

## Fixed IP Frequently Ask Question (FAQ)

1. Why TM introduces add on Fixed IP?

TM wishes to create a pick and choose environment for base bundle and VAS according to customer needs. This is to introduce more ala-carte services based on market demand and the current trend.

2. What are the offering for add on Fixed IP?

RM200 for 1 Fixed IP

RM300 for 5 Fixed IP

Note: Price shown is EXCLUSIVE of 0% GST

3. Who is eligible to add on Fixed IP?

Biz Starter Pack (BSP), unifi business & OIAB Modular packages customers are eligible to add-on 1 Fixed IP or 5 Fixed IP.

4. Where can I add on the Fixed IP VAS?

Add-on Fixed IP can be made at TMPoint, TM Authorized Dealers, Resellers, Contact Centre or Online Portal.

5. Does add on Fixed IP involve any contract terms?

Yes. The minimum subscription period is 12 months for broadband only

6. Is there any termination penalty if I terminate the service within contract period?

For broadband If you terminate the add-on Fixed IP within the contract period, you will be penalized RM200. However for unifi, there is no penalty imposed if your terminate the add on-Fixed IP

7. Is there any configuration charges for add or remove IP?

Yes. It will be cost RM100 if :

Upgrade and downgrade Fixed IP

Add/Remove Fixed IP



8. Is there any relocation charges for add on Fixed IP?  
No charges will be imposed on relocation.
  
9. Is there any recurring charges for add on Fixed IP?  
Yes. The charges will be based on the selected packages. RM200 for 1 Fixed IP or RM300 for 5 Fixed IP.
  
10. Currently I have 2 UniFi Biz accounts, if I want to terminate one of UniFi Biz with add-on Fixed IP, can I transfer my add-on Fixed IP to other broadband line?  
No. The add-on Fixed IP will be terminated together with your broadband line.
  
11. If I change my add-on Fixed IP form 1 to 5, can I maintained the IP?  
Should customer wish to change from 1 to 5 Fixed IP, customer is unable to retain the same IP
  
12. If I upgrade my broadband package to unifi business, can I maintain the IP?  
No the IP will change once your upgrade your package.
  
13. Where can I request for termination of Fixed IP add on package?  
Any termination of the Fixed IP (Add On) must be made at the nearest available TMpoint.