

GENERAL TERMS AND CONDITIONS

Terms & conditions, as applicable, for the subscription by the Customer of the services (collectively, the "Services" and individually, the "Service") as provided by Fiber@Home Sdn. Bhd. ("FH"). By indicating the Customer's acceptance of the terms and conditions contained herein, the Customer is deemed to have acknowledged and agreed to be bound by the terms and conditions for the use of the Service. FH reserves the right to revise the terms and conditions of the Service from time to time if updating or revision is deemed necessary. In the event the terms and conditions are revised, the Customer will be notified via FH website or in any other manner as FH deems necessary and appropriate. Continued usage of the Service by the Customer signifies acceptance of the changes with regard to the terms and conditions of the Services.

1. Service Application

- 1.1. **Age Eligibility.** The Customer must be at least 18 years old and above to be eligible to sign up for FH's Service.
- 1.2. **Supporting Documents.** The Customer must ensure that all information and supporting documents submitted to FH for the purpose of the application for the subscription of the Service are accurate, current and complete. Supporting Documents required:
 - a) for Malaysians - a copy of the individual's identity card; and
 - b) for non-Malaysians - a copy of the individual's passport.
- 1.3. **Installation Address Limit.** Customer is allowed to subscribe for one (1) service per Installation Address and in any case, up to a maximum of five (5) Services for five (5) distinct installation addresses under one (1) NRIC (for Malaysian) or one (1) passport (for non-Malaysian).
- 1.4. **Privacy Policy.** The Customer accepts the terms of FH Privacy Policy available at website www.fiberathome.my under Data Protection and authorizes FH to use their personal information in accordance with the Personal Data Protection Act 2010.
- 1.5. **General Terms & Conditions.** Fiber@Home's General Terms & Conditions can be downloaded from FH website, www.fiberathome.my.

2. Service Description

- 2.1. **Minimum Subscription Period.** Unless otherwise specified in the Service Application Form ("Application Form") or FH website www.fiberathome.my, the minimum subscription period for the Service is twelve (12) or twenty four (24) months from the date of activation of the Service ("Activation Date") or in the event of any promotion held by FH for the Service, such other minimum subscription period may be applicable in connection to the promotion, as may be prescribed by FH from time to time ("Minimum Subscription Period").
- 2.2. **Service Renewal.** Upon expiry of the Minimum Subscription Period, the Service will automatically be renewed on a monthly basis unless otherwise terminated by the Customer at any time, by giving thirty (30) days termination notice to FH.
- 2.3. **Service Speed.** The speed of broadband service is provided on "best efforts basis and is up to the subscribed speed. The broadband speed may vary from time to time, and depends on including but not limited to the time of connection made, distance of the connection between Customer's access device and the Customer premises equipment (i.e. WiFi Router), the type of devices used to connect to the broadband. The Customer may also experience service disruptions from time to time.
- 2.4. **Hardware.** All contractual plans come with one (1) free rental bundled modem (ONU) and one (1) free NETGEAR AC1200 Smart WiFi Router.
- 2.5. **OneVoice.** OneVoice comes with one (1) free unit of DECT phone.
- 2.6. **Hardware Warranty.** Defective hardware is to be brought to the FH office in Fiber@Home Sdn. Bhd., Kuala Lumpur (Suite 3-#A & 5, Lower Level 3, The Horizon Annexe, Avenue 7, Bangsar South) or Johor Bahru (87, 87A, 87B, Jalan Mutiara 1/9, Taman Mutiara Mas, 81300 Skudai, Johor).
The following warranties apply:

