



Date: 22<sup>nd</sup> July 2022

Perbadanan Produktiviti Negara (NPC / Perbadanan Produktiviti Negara)

Dear Valued Customer,

**WITHOUT PREJUDICE**

**SERVICE IMPROVEMENT AND DISCONTINUANCE OF TM'S COPPER BASED SERVICES  
NATIONWIDE AREA**

Firstly, a warm thank you from us at Telekom Malaysia Berhad (TM) for your loyalty and continued support towards TM's products and services.

As part of our service improvement efforts to enable us to deliver enhanced service experience to our customers and fulfil TM's promise of "Life and Business Made Easier", we wish to inform that we are currently upgrading our network infrastructure at your area from Copper Network to a full Fiber Optic Network platform.

Fiber optic technology plays a major part in many businesses today and a significant role in facilitating digital economy. The enhanced service will provide faster, more secure, and larger communication system for your network operations than copper.

Pursuant to the service improvement exercise, all TM's copper-based services currently served at your area will be discontinued starting from **15<sup>th</sup> January 2023**.

In order to ensure that you will receive continued internet and telecommunication services, please subscribe to our alternative fiber-based end-to-end business solution services which offer more value, customization and better customer experience.

Below is the list of our proposed alternative fiber-based services to replace the discontinued copper-based services.

No.	Discontinued Current Copper Based Services	New Alternative Fiber Based Services
1	Leased Line P2P	Metro Ethernet (E-Line)
2	IP VPN via Leased Line	IP VPN over Metro Ethernet, IP VPN EFM HSBB
3	IP VPN Value over DSL	IP VPN Value over HSBB
4	IP VPN Lite over DSL	IP VPN Lite over HSBB
5	Direct over Leased Line (DOLL)	Direct over Metro Ethernet (DOME)
6	Streamyx / Business Broadband	UniFi / SDWAN
7	Centrex	IP Centrex
8	ISDN PRI	Multi Line SIP (HSBB) / IPME
9	ISDN BRI (Internet)	UniFi
10	ISDN BRI (Voice)	IP Centrex, Voice Mobility
11	ISDN BRI (Backup)	IP VPN EFM, Metro Ethernet
12	SINGLE DEL	IP Centrex / WHP (Wireless Home Phone)

To avoid any service interruption due to the discontinuance of TM's copper-based services, you are advised to confirm with us the new fiber-based services of your choice by signing the Acknowledgement Form appended herein and return the same to us within **fourteen (14) days** of the date of this letter.

We appreciate your kind understanding in our ongoing efforts to improve our services for your business. For more information and clarification on this matter, please contact your TM Account Manager **Mohd Amir Aizat Bin Ismail** via phone **01163360700** or email [amiraizat.ismail@tm.com.my](mailto:amiraizat.ismail@tm.com.my).

Yours sincerely,  
**TELEKOM MALAYSIA BERHAD**



**MOHAMED FAISAL BIN NAINA MOHAMED**  
Vice President Government Sales