

## Time Fibre Home: Loyalty Programme (5 January 2023 - 14 March 2023)

### LOYALTY PROGRAMME PROMOTION FOR SPECIFIED DURATION

This promotion (details of which are set out below) is available only to Eligible Customers who meet the Promotion Qualifications during the Promotion Period only and is subject to the Promotion Terms and Conditions available

at <https://www.time.com.my/terms-and-conditions>. Acceptance of the promotion gift, vouchers or rebates by Eligible Customers is deemed to be acceptance of the Promotion Terms and Conditions.

### Promotion Information Details

<p>Promotion Type</p>	<p>Monthly Discount and/or Free Gift</p>
<p>Promotion Description</p>	<ol style="list-style-type: none"> <li>1. Existing Time Fibre Home customers who have been subscribed for a minimum of 20 months or longer will be eligible to receive:             <ol style="list-style-type: none"> <li>a. One (1) WiFi 5 mesh node and a one-off RM99 discount if they renew their 100Mbps plan for 24 months.</li> <li>b. A 300Mbps plan upgrade, exclusively for 100Mbps subscribers, with one (1) WiFi 5 mesh node and a RM20 monthly discount over 24 months with a 24-month contract renewal.</li> <li>c. One (1) WiFi 6 router, one (1) WiFi 6 mesh node and a RM10 monthly discount over 24 months if they renew their 500Mbps plan or upgrade from 100Mbps or 300Mbps with a 24-month contract renewal.</li> <li>d. One (1) WiFi 6 router, one (1) WiFi 6 mesh node and a RM10 monthly discount over 24 months if they renew their 1Gbps plan or upgrade from 100Mbps, 300Mbps or 500Mbps with a 24-month contract renewal.</li> <li>e. One (1) 2Gbps WiFi 6 router, two (2) WiFi 6 mesh nodes and a RM20 monthly discount over 24 months if they renew their 2Gbps plan or upgrade from 100Mbps, 300Mbps, 500Mbps or 1Gbps with a 24-month contract renewal.</li> </ol> </li> <li>2. Existing Time Fibre Home customers who have been subscribed for a minimum of 13 months but less than 20 months will be eligible for:             <ol style="list-style-type: none"> <li>a. One (1) WiFi 5 mesh node if they renew their 100Mbps plan for 24 months.</li> <li>b. One (1) WiFi 6 router and one (1) WiFi 6 mesh node if they renew their 500Mbps plan or upgrade from 100Mbps or 300Mbps with a 24-month contract renewal.</li> <li>c. One (1) WiFi 6 router and one (1) WiFi 6 mesh node if they renew their 1Gbps plan or upgrade from</li> </ol> </li> </ol>

	100Mbps, 300Mbps or 500Mbps with a 24-month contract renewal.
Promotion Period	Starts from 5 January 2023 Expires on 14 March 2023
Value	<ol style="list-style-type: none"> <li>1. Free device redemption <ol style="list-style-type: none"> <li>a. WiFi 5 mesh node worth RM169 per unit</li> <li>b. WiFi 6 router worth RM399 per unit</li> <li>c. 2Gbps WiFi 6 router worth RM899 per unit</li> </ol> </li> <li>2. A one-off RM99 discount per existing 100Mbps customer who has been subscribed for a minimum of 20 months or longer with a 24-month contract renewal.</li> <li>3. A RM10 monthly discount over 24 months per existing 500Mbps or 1Gbps customer who has been subscribed for a minimum of 20 months or longer with a 24-month contract renewal.</li> <li>4. A RM20 monthly discount over 24 months per existing 100Mbps customer subscribed for a minimum of 20 months who upgraded to 300Mbps with a 24-month contract renewal.</li> <li>5. 4. A RM20 monthly discount over 24 months per existing 2Gbps customer who has been subscribed for a minimum of 20 months or longer with a 24-month contract renewal.</li> </ol>
Eligible Customers	Existing Time Fibre Home subscribers who have completed 12 months of their contract term.
Promotion Qualifications	<ol style="list-style-type: none"> <li>1. Not applicable to subscribers of the no contract plans and complimentary Time Fibre Home subscriptions.</li> <li>2. Eligible existing Time Fibre Home customers must renew their subscription contract for 24 months to redeem the monthly discounts and/or device(s).</li> <li>3. To be eligible for the one-off RM99 discount and free devices, existing Time Fibre Home 100Mbps customers have to be subscribed to their 100Mbps plan for a minimum of 20 months.</li> <li>4. To be eligible for the 300Mbps plan upgrade with the monthly RM20 discount for 24 months and free device, existing Time Fibre Home 100Mbps customers have to be subscribed to their 100Mbps plan for a minimum of 20 months.</li> <li>5. To be eligible for the monthly RM10 or RM20 discount for 24 months and free devices, existing Time Fibre Home customers have to be subscribed to their respective plans for a minimum of 20 months.</li> <li>6. Eligible existing Time Fibre Home customers may opt-in via Time's Self Care portal at <a href="https://selfcare.time.com.my/auth/login">https://selfcare.time.com.my/auth/login</a> or Time's authorised telemarketers during the Promotion Period.</li> </ol>

<p>How will it be provided?</p>	<p>Upon successful opt-in of the promotion with a 24-month contract renewal:</p> <ol style="list-style-type: none"> <li>1. The free devices will be delivered to Eligible Customers and installed by Time.</li> <li>2. The RM10 or RM20 monthly discounts will be deducted from Eligible Customers' monthly bills over 24 months.</li> <li>3. The one-off RM99 discount will be deducted from the Eligible Customer's first bill after contract renewal.</li> </ol>
<p>Special Promotion Terms</p>	<ol style="list-style-type: none"> <li>1. For existing Time Fibre Home 100Mbps, 300Mbps, 500Mbps and 1Gbps plans:             <ol style="list-style-type: none"> <li>a. If a subscriber upgrades their plan within the promotion period, they will enjoy the promotion attached to the new upgraded plan. However, they will forfeit the initial discount they were enjoying and their 24-month contract will be reset.</li> <li>b. If a subscriber upgrades their plan after the promotion period, any discount they may be enjoying will continue with no contract reset.</li> <li>c. If a subscriber downgrades their plan, they will forfeit any discount they've been enjoying.</li> <li>d. If a subscriber terminates their subscription within their 24-month contract, they will be subject to a RM500 termination penalty.</li> </ol> </li> <li>2. For existing Time Fibre Home 2Gbps plans:             <ol style="list-style-type: none"> <li>a. If a subscriber downgrades their plan, they will forfeit any discount they've been enjoying.</li> <li>b. If a subscriber terminates their subscription within their 24-month contract, they will be charged an early termination penalty equivalent to the total fees of their remaining contractual months ("Termination Charge"). This applies to the Time Fibre Home 2Gbps subscription and any lower speed plan that the Eligible Customers downgraded to.</li> <li>c. For the purpose of Time Fibre Home 2Gbps, the definition of Termination Charge as set out above shall prevail over the definition of Termination Charge as set out in the General Terms and Conditions and the applicable Service Schedules.</li> <li>d. Time's provision of the Service is on a best-effort basis. To ensure high-quality service, it is recommended to use personal devices with 2.5Gbps ethernet port or adapter and to connect to the 2Gbps WiFi 6 router using a LAN cable.</li> <li>e. Relocation is allowed for Time Fibre Home 2Gbps subscription, provided the new address is within Time coverage. If 2Gbps is not offered at the new address, Eligible Customers will be asked to downgrade their plan to proceed with relocation.</li> </ol> </li> <li>3. No downgrades are allowed within the first six (6) months of claiming this Promotion.</li> </ol>

	4. Rescheduling of appointments is only allowed up to three (3) times via Time’s Self Care portal.
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Promotion Terms and Conditions

This promotion is as specified in the Promotion Information Details (“**Promotion**“) and is strictly made available to Eligible Customers who meet the Promotion Qualifications during the Promotion Period and is subject to the following terms and conditions (“**Terms and Conditions**“). **Customers’ attention is drawn to the Promotion Information Details:-**

1	The Promotion is only applicable during the Promotion Period beginning on the start date and shall continue in effect until its expiry or sooner cancelled by Time at its sole discretion. Time reserves the right to cease and/or cancel the Promotion at any time before the expiry of the Promotion Period without any prior notice.
2	The Promotion is not to be construed in any way howsoever as a contract of sale, exchange, lease, hire-purchase, or hire between Time and the customer.
3	Any customer who does not meet the Promotion Qualifications and is not an Eligible Customer is not entitled to the Promotion.
4	Time may change, modify, amend or cancel the Promotion at any time during the Promotion Period, which includes but not limited to changing, modifying or amending the amount of the cash rebate offered (as may be applicable depending on the type of Promotion). Nothing herein stated shall imply that an Eligible Customer is to receive any other benefit beyond that stated in the Promotion Information Details nor that Time is obliged to provide the equivalent Value if Time changes, amends or modifies the Promotion.
5	If there are multiple promotions ongoing during the same Promotion Period, including this Promotion, and the customer is an Eligible Customer who qualifies for more than one promotion, the customer must choose only one promotion. A customer cannot make multiple choices of the promotions, nor do anything to secure or gain the benefits offered in multiple promotions. Once the customer has chosen the promotion, the

	customer is no longer eligible for any other promotions that are available at the same time.
6	Time reserves the right to and at its sole discretion, may refuse to provide the Promotion to the Eligible Customer regardless of whether the customer is an Eligible Customer and meets the Promotion Qualifications.
7	If the Promotion is the provision of a Monthly Rebate or One-off Rebate (as set out in the Promotion Information Details) to the customer, then if the customer terminates the service agreement with Time before the expiry of the minimum period or if there is no minimum period specified, then twelve months from service activation date, then Eligible Customer shall not be entitled to receive any cash rebate for the unexpired period and Time may seek to recover all earlier provided rebates on the basis that customer warrants to stay a customer of Time for the minimum period or twelve months (as the case may be).
8	In addition, no advice or information obtained (whether orally or written) by the customer from Time, or its directors, officers, employees, agents, suppliers, partners and/or subcontractors shall create any warranty or right to of action against Time.
9	Time reserves the right to revise, amend, or modify these Terms and Conditions during the Promotion Period and such revision, amendment, and/or modification shall be made available at <a href="http://www.time.com.my">www.time.com.my</a> and is binding on all Eligible Customers. Continued access and use of the service shall deem to be your acceptance to the changes and updates to these Terms and Conditions.
10	If the Promotion Qualifications includes the signing up of a new service, then in such a case, all other terms and conditions governing the use of the new service shall apply in addition to these Terms and Conditions.
11	All personal information provided by customer is subject to Time's Privacy Policy (details of which are available at <a href="http://www.time.com.my/privacy-policy">http://www.time.com.my/privacy-policy</a> ).

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Capitalised words have the meaning as specified in the Promotion Information Details. If in the Promotion Information Details there are Special Promotion Terms drawn up, then such Special Promotion Terms shall prevail over these Terms and Conditions in the event of conflict, inconsistency or ambiguity.