NETGEAR Orbi RBK20	3 years
NETGEAR AC 1200	2 years
ONU (Modem)	Contract Period

3. Rights to Use

- 3.1. **Lawful Use.** The Customer shall only use the Service for lawful purposes. The Customer shall not:
 - a) use the Service for any unlawful purpose including without limitation any criminal purposes;
 - b) use the Service to send unsolicited electronic messages or any message which is obscene, threatening or offensive on moral, religious, racial or political grounds to any person including a company or a corporation;
 - c) use the Service to compromise or infect any systems with computer viruses or otherwise;
 - d) use the Service to infringe any intellectual property rights of FH, its related companies and subsidiaries or any third party;
 - e) use the Service to gain unauthorized access to any computer system connected to the Internet or any information regarded as private by any person including a company or corporation;
 - f) share the Service with any person including a company or corporation without the prior written approval of FH and shall use the Service only for the purpose for which it is subscribed;
 - g) resell or sublet the Service to any third parties without prior written consent from FH;
 - h) use the Service in any manner, which in the opinion of FH may adversely affect the use of the Service by other customers or efficiency or security as a whole.
- 3.2. **Password Safety.** Where applicable, the Customer shall be responsible for the safety and security of service or user ID or password of the Service. FH is not able to control the safety of the user ID and FH shall not be liable for any unauthorized use by any third party of such use, user ID or password. In addition, the Customer shall properly maintain and take appropriate measures to safeguard FH's Equipment that may be provided by FH for the use of the Service.

4. Service Installation

- 4.1. **Customer's Premise.** The Customer deemed to have authorized FH or FH's appointed installers to enter Customer's premise to carry out and complete installation of FH equipment. The Customer must have procured all 3rd party's permissions, licenses or consent necessary to complete the installation.
- 4.2. **Standard Installation.** For standard Installations, Fiber@Home will provide one (1) meter (inside the Customer's premise) from the Digital Residential Gateway ("DRG") to the Fiber Wall Socket ("Standard Installation") at no additional charges. This arrangement for the Standard Installation may be subject to change from time to time. Should the length required at the Customer's premises exceed the said allocated amount, the extra charges will be borne by the Customer.
- 4.3. **Non-Standard Installation.** Cost for any non-standard type of installations, such as over the ceiling, additional cabling, underground ducts, concealed wiring and so on ("Non-Standard Installation") will be borne by the Customer. The consent of the Customer will be obtained by FH or its contractor prior to commencing any Standard or Non-Standard Installation. The Customer is required to pay in cash to the contractor upon completion of any non-standard installations work.
- 4.4. **Third Party Equipment.** FH does not provide configurations or installations for third party equipment or modem of the Customer.
- 4.5. **Installation Process.** The Standard Installation process will take approximately one (1) hour. The Customer will receive a call from FH within

seven (7) working days from receipt of the Customer's application for the Service, and to confirm a date and time to install the FH Equipment at the Customer's premises ("Installation Date") within fourteen (14) working days from receipt of the Customer's application.

- 4.6. **Installation Rescheduling.** For any rescheduling or cancellation of the Installation Date, the Customer is required to inform FH no later than three (3) working days prior to the Installation Date. In the event the Customer fails to inform FH accordingly, FH reserves the right to charge the Customer RM100 for any rescheduling or cancellation request.
- 4.7. **Installation Hours.** Service installation will be carried out during standard operational hours at 9am – 6pm, Monday to Friday, except on State or National Public Holidays. Additional fees will be charged if the installation is to be carried out outside of the standard operational hours.
- 4.8. **Service Acceptance Test.** Fiber@Home will perform a simple Service Installation Form (SIF) at the time of installation or during the on-site visit (if applicable) to determine the availability of the Service. The SIF will involve the configuration, testing and verification of the Internet access with Customer's access device (such as a personal computer or laptop or WiFi-enabled mobile device) or FH access device. For clarification, Fiber@Home or their installer may request that Customer attempts to access the Internet using Customer's access device once the Service is provisioned. FH will also test WiFi accessibility with reasonable coverage at Customer's home.
- 4.9. **Service Activation Date.** The Service Activation Date is taken as the date when the SIF is completed and the Service is deemed to have commenced. The Customer is required to acknowledge the completion of the SIF. In the event that there is no acknowledgement within three (3) days of the said completion, it shall be deemed that the Customer has accepted the completion of the SIF and that the Service is working as intended.
- 4.10. **Site Support Visit.** Save within the installation warranty period, the Customer shall bear the cost for site support visit requested by the Customer at the rate of RM150.00 per visit or at such other current prescribed rate as shall be reasonably determined by FH from time to time. The charge excludes any materials or equipment replacement charges that the Customer may be required to pay FH.
- 4.11. **Equipment Sharing.** Customer acknowledges that FH's equipment including but not limited to the DRG installed or placed at the Customer's premises ("FH's Equipment") may be shared by FH with other service provider(s) in the event that the Customer subscribes to services offered by other service providers who have contractual arrangements with FH. The sharing of FH Equipment is for the purpose of enabling the other service provider to install and provide any service to the Customer at the Customer's premises. Likewise, Customer also acknowledges that where such an arrangement is made between FH and any other service provider for the sharing or use of any equipment including equipment by the said service provider at the Customer's premises, FH may use the relevant equipment for the purpose of the provision by FH of any of the Services.
- 4.12. **Installation Charges.** The Customer agrees to the following One Time Service Charges (where applicable):-

