

24M Customers Upgrade Plan Promo

Frequently Asked Questions

1. What is this promotion?

This promotion allows eligible existing TIME customers to upgrade

- From 200Mbps to 600Mbps plan with
 - RM109/month for 12months (12 months contract renewal)
 - RM99/month for 24months (24 months contract renewal)
- From 600Mbps to 1Gbps plan
 - RM149/month for 12months (12 months contract renewal)
 - RM139/month for 24months (24 months contract renewal)

2. Who is eligible for this promotion?

Existing Time Fibre Home customers with a 24-month contract who has completed a minimum subscription period of 21 months (includes both in-contract customers (i.e. customers with a current and valid contract) or out-of-contract customers (i.e. customers whose contract periods have ended but continue to use the services on a month-to-month basis)) and currently subscribed to 200Mbps or 600Mbps plan.

3. Is this promotion available to all TIME customers?

No. This promotion is only available to selected eligible existing TIME customers.

4. How to redeem the promo?

Eligible customer can redeem the promo by clicking the 'Upgrade' button in WhatsApp message / Email.

5. When will I get the promo?

After redeeming, the promo will be granted within 3 working day. Customer will receive a system-generated email once the promo is granted successfully.

6. Does the discounted monthly fee include SST charges?

No. The promotion discounted monthly fee (e.g. RM99, RM109, RM139 or RM149) does not include SST charges. 6% SST charges will be charged in the final bill.

7. Are there any hidden charges?

There are no hidden charges for the plan upgrade. However, the promotional price does not include applicable SST.

8. What happens after the 24-month contract ends?

After the promotional period ends, your monthly subscription will revert to the prevailing standard price of RM139 for 600Mbps & RM199 for 1Gbps. Customers may contact Time to continue enjoying the same promotion.

9. Will I receive a new router when I upgrade?

No. This promotion does not include a complimentary router replacement.

10. Can I upgrade to a new router?

Yes. Customers may purchase a new router separately.

11. How do I redeem this promotion?

You may redeem the promotion by clicking the button in the Whatsapp Message / Email.

12. Is there an early termination penalty?

Yes. An early termination penalty will apply if the service is terminated before the 24-month contract ends. Please contact Time customer service for more information.