



TIME Fibre Broadband

FREQUENTLY ASKED QUESTIONS

General

1. **What is TIME Fibre Broadband?**

TIME Fibre Broadband is a high speed Internet access service brought to you by TIME dotCom Berhad (referred subsequently as "TIME"). This service offers a high-speed, reliable Internet connection utilising a state-of-the-art fibre optic network. With the high-speed bandwidth, it is ideal to support most broadband applications such as voice, web surfing, video streaming, e-commerce and other Internet based applications.

2. **What is unique about TIME Fibre Broadband as compared to other internet providers?**

TIME Fibre Broadband runs on a high-speed fibre optic network which is also capable of giving you access to the Internet at higher speeds of up to 50Mbps.

3. **Do I need a phone line to get connected to TIME Fibre Broadband?**

You do not need a phone line to be connected to the service. However, a fibre optic connection into your home would be required for this service. TIME provides complete installation services into your home for your convenience.

4. **Is there a minimum contract period?**

Yes. There is a choice between a 12-month contract period and a 24-month contract period.

Packages

1. **What are the prices and features for TIME Fibre Broadband?**

TIME Fibre Broadband offers you high speed Internet access that allows you to spend more time surfing than waiting, thus increasing your efficiency and productivity. The packages are as follows:

TIME Fibre Broadband				
Package	2M Value	2M	6M	12M
Price	RM99	RM119	RM159	RM219
Download / Upload	2Mbps	2Mbps	6Mbps	12Mbps
IP Address	Dynamic	Dynamic	Dynamic	Dynamic
Installation Fee	RM249	RM249	RM249	RM249
Free BOOST	10 Mbps @10hrs/	10 Mbps @30hrs/	50 Mbps @30hrs/	50 Mbps @30hrs/

Home router	No	Yes	Yes	Yes
Email Address	1	1	1	1
Voice Calls	FLAT RATE 15sen/min to all mobile and fixed lines (Optional) Add-on at RM10/mth FREE CALLS worth RM15 (local/STD/mobile) FLAT RATE 10sen/min to all mobile and fixed lines FREE DECT Phone*			

* Applicable only for voice package Add-on with TIME Fibre Broadband for 24-month contract.

2. **Are there additional service charges that will be incurred?**

Yes, these are the service charges for TIME Fibre Broadband packages:

Service Charges for TIME Fibre Broadband				
Package	2M Value	2M	6M	12M
Installation Fee	RM249			
Equipment Deposit	RM200 + 1 Month Fee			
Stamp Duty	RM10			
Default Bill	Softcopy			
Paper Bill (optional)	RM5			

During the promotional period, or otherwise stated, we will waive the Installation Fee only for 24-month contracts and Equipment Deposit.

3. **Can I purchase additional BOOST usage?**

Yes, you can subscribe based on the charges below:

Additional 50Mbps BOOST (over monthly BOOST limit)	RM10 / 2 hrs
	RM30 / 8 hrs
	RM50 / 20 hrs

4. **How much email storage space is provided?**

You will be given a free email account with a 100MB mailbox, which can be obtained from <http://webmail.time.net.my>.

5. **Where is TIME Fibre Broadband being offered currently?**

Please check our website at www.time.com.my for service and coverage availability.

Alternatively, please contact our 24-hour Customer Service Centre at 1800 18 1818 for further information.

6. **Do you plan to expand the TIME Fibre Broadband service coverage to other areas?**

Yes, we are continuously expanding our coverage to new buildings/areas. Please

check our website at www.time.com.my for service availability, or contact our Customer Service Centre at 1800 18 1818 for assistance.

7. **What are the benefits of using the service?**

- (a) The service offers high-speed Internet access up to 50Mbps;
- (b) A telephone line is not required to enjoy the service. However, fibre-optic connection into your residential premise and an optical modem is required which will be provided by TIME;
- (c) Attractive packages at competitive rates.

Service Requirements

1. **What do I require to enjoy this service?**

To connect to the TIME Fibre Broadband service, TIME will provide you with the necessary equipment such as an optical modem and necessary cables. Our technician will perform the necessary cabling and installation of the equipment at your home where necessary. You would need a PC/notebook with the minimum requirements as stated below:

- Any Intel-, AMD-based CPU or equivalent
- Window XP, Mac OS X, Linux or better with PPPoE support
- 20MB free space
- 128MB or better
- At least 800 x 600 for Internet surfing
- 10/100/1000 BaseT Ethernet Port

2. **Do I need to purchase any additional equipment?**

No. There will not be a need to purchase additional equipment in order to get connected to TIME Fibre Broadband. TIME will supply the necessary equipment.

