

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 + RM99 for First 6 Months
1Gbps	First Month Free
2Gbps	First Month Free

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 lower promo price (RM99) for the 500Mbps plan will only be valid until month 6.

How long will this promotion last?

This promotion is valid from 14 July 2023 – 14 April 2024.

Who is eligible for this promotion?

New subscribers of the Time Fibre Home 100Mbps, 500Mbps, 1Gbps and 2Gbps 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 WiFi 6 routers with all our plans. Based on your building type and installation requirements, you may receive:

Plan	Devices
100Mbps	1 x WiFi 6 router
500Mbps	1 x WiFi 6 router; and 1 x WiFi 6 mesh node
1Gbps	1 x 1Gbps WiFi 6 router; and 1 x WiFi 6 mesh node
2Gbps	1 x 2Gbps WiFi 6 router; and 2 x WiFi 6 mesh node

Note: These complimentary devices are not compatible with Gig Speed Home (FTTR). If you subscribe to that service, these devices will be replaced by parent and child nodes.

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

Yes, absolutely! If you upgrade your plan, your existing discounts (if any) will continue until its full redemption and your contract won't be reset.

Downgrades are available starting from the 7th month of your contract. Please note that downgrading your plan will result in the forfeiture of any existing discounts and your contract will be reset for 24 months.

What if I terminate my subscription?

If you terminate your subscription within your contract tenure, you will:

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

For 2Gbps, your early termination penalty is the total fees of your **remaining contractual months**. This applies to your 2Gbps subscription **and** any lower speed plan you've downgraded to.

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.

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.

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.