

1. TERMS AND CONDITIONS

1.1 Kindly read this document carefully before you sign up for the TMBiz Online services ("the Service"). This document contains important information on your rights and obligations, limitations and/or exclusions that may apply if you intend to utilize the Service.

1.2 TM will be processing your personal information provided in this Application Form and/or further information and data that may be required by TM either from you or from any third parties especially from credit bureau, banks, credit reporting agencies and other businesses that provide like information or reference agencies from time to time.

1.3 The information as required herein (unless stated otherwise) is obligatory on you and failure by you to provide any information as required may affect your application or the continued provisioning of the Services provided herein.

1.4 By indicating your acceptance to the Service in the Application Form, you are deemed to acknowledge and agree to be bound by all the following terms and conditions for the subscription and use of the Service provided by Telekom Malaysia Berhad or any of its subsidiary or affiliate ("TM")

2. THE SERVICE

2.1 The Service is a centralized bill presentation and payment process for TM Corporate customers, accessible via TMBiz Online portal. This Service is a FREE service which compiles multiple bills into an easy to understand bill details and summary. It's offer payment facility where customer can manage their bill payment via the above stated portal.

2.2 The Customer shall pay TM's monthly bill(s) via telegraphic transfer payable to TM only.

3. DEFINITIONS

The terms used in these Terms and Conditions shall have the following meaning:

- (a) "**Account Executive**" means TM's personnel who responsible to manage customer's account(s);
- (b) "**Application Form**" means the application form to which these terms and conditions are attached requesting

particulars from an applicant offering to become a Customer (hereinafter defined) and furnishing the required and genuine information;

- (c) "**Customers**" means a company or other entities that is considered as TM's corporate customers which subscribes the Service from TM;
- (d) "**Bill Date**" means issuance date of the statement details;
- (e) "**Due Date**" means the last date to make payment for the bill;
- (f) "**TM Bill**" means the bill(s) or billing record(s) which reflects the charges payable by the Customer for subscription of TM services.

4. APPLICATION

4.1 The Customer may apply for the TMBiz Online Service by way of submission of completed Application Form to the respective Account Executive. By becoming a registered user, customers will be able to access and view the bills online, manage their accounts and make payment accordingly.

4.2 Due remittance should be made within specified time frame to avoid service disruption. The Customer shall make payment in one transaction for all their registered account.

4.3 The Service activation is subject to the approval of TM. The Customer hereby authorises TM to release details of the customer's previous or current bills and records strictly for purposes of the service.

4.4 Upon approval of the application, TM shall provide Customer with an ID and password. By becoming a registered user of the Service, the Customers agree to the following:-

- (a) Keep their login details, including password as confidential and not disclose the same to any third party ; and
- (b) Immediately notify TM if aware of any unauthorised use of their ID.

4.5 TM may suspend or terminate the ID if there is any breach on these requirements or any of the other terms of use. TM's decision to suspend or terminate Customer's ID will be based entirely on TM's discretion.

4.6 Upon acceptance of the application, these terms and conditions and the terms and conditions governing the use of the payment method shall apply. The first payment through the Service will commence upon approval and advice by TM.

5. OPERATION OF THE SERVICE

5.1 The Service shall be operated in the following manner:

- (a) Payment File and Report:
 - (i) Upon successful verification, Customer shall remit either via telegraphic transfer to TM's dedicated Bank Account. The Customer is required to generate payment files before the due date via TMBiz Online Portal in order for TM to conduct receipting on registered account.
 - (ii) TM shall not be liable for the losses, damages, costs or expenses arising from non payment. Accordingly, the Customer shall settle the outstanding TM Bill directly to TM.
 - (iii) Any enquire and dispute in relation to the Customer's TM Bill shall be directed to the respective Account Executive within thirty (30) days from the date of the respective bills. TM shall then investigate the dispute and shall inform the Customer the results of such investigation. The Customer may withhold payment on the disputed amount (and related charges) during the investigation. However, the Customer shall be responsible to pay any part of the bill which is not in question / undisputed amount.

6. CHANGE OF DETAILS & CANCELLATION

6.1 Any request to change the ID details or cancellation of the Service will only be processed and accepted if TM receives an official request from the Customer via email or letter to Account Executive.

7. TERMINATION

7.1 The Customer may terminate the Service by giving one (1) month notice to TM. Termination shall not affect those data and telephone bills or charges incurred prior to use coming into effect of the said notice.

