

Time Fibre Home: New Subscriber Promo - Online Exclusive - FAQ (100Mbps, 500Mbps & 1Gbps) (18 April 2023 - 13 July 2023)

What do I get with this promotion?

As a new subscriber of Time Fibre Home, you get to enjoy:

| Plan | Discount |
|-------------|-----------------------------|
| 100Mbps | First Month Free |
| 500Mbps | First Month Free + RM40 off |
| 1Gbps | First Month Free + RM50 off |

1. The First Month Free promo applies to your first full month's bill and doesn't include prorated charges and other charges.
2. The RM40 and RM50 discounts attached to the 500Mbps and 1Gbps plans will be deducted from your monthly bills from months 2 to 6.
3. Every 500Mbps and 1Gbps subscription comes with a free WiFi 6 router and a WiFi 6 mesh node.

How long will this promotion last?

This promotion is valid from 18 April 2023 – 13 July 2023.

Who is eligible for this promotion?

New subscribers of the Time Fibre Home 100Mbps, 500Mbps or 1Gbps subscribers on a 24-month contract who sign up online via www.time.com.my.

Subscribers of the no contract plan are not eligible.

Can I enjoy other promotions/offers from Time at the same time?

Unfortunately, no. You can only enjoy one promotion at any time. Once submitted, you will not be able to change or select other promotions until after your service is activated, as long as it's still within the promotion period.

What devices do I get with my subscription?

We provide mesh-enabled routers with all our plans, featuring both WiFi 5 and WiFi 6 technologies. Based on your building type and installation requirements, you may receive:

| Plan | Devices |
|-------------|---|
| 100Mbps | 1 x WiFi 5 device |
| 500Mbps | 1 x WiFi 6 router; and 1 x WiFi 6 mesh node |
| 1Gbps | 1 x WiFi 6 router; and 1 x WiFi 6 mesh node |

Can I upgrade/downgrade my plan after I redeem this promotion?

Yes, absolutely! What's more, if you upgrade within the promotion period, you'll get to enjoy the promotion attached to the new upgraded plan, be it bill rebates and/or discounted devices. However, you will forfeit the discounts you initially enjoyed and your 24-month contract will reset.

The RM40 and RM50 discounts attached to the 500Mbps and 1Gbps plans will be

deducted from your monthly bills from months 2 to 6, after you upgrade.

If you upgrade your plan after the promotion period, any discount you may be enjoying will continue with no contract reset.

You'll only be able to downgrade your plan from the 7th month onwards.

Any downgrade will result in the forfeiture of any discounts you're enjoying and your contract will be reset for 24 months.

What if I terminate my subscription?

If you terminate your subscription within the first 6 months of your contract, you will:

- Forfeit any discount you've been enjoying; and
- Incur an early termination penalty of RM500.

If you terminate your subscription within your 24-month contract term, you will be charged a RM500 early termination penalty.

How do I sign up for this promotion?

You can sign up online via www.time.com.my.

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

Yes, you will still be entitled to the promotion as long as you sign up within the promotion period. However, if the installation has not taken place within 2 months of your subscription date, your application will be automatically withdrawn and you will no longer be entitled to the promotion.

How will I receive the promotion discount once I have subscribed to the service?

The discounts will be deducted from your first full month's bill or the monthly bills until month 6, whichever applicable. However, other charges such as voice calls, deposits, add-ons etc still apply.

If my first month's broadband subscription fee is free, why am I still being charged in my first bill?

The First Month Free promotion applies to your first full month's broadband fees. The charges you're seeing in your very first bill may be prorated charges leading up to your first full month or other charges such as voice calls, add-ons etc.