



FRESHTEL – AIR ASIA BIG CAMPAIGN

FREQUENTLY ASKED QUESTIONS

- 1) Where do I key-in my Air Asia BIG Member ID in Freshtel system?

Please access www.freshtel.my and log in with your User ID & Password. Click on the 'Edit' Button under 'PROFILE' and key in your Air Asia BIG Member ID one-time. You will not need to re-key in for subsequent payments. It is important that you key-in your correct Air Asia BIG Member ID otherwise you will not be entitled to any BIG Points.

- 2) How do I get Air Asia BIG Points by paying Freshtel Bills?

Please access www.freshtel.my to pay your Freshtel Bill. The 1st Freshtel Bill valid for BIG Points will be for the March 2020 bill and the 1st Payment valid for BIG Points will be effective from 13th March 2020. Payment for bills before March 2020 will **NOT** be entitled for BIG Points.

- 3) Are BIG Points awarded to all customers of Freshtel?

BIG Points are only awarded to our residential customers.

- 4) How many BIG Points do I get for each Freshtel Bill?

BIG Points are awarded to amounts that are **ROUNDED DOWN** to the nearest Ringgit Malaysia and are awarded ONE BIG Point for ONE Ringgit Malaysia. The BIG Points are awarded to the Total Bill amount EXCLUDING Sales and Service Tax (SST).

- 5) Are BIG Points awarded for Freshtel payments from other payment channels e.g. On Line Bank Transfer (Instant Transfer and Interbank Giro), Cheque Payments, Cash etc.?

BIG Points are awarded ONLY for payments of Freshtel Bills via www.freshtel.my

- 6) Are Voice Calls entitled to BIG Points?

Yes, Voice Calls amounts are entitled to BIG Points; hence please pay your Total Bill amount to obtain the BIG Points.

7) Do I get BIG Points upon obtaining Freshtel Bills even if I do not make payment?

No, BIG Points are only awarded upon payment of Freshtel Bills.

8) How do I check if BIG Points are correctly credited to me from my Freshtel Bill payments?

Please check your regular statements from Air Asia BIG as Freshtel will not be providing any statements.