

FAQ for FTTH FOC 30 mins for Voice (5 July 2022 - 4 October 2022)

What do I get with this promotion?

- You will get free 30 voice call minutes per month during the promotion period for all domestic calls.

How long will this promotion last?

- This promotion will start from 5 July 2022 and will end on 4 October 2022.

Who is eligible for this promotion?

- All TIME Fibre Home subscribers on the Basic, Lite, Max and legacy 10 plan voice packages are eligible for this promotion.

During this period, can I enjoy other promotions/offers from TIME as well?

- No, you are eligible for only 1 promotion at any time.

Can I change my plan during promotion?

- Yes, you can login to the Self Care portal to change your plan during the promotion. You will still enjoy the free 30 minutes per month promotion as long as you are a subscriber of TIME Fibre Home Basic, Lite, Max or 10 plan packages.

What if I terminate my subscription?

- If you terminate your subscription within the promotional period, you will still be able to utilise the free 30 minutes until your last date of subscription.

How do I sign up for this promotion?

- This promotion will be credited automatically to your subscription. You don't have to sign up.

If I subscribe during the promotion period but schedule the installation after the promotional period, will I still be entitled to the promotion?

- No, the promotion is only valid until 4 October 2022.

How do I get the promotion once I have subscribed to the service?

- Once your service has been activated, the free 30 minutes promotion will be credited automatically into your subscription and will be applied per month until the promotion period ends on 4 October 2022. You will be required to fully utilise the free minutes that comes with your respective voice plans (if available) before the 30 free minutes promotion applies.

I'm on the legacy Voice 10 Plan package. Is it possible to utilise the free 30 minutes before using my existing allocation of 2,000 free minutes a year?

- Unfortunately, you will be required to fully utilise the free minutes that comes with your respective voice plans (if available) before the free 30 minutes promotion applies.