



# Frequently Asked Questions (FAQ)

## Microsoft Office 365 Special Discount

### 1 How many Office 365 promotions is TM ONE offering?

There are 2 campaigns for Office 365:

**a** COVID19 Initiatives - 2 sub-packages available FREE for 6

- Microsoft Teams
- Office 365 (E1 package)

**b** Price Promotion for Office 365 Business and Enterprise Packages

### 2 What is the campaign validity?

This campaign is valid from 15<sup>th</sup> March until 31<sup>st</sup> Dec 2020.

### 3 Are there any minimum seats for the subscription?

**a** For new Office 365 customers, a minimum of 10 seats is required.

**b** For existing Office 365 customers wanting additional seats, there are no minimum seats.

### 4 What is the minimum contract term?

The minimum contract term is one year, however, TM ONE offers more savings when you subscribe for 2 years.

### 5 Will I be able to use the account/ apps immediately?

Yes, it will be an almost real time activation. However, you may need your IT administrator to assign the user licenses. Should you have any issues, TM ONE will be able to guide you remotely via TM ONE Service Desk, 24/7.

### 6 What is the minimum bandwidth requirement?

There is no minimum requirement as long as you're connected to the Internet. However, for better performance on voice or video communications, you will be able to check the status if the Office 365 service is having issues. You will see red or yellow icons under current health in the Microsoft 365 Admin Centre.

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**If my company is not an existing TM ONE customer, can I still subscribe?**

Yes, but your company must at least have a business registration number and there will be an additional process to enroll as TM ONE customer. We will guide you on this process.

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**What is the scope of support provided by TM ONE?**

TM ONE will provide 1<sup>st</sup> level support- account creation, deletion or any guidance that you need for your end users, but not up to the server level. However, TM ONE will be the single point of contact for any technical escalation required with Microsoft

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**Who should I contact for any other clarification on promotion related matters?**

You may contact your TM ONE Account Manager or submit your interest at TM ONE website at [www.tmone.com.my](http://www.tmone.com.my)

*For more info, please click [here](#)*