

FAQ Digital Marketing Solutions (DMS)

1. What is Digital Marketing Solution (DMS)

DMS is an integrated marketing solution that aims to increase an SME's business presence and online promotion via several digital platforms, comprising of Yellow Pages Digital, Instaweb, Google Ads and Facebook Ads.

2. Where is the business listing published?

Business listings are published at our online directory (Yellow Pages Digital - www.yellowpages.my) which can be accessed by the public via a web browser or through our app (Yellow Pages Malaysia) that's available to download from Google Play Store, Apple App Store and Huawei App Store.

3. How do businesses get listed on the Online Directory?

TMIM will handle the initial setup for the business listing. Subsequently, TMIM will pass the information such as the account email address & temporary password back to you to edit your business info later on.

4. How can I edit my info in the Online Directory?

By subscribing to any package under Digital Marketing Solution, you are entitled to a FREE first time account set up for Yellow Pages directory. Our team will share the login details, including a temporary password, for you to edit your business information later.

5. Do I need a Facebook Page to create my website? Is it different from a Facebook Profile?

Yes. You would need a Facebook Page for TMIM to create your website. A Facebook Page is created as a means 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 from this link: <https://www.facebook.com/pages/create>



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6. What is a Domain Name?

A Domain Name is the website address that usually also reflects the brand. An example of a domain name would be www.yellowpages.my. 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.

7. What if I already have a Domain Name that I have purchased elsewhere?

It is better to use the same domain name that you have purchased as it might already be well-known to your customers / users. Just email to TMIM at wecare.enquiry@tm.com.my or call us at 1-300-88-9355 and TMIM will set it up for you.

8. For DMS Deluxe package, do I have to choose between Facebook Ads OR Google Ads campaign?

Yes. You will have to choose either Facebook Ads OR Google Ads which will equal to one year of subscription for the chosen Ad Campaign.

9. Can I choose the campaign objective?

For the DMS Deluxe package, the default objective will be brand awareness while you can specify details for audience targeting.

10. What is the ads format for Facebook Ads & Google Ads?

- a) Facebook Ads : Still Image, Carousel, Slide Show, Video OR Promo Video (Graphic 20 second)
- b) Google Ads : Google Keyword Search



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11. Will I be able to review the proposed Facebook Ad design?

Yes, an email will be sent for you to review & approve the design before it gets published on Facebook. You are given 3 days to approve a design. If no feedback is given passing the given time, TMIM will take it as a sign of approval and the design will be published automatically.

12. Can a design be amended?

You are given one (1) chance to amend a Facebook Ads or Google Ads (Campaign) design before the Campaign is activated. Once Campaign activated, you are given one (1) more chance to amend the Campaign design in a year of subscription. This is to ensure the campaigns are run accordingly with the timeline.

13. How many campaigns am I entitled for?

By subscribing to DMS Deluxe package, you entitled to one campaign for one year's subscription.

14. What is Facebook Ads and Google Ads campaign add on?

You may choose to add on Facebook Ads and Google Ads campaign to your chosen package (Essential, Commerce and Deluxe) with a starting price of RM100. This will act as a one-time campaign with the duration of one (1) month.

15. How long is the minimum contract period for DMS?

Duration of the contract is one (1) year. Upon contract expiry, the service will automatically be renewed on a monthly basis, subject to cancellation.



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16. What is the payment mode for DMS?

Acceptable payment modes for DMS are Online Transfer (online banking / cash deposit machine) or Cheque. For service to be activated, upon making the payment of the Subscription, you are obligated to send a proof of payment to TMIM via e-mail to wecare.instaweb@tm.com.my

17. What if I fail to pay for the monthly subscription fees?

Subscription fees are due within thirty (30) days of the date of invoice. Accounts that are outstanding for 3 consecutive months will be suspended. Upon suspension, you may, at the discretion of TMIM, be allowed to reconnect your service by paying the full amount of outstanding invoices with an additional reconnection fee of RM10.

18. For DMS Deluxe package, will my Facebook Ads or Google Ads campaign continue to run if I fail to pay the monthly subscription fees?

No. Your campaign will be stopped if you fail to make a payment. Campaign will be resumed only after full payment is received.

19. What if I want to terminate the contract?

If you wish to terminate the contract during the Contract Period, you will need to provide a written request to TMIM thirty (30) days prior to the next billing date via email to wecare.enquiry@tm.com.my. You will also be liable to pay the outstanding subscription fee to TMIM before the date of termination (if any) and the subscription fee for the remaining duration of the Contract Period (calculation : Outstanding amount + (Package price X Remaining month of the contract period)).

20. How do I get assistance for any enquiries?

You may contact wecare.enquiry@tm.com.my or 1300-88-9355.

