

Loyalty Programme FAQ (1 November 2022 - 4 January 2023)

What is the loyalty programme about?

This campaign is our way of thanking our long-time subscribers with awesome deals valued up to RM2,098 that not only offer more savings but a better home Internet experience.

Eligible 100Mbps subscribers have the option to renew their contract and:

- Redeem a free WiFi 5 device and enjoy Free 1 Month off their subscription fee; or
- Triple their speed to 300Mbps with a free WiFi 5 device for an additional RM10/month.

They can get more bandwidth to keep up with increased usage and/or a bigger household as well as enjoy a device upgrade.

Eligible 500Mbps and 1Gbps subscribers, who are already on our higher bandwidth plans, get to enjoy discounts on their subscription fees and/or redeem free devices to widen their WiFi coverage with an upgrade and/or 24-month contract renewal.

If speed is what you're looking for, then upgrade to our 2Gbps plan 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 1 November 2022 - 4 January 2023.

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! 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 discount you initially enjoyed and your 24-month contract will be reset.

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

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

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

- Forfeit any discount you've been enjoying;
- Incur a device penalty equivalent to the value of the free mesh node (if applicable); and
- Incur an early termination penalty of RM500.
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If you terminate your subscription within your 24-month contract term, you will be charged a RM500 early termination penalty.

But if you terminate your 2Gbps subscription or any subsequent plan you've downgraded to, you won't be charged a device penalty. You will, however, 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](#).