

Time Fibre Home Promo: Loyalty Programme (Effective 27th March 2024 – 26th June 2024)

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 only 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>. Acceptance of the promotion gift, vouchers or rebates by Eligible Customers is deemed to be acceptance of the Special Promotion Terms.

Promotion Information Details

Promotion Type	Free Gift
Promotion Description	<p>*The terms below apply to all plan renewals with free device(s) starting 4 April 2024, and to existing subscribers who received complimentary speed boost between 27 March 2024 to 3 April 2024.</p> <p>**If you have not received complimentary speed boost between 27 March 2024 to 3 April 2024, you can still refer to the archived loyalty programme terms and conditions here.</p> <ol style="list-style-type: none">1. Existing Time Fibre Home 200Mbps customers with a current minimum subscription period of 20 months will be eligible to receive:<ol style="list-style-type: none">a. One (1) WiFi 6 router when they renew their plan for 24 months; orb. One (1) WiFi 6 router and one (1) WiFi 6 mesh node when they upgrade to 600Mbps with a 24-month contract renewal; orc. One (1) 1Gbps WiFi 6 router and one (1) WiFi 6 mesh node when they upgrade to 1Gbps with a 24-month contract renewal; ord. A 2Gbps WiFi 6 router worth RM899 when they upgrade to 2Gbps with a 24-month contract renewal.2. Existing Time Fibre Home 500Mbps customers who upgraded from 300Mbps and have maintained their

	<p>subscription for a minimum of 20 months will be eligible to receive:</p> <ul style="list-style-type: none"> a. One (1) WiFi 6 router and one (1) WiFi 6 mesh node if they upgrade to 600Mbps with a 24-month contract renewal; or b. One (1) 1Gbps WiFi 6 router and one (1) WiFi 6 mesh node when they upgrade to 1Gbps with a 24-month contract renewal; or c. A 2Gbps WiFi 6 router worth RM899 when they upgrade to 2Gbps with a 24-month contract renewal. <p>3. Existing Time Fibre Home 600Mbps customers with a current minimum subscription period of 20 months will be eligible to receive:</p> <ul style="list-style-type: none"> a. One (1) WiFi 6 router and one (1) WiFi 6 mesh node when they renew their plan for 24 months; or b. One (1) 1Gbps WiFi 6 router and one (1) WiFi 6 mesh node when they upgrade to 1Gbps with a 24-month contract renewal; or c. A 2Gbps WiFi 6 router worth RM899 when they upgrade to 2Gbps with a 24-month contract renewal. <p>4. Existing Time Fibre Home 1Gbps customers with a current minimum subscription period of 20 months will be eligible to receive:</p> <ul style="list-style-type: none"> a. One (1) 1Gbps WiFi 6 router and one (1) WiFi 6 mesh node when they renew their 1Gbps plan with a 24-month contract renewal; or b. A 2Gbps WiFi 6 router worth RM899 when they upgrade to 2Gbps with a 24-month contract renewal.
Promotion Period	Starts from 27 March 2024 to 26 June 2024 (subject to extension at Time’s discretion)
Value	<ul style="list-style-type: none"> 1. Free device redemption <ul style="list-style-type: none"> a. WiFi 6 router worth RM399 per unit b. 1Gbps WiFi 6 router worth RM599 per unit c. 2Gbps WiFi 6 router worth RM899 per unit

Eligible Customers	Existing Time Fibre Home customers who have completed a minimum 20 months subscription period under their current Time Fibre Home Plan.
Promotion Qualification	<ol style="list-style-type: none"> 1. Not valid for customers with no contract plans or complimentary Time Fibre Home subscriptions. 2. Eligible Customers must renew their contract for 24 months to redeem the free device(s). 3. Eligible Customers with 600Mbps & 1Gbps plans who signed up for the Gig Speed Home (FTTR) service are not eligible for free device redemption upon plan upgrade or contract renewal. 4. Eligible Customers may opt-in via Time’s Self Care portal at https://selfcare.time.com.my/auth login or through Time’s authorised telemarketers during the Promotion Period.
How will it be provided?	Upon successful opt-in to the promotion with a 24-month contract renewal, Eligible Customers will receive the free devices, which will be delivered and installed by Time.
Special Promotion Terms	<ol style="list-style-type: none"> 1. For existing Time Fibre Home customers with 200Mbps, 500Mbps (upgraded from 300Mbps), 600Mbps and 1Gbps plans who participated in this Promotion by upgrading and/or renewing their plan (“Promotion Subscriber”): <ol style="list-style-type: none"> a. Subscriber can choose to downgrade their plan from the 7th month onward, subject to forfeiture of any discount they previously enjoy and renewal of 24-month contract. b. If Promotion Subscriber terminates their subscription within the 24-month contract, they will be subject to early termination charges equivalent to the total monthly fees for the remaining contractual period or a fixed sum of RM500, whichever is higher (“Termination Charges”). c. Relocation is allowed, provided the new address is within Time coverage.

2. For existing Time Fibre Home customers who participated in this Promotion by upgrading their plan to Time Fibre Home 2Gbps (“2Gbps Promotion Subscriber”):
 - a. If 2Gbps Promotion Subscriber terminates their subscription within the 24-month contract, they will be subject to early termination charges equivalent to the total monthly fees for the remaining contractual period or a fixed sum of RM500, whichever is higher (“Termination Charges”).
 - b. 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.
 - c. 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, 2Gbps Promotion Subscriber will be required to downgrade their plan to proceed with relocation. In this case, any discount will no longer be applicable for the remaining contractual months.
 - d. Subscriber can choose to downgrade their plan from the 7th month onward, subject to forfeiture of any discount they previously enjoying and renewal of 24-month contract.
3. There will be no penalty and no contract reset if Promotion Subscriber downgrade after the 24-month contract.
4. If you opt to upgrade or downgrade from your 500Mbps plan, you will no longer be able to opt for the 500Mbps plan again.
5. Rescheduling of appointments is only allowed up to three (3) times via Time’s Self Care portal. The third rescheduled appointment shall be the final agreed appointment date.

	<p>6. Eligible Customers shall be subject to the terms and conditions of this Promotion which may be amended at Time’s sole discretion from time to time.</p> <p>7. The Special Promotion Terms shall prevail in the event of any inconsistencies with the applicable Service Schedule and the General Terms.</p>
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Promotion Terms & 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 www.time.com.my 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 http://www.time.com.my/privacy-policy).
12	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.