



**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
On Site Support (OSS) and Customer Charging Proposition (CCP)**

NO	QUESTION	ANSWER
1.	What is On Site Support (OSS) charge?	On Site Support (OSS) charge is the charge that will be imposed on TM customers for an on-site visit to their premise by appointed TM technicians.
2.	What are the reasons that will require on-site visit to my premise and chargeable for On Site Support (OSS)?	<p>Below are the possible scenarios:</p> <ol style="list-style-type: none"> 1) If you have personally requested for an on-site support and your CPE is already beyond warranty period 2) Technical faults that could be due to your own device, internal wiring or negligence. <p>At the premise, our technicians will first make an assessment before informing you of the actual issue.</p>
3.	What is Customer Charging Proposition (CCP)?	Customer Charging Proposition (CCP) is an option for TM customer to choose between renewal of their service contract or a one-time charge (according to price of the related Customer Premises Equipment (CPE)) upon equipment replacement by TM.
4.	Can I opt for not renewing the contract when the technician comes and replace my equipment?	<p>Yes. Just inform your preferred option to our TM technician during the on-site visit. Our technician will make the necessary change for you.</p> <p><i>Note: If you do not wish to proceed with the renewal of service contract as per your earlier selection, please inform our technician/Care Crew that you would like to change to 'One-off payment'.</i></p>
5.	I don't want to pay anything for the equipment replacement. Is this possible?	Yes, enjoy a free replacement of the equipment simply by renewing your service contract as below:



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		<table border="1"> <thead> <tr> <th data-bbox="605 338 829 428">Existing Service Contract</th> <th data-bbox="829 338 1081 428">Scenario</th> <th data-bbox="1081 338 1263 428">Service Contract Period</th> <th data-bbox="1263 338 1450 428">CPE Warranty Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="605 428 829 569" rowspan="2">1 year</td> <td data-bbox="829 428 1081 485">Within contract period</td> <td data-bbox="1081 428 1263 569" rowspan="2">Refresh 1 year</td> <td data-bbox="1263 428 1450 569" rowspan="2">Refresh 1 year</td> </tr> <tr> <td data-bbox="829 485 1081 569">Beyond contract period</td> </tr> <tr> <td data-bbox="605 569 829 709" rowspan="2">2 years</td> <td data-bbox="829 569 1081 625">Within contract period</td> <td data-bbox="1081 569 1263 646">Refresh 2 years</td> <td data-bbox="1263 569 1450 709" rowspan="2">Refresh 1 year</td> </tr> <tr> <td data-bbox="829 625 1081 709">Beyond contract period</td> <td data-bbox="1081 646 1263 709">Refresh 1 year</td> </tr> <tr> <td data-bbox="605 709 829 850" rowspan="2">3 years</td> <td data-bbox="829 709 1081 766">Within contract period</td> <td data-bbox="1081 709 1263 787">Refresh 3 years</td> <td data-bbox="1263 709 1450 850" rowspan="2">Refresh 1 year</td> </tr> <tr> <td data-bbox="829 766 1081 850">Beyond contract period</td> <td data-bbox="1081 787 1263 850">Refresh 1 year</td> </tr> </tbody> </table>				Existing Service Contract	Scenario	Service Contract Period	CPE Warranty Period	1 year	Within contract period	Refresh 1 year	Refresh 1 year	Beyond contract period	2 years	Within contract period	Refresh 2 years	Refresh 1 year	Beyond contract period	Refresh 1 year	3 years	Within contract period	Refresh 3 years	Refresh 1 year	Beyond contract period	Refresh 1 year
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6.	<p>Do I need to pay any cash amount upfront to the TM technician for the on-site support as well as the equipment replacement?</p>	<p>No, all the charges will be reflected in your next monthly bill, if you have opted for one-off payment.</p>																								
7.	<p>Can I change the equipment replacement payment option?</p>	<p>Yes. Just inform your preferred option to our TM technician during the on-site visit. Our technician will make the necessary change for you.</p>																								
8.	<p>How will the equipment charges be imposed if the replacement involves more than one (1) equipment in a single on-site visit?</p>	<p>Calculation example for each CPE replacement is as below:</p> <table border="1" data-bbox="688 1394 1357 1560"> <thead> <tr> <th data-bbox="688 1436 930 1478" rowspan="2">CPE</th> <th colspan="2" data-bbox="930 1394 1357 1436">Warranty Period</th> </tr> <tr> <th data-bbox="930 1436 1187 1478">Beyond</th> <th data-bbox="1187 1436 1357 1478">Within</th> </tr> </thead> <tbody> <tr> <td data-bbox="688 1478 930 1520">RG (Modem)</td> <td data-bbox="930 1478 1187 1520">RM200</td> <td data-bbox="1187 1478 1357 1520">Free-</td> </tr> <tr> <td data-bbox="688 1520 930 1560">Set-Top Box (STB)</td> <td data-bbox="930 1520 1187 1560">RM300</td> <td data-bbox="1187 1520 1357 1560">Free-</td> </tr> </tbody> </table> <p>E.g.: If your RG and STB are faulty, RG is within the warranty period while STB is beyond the warranty period, Total Charges: Free (RG) + RM300 (STB) = RM300</p>				CPE	Warranty Period		Beyond	Within	RG (Modem)	RM200	Free-	Set-Top Box (STB)	RM300	Free-										
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9.	Can I replace the non-faulty equipment using the equipment replacement option?	We are sorry, you are not allowed to replace any non-faulty equipment. Our technician will check and verify the equipment conditions and functions first before making any replacement.
10.	Where can I check my charging option, or the charges occurred during the on-site visit?	You will be able to view the total amount charged in the digital Restoration Acceptance Form (RAF). Once you have signed the form in the technician's tablet, you will receive a copy of the form via email. Your next bill will also reflect these charges.
11.	How will I know if my contract has been renewed?	You can check the status of your contract by logging in to unifi.com.my and go to My Accounts > View Service > My Service Details (Service Start Date).