Weekdays 6pm-8pm and Saturday 9am – 6pm installations	RM250
Failure to submit all documentation and to confirm an installation date within 2 weeks from submission of this form	RM100
Failure to inform FH about rescheduling or cancellation of installation date at least 3 days in advance	RM100
Successful Installation of non-Fiber@Home supported router (Fiber@Home supported routers: ASUS, Netgear)	RM100
Site Support Visit Requested by the Customer	RM150

5. Billing and Payment

- 5.1. **Subscription Fee.** The subscription fee and other applicable charges for the Service are published for viewing by the Customer from time to time at www.fiberathome.my or as provided in the Application Form.
- 5.2. **Subscribed Service.** Customer will be charged according to the type of Service subscribed.
- 5.3. **Invoicing.** Unless otherwise specified in the Service Application Form, FH will send the bill for the Service on a monthly basis to Customer's email address furnished by the Customer during registration or as updated by the Customer from time to time.
- 5.4. **Billing date.** The billing date will commence from the Activation Date of the relevant Service.
- 5.5. **Paper Invoice.** In the event the Customer requires a paper copy of the monthly bill, a fee of RM5 will be imposed for every copy of bill requested.
- 5.6. **Late Penalty Interest.** The Customer is required to settle their bill before the due date as stipulated in the bill. If the Customer fails to do so, the Customer may be charged with late penalty interest for any outstanding amounts at the rate of eight percent (8%) per annum calculated daily from the due date until full settlement of the bill.
- 5.7. **Outstanding Payment Suspension.** Customer acknowledges that FH may, at its absolute discretion, suspend or terminate the Service and/or prevent the Customer from signing up for any further services from FH in the event the Customer fails to pay any outstanding sum before the due date for any of FH's or its affiliates' Service as subscribed by the Customer.
- 5.8. **Unpaid Fees During Suspension.** Suspension of the Service as a result of breach by the Customer or by Customer's own election or under any of the circumstances as provided in this Agreement shall not prejudice the right of FH to bill the Customer for the unpaid subscription fees and/or recover all other charges, costs, and interests due and any other incidental charges incurred during the period of suspension and Customer agrees to pay FH the aforesaid payment when due.
- 5.9. **Bill Accuracy.** Subscriber is responsible for verifying the accuracy of the bill and informing Fiber@Home of any discrepancy within 7 days from the bill date, failing which subscriber will be deemed to have accepted the bill as correctly rendered and final.
- 5.10. **Bill Dispute.** If there is any dispute in the fees stated in the bill, subscriber must inform Fiber@Home's billing department in writing within 7 days from bill date. Upon acknowledging the dispute, Fiber@Home will investigate the dispute and provide a response to the subscriber as soon as possible, and the decision will be conclusive and binding upon the subscriber. If the dispute is resolved in favour of Fiber@Home, subscriber is liable to pay the disputed amount immediately.
- 5.11. **Automatic Payment.** Automatic Payment is done automatically via AutoPay on the due date of each invoice based on the Credit or Debit Card details submitted by the Customer, or such other mode of payment made available by Fiber@Home from time to time. Customer understands all payments will be automatically charged to the submitted Credit or Debit Card on the statement due date.
- 5.12. **Card Validation.** Customer understands and authorizes FH to perform a Credit or Debit Card validation exercise. For this exercise, a Ringgit Malaysia One (RM1) will be charged to the Credit or Debit Card for validation purpose only and FH will void the transaction immediately.
- 5.13. **Current Account Balance.** The amount charged to Customer's submitted Credit or Debit Card every month will be the then current balance on Customer's account. For the purposes of this clause, the current balance is the amount on Customer's statement, plus additional charges billed to the Customer's account after the previous statement was issued, less credits or payments posted to Customer's account.
- 5.14. **Legitimate Use of Card.** If the submitted Credit or Debit Card is not in Customer's name, FH shall not be held responsible for any fraud or negligence and if there is no notification by either the card holder or the card issuer to FH, it is presumed that the use of such Credit or Debit Card is legitimate and is permitted by the holder of the Card to be properly used.
- 5.15. **Existing Customer.** If an Existing Customer enrolls for the auto-debit payment service, the auto-debit will commence in the next billing cycle.
- 5.16. **3rd Party Fees.** Customer agrees to be responsible for all fees charged by Customer's card issuer or financial institution associated with

using the auto-debit payment service.