7.2 Whereas TM reserves its rights to discontinue the Service by giving two (2) months notice to the Customer without giving any reason whatsoever.

7.3 TM has a right to terminate a Customer's ID should there be no activity for the continuous period of six (6) months

8. PERSONAL DATA

8.1 Any personal data of the customer will be kept confidential and in accordance to TM's Privacy Notice. The Privacy Notice of TM's group of companies can be found at www.tm.com.my. TM shall take all reasonable precautions to preserve the integrity and prevent any corruption or loss, damage or destruction of the customer's personal data. All information provided by the customer will be kept strictly private and confidential.

9. GENERAL PROVISIONS

9.1 TM reserves the right to amend these terms and conditions from time to time and shall notify the amendments to Customer in any manner it considers appropriate.

9.2 These terms and conditions shall be construed in accordance to the laws in Malaysia.

9.3 The Customer assumes all responsibility and risk from the use of the service. TM shall not be liable for any loss, injury, damage, cost, penalty or claim resulting from the use of the Service, whether direct or indirect, and whether or not TM has knowledge of the possibility of such loss, injury, damage, cost, penalty or claim. TM shall not hold TM liable for any error or omission in the payment of TM bill under the Service

9.4 The customer hereby indemnifies TM and holds it harmless against any and all liability, loss, damage, penalty, cost or claim of whatsoever nature suffered by any third party in relation to any act or omission by the customer in relation to the service and the use thereof by the customer.

9.5 All the communications sent via e-mail as per the details disclosed in the Service application form shall be deemed to have been delivered by the customer to TM accordingly.

9.6 The Customer further agrees that TM reserves the right to withdraw or suspend the availability of the Service at their absolute discretion with or without prior notice.

TMBiz Online It's TM bill payment made easier



WHAT IS TMBIZ ONLINE?

TMBiz Online is a centralised bill presentment and payment process for TM Corporate customers, accessible via TMBiz Online portal. It's a FREE service which compiles multiple bills into an easy to understand bill details and summary. It's offer payment facility where customer can manage the bill payment via this portal.

Benefits

- Hassle free in managing data and telephony bills for the organization any time
- View the bills upon billing data uploaded into the portal
- Save manpower and time using an automated process
- Easy access that only require internet connectivity
- One transaction for the payment for all registered bills

Steps



Step 1: Submit completed TMBiz Online application form to a TM Account Executive or e-mail to help@tm.com.my. Your ID and password will be sent via e-mail upon successful registration



Step 2: View all accounts belong to the organization and manage the bill/payment accordingly



Step 3: Make payment based on debit file. Payment will be reflected in the following month's bill

TMBiz Online portal

<http://www.tm.com.my/TMBiz>

Help/Support

Kindly contact respective Account Manager from TM or e-mail to help@tm.com.my for enquiries.

TMBIZ ONLINE APPLICATION FORM



A. TM BILL INFORMATION (ALL FIELDS ARE MANDATORY)

Company Name : _____
(for Business Only) _____
Business Registration : _____
Company Address : _____

B. APPLICANT'S INFORMATION (ALL FIELDS ARE MANDATORY)

Name of Applicant : _____
(Full Name) _____
New IC Number : _____
Passport Number : _____
(Non-Malaysian)
Country Issuing : _____
Designation : _____
Department : _____
Mobile No. : _____
Office No. : _____
Preferred User Id : _____
(6-16 alphanumeric characters)
Temporary Password : **123456** _____
Corporate Email Address : _____
Secret Question : _____
Secret Answer : _____

Please tick (✓) preference on bill media Soft Copy
 Hard Copy

C. CUSTOMER AUTHORIZATION

"I/We confirm that the particulars given above are correct and duly authorized and I/we have read, understand and agree to be bound by the Terms and Conditions which accompany the usage of this service and any amendment made thereto. I hereby consent to the collection and processing of my personal information in accordance to the Privacy Notice"

Signature Company Stamp Date

D. TM SALES PERSONNEL APPROVAL FOR CUSTOMER REQUEST (FOR BUSINESS ONLY)

Decision Approve Request Reject Request
Full Name : _____
Sales Group : _____
Contact No. : _____
Role to be given to the Applicant Administrator Payer
 Normal User
Remarks : _____

E. FOR TM ONLINE ADMIN USE ONLY

Process By : _____
Process Date : _____
Remarks : _____

