

NO	QUESTION	ANSWER
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ABOUT THE BROADBAND IMPROVEMENT PLAN

1	Can you please explain about the Broadband Improvement Plan (BIP2017)?	<ul style="list-style-type: none"> ▪ The BIP2017 is a plan following the Prime Minister's announcement during Budget 2017 to give better value at the same price towards extending broadband access to more Malaysians nationwide. 			
2	What is TM's role and initiative under this BIP2017?	<ul style="list-style-type: none"> ▪ As Malaysia's Convergence Champion, TM is answering the Government's call towards making broadband more accessible and affordable for all Malaysians. ▪ This will also enhance the nation's average broadband speed. so Malaysians will now enjoy faster broadband speeds thus enabling them to do so much more. ▪ As a nation builder, TM plays a role to provide higher speeds broadband at affordable price to improve the nation's competitiveness towards becoming a high income nation by 2020. 			
3	Which areas will be covered by the BIP2017?	<ul style="list-style-type: none"> ▪ This improvement plan will cover most existing UniFi Home customers in the High Speed Broadband (HSBB) areas and some Streamyx customers in the Sub-Urban Broadband (SUBB) areas nationwide. <p><i>*Note: Not an automatic upgrade for Streamyx customers. Customers have to apply for upgrade</i></p>			
4	What are the terms for eligibility?	<ul style="list-style-type: none"> ▪ To be eligible: <ol style="list-style-type: none"> 1) Customers have to be registered for the qualifying services before 31st December 2016. Under the following packages <table border="1" data-bbox="724 1476 1511 1875" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="724 1476 1511 1541" style="background-color: #4F81BD; color: white; text-align: center;">CONSUMER</th> </tr> </thead> <tbody> <tr> <td data-bbox="724 1541 1511 1703" style="background-color: #D9E1F2;"> UniFi: UniFi VIP5, VIP10, VIP20 UniFI ADVANCE 30, ADVANCE Plus 50 </td> </tr> <tr> <td data-bbox="724 1703 1511 1875" style="background-color: #D9E1F2;"> Streamyx: 384kbps, 512kbps 1M, 2M, 4M, 8M </td> </tr> </tbody> </table>	CONSUMER	UniFi: UniFi VIP5, VIP10, VIP20 UniFI ADVANCE 30, ADVANCE Plus 50	Streamyx: 384kbps, 512kbps 1M, 2M, 4M, 8M
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		<p>*Note: Not an automatic upgrade. Customers have to apply for upgrade</p> <p>However, the following will criteria are also applicable:</p> <ol style="list-style-type: none"> 1) The customer must not have been given a free upgrade prior to the Budget 2017 announcement (those upgraded between May – September 2016) 2) Technical and service availability. 3) Customers under UniFi Smart Partnership Package are also not eligible because they are bonded with the current developer's contract.
5	<p>How many customers will be eligible for the BIP2017 ?</p>	<ul style="list-style-type: none"> ▪ More than 500,000 UniFi customers will be eligible for the speed upgrade. ▪ About 100,000 Streamyx customers will be eligible for the new package to be introduced in June 2017.
6	<p>How can I enjoy the speed upgrade? Do I need to register, visit TMpoint or call TM Contact Centre?</p>	<ul style="list-style-type: none"> ▪ Customers do not need to register or visit any TMpoint outlet. ▪ Customer need to give consent via e-mail or SMS. ▪ Once the consent is given, the upgrade will be done automatically in phases. ▪ There will be cases where the upgrading process will be done through TM Telemarketing Centre.
7	<p>When can customers expect to enjoy the speed upgrade?</p>	<ul style="list-style-type: none"> ▪ Customers will be enjoying the speed upgrade in phases, starting from 1st January 2017. ▪ Customers will be informed via E-mail, SMS or telephone prior to implementing the upgrade at their areas.
8	<p>Why do I have to subscribe now to enjoy the upgraded speed next year? Why can't I subscribe next year? This initiative is under Budget 2017.</p>	<ul style="list-style-type: none"> ▪ Only existing customers subscribing to the UniFi (except Pro Plan 100) packages before 31 December 2016 will be eligible to enjoy the speed upgrade program as announced in the Budget 2017 speech. ▪ The upgrade of speed will only commence under this plan from January 2017.
9	<p>Does this mean this announcement is not a "re-pricing" of the products,</p>	<ul style="list-style-type: none"> ▪ Yes, it is not a re-pricing of our services. After 31st Dec 2016, new customers will pay the retail prices prevailing at

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	<p>but only offered to upgrade your existing subscribers? What are the retail prices offered to new customers who subscribe in 2017?</p>	<p>the time and receive the speeds as stated at the time of purchase.</p> <ul style="list-style-type: none"> ▪ The retail price for the packages are: <ul style="list-style-type: none"> ▪ Residential: <table border="1" data-bbox="722 485 1446 800"> <thead> <tr> <th><i>Package</i></th> <th><i>Price (RM)</i></th> <th><i>Price Per Mbps (RM)</i></th> </tr> </thead> <tbody> <tr> <td><i>Advance 30</i></td> <td><i>199</i></td> <td><i>6.63</i></td> </tr> <tr> <td><i>Advance Plus 50</i></td> <td><i>249</i></td> <td><i>4.98</i></td> </tr> <tr> <td><i>Pro 100</i></td> <td><i>299</i></td> <td><i>2.99</i></td> </tr> </tbody> </table>	<i>Package</i>	<i>Price (RM)</i>	<i>Price Per Mbps (RM)</i>	<i>Advance 30</i>	<i>199</i>	<i>6.63</i>	<i>Advance Plus 50</i>	<i>249</i>	<i>4.98</i>	<i>Pro 100</i>	<i>299</i>	<i>2.99</i>
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10	<p>Why do I have to wait until 2017 to enjoy the speed upgrade?</p>	<ul style="list-style-type: none"> ▪ The speed upgrade program is initiated in support of the Budget 2017. ▪ There are preparation work that needs to be done by TM to ensure smooth execution of the BIP2017 plan, including ensuring network, system readiness. ▪ Hence, the upgrades will be done in phases starting January 2017. 												
11	<p>Will customers (especially those in VIP5, VIP10) need to upgrade their CPE? How much will it cost the customer if need to upgrade, or is it given free by TM,</p>	<ul style="list-style-type: none"> ▪ The migration will be seamless, thus customers' current CPE should be able to support the upgrade. However, there may be cases where TM will need to send installers to change a customer's current CPE. ▪ Only customers upgrading from UniFi Advance Plus (50) to UniFi PRO (100) will need to change their CPE. ▪ The CPE will be given free as part of the upgrade. 												
12	<p>Is there a new contract imposed for customers upgraded?</p> <p>How about CPE warranty extension?</p>	<ul style="list-style-type: none"> ▪ There will be no contract renewal to be refreshed npr additional contract period imposed for the upgrade. ▪ No contract to be refreshed, therefore, CPE warranty will not be extended for the upgrade. 												

