

## First Month On Us (100Mbps)

### What do I get with this promotion?

As a new subscriber of the TIME Fibre Home 100Mbps plan during the promotional period, your first full month's broadband subscription fee is free.

### How long will this promotion last?

This promotion is valid from 1 April 2022 – 31 May 2022.

### Who is eligible for this promotion?

New subscribers of the TIME Fibre Home 100Mbps plan on a 24-month contract are eligible. Those subscribing to the no contract plan are not eligible for this promotion.

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

No, you are only eligible for 1 promotion at any time. Once submitted, you will not be able to change or select other promotions.

### Can I change my plan after I redeem this promotion?

Yes, you can. You will still enjoy the promo if you upgrade your plan before the discount is deducted from your bill. However, the discount amount will follow the value of your initial plan e.g. RM99 discount for the initial 100Mbps plan even after you upgrade to 500Mbps or 1Gbps. If you have already activated your promo, it will not apply again to your upgraded plan.

Any downgrade will result in the forfeiture of the discount. Please note that you will not be allowed to downgrade your plan within the first 6 months of your contract. The downgrade option will be made available from the 7th month onwards.

### What if I terminate my subscription?

If you terminate your subscription while still within the 24-month contract, you will be subject to an early termination penalty of RM500.

### How do I sign up for this promotion?

Sign up online via [TIME's website](#) or through our authorised dealers.

### 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the installation has not taken place within 2 months of your subscription date, your application will be automatically withdrawn and you will no longer be entitled to the promotion.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 promotional discount once I have subscribed to the service?

Once your service has been activated, your first full month's broadband subscription fee will be waived. However, other charges such as voice calls, deposits, add-ons, etc (if any) still apply.

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

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