



## Freshtel airasia rewards campaign 2022

### Frequently Asked Questions

No.	Questions & Answers
1.	<p><b>Where do I key-in my airasia member ID in Freshtel system?</b></p> <ul style="list-style-type: none"> <li>Please access <a href="http://www.freshtel.my">www.freshtel.my</a> and log in with your User ID &amp; Password. Click on the 'Edit' Button under 'PROFILE' and key in your airasia member ID one-time. You will not need to re-key in for subsequent payments. It is important that you key-in your correct airasia member ID otherwise you will not be entitled to any airasia points.</li> </ul>
2.	<p><b>Are airasia points awarded to all customers of Freshtel?</b></p> <ul style="list-style-type: none"> <li>airasia points are only awarded to our existing residential customers or new subscribers which perform: <ul style="list-style-type: none"> <li>Packages Renewal</li> <li>Packages Upgrade</li> <li>Enabled auto-billing</li> </ul> </li> </ul>
2.	<p><b>Can I enable auto-billing by myself?</b></p> <ul style="list-style-type: none"> <li>Yes, auto-billing can be enabled by logging in to your Freshtel account in customer portal. Login through <a href="https://www.freshtel.my/web/login">https://www.freshtel.my/web/login</a>, follow the steps listed under "Billing Statement" to enable the auto-billing. Once auto-billing is enabled, airasia points will be awarded .</li> </ul>
3.	<p><b>How many airasia points will I get by enabling auto-billing?</b></p> <ul style="list-style-type: none"> <li>1,000 airasia points will be awarded when the subscribers activate the Auto-debit service for the first time.</li> </ul>
4.	<p><b>Which package should I update in order to get awarded by airasia points?</b></p> <ul style="list-style-type: none"> <li>This campaign applies to Freshtel Internet's existing subscribers who <ul style="list-style-type: none"> <li>apply higher bandwidth upgrade of the existing package; minimum upgraded bandwidth is 100Mbps and above or</li> <li>renew a service contract from no contract or 12-months to 24-months contract or the expiring 24-months contract to another 24-months contract.</li> </ul> </li> </ul>
5.	<p><b>How to upgrade my package?</b></p> <ul style="list-style-type: none"> <li>Subscribers may call to our customer service +603-9078 2963, +603-8999 5623 to get the renewal or upgrades form to apply for renewal / upgrades.</li> </ul>
6.	<p><b>How many airasia points will I get by renewing or upgrading my internet package?</b></p> <ul style="list-style-type: none"> <li>1,000 airasia points will be awarded upon successful upgrade bandwidth and router</li> </ul>

7.	<p><b>Which building / location is applied to the airasia reward campaign 2022?</b></p> <ul style="list-style-type: none"><li>• airasia reward campaign 2022 applies to ALL Freshtel Internet's service location</li></ul>
8.	<p><b>When will this airasia reward campaign 2022 ends?</b></p> <ul style="list-style-type: none"><li>• The validity of this campaign is until the closing date, or the allocated points are fully redeemed.</li></ul>