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13	<p>Will eligible customers (of VIP5, VIP10 and VIP20) enjoy Free unlimited calls to TM Fixed line like they enjoy under UniFi VIP packages?</p>	<ul style="list-style-type: none"> ▪ Yes, customer will be given Voice Plan and thus they will enjoy Free unlimited calls to TM Fixed line.

IMPLEMENTATION THE BROADBAND IMPROVEMENT PLAN

14	<p>This plan will cover HSBB and SUBB areas. How can I know whether I'm residing in the areas that are eligible for the speed upgrade?</p>	<ul style="list-style-type: none"> ▪ The benefit will be subject to the service availability. ▪ Invitation to eligible customers will be done via e-mail or SMS starting from December 2016. Alternatively, customers can check their eligibility via TM Website.
15	<p>Why are there TM customers who cannot enjoy any broadband speed upgrade at all? <i>Note: (customers in non-SUBB and non-HSBB areas)</i></p>	<ul style="list-style-type: none"> ▪ The upgrading cannot be done in some areas because of technical availability in some areas. ▪ TM is continuously working to enhance the network capability to ensure more customers and areas enjoy higher broadband coverage in the future.
16	<p>I was informed that I cannot enjoy the speed upgrade due to technology limitation, even though I'm staying in the HSBB/SUBB areas. What does this mean? Can it be fixed/mitigated? I want to enjoy the new speed as well.</p>	<ul style="list-style-type: none"> ▪ This might be because of technical limitations at some areas. ▪ TM is continuously working to enhance the network capability to ensure more customers and areas enjoy higher broadband coverage in the future.
17	<p>What are some of the technical limitations?</p>	<ul style="list-style-type: none"> ▪ Some customers has enjoyed the maximum speed they can get based on the infrastructure in their premise. ▪ The technical limitations include infrastructure upgrades, network capacity and service availability.
18	<p>Since I can't be upgraded due to technology limitation, then can I get a cheaper price for my broadband package?</p>	<ul style="list-style-type: none"> ▪ Technical limitation is something that can't be avoided. ▪ The speed upgrade is subject to service availability. TM also runs various sales campaigns. Find out more on our website, or visit the nearest TMpoint outlets or roadshows in your area.

19	(Customers in SUBB areas) I want to enjoy higher speed, but I can't afford to pay RMXXX per month. Is there any other suitable plan for me?	<ul style="list-style-type: none"> ▪ TM runs various sales campaigns. Find out more on our website, or visit the nearest TMpoint outlets or roadshows in your area.
20	My broadband speed has been upgraded some time in June/July 2016. Will I enjoy faster speed next year under this improvement plan?	<ul style="list-style-type: none"> ▪ Customers who have already been upgraded to higher speed automatically by TM between June – December 2016 are not entitled for the upgrade in 2017. ▪ These customers have already enjoyed the speed upgrade earlier than the Budget 2017 announcement under TM's initiative to deliver enhanced broadband experience for its customers.
21	Some of my friends already enjoyed the upgraded speed in January 2017, but I only get the upgrade in March 2017. I want a rebate.	<ul style="list-style-type: none"> ▪ The upgrading process will be done in phases until September 2017. There will be no rebate given to customers.
22	I can't wait for my turn to be upgraded. Can I request for priority?	<ul style="list-style-type: none"> ▪ The upgrading process will be done in phases starting January 2017. TM will do our best to speed up the upgrading process for all its customers.
23	I have enjoyed the new speed upgrade with all the adds-on package (e.g. STD 20/HyppTV Pack). Can I downgrade my current package so that I can enjoy a lower price?	<ul style="list-style-type: none"> ▪ Customers are encouraged to subscribe to suitable packages to enjoy the best experience. With this initiative announced under budget 2017, you will be enjoying greater value at the same price.
24	I'm on 100Mbps package. Do I enjoy a speed upgrade? If not, why?	<ul style="list-style-type: none"> ▪ The UniFi Pro is currently the most premium UniFi package offered by TM. ▪ UniFi Pro customers is currently enjoying the lowest price per Megabit (RM3.29/Mbps).
25	My current speed is sufficient for my usage. Can I maintain my broadband speed?	<ul style="list-style-type: none"> ▪ Yes, customers may choose to stay at their current speed, but there will be no reduction or further discount given to their current monthly price.
26	I have already enjoyed the speed upgrade from this exercise. Can I further upgrade my broadband speed?	<ul style="list-style-type: none"> ▪ Of course you can. You may choose to further upgrade to any higher package at the price published in the TM website.