- 5.17. **Updating Card Information.** If there is a change to the submitted Credit or Debit Card information, Customer is responsible for updating the relevant information on their account at www.fiberathome.my/customer-portal.
- 5.18. **Liability Disclaimer.** FH shall not be liable for any losses the Customer may incur as a result of a payment made on items incorrectly billed or any delay in the actual date on which Customer's account is debited.

6. Service Suspension and Termination

- 6.1. **Termination Notice Period.** Customer shall have the right to terminate the Service and this Agreement at any time by giving FH a minimum of thirty (30) days prior written termination notice.
- 6.2. **FH Suspension or Termination.** FH may:
 - a) suspend and/or terminate the Service if any fee and/or payment due for the Service provided is not settled in full by due payment date;
 - b) suspend and/or terminate the Service in the event the Customer breaches the terms herein or the General T&C;
 - c) temporarily suspend the Service if any scheduled or unscheduled outages occur which cause interruption to the Service, including but not limited to maintenance of FH's Equipment or systems;
 - d) suspend and/or terminate the Service if the Customer provided false or incomplete information to FH;
 - e) suspend and/or terminate the Service if the Customer becomes bankrupt;
 - f) suspend and/or terminate the Service if any Force Majeure Event occurs; or
 - g) suspend and/or terminate the Service if the Customer is in breach of any rules, regulations, by laws, acts, or ordinances.
- 6.3. **Customer-Requested Suspension.** The Customer may request to temporarily suspend the Service under the following conditions:
 - a) Application to Temporary Suspension is subject to FH approval
 - b) A maximum of six (6) months suspension can be activated within the contract terms after which the Customer's monthly subscription plan charges will resume as per normal
 - c) Only 1 period of suspension is allowed in the duration of the contract period
 - d) The remaining contract term will be extended by the number of months the service was suspended
 - e) All outstanding monies owed to Fiber@Home must be paid before temporary suspension of service is accepted
 - f) Subscription plan charges will be pro-rated for the first and last month of the suspension
 - g) There will be a recurring charge of RM50 per month to the Customer's monthly bill during the requested suspension period
 - h) The Customer will be charged an activation fee of upon activation of the suspended line
- 6.4. **Notice of Termination.** Notice of termination will be sent to the Customer via any methods deemed fit based on the details furnished by the Customer during registration on FH website or the Application Form or as updated by the Customer from time to time.
- 6.5. **Unpaid Fees During Suspension or Termination.** For avoidance of doubt, any suspension or termination of the Service shall not prejudice the right of FH to recover all charges, costs, and interests due and any other incidental damages incurred thereto.
- 6.6. **Early Termination Penalty.** In the event of termination or suspension of the service at any time during the Minimum Subscription Period, except where such termination or suspension arises from FH's material breach or willful default, then the Customer shall be liable to pay to FH, in addition to all outstanding fees and charges as at suspension or termination, the sum of the remaining months of broadband monthly subscription fee (price before discount) as agreed liquidation ascertained damages for suspension or early termination.
- 6.7. **Effective Termination Date.** The effective date of the termination will be notified to the Customer or from the Customer to FH subject to the agreed termination notice mentioned above.
- 6.8. **Customer Liability.** Upon the termination of the Service and this Agreement by either party, the Customer is liable for:
 - a) the subscription fee for the entire Billing Cycle in which the termination occurred, unless otherwise stated
 - b) the outstanding amount for the Service
 - c) return of FH's ONU (Modem), adapter and Patchcord cable. A penalty fee of RM250 will be imposed on customer if any the rental equipment is not returned or equipment is found to be faulty due to customer's negligence
 - d) the Early Termination Charges equal to the sum of the remaining months of broadband monthly subscription fee (price before discount) in the event the termination occurred at any time before the expiry of the Minimum Subscription Period

