

1. Who is eligible to subscribe to the packages?

OIAB Basic: All SME customers with valid Business Registration Number, without any STD call plan.
OIAB Plus: All SME customers with valid Business Registration Number.

2. What is the minimum subscription period for Office in a Box?

The minimum subscription of Office in a Box is 24 months from the date of installation.

3. What if I terminate the service within minimum subscription period?

- 1Mbps Office in a Box: RM700
- 1Mbps Office in a Box Plus: RM900
- 2Mbps and 4Mbps Office in a Box: RM800
- 2Mbps and 4Mbps Office in a Box Plus: RM1000

4. What is zero entry promotion?

During this promotion, customers do not have to pay for installation and activation fee worth RM 163.

5. When can I start enjoying Office in a Box services?

Upon registration, TM installer will come to your premise within 7 days and install the broadband service. Other services i.e. voice plan and VAS will be activated after the broadband is installed.

6. How do I being notified on the activation of other services?

- For domain, e-storage, BBphone and Infoblast you will be notified via your preferred email.
- Voice plan. Upon activation of Broadband, voice plan will be activated.

7. If I opt for Office in a Box self-installed, where can I collect my self-installed Office in a Box?

You can collect your Office in a Box at the TMpoint after your application successfully registered.

8. What is the equipment installer brings during Office in a Box installation?

Office in a Box: installer will bring a box which consists of wireless modem and cordless phone.
Office in a Box Plus: installer will bring OIAB Plus box consist of wireless modem and ATA Set.

9. What does my bill looks like?

The 1st bill will include pro-rated subscription fee, current month subscription fee and advance 1 month subscription fee. Any additional voice usage will be charged under "Penggunaan".

Example:

- For Office in a Box 1Mbps, RM120 will be charged under "Caj Perkhidmatan Internet" and RM78 will be charged under "Talian Tetap".
- For Office in a Box Plus, the total subscription fee will be charged under "Caj Perkhidmatan Internet".

10. If I have call plan on my broadband line and I would like to apply for Office in a Box, what happen to my existing call plan?

Existing call plan will be replaced with Office in a Box call plan.

11. If I am an existing Streamyx or Business Broadband customer, can I change my existing services to Office in a Box package?

Yes. If you are using SOHO Business Broadband, then you can maintain the existing broadband together with your login ID and email. However, if you currently subscribe to Fixed IP packages, you will be downgraded to SOHO Business Broadband and you will no longer have fixed IP address/addresses and you will be given a new login name.

12. If I do not have TM Business line can I subscribe to Office in a Box?

You need a TM Businessline to subscribe to Office in a Box. You can apply for TM Businessline and check if business broadband service is available at your area at any TMPoint or TM Authorised Reseller.

13. How do I check for Business Broadband service availability?

You may check for Business Broadband service availability at any TMpoint or TM Authorised Reseller. Alternatively, you can check for business broadband service availability using your neighbours TM Businessline number via SMS. Type STX <space> <TMbusinessline number> Send to 33535.

14. Are there any additional charges on top of the monthly charges of Office in a Box?

Yes, for Office in a Box customer, you will be charged the following one-time charges for TM Business line:

i. Deposit

Item	Description	Value
Deposit	Sole Proprietorship	RM200
	Partnership (eg Enterprise)	RM300
	Private Limited (eg Sdn Bhd)	RM400

ii. Internal wiring – (RM30-RM50)

iii. Additional call charges if the customer use more than RM88 worth of call charges.

15. If I subscribe Office in a Box together with TM Business line, can I terminate my TM Business line if Business Broadband service cannot be offered?

Yes, but you will have to make full settlement for outstanding bills on call usage.

16. Can I terminate the Business Broadband and keep the Voice Plan and Value Added Services?

No. If you terminate the Business Broadband, other services in Office in a Box will also be terminated including Voice Plan, Value Added Services and Add-ons.

17. What is the warranty period for the wirelessADSL modem?

The modem comes with lifetime warranty from the date of installation. The warranty expires when you terminate Office in a Box.

18. What is the warranty period for cordless phone?

Cordless phone comes with one year warranty from the date of installation.

19. What should I do if the cordless phone is faulty within the warranty period?

You can replace cordless phone at the nearest TMpoint or Panasonic Service Center if it is still within One Year Warranty.

20. What is the warranty period for ATA set?

ATA set comes with two years warranty from the date of installation.

21. What should I do if the ATA set is faulty during the warranty period?

Customer can replace faulty ATA one to one at the nearest TMpoint if it is still within One Year Warranty.

22. If I'm currently using Centrex would I eligible to subscribe Office in a Box?

Yes.

23. If I subscribe to additional Voice Plan 78 plan, how do I collect my cordless phone?

You can collect your cordless phone at the available TMpoint where you made your Voice Plan application by showing your copy of Office in a Box application form.

24. Can I subscribe to Voice Plan 78 if I do not subscribe to Office in a Box?

No. You have to subscribe to Office in a Box in order for you to enjoy for Voice Plan RM78.

25. How do I create my own website?

Step 1: log in to <https://cp.netmyne.net>;

Step 2: Click on Joomla! Application to help create your website. Alternatively you may create your own website using other web creator software or you may engage a web designer to create your website.

Step 3: Once web is created, the web can be access through [www."yourdomainname".com](http://www.yourdomainname.com).

26. How do I check the availability of domain name?

Step 1: Go to <http://www.netmyne.com.my/smeadmin/domain.asp>

Step 2: Key in customer's preferred domain

Step 3: Select domain extension

Step 4: Click " Check Domain" button.

27. How to choose the suitable domain name?

Domain name usually reflect your company name. If your company is TM SME SDN BHD, then you might want to select tmsme.com.my or tmsme.com as your domain name. Domain name may also reflect your business. If you are running a grocery shop, you may opt for grocery.com.my or grocery.com.

28. Can I change my domain name after registration?

No.