

What is the loyalty programme about?

This campaign is our way of thanking our long-time subscribers with awesome deals valued up to RM1,199 that not only offer more savings but a better home Internet experience.

Eligible 100Mbps subscribers can choose to:

- Enjoy First Month Free off their subscription fee when they renew their plan; or
- Redeem a free WiFi 5 device when they renew their plan; or
- Triple their speed to 300Mbps with a free WiFi 5 device for an additional RM10/month.

Eligible 500Mbps subscribers get to enjoy discounts on their subscription fees or redeem free devices to widen their WiFi coverage with a 24-month contract renewal.

If speed is what you're looking for, upgrade to our 1Gbps or 2Gbps plan with free devices and be the fastest kid on the block. Log into [Self Care](#) and check if you're covered.

How long is this promotion valid for?

This promotion is valid from 25 July 2023 until further notice.

How do I check if I'm eligible?

Just log in to [Self Care](#) to check out what we've got in store for you.

When will my new broadband subscription fee take effect?

The new subscription fee will take effect in your next bill.

Are there any other charges I need to be aware of?

You will be billed for voice service usage, purchase of device(s) and subscription fee(s) for other value-added service(s), if any.

During this promotion, can I enjoy other promotions/offers from Time as well?

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 request has been processed, as long as it's still within the promotion period.

What is mesh WiFi and how does it extend my home coverage?

We offer a range of mesh-ready routers and nodes that when paired, deliver consistent speeds across your home.

When you place a mesh node in a WiFi dead zone, the node will capture and broadcast the wireless signal and speed of your router to hard-to-reach corners of your home. By placing mesh nodes in strategic spots throughout your home, you can create a seamless, stable WiFi network that keeps you connected no matter which room you're in.

Find out more about our devices by visiting www.time.com.my/for-home/devices.

When will I receive my free devices?

We will deliver and install the device for you on the appointment date you've chosen in [Self Care](#).

Can I change my plan after I redeem the discount/free devices?

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.

Any downgrade will result in the forfeiture of the discount and you'll only be able to downgrade after the first 6 months of your contract.

Do note that if you upgrade or downgrade out of your 300Mbps plan, you will no longer be able to opt back in to that speed plan, as it's exclusive to 100Mbps customers above 20 months.

You can just log in to [Self Care](#) to make any changes.

What if I terminate my plan after I redeem the discount/free devices?

If you terminate your 100Mbps, 500Mbps or 1Gbps subscription within the 24-month contract, you will:

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

If you terminate your 2Gbps subscription or any subsequent plan you've downgraded to, you'll be charged a penalty equivalent to the total fees of your remaining contractual months.

Can I reschedule my appointment?

Yes, you can reschedule your appointment up to three (3) times via [Self Care](#).