All the above charges are deemed to be debt due to FH and are to be paid by the Customer immediately upon receiving notification from FH on the total amount due in the Customer's account. FH has the right to set off this debt against any money due to the Customer from FH.
- 6.9. **Advance Payment Offset.** FH will also set off any deposit or advance payments collected from the Customer (if any) against any outstanding charges in the Customer's account. The balance (if any) will be refunded to the Customer.
- 6.10. **Hardware Return.** Upon service termination of contractual plans, customer is responsible to return the free-rental ONU (modem) to FH within seven (7) days from the date of termination by dropping the devices to FH office in Kuala Lumpur (Suite 3-#A & 5, Lower Level 3, The Horizon Annexe, Avenue 7, Bangsar South) or Johor Bahru (87, 87A, 87B, Jalan Mutiara 1/9, Taman Mutiara Mas, 81300 Skudai, Johor). All equipment must be returned in working conditions or to the standard acceptable by FH. In the event the modem is not returned within seven (7) days from the date of termination, the following fees will be charged to the Customer:-

Temporary Suspension	RM50/month
Reactivation After Suspension	RM25
Early Termination Penalty	The remaining months of broadband monthly subscription fee (price before discount)
Reactivation After Termination	RM150
Replacement of ONU in case of damage due to negligence (during contract period)	RM250
Failure to return ONU upon service termination	RM250
Replacement of AC1200 Router in case of damage due to negligence (during contract period)	RM250
Replacement of NETGEAR Orbi RBK20 Router in case of damage due to negligence (during contract period)	RM1060
Replacement of DECT phone in case of damage due to negligence (during contract period)	RM90

7. Service Change and Substitution of Service

- 7.1. **Service Substitution.** Customer acknowledges that FH has the right to substitute the Service with a comparable service as a result of technological changes or advancement ("Substituted Service"). In such event, the Customer will be notified of the Substituted Service to be provided by FH. The Customer shall have the right to accept or reject the Substituted Service. In the event the Customer rejects the Substituted Service offered by FH, the Customer shall have the right to terminate the Service and this Agreement subject to a minimum of thirty (30) days termination notice given to FH. If the Customer accepts the Substituted Service offered by FH, then the terms herein shall be deemed to apply for the subscription of the Substituted Service save for any consequential and reasonable changes of terms as parties shall agree in writing.
- 7.2. **Service Relocation.** Service Relocation, which can be executed at any given time, will require the customer to sign the relocation form, pay the relocation fee of RM150 and agree to restart their contract with Fiber@Home according to the contract period of the chosen plan.
- 7.3. **Service Upgrade.** Service upgrade, which can be executed at any given time, will require the customer to sign the service upgrade form. All such upgrades will be treated as a new contract and a new contract term based on the contract term of the chosen plan shall apply.
- 7.4. **Service Recontract.** For customer who is recontracting with FH, the contract period will be twelve (12) or twenty-four (24) months from the date of activation of the Service ("Activation Date") according to the new recontracted plan as subscribed by the Customer.
- 7.5. **Service Recontract – Hardware.** Upon service recontract, the Customer may or may not receive new hardware based on the character of the service and is under the sole discretion of FH.
- 7.6. **Outstanding Amount.** In order to perform any service change, the Customer must first pay any outstanding amount for the Service.
- 7.7. **FH Approval.** Any request for change of the Service's package plan is subject to FH's approval.

8. Limitation of Liability/Right of Entry

- 8.1. **Warranty Liability Limitation.** FH makes no warranty of any kind, either expressed or implied, and expressly disclaims all implied warranties, including, but not limited to warranties of accuracy of the Service for a particular purpose of the Customer. Save for loss or damage due to injury or death arising from the gross negligence or willful default of FH, FH shall not be liable to the Customer for any indirect, consequential and incidental loss, cost, claim, liability, expenses, demands or damages whatsoever, loss of profits, loss of savings, loss of data or loss of business arising out of the Customer's failure or inability to use the Service or FH's Equipment provided by FH or delay, loss or damage or service failure due to computer viruses, worms, computer sabotage, denial of service attacks, DNS spoofing attacks or other hacking attacks of a similar nature. FH's liability (if any) is limited to restore the Service and if necessary, to replace FH's Equipment or any part thereof if FH reasonably determines that FH's Equipment is not in working conditions or faulty and not due to fault of the Customer.
- 8.2. **Accessed Data.** The Customer acknowledges that FH does not and cannot in any practical way supervise, edit or control the content and form of any information or data accessed by the Customer through the relevant Service. FH does not guarantee nor provide any warranties whatsoever that the Service or any information or data accessed by the Customer through the relevant Service, will not be offensive, obscene, upsetting, seditious or defamatory to the Customer. The Customer shall exercise his discretion when using the Service at all times and FH shall not be held responsible and hereby disclaim any and all liabilities whatsoever with regard to any information or content accessed through the relevant Service.
- 8.3. **Customer Premise.** Upon agreement by the Customer, the Customer shall confer FH at all facilities and/or accommodations within the Customer's authority for the purpose of installation, inspection and maintenance of the Service, and shall give the necessary access or way leave to FH and its employees at reasonable convenient times, as agreed by the Customer, to enter into the Customer's premise for the abovementioned purposes. If FH is unable to secure any facility(ies) mentioned above, FH may, without prejudice to any other provisions of this Agreement, either suspend the Service or terminate this Agreement at any time after written notice has been issued to the Customer.
- 8.4. **Violation Indemnification.** The Customer agrees to indemnify, defend and hold FH, its officers, directors, employees, agents, shareholders, licensors and suppliers harmless from and against all losses, expenses, damages and costs, including lawyer' fees, resulting from any violation by the Customer of these terms and conditions or asserted by any third party due to or arising out of Customer's use of the Services.

9. Force Majeure

- 9.1. **Liability Limitation.** Neither party shall be liable for any breach of these terms and conditions arising from cause beyond its control including but not limited to Acts of God, insurrection of civil disorder war or military operations, national or local emergency, acts or omissions of government, highway authority or other competent authority, industrial disputes of any kind (whether or not involving either party's employees), electricity or power failure, cable cut, fire, lightning, explosion, flood, subsidence, inclement weather, acts or omissions of persons or bodies for whom neither party is responsible or any other cause whether similar or dissimilar outside either party's control ("Force Majeure Event").
- 9.2. **FH Liability.** FH shall not be liable in the event that the Customer suffers loss or damage due to Force Majeure Event.

10. General

- 10.1. **Laws of Malaysia.** These terms and conditions are governed by the laws of Malaysia, without reference to conflict of laws principles. Any dispute between the Customer and FH regarding these terms and conditions will be subject to the exclusive jurisdiction of the courts located in Malaysia and the Customer expressly waive all defenses to jurisdiction.
- 10.2. **Terms and Conditions.** These terms and conditions contain the entire understanding between the parties hereto with respect to the Services, and supersedes all previous oral or written agreements or understandings between the Customer and FH, and no advice or information, whether oral or written, obtained by the Customer (whether before or after the date the Customer accepts these terms and conditions) shall create any obligation or warranty on the part of FH not expressly stated herein. The Customer may also be subject to additional terms and conditions that may apply when the Customer uses any other services offered by FH. Neither the course of conduct between the parties nor trade practice shall act to modify any provision of these terms and conditions.
- 10.3. **Invalidity.** If any provision of these terms and conditions is held invalid, the remainder of these terms and conditions will continue in full force and effect, and if any provision(s) of these terms and conditions is held by a court of competent jurisdiction to be contrary to law, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.
- 10.4. **Waiver of Provision.** FH's failure to insist upon or enforce strict performance of any provision of these terms and conditions shall not be construed as a waiver of any provision or right unless acknowledged and agreed to by FH in writing.

11. RM10 Off Promotion

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- 11.1. **Eligibility.** The RM10 Rebate Promotion is open to all new residential customers.
- 11.2. **Product Eligibility.** The packages that qualify for the Campaign are 100 Mbps Mesh WiFi Plans, 12 Months and 24 Months.
- 11.3. **Promotion Period.** The Promotion period is effective starting June 03rd 2019 until further notice.
- 11.4. **Rights Reserved.** Fiber@Home reserves the right to withdraw, cancel, suspend, extend or terminate the offering in whole or in part and further reserves the right to vary, supplement, delete, amend, or modify and of the terms and conditions from time to time without prior notice for the Promotion.
- 11.5. **Promotion Description.** The RM10 Off Promotion enables new Fiber@Home subscribers an RM10 discount on their monthly subscription fees for the period of 12 or 24 Months.
- 11.6. **Other Promotions.** The RM10 Off Promotion cannot be combined with Contract Buyout Promotion or any other promotion, unless stated otherwise.