

General Frequently Asked Questions (FAQ)

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| 1. | <p>What is Yellow Pages?</p> <p>Yellow Pages Digital https://yellowpages.my/ is the leading digital business directory in Malaysia with over 500,000 business listings under 16 main categories for ease of search, ensuring a smooth user experience when you use our platforms.</p> |
| 2. | <p>How can I access Yellow Pages?</p> <p>You can access it via your browser on desktop and mobile devices.</p> |
| 3. | <p>What are the key features that attract people to use Yellow Pages?</p> <p>Yellow Pages' fresh new look has an easy interface, its listing is trusted by many, with deals offered by Malaysian local businesses. With interesting articles as well as functions to store and share local businesses' business cards online and updated via mobile & web. Not only that, we are constantly enhancing the features to provide value for both users and advertisers.</p> |
| 4. | <p>I have a business listing in Yellow Pages. How can I edit my business info?</p> <p>With our newly launched Advertiser Module business owners can make changes easily when logging into their business page. Kindly contact WeCare should you have any issues in editing your business info.</p> |
| 5. | <p>How long will my business be listed in Yellow Pages?</p> <p>The subscription is auto-renewed. Minimum period for listing is for 12 months. Upon expiry of subscription or discontinue or termination of any package, the listing will still be in Yellow Pages but will be downgraded as a normal listing and will not enjoy the value-added benefits of subscribing to the packages.</p> |
| 6. | <p>Can I change my Yellow Pages username?</p> <p>Once the username is created, it remains as it is and cannot be changed. However, you may change/update your password via https://yellowpages.my/.</p> |
| 7. | <p>Can I upgrade my packages?</p> <p>Yes, there are other packages available for purchase, to cater your business needs. However, your current package will not be refunded if it is within the minimum contract period.</p> |
| 8. | <p>How do I get assistance for any enquiries?</p> <p>Email us at wecare.enquiry@tm.com.my or call us at 1-300-88-9355.</p> |

Advertiser's Frequently Asked Questions (FAQ)

| 1. | <p>What is advertiser module?</p> <p>The new advertiser module is one of the enhanced features allows advertiser to self-setup or do-it-yourself when creating post by using token.</p> | | | | | | | | |
|------------------|---|------------------|------------------|---------|------|------|--------|---------|--------|
| 2. | <p>When advertiser module will be available to advertiser?</p> <p>This module will be available tentatively after 12th May 2021.</p> | | | | | | | | |
| 3. | <p>Do users need to subscribe to Yellow Pages package to use the tokens</p> <p>Yes. Only after subscribed to the Yellow Pages packages or plans, subscribers can utilize the tokens.</p> | | | | | | | | |
| 4. | <p>How do advertisers utilize the Package's token?</p> <p>Advertiser may use the token to create, update, modify or to boost (visibility) posts. <i>For example, to update company profile, to update individual listing or update of product contents.</i></p> <p>Token will also be used for add-on service. <i>For example, Featured or bumps up post which will be available in Yellow Pages. (coming soon)</i></p> | | | | | | | | |
| 5. | <p>Who is entitled to subscribe to the Yellow Pages package and plan?</p> <p>It is open to existing Yellow Pages advertisers, new advertisers and new users.</p> | | | | | | | | |
| 6. | <p>How do existing Yellow Pages advertisers subscribe to the new packages and plan?</p> <p>Since 26th January 2021, all active advertisers were upgraded to the new package with more values and extra posting tokens.</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr style="background-color: yellow;"> <th>Old Package Name</th> <th>New Package Name</th> </tr> </thead> <tbody> <tr> <td>Premium</td> <td>Gold</td> </tr> <tr> <td>Plus</td> <td>Silver</td> </tr> <tr> <td>Starter</td> <td>Bronze</td> </tr> </tbody> </table> <p>After 12th May 2021, existing Yellow Pages advertisers can choose to subscribe to other package or plan, below is the flow.</p> <ol style="list-style-type: none"> 1. Login to Advertiser account at https://advertiser.yellowpages.my 2. For first time login, you need to register a valid mobile phone number 3. Choose package or plan 4. Checkout and make payment, remember to click "accept T&C and agree to Unifi business payment charges (if any)" 5. Approval by Yellow Pages Admin 6. Shall wait for Admin to approve for publish the post(s) 7. Post is on Yellow Pages now <p>Note: Only with successful payment, applications will be submitted to Yellow Pages Admin for approval. Approval will take 3-5 working days.</p> | Old Package Name | New Package Name | Premium | Gold | Plus | Silver | Starter | Bronze |
| Old Package Name | New Package Name | | | | | | | | |
| Premium | Gold | | | | | | | | |
| Plus | Silver | | | | | | | | |
| Starter | Bronze | | | | | | | | |
| 7. | <p>For existing Yellow Pages advertisers, what will happen to the current subscription if advertiser wants to subscribe to a new package?</p> <p>Advertiser can upgrade to a higher package however, there is no downgrading of package.</p> <p>And when upgrade, the old package will be ceased and advertiser will</p> | | | | | | | | |

