Time Charge N Go and Time Home Internet Campaign

Terms and Conditions

These Terms and Conditions ("Terms") apply to the "Time Charge N Go and Time Home Internet Campaign" ("Campaign") offered by TIME dotCom Bhd (and its related corporations) ("Time")(199601040939(413292-P)) and Time Charge N Go Sdn Bhd ("Time Charge N Go")(201801041774(1303806-P)) in Malaysia.

By participating in this Campaign, you agree to be bound by these Terms.

1. Campaign Period and Promotion Availability

- The Campaign shall commence from the official launch date as communicated by Time and/or Time Charge N Go and shall end on 31 December 2026 ("Campaign Period"), unless extended, amended, suspended, withdrawn or terminated earlier by Time and/or Time Charge N Go in accordance with these Terms.
- Any extension, amendment, suspension, withdrawal or termination of the Campaign may be communicated through Time and/or Time Charge N Go's official channels, including but not limited to the official website, mobile application, email, SMS, in-app notification or any other channel deemed appropriate by Time and/or Time Charge N Go.
- Notwithstanding the foregoing, Time and Time Charge N Go reserve the right to change, amend, suspend, withdraw or terminate the Campaign, in whole or in part, at any time, including before 31 December 2026, without prior notice, to the extent permitted by law.
- The Campaign is available to eligible Time Home Internet users for use at participating residential condominium Time Charge N Go charging stations only, subject to these Terms.

2. Standard Pricing and Membership Rates

At Time Charge N Go stations, the EV charging rates are currently as follows:

- Standard / non-member rate: RM1.00 per kWh, unless otherwise stated in the Time Charge N Go app, at the charger, or by Time Charge N Go.
- Time Home Internet membership discount: RM0.10 per kWh, available to eligible Time Home Internet users whose Time Home Internet account is linked to their Time Charge N Go account, at participating residential condominium Time Charge N Go chargers only, unless otherwise stated in the Time Charge N Go app, at the charger, at the relevant site, or by Time Charge N Go.
- Future membership tiers: Time Charge N Go may introduce, revise or withdraw different membership tiers, rates, eligibility requirements, benefits or validity periods from time to time. The latest published, communicated, displayed or activated rate shall apply.

All rates are subject to applicable government taxes, surcharges, parking fees, idle fees, service fees, regulatory charges and/or any other charges imposed by Time Charge N Go, site owners, landlords, payment providers or relevant authorities.

3. Campaign Benefit: Time Home Internet Membership Rate

Under this Campaign, eligible Time Home Internet users may enjoy the Time Charge N Go membership discount of RM0.10 per kWh once their active Time Home Internet account is linked to their Time Charge N Go account.

- No manual validation, manual redemption or manual activation by Customer Support is required for normal eligibility activation.
- The membership rate applies only after the customer's Time Home Internet account has been successfully linked, matched or recