

Upgrade Promo Exclusively for 24-month Contracts!

This promotion (“Promotion”) (details of which are set out below) is available only to Eligible Customers who meet the Promotion Qualifications only and is subject to the General Terms and Conditions and Home Broadband Services Terms and Conditions available at <https://www.time.com.my/terms-and-conditions>. Acceptance of the promotion gift, vouchers or rebates by Eligible Customers is deemed to be acceptance of the Special Promotion Terms.

Promotion Information Details

Promotion Type	Customer Loyalty Promotion
Promotion Description	Existing Time Fibre Home customers with a 24-month contract with completed a minimum subscription period of 21 months and currently subscribe to 200Mbps or 600Mbps plan are eligible to redeem an upgrade promo for 12/24 months upon a 12/24 months renewal of their contract.
Promotion Period	1 July 2026 to 31 Dec 2026 (subject to extension at Time’s discretion)
Value	Discount value differ by the speed of the current plan: (i) 200Mbps plan upgrade to 600Mbps plan (RRP: RM139/month) with only • RM109/month for 12 months (with contract renewal of 12months) OR • RM99/month for 24 months (with contract renewal of 24months) (ii) 600Mbps plan upgrade to 1Gbps plan (RRP: RM199/month) with only • RM149/month for 12 months (with contract renewal of 12months) OR • RM139/month for 24 months (with contract renewal of 24months)
Eligible Customers	Existing Time Fibre Home customers with a 24-month contract whom 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.
Promotion Qualification	Open to all Eligible Customers. Not valid for customers with no contract plans or are currently on complimentary Time Fibre Home subscriptions.
How will it be provided?	Eligible Customers must renew their contract for a minimum period of another 12 or 24 months to redeem promo.
Special Promotion Terms	Eligible Customers may opt-in via Time’s email, WhatsApp or Time’s authorised telemarketers during the Promotion Period.

Promotion Terms & Conditions

This Promotion is as specified in the Promotion Information Details (“Promotion”) and is strictly made available to Eligible Customers who meet the Promotion Qualifications during the Promotion Period and is subject to the following terms and conditions (“Terms and Conditions”). It is important that customers’ read these Terms and Conditions together with the Promotion Information Details:-

1. This Promotion is only applicable during the Promotion Period beginning on the start date and shall continue until its expiry or unless sooner cancelled by Time. Time reserves the right to cease and/or cancel the Promotion at any time before the expiry of the Promotion Period without any prior notice.
2. This Promotion is not to be construed in any way howsoever as a contract of sale, exchange, lease, hire-purchase, or hire between Time and the Eligible Customer.
3. Promotion is only available to Eligible Customers and is subject to Eligible Customers meeting the Promotion Qualifications. Any customer who does not meet the Promotion Qualifications is not an Eligible Customer and is not entitled to the provision of the Promotion.
4. Time may change, modify, amend or cancel the Promotion at any time during the Promotion Period, including changing, modifying or amending the Value and/or type of gift that is offered, the Value and/or type of voucher offered (including the provider of the voucher), the Value of the discount

offered or Value of the cash rebate offered (as may be applicable depending on the type of Promotion). Nothing herein stated shall imply that an Eligible Customer is to receive any other benefit beyond that stated in the Promotion Information Details nor that Time is obliged to provide the equivalent Value if Time changes, amends or modifies the Promotion.

5. Time reserves the right to and may refuse to provide the Promotion to the Eligible Customer regardless of whether the customer is an Eligible Customer and meets the Promotion Qualifications.
6. If the Promotion is the provision of a gift or a voucher from Time, Time's partners, suppliers or subcontractors, Time and its directors, officers, employees, agents, suppliers, partners and/or subcontractors may provide such gift or voucher on an "as is" basis and without any warranty or condition, whether express or implied, by law or by contract, including warranties as to title, merchantability, fitness for purpose, satisfactory quality, performance, non-infringement of any third party's intellectual property or proprietary rights or product liability. Should a physical good be obtained as a gift or upon redemption of a voucher, and the customer suffers any form of physical injury or damage, such injury or damage may be claimed against the manufacturer or distributor of the physical good and not against Time, which is deemed not to be a supplier.
7. In addition, no advice or information obtained (whether orally or written) by the customer from Time, or its directors, officers, employees, agents, suppliers, partners and/or subcontractors shall create any warranty or right to sue.
8. Time reserves the right to revise, amend, or modify these Terms and Conditions during the Promotion Period and such revision, amendment, and/or modification shall be made available at www.time.com.my and is binding on all Eligible Customers. Continued access and use of the service shall deem to be your acceptance to the changes and updates to these Terms and Conditions.
9. If the Promotion Qualifications includes the signing up of a new service, then in such a case, all other terms and conditions governing the use of the new service shall apply in addition to these Terms and Conditions.
10. All personal information provided by customer is subject to Time's Privacy Policy (details of which are available at <https://www.time.com.my/privacy-policy>).

Capitalised words have the meaning as specified in the Promotion Information Details. If in the Promotion Information Details there are Special Promotion Terms drawn up, then such Special Promotion Terms shall prevail over these Terms and Conditions in the event of conflict, inconsistency or ambiguity.