

## FREQUENTLY ASKED QUESTIONS (FAQ) ON DIGITAL MARKETING SOLUTIONS

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<b>DIGITAL MARKETING SOLUTIONS</b>																																															
1.	<b>What are the products offered by TM Info-Media</b>	We offer a range of digital marketing products inclusive Yellow Pages Digital, Facebook Ads, Google Ads and Digital Marketing Solutions (DMS). We offer up to 20% discount for all the digital products.																																													
2.	<b>How do I redeem the up to 20% discount for digital marketing products?</b>	This promo special for TM UnifiBiz customer only. Customer have to verify their UnifiBiz ID then subscribe their selected products (Yellow Pages Digital, Facebook Ads, Google Ads and Digital Marketing Solutions (DMS)).																																													
3.	<b>What is the discounted rate for each digital marketing product?</b>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th colspan="3">Yellow Pages</th> <th>Facebook</th> <th>Google</th> <th colspan="3">DMS</th> </tr> <tr> <th>Plan</th> <th>Starter</th> <th>Plus</th> <th>Premium</th> <th>Lead Gen</th> <th>Google Search</th> <th>Essential</th> <th>Commerce</th> <th>Deluxe</th> </tr> </thead> <tbody> <tr> <td>Normal price (RM)</td> <td>348.00</td> <td>588.00</td> <td>1,068.00</td> <td>1,500.00</td> <td>1,300.00</td> <td>598.80</td> <td>838.80</td> <td>3,238.80</td> </tr> <tr> <td>Promo price (RM)</td> <td>278.40</td> <td>470.40</td> <td>854.40</td> <td>1,200.00</td> <td>1,040.00</td> <td>478.80</td> <td>718.80</td> <td>3,118.80</td> </tr> <tr> <td>Discount</td> <td>20%</td> <td>20%</td> <td>20%</td> <td>20%</td> <td>20%</td> <td>20%</td> <td>14%</td> <td>4%</td> </tr> </tbody> </table>		Yellow Pages			Facebook	Google	DMS			Plan	Starter	Plus	Premium	Lead Gen	Google Search	Essential	Commerce	Deluxe	Normal price (RM)	348.00	588.00	1,068.00	1,500.00	1,300.00	598.80	838.80	3,238.80	Promo price (RM)	278.40	470.40	854.40	1,200.00	1,040.00	478.80	718.80	3,118.80	Discount	20%	20%	20%	20%	20%	20%	14%	4%
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4.	<b>What is Yellow Pages and the difference between the packages under Yellow Pages listing (Starter, Plus &amp; Premium)?</b>	<p>Yellow Pages is an online directory where your business will be published at <a href="http://www.yellowpages.my">www.yellowpages.my</a> which can be accessed by the public via web browser or through Yellow Pages Malaysia app.</p> <p>Different features between each packages detailed as below :</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Starter</th> <th style="width: 33%;">Plus</th> <th style="width: 33%;">Premium</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>Business Page</li> <li>Analytics Dashboard</li> <li>10 Keywords</li> <li>5 Images</li> <li>Deals</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Business Page</li> <li>Analytics Dashboard</li> <li>20 Keywords</li> <li>10 Images</li> <li>Deals</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Business Page + Tagline</li> <li>Analytics Dashboard</li> <li>35 Keywords</li> <li>20 Images + Video</li> <li>Deals + Attachment</li> </ul> </td> </tr> </tbody> </table> <p>You may go to Yellow Pages portal at <a href="https://yellowpages.my/packages/">https://yellowpages.my/packages/</a> and select Yearly plan. You should apply promotional code (“<b>UBCDIS20</b>”) before making a payment to get a yearly promo.</p>	Starter	Plus	Premium	<ul style="list-style-type: none"> <li>Business Page</li> <li>Analytics Dashboard</li> <li>10 Keywords</li> <li>5 Images</li> <li>Deals</li> </ul>	<ul style="list-style-type: none"> <li>Business Page</li> <li>Analytics Dashboard</li> <li>20 Keywords</li> <li>10 Images</li> <li>Deals</li> </ul>	<ul style="list-style-type: none"> <li>Business Page + Tagline</li> <li>Analytics Dashboard</li> <li>35 Keywords</li> <li>20 Images + Video</li> <li>Deals + Attachment</li> </ul>																																							
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5.	<b>Can you elaborate more on the Facebook Lead Generation Offer?</b>	<ul style="list-style-type: none"> <li>Customer who subscribed to this promo will enjoy 20% discounted price of RM1200 from normal price (RRP: RM1500)</li> <li>This offer is applicable for campaign focusing on collecting leads and building up database (Facebook Ads Lead Generation campaign type)</li> <li>Customer entitled to choose <b>ONE</b> ad format only for this campaign (Carousel <b>or</b> Still Image <b>or</b> Video <b>or</b> Slide Show).</li> </ul>																																													

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		<ul style="list-style-type: none"> <li>▪ Customer is required to provide creative material and submit it to TM via the online campaign brief form at <a href="https://bit.ly/UBCfbgoogleads">https://bit.ly/UBCfbgoogleads</a></li> <li>▪ We will propose creative artwork inclusive of visual and copywriting for your ads and email to you for approval before publishing your ads to Facebook.</li> <li>▪ This above said price is inclusive of 30% management fee and meant for <b>ONE</b> campaign only and will be running for a maximum period of 25 days.</li> </ul>
6.	<b>Can you elaborate more on the Google Search Offer?</b>	<ul style="list-style-type: none"> <li>▪ Customer who subscribed to this promo will enjoy 20% off from normal price (RRP: RM1300) which become RM1040.</li> <li>▪ This offer is for Google Search Network campaign type only.</li> <li>▪ Customer may choose up to 30 keywords max for this offer.</li> <li>▪ Customer is required to provide creative material and submit it to TM via the online campaign brief form at <a href="https://bit.ly/UBCfbgoogleads">https://bit.ly/UBCfbgoogleads</a></li> <li>▪ We will create and email an artwork to you for approval before publishing your ads to Google.</li> <li>▪ This above said price is inclusive of 30% management fee and meant for <b>ONE</b> campaign only and will be running for a maximum period of 30 days.</li> </ul>
7.	<b>Can you elaborate more on the Digital Marketing Solution (DMS)?</b>	<ul style="list-style-type: none"> <li>▪ DMS is an integrated marketing solution that helps to increase your business presence and online promotion via several digital platforms, comprising Yellow Pages Digital, Instaweb, Google Ads and Facebook Ads.</li> <li>▪ This also means that you will get to enjoy having your business listed in web and apps (online directory), build website with ready-made themes, e-commerce features and product catalogue.</li> <li>▪ You may go to DMS portal at <a href="https://yellowpages.my/dms/">https://yellowpages.my/dms/</a> and select Yearly plan. You should apply coupon code (“dbcpromo”) making a payment to get a yearly promo.</li> <li>▪ For detail on how to subscribe, please refer a Guideline in the DMS portal.</li> </ul>
8.	<b>Where is the business listing published?</b>	<ul style="list-style-type: none"> <li>▪ Your business will be published at our online directory (Yellow Pages Digital - <a href="http://www.yellowpages.my">www.yellowpages.my</a>) which can be accessed by the public via web browser or through Yellow Pages Malaysia app.</li> </ul>
9.	<b>How will my business get listed on the Online Directory?</b>	<ul style="list-style-type: none"> <li>▪ Firstly, we will setup of your business listing at Yellow Pages Digital.</li> <li>▪ Subsequently, we will provide you with your login details including a temporary password for first time login.</li> </ul>

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10.	<b>How can I edit my business info in the Online Directory?</b>	<ul style="list-style-type: none"> <li>▪ By subscribing to any package under the Digital Marketing Solution, you are entitled to a FREE first time account set up for Yellow Pages directory.</li> <li>▪ We will provide you with your login details, including a temporary password, for you to edit your business information as how you want it to appear in the Online Directory.</li> </ul>
11.	<b>What do I need to create my business website?</b>	<ul style="list-style-type: none"> <li>▪ You would need a Facebook page to create your website.</li> <li>▪ A Facebook page is created as a mean of representing a business, brand or organisation. It is different from Facebook Profile, which is a personal profile or personal account made for non-commercial use and represents an individual. You can create a Facebook Page at <a href="https://www.facebook.com/pages/create">facebook.com/pages/create</a>.</li> <li>▪ You will have a domain name for your website created.</li> </ul>
12.	<b>What is a Domain Name?</b>	<ul style="list-style-type: none"> <li>▪ A Domain Name is the website address that usually also reflects the brand.</li> <li>▪ An example of a domain name would be <a href="https://www.yellowpages.my/">https://www.yellowpages.my/</a>.</li> <li>▪ You need to have a Domain Name for your website, so that the website can be found on search engines and be easily accessed online.</li> </ul>
13.	<b>What if I already have a Domain Name that I have purchased elsewhere?</b>	<ul style="list-style-type: none"> <li>▪ It is better to use the same domain name that you have purchased as it might already be well-known to your customers.</li> <li>▪ Email your domain name to us at <a href="mailto:wecare.enquiry@tm.com.my">wecare.enquiry@tm.com.my</a> or call us at 1-300-88-9355 for your account setup.</li> </ul>
14.	<b>Do I get Facebook Ads and Google Ads when I subscribe DMS?</b>	<ul style="list-style-type: none"> <li>▪ For Deluxe plan, you will get Facebook Ads OR Google Ads as a complimentary.</li> <li>▪ For Essential and Commerce plan, you have to add on Facebook Ads and Google Ads.</li> </ul>
15.	<b>What is Facebook Ads and Google Ads campaign add-on?</b>	<ul style="list-style-type: none"> <li>▪ You may choose to add-on Facebook Ads and Google Ads campaign with prices starting from RM100.</li> <li>▪ This will act as a one-time campaign for the duration of one (1) month.</li> <li>▪ Email us at <a href="mailto:wecare.enquiry@tm.com.my">wecare.enquiry@tm.com.my</a> or call 1300-88-9355 to purchase this add on.</li> </ul>