| | <p>a. start paying the new package price and new contract expiry date</p> <p>b. the balance of tokens will be carried forward to the new package</p> <p>c. tokens' expiry date will be extended to the new contract expiry date</p> | | | | |
|---|---|-----------------|--------------------|---|--|
| 8. | <p>How do new users or potential advertisers subscribe to the new package and plan?</p> <p>Please follow the flow below:</p> <ol style="list-style-type: none"> 1. Sign up a new User account at https://yellowpages.my/ 2. Login as User account at https://yellowpages.my/ 3. Click on Post Ads and select "upgrade to Advertiser account". Remember to "accept Advertising Agreement T&C". 4. For first time login, you need to register a valid mobile phone number 5. Choose package and plan 6. Fill up basic information to create individual or company profile 7. Submit the relevant documents 8. Checkout and make payment*, remember to click "accept T&C and agree to Unifi biz payment charges (if any)" 9. Approval by Yellow Pages Admin 10. Shall wait for Admin to approve for publish the post(s) 11. Post is on Yellow Pages now <p>Note: Only with successful payment, applications will be submitted to Yellow Pages Admin for approval. Approval will take 3-5 working days.</p> | | | | |
| 9. | <p>What are the approval required by Yellow Pages Admin and how long does it take?</p> <table border="1"> <thead> <tr> <th>Company profile</th> <th>Individual Profile</th> </tr> </thead> <tbody> <tr> <td> <p>Subscribed to Gold, Silver or bronze package, only one time approval is required and all posts will automatically publish on Yellow Pages.</p> <p>For first time profile creation, Yellow Pages Admin will take 1 to 2 working days to approve</p> </td> <td> <p>Subscribed to Gold, Silver or bronze package every post will subject to by Yellow pages Admin approval.</p> </td> </tr> </tbody> </table> | Company profile | Individual Profile | <p>Subscribed to Gold, Silver or bronze package, only one time approval is required and all posts will automatically publish on Yellow Pages.</p> <p>For first time profile creation, Yellow Pages Admin will take 1 to 2 working days to approve</p> | <p>Subscribed to Gold, Silver or bronze package every post will subject to by Yellow pages Admin approval.</p> |
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| 10. | <p>What are the supporting documents required from user to subscribe to the Yellow Pages package?</p> <p>To register a profile under Individual or Company, the required documents is Business Registration Cert or Business License. For those have yet to register with SSM, 1 month Utilities Bill is required.</p> | | | | |
| 11. | <p>What is unique about the new package and plan?</p> <p>Advertiser gets more value and features to list their products and services.</p> <p>Please refer to Table below for more details.</p> | | | | |
| 12. | <p>What if advertisers wish to terminate existing subscription?</p> <ul style="list-style-type: none"> • Kindly contact our customer service WeCare hotline at 1-300-88-9355 or drop a message to wecare@tm.com.my for termination assistance. | | | | |

