

Time Fibre Home Promo: Loyalty Programme (18 September 2023 - 26 March 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 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

Promotion Type	Monthly Discount and/or Free Gift
Promotion Description	<ol style="list-style-type: none">1. Existing Time Fibre Home 100Mbps customers who are currently subscribed for a minimum of 20 months will be eligible to receive:<ol style="list-style-type: none">a. A one-off RM99 discount when they renew their 100Mbps plan for 24 months; orb. One (1) WiFi 6 router when they renew their 100Mbps plan for 24 months; orc. One (1) WiFi 6 router, one (1) WiFi 6 mesh node and a RM20 monthly discount over 24 months when they upgrade to 500Mbps with a 24-month contract; ord. One (1) WiFi 6 router and one (1) WiFi 6 mesh node when they upgrade to 1Gbps with a 24-month contract; ore. A 2Gbps WiFi 6 router worth RM899 when they upgrade to 2Gbps with a 24-month contract renewal.2. Existing Time Fibre Home 300Mbps customers who are currently subscribed for a minimum of 20 months will be eligible to receive:<ol style="list-style-type: none">a. One (1) WiFi 6 router, one (1) WiFi 6 mesh node and a RM20 monthly discount over 24 months if they upgrade to 500Mbps with a 24-month contract renewal; orb. One (1) WiFi 6 router and one (1) WiFi 6 mesh node when they upgrade to 1Gbps with a 24-month contract; or

	<ul style="list-style-type: none"> 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 500Mbps customers who are currently subscribed for a minimum of 20 months will be eligible to receive:</p> <ul style="list-style-type: none"> a. A RM20 monthly discount over 24 months when they renew their 500Mbps plan for 24 months; or b. One (1) WiFi 6 router and one (1) WiFi 6 mesh node when they renew their 500Mbps plan or upgrade to 1Gbps with a 24-month contract; 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 who are currently subscribed 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 when they renew their 1Gbps plan with a 24-month contract; or b. A 2Gbps WiFi 6 router worth RM899 when they upgrade to 2Gbps with a 24-month contract renewal.
Promotion Period	Starts from 18 September 2023 to 26 March 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 2. A one-off RM99 discount per eligible 100Mbps customer who renewed their plan for 24 months. 3. A RM20 monthly discount over 24 months per eligible 100Mbps customer who upgraded to 300Mbps with a 24-month contract renewal. 4. A RM20 monthly discount over 24 months per eligible 500Mbps customer who renewed their plan for 24 months.
Eligible Customers	Existing Time Fibre Home subscribers who have completed a minimum of 20 months of their contract tenure under their existing Time Fibre Home Plan.

<p>Promotion Qualification</p>	<ol style="list-style-type: none"> 1. Not applicable to subscribers of the no contract plans and complimentary Time Fibre Home subscriptions. 2. Eligible Time Fibre Home customers must renew their contract for 24 months to redeem the monthly discounts and/or device(s). 3. Eligible 500Mbps & 1Gbps subscribers who have already signed up for the Gig Speed Home (FTTR) service will not be eligible for free devices redemption upon plan upgrade or 24-month contract renewal. 4. Eligible Time Fibre Home customers may opt-in via Time's Self Care portal at https://selfcare.time.com.my/auth/login or Time's authorised telemarketers during the Promotion Period.
<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"> 1. The free devices will be delivered to Eligible Customers and installed by Time. 2. The RM20 monthly discounts will be deducted from Eligible Customers' monthly bills over 24 months. 3. The one-off RM99 discount will be deducted from the Eligible Customer's first bill after contract renewal.
<p>Special Promotion Terms</p>	<ol style="list-style-type: none"> 1. For existing Time Fibre Home 100Mbps, 300Mbps, 500Mbps and 1Gbps subscribers who have successfully participated in this Promotion to upgrade or renew their plan ("Promotion Subscriber"): <ol style="list-style-type: none"> a. If a Promotion Subscriber upgrades their plan again ("Subsequent Upgrade"), they will not be eligible for any promotion benefits (as stated in the Promotion Description above) attached to the Subsequent Upgrade. However, they will continue to enjoy their existing discounts (if any) until its full redemption and their contract will not be reset. b. If a Promotion Subscriber downgrades their plan, they will forfeit any discount they've been enjoying. c. If a Promotion Subscriber terminates their subscription within their 24-month contract, they will be subject to a RM500 termination penalty.

- d. Relocation is allowed, provided the new address is within Time coverage.
 - 2. For existing Time Fibre Home 2Gbps subscribers who have successfully participated in this Promotion to upgrade or renew their plan (“2Gbps Promotion Subscriber”):
 - a. If a 2Gbps Promotion 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.
 - b. For the purpose of Time Fibre Home 2Gbps, the definition and application 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.
 - c. 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.
 - d. 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 wherein the discount will no longer be applicable for the remaining contractual months.
 - 3. No downgrades are allowed within the first six (6) months of claiming this Promotion. If a Promotion Subscriber downgrades their plan at any point after the first six (6) months of claiming this Promotion, they will forfeit any discount they’ve been enjoying and their contract shall be reset for a further twenty-four (24) months.

	<ol style="list-style-type: none"> 4. If you opt to upgrade or downgrade from your 300Mbps plan, you will no longer be able to opt for the 300Mbps 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. 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.
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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

	<p>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.</p>
6	<p>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.</p>
7	<p>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).</p>
8	<p>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.</p>
9	<p>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.</p>
10	<p>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.</p>
11	<p>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).</p>
12	<p>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</p>

	shall prevail over these Terms and Conditions in the event of conflict, inconsistency or ambiguity.
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