3. **What is the warranty for the customer premises equipment (CPE) provided by TIME for this package?**

You can find the warranty period for the customer premises equipment as below:

Equipments	Warranty Period
Optical Network Unit (ONU)	Lifetime warranty
Home Router	1 year warranty/1 time replacement

*The warranty will void once the replacement is done. Once the warranty period has expired, customer is responsible to replace or repair the faulty equipment at their own cost.

4. **If I request TIME to configure my own router during and after my contract period, how much will I be charge?**

You can find the charges as below:

Details	Price(RM)
Ad-hoc configuration of customer's equipment (routers, modems)	RM100
On-site support and troubleshooting	

5. **Should the equipment become faulty, damaged or lost during my contract period, will I be charged for it?**

All TIME Fibre Broadband equipment provided by TIME will be covered by a limited warranty by TIME throughout the duration of the contract period. However, the loss of equipment or damage due to the customer's negligence or abuse will not be covered. TIME will provide replacement equipment which will be charged to the customer.

Please call our 24-hour Customer Service Centre at **1800 18 1818** for further information.

6. Will there be any charges for additional cabling?

TIME shall provide cabling services and a wall-socket installation to one location within the customer's home. Should the customer want the wall-socket to be relocated in the future, TIME will charge for the relocation services and the cost shall be based on the cabling material and manpower required. Any additional cabling work will need to be borne by the customer directly with the contractor. The charges for additional cabling are as follows:

Service Description		Standard Rates
Within Customer's Unit:		
1.	Access of plaster ceiling that involves creating new access-hole, clean-up and repainting works	RM50 / access-hole
2.	Ethernet Cable (Cat-5) up to 5 meters & installation of surface fasteners or clip to floor skirting	FOC
3.	Ethernet Cable (Cat-5) not exceeding 15 meters & installation of surface casing	RM150
4.	Ethernet Cable (Cat-5) greater than 15 meters & installation of surface casing	RM200
5.	To provide, install and configure Router for wireless access(other than TIME equipments)	RM100
6.	Subsequent fibre cabling after 15 meters from Point of Entry	RM15 per meter
At the Common Areas of the Building:		
7.	Installation of PVC pipe trunking (as per building management requirements if any)	RM15 per meter
8.	Access of common area plaster ceiling that involves creating new access-port, clean-up and repainting works.	RM150 / access-port
9.	Installation of ceiling boxed cornices (25cm X 10cm) for fibre cable trunking along common area ceiling.	RM30 per meter up to a maximum charge of RM500 per installation.

Subscription and Activation

1. How can I subscribe to TIME Fibre Broadband service?

You may sign-up for this service via TIME's authorized channel partners, or our direct Sales team.

Alternatively, you may sign-up for the service via TIME's online service portal at www.time.com.my which is accessible from any public Wi-Fi hotspot.

2. What are the documents required for the subscription?

For existing residents who are signing up, you will need to provide a photocopy of your NRIC or passport and utility bills as proof of residency. For on-line registrations, please provide *a valid email address, credit-card billing information* and appropriate home address within the service coverage area.

3. Is there any other fee that I need to pay if I have decided to subscribe to the service?

You will be required to pay the one-time service fee that will be charged into your first bill's statement:

- Service Activation Fee – Waived
- Service Installation Fee – RM249 (Installation Fee is waived for 24-month contract)
- Service Reactivation Fee (if any) – RM10
- Stamp Duty – RM10
- Paper Bill – RM5 (optional)

4. Can I request TIME to configure my own router or any other additional feature?

Configuration and activation shall be done on a default and standard requirement set by TIME which will be done by our installers or field technician. If customer request to configure their own router or their own equipment's which not a TIME standard configuration, a fee must be paid direct to the installers. Please take note that TIME will not be responsible or maintain any additional configuration or features on equipment's request or provided by the customer that is non-standard to TIME.

5. Can I upgrade or change my package plan anytime within the contractual period?

Yes, you are allowed to upgrade your package one month after the subscription of the service but the service upgrade will only be effective on the next billing cycle. No additional fee will be charged for the upgrade. However, if you wish to downgrade to a lower packages within the contract period, a penalty of RM200 will be implemented TIME Fibre Broadband packages.

6. Can I terminate the subscription of the service within the minimum contract period?

Yes. However there are terms of termination which are as follows:

Period	Terms of Termination
Within 12 months	Pay remaining subscription of contract period
Between Month 13 to Month 18 (for 24-month Contract)	Pay 4 months of subscription
Between Month 19 to Month 24 (for 24-month Contract)	Pay 2 months of subscription

7. I'm on other TIME Broadband services; can I upgrade to the TIME Fibre Broadband services? Do I need to pay for it?

Yes you may do so. The charges are based on the new packages subscribed and with the current promotions. Please take note that the new contract period will start from the day of activation. Kindly contact our customer services at 1800 18 1818 for more information.

8. Do I need to pay any upfront deposit to subscribe to the service?

No upfront deposit is required for local residents. An upfront deposit of RM500 is required for foreign residents.

9. What is the billing process for the TIME Fibre Broadband service?

Subscribers will be billed on a monthly basis and these billings will be issued by TIME dotNet Berhad which will be sent via email. Should the customer request for a printed bill, a service charge of RM5 per month shall be included into the subscription fee.

10. How long does it take for TIME to install and activate the service?

TIME will take minimum of 7 working days to install the equipment (subject to customer availability and building access), perform the fibre-optic cabling works and activate the service.

11. How long does it take for TIME to cancel the service?

Subscribers must notify TIME by giving a two-week notice within the same month should they wish to terminate their service. Example, if a customer wishes to terminate a particular service by the 31st of the month, he/she has to notify TIME before the 17th of the month. However, please be remember that terms of termination will be applicable if termination is made within the contract period.

12. Where do I pay my TIME Fibre Broadband bills?

You can pay your bills at the following channels:

Payment Channel	Payment Option
TIME Payment Drop-box, Glenmarie, Shah Alam	Cheque (Payment deposit box)
TIME Online Self-Care portal	www.time.com.my
Maybank2u	Credit card & current account online
UOB	E-payment or pay online
MBF	Credit card & current/savings account
RHB Bank Berhad	Credit card & current/savings account
CitiBank	Credit card & current/savings account
Public Bank Berhad	1. Over the counter/branches, cash bank draft, cheque & money order 2. Online – current/savings account & PBB credit card 3. Telephone banking – current/savings accounts & PBB credit card 4. ATM – current/savings accounts
Mail	Cheque only (payable to TIME dotNet Berhad)
Autodebit	Please provide photocopy of credit cards (both sides) and has to be the owner's cards (3 rd party allowed with authorization letter – as stated in the payment T&C)
TIME Call Payment service	By phone at 1800 18 1818

Voice Services

1. What is TIME Voice Home package?

TIME Voice Home package is a new fixed line voice service package that is only offered to new TIME Fibre Broadband customers in a bundled package.

2. What packages are available with TIME Voice Home?

We have one standard package (TIME Voice Home) and 1 value added package (TIME Voice Home (Add-on) available for the customer to choose from.

3. What are the differences between TIME Voice Home and TIME Voice Home (Add-on)?

TIME Voice Home is a fixed package that comes bundled with TIME Fibre Broadband. No monthly rental and customer will only be charged via pay per use basis.

TIME Voice Home (Add-on) is a value added package for TIME Voice Home. With an additional RM10 per month, customers can enjoy RM15 Free Value Calls, 10 sen/min flat rate for STD and Mobile and a Free DECT cordless phone.

4. What are RM15 Free Value Calls?

RM15 Free Value Calls will be given to customers who subscribe with TIME Voice Home (Add-on). Customers can enjoy free calls worth RM15 to local, STD and mobile numbers. For the 1st month of subscription, Free RM15 Value Calls will be prorated.

5. What are the calls that will be included in the RM15 Free Value Calls?

All local / STD / mobile calls will be included in the RM15 Free Value calls.

6. How is voice service offered through TIME Fibre Broadband?

The voice service comes together with every TIME Fibre Broadband subscription. It is a postpaid service where subscribers will be billed on a monthly basis. Subscribers are assigned with a PSTN number per service per account.

7. Can I subscribe only with TIME Voice Home without subscribing to TIME Fiber Broadband for Home?

No, TIME Voice Home package only comes bundled with TIME Fibre Broadband service. You need to subscribe to TIME Fibre Broadband to enjoy this voice package.

8. What kind of phone set is required? Is TIME providing the phone set to customers?

A normal analog phone set is required. Yes, TIME will provide a DECT cordless phone set for free to new subscribers who subscribe with the Add-on package for 24 months.

9. Can I surf the internet and make phone calls at the same time?

Yes, you can surf the Internet and make and receive calls concurrently.

10. What do I do if I cannot make calls?

Make sure there is a dial tone once you pick up the phone. Make sure all the equipment provided are switched on. If the problem persists, please call our 24/7 Customer Service Centre at 1800 18 1818.

11. What types of calls are supported by the TIME Voice Home service?

It supports local calls, STD calls, mobile calls, IDD calls and other types of outgoing calls.

12. What are the call rates offered for the voice service?

You will enjoy flat rates to local, STD and mobile calls and special IDD voice rates from as low as 10 sen/min to selected destinations.

13. What should I do to the phone set to get the voice service?

Once installation is completed, the analog phone must be connected to the optical modem interface with an RJ-11 cable.

14. What contracts are available for these plans?

TIME Voice Home basic package comes with no contract and minimum stay. TIME Voice Home (Add-on) comes with 12- and 24-month contracts.

15. What is the billing process for voice service?

Subscribers will be billed on a monthly basis and the bill will be issued by TIME dotNet Berhad.

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