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| | <ul style="list-style-type: none"> As advertisers has made full payment for their subscription, their business listing will still be available on the new Yellow Pages website until the contract expires. <p><i>Example: If your contract expiry date is 10th March 2021 11.59pm, your listing will be inactive starting from 11th March 2021 12am.</i></p> |
| 13. | <p>What is the termination Criteria?</p> <p>There will no refund or pro rate to any early termination.</p> <p>Every paid advertiser must fulfil the termination criteria, which is a minimum of 12 months subscription means advertiser will need to pay up the remaining balance if the subscription is less than 12 months.</p> |
| 14. | <p>To find out more about this package and plan</p> <ul style="list-style-type: none"> Please visit https://yellowpages.my/ for more info. Alternatively contact our sales representative or customer service WeCare hotline at 1-300-88-9355 or drop a message to wecare@tm.com.my |

Table 1**New Yellow Pages Package and Plan**

| Package | GOLD <i>(for Enterprise)</i> | SILVER <i>(for Pro)</i> | BRONZE <i>(for SOHO)</i> | Pay/Post <i>(for Individual)</i> |
|---|---|---|---|--|
| New Price | Monthly: RM89 Yearly: RM899 | Monthly: RM49 Yearly: RM499 | Monthly: RM29 Yearly: RM299 | |
| Previous Package | Premium | Plus | Starter | |
| No of Ads Tokens | 100 (RM9 /post) | 20 (RM25/post) | 10 (RM30 /post) | Nil |
| Post Price | 1 Token/post | 1 Token/post | 1 Token/post | Free 1 month posting for each advertiser (personal profile only) RM50 /post (with store name) |
| Posting time | Immediate posting (after profile is verified) | Immediate posting (after profile is verified) | Immediate posting (after profile is verified) | Approval required for each posting |
| Post amendment after publishing | Free | Free | Free | With Charge |
| Ads Position in related Search Result (category and keywords search) | Top position with most Prominent display | Secondary position after Gold | Third liner position after Gold & Silver | Third liner position after Gold & Silver |
| Company Profile & Post Label | Featured Gold background with highlight description | Featured Silver background with highlight description | Featured White background | White background |
| Business Badging Selection | Years in Business (upon verification) "Thumbs-up" "Recommended" | Years in Business (upon verification) "Thumbs-up" | No | No |
| Business Listing Category per post | 5 categories | 3 categories | 2 categories | 1 category |
| Search Keywords per post | 20 | 10 | 5 | 5 |
| Ads Validity Period | Within the subscription duration | Within the subscription duration | Within the subscription duration | 30 days |
| Upload photos per post Image size <2Mb/image | 10 | 10 | 5 | 5 |
| Upload documents (PDF) per post pdf size <2Mb/image | 5 | 3 | 1 | 1 |
| Upload videos per post Video size <50Mb/video | 2 | 1 | No | No |
| Business Analytics Report | Yes | Yes | Yes | No |

Subscription Condition

- 1) Minimum 1-year contract for Gold, Silver and Bronze packages and 1 month for Pay/Post plan.
- 2) Auto-renewal after a year and subsequent years until advertisers request for discontinue or termination in written to WeCare / Sales representatives.
- 3) No refund for cancellation within 1-year period.
- 4) Non-transferable.
- 5) No deposit required.
- 6) All prices and descriptions above are subject to change or update without prior notice.
- 7) All prices are subject to 6% SST, subject to change or update in accordance to Malaysia's Service Tax Act.
- 8) The customer must ensure that all images submitted to Yellow Pages must be of original or have obtained written consent from the photographer (please provide to WeCare as proof). TMIM shall not be liable for any lawsuit case against the said customer from the photographer if found any. (Please refer to Advertisement Agreement Terms & Conditions, Clause 4. INTELLECTUAL PROPOERTY.)
- 9) TMIM has the rights to amend any clauses that have been set without notifying the customer.
- 10) TMIM has the rights to halt the customer from continuing to enjoy the promotion if the customer fails to comply with the Yellow Pages package subscription payment.
- 11) TMIM has the rights to terminate any unlawful business registration despite having completed a successful payment and no refund shall be given.
- 12) The advertising guidelines for item no. 11 shall follow according to the rules that have been set by The Communication And Multimedia Content Forum of Malaysia "CMCF" which forbids advertising of alcoholic drinks, liquor, menacing content as well as various unacceptable products and services such as pornography, gambling and many more. The full guidelines may be obtained from the official website of CMCF.