



FAQ

1. What is happening?

SIP Voice Services will be terminated on 31st March 2018, 11.59pm.

2. Are there any solutions proposed by TM/Webe?

TM will be contacting and offering you with the products that are relevant to your needs as an alternative solution.

3. Will I be able to maintain my number if I subscribe to the TM product?

We will try our very best to maintain your current number to avoid any inconvenience to the customer.

4. What will happen to my current outstanding bill?

You will receive the final invoice on 1st April 2018. Therefore, kindly remit any outstanding amount payment at your earliest convenience via channels as stated on the invoice. (JOMPAY, etc)

5. Can I use my deposit to offset the outstanding bill?

Yes, your deposit can be used to offset the outstanding bill. We will refund the remaining balance to you if there is a balance amount after deducting the outstanding balance. However, you are required to pay the outstanding amount if your deposit amount does not cover your outstanding balance.

6. How can I get back my deposit?

Kindly submit an Online Support Form @p1.com.my/bizcare to request for the deposit. We are required to perform verification to obtain your banking details to proceed with the refund process. The deposit will be refunded within 90 days from the date of request with complete supporting documents.

[Customer's Bank Account] / [Proof Of Deposit Paid (if any)] / [Authorization Letter is required if 3rd Party Request/ 3rd Party Bank Account]



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