

## GIG SPEED HOME (FTTR) (“ADD-ON”)

This Add-on (details of which are set out below) is available only to Eligible Customers and is subject to the General Terms and Conditions and Home Broadband Services Terms and Conditions available at <https://www.time.com.my/terms-and-conditions>.

### Add-on Information Details

Details	Special Terms and Conditions
Eligible Customers	Time Fibre Home customers in selected buildings.
Offer Period	Starts from 19 October 2023 until discontinued and/or cancelled by Time.
Payment for Gig Speed Home (FTTR) Add-on Service	This Add-on can be paid through full payment or; 24-month payment plan for Eligible Customers only.
Installation	<ol style="list-style-type: none"><li>1. By subscribing to this Add-on, the Customer acknowledges that the Add-on will be installed according to Time’s standard installation method.</li><li>2. Customers who wish to opt for this Add-on will be required to replace their existing equipment and/or add new equipment during installation.</li><li>3. If there is any non-standard installation, the Customer shall pay the applicable additional cost for said installation.</li></ol>
Withdrawal	Withdrawal from the subscription or purchase of this Add-on is not allowed.
Relocation	<ol style="list-style-type: none"><li>1. Relocation is allowed provided the new address is within Time coverage.</li><li>2. Customer shall bear all charges for the removal, relocation and material fees should the Customer opt to relocate.</li></ol>
Transfer of Ownership	<ol style="list-style-type: none"><li>1. Customers who wish to transfer ownership of the Add-on will be required to pay for the remaining months of the 24-month payment plan (if applicable).</li><li>2. Customers are not allowed to transfer ownership of the Add-on on a stand-alone basis. Ownership transfer of the Add-on to a new owner shall be done jointly with the Customers’ Time Fibre Home account.</li></ol>
Termination	<p>A. <u>Termination of Time Fibre Home + Add-on subscriptions:</u></p> <ol style="list-style-type: none"><li>1. If the Time Fibre Home subscription is terminated, the Add-on will be automatically terminated as well.</li></ol>

	<p>2. Termination of Time Fibre Home subscription:  - For termination within contract period, the early termination penalty of Time Fibre Home will apply.</p> <p>3. Termination of Add-on subscription:  - Customers will be required to pay for the remaining months of the 24-month payment plan (if applicable).</p> <p>B. <u>Termination of the Add-on subscription under 24-month payment plan:</u></p> <p>1. Customers will be required to pay for the remaining months of the 24-month payment plan (if applicable).</p>
Time Fibre Home Plan Downgrade	No downgrade is allowed for the Time Fibre Home plan within the first six (6) months upon subscription or purchase of the Add-on.
Special Plan Terms	<p>1. Time’s provision of the Add-on is on a best-effort basis.</p> <p>2. Internet speeds are dependent on network usage demands or device capabilities.</p> <p>3. Where a temporary halt to the Time Fibre Home plan initiated due to Customer reaching their credit limit or where any fees associated with the terms and conditions of the Time Fibre Home plan and/or the Add-on remain unpaid, the Customer’s access to any of the service will be suspended and Customer will be continuously charged irrespective of the said suspension. The service will resume once the Customer has paid any outstanding fees and/or bill in full.</p> <p>4. The Add-on is incompatible with Time’s mesh WiFi devices.</p>

Terms and Conditions

This Add-on is as specified in the Add-on Information Details above and is strictly made available only to Eligible Customers and is further subject to the following terms and conditions (“Terms and Conditions”). It is important that customers read these Terms and Conditions together with the Add-On Information Details:-

1	This Add-on is only applicable during the Offer Period beginning on the start date and shall continue until its expiry or unless sooner cancelled by Time. Time reserves the right to cease and/or cancel the Add-on at any time before the expiry of the Offer Period without any prior notice.
2	This Add-on 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	The Add-on is only available to Eligible Customers.

4	Time reserves its right to change, modify, amend or cancel the Add-on at any time during the Offer Period. Nothing herein stated shall imply that an Eligible Customer is to receive any other benefit beyond that stated in the Add-on Information Details if Time changes, amends or modifies the Add-on.
5	Time reserves the right to and may refuse to provide the Add-on to the Eligible Customer regardless of whether the customer is an Eligible Customer.
6	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 sue.
7	Time reserves the right to revise, amend, or modify these Terms and Conditions during the Offer 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.
8	If the Add-on 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.
9	All personal information provided by customer is subject to Time's Privacy Policy (details of which are available at <a href="https://www.time.com.my/privacy-policy">https://www.time.com.my/privacy-policy</a> ).
10	Capitalised words have the meaning as specified in the Add-on Information Details. If in the Add-on Information Details there are Special Plan Terms drawn up, then such Special Plan Terms shall prevail over these Terms and Conditions in the event of conflict, inconsistency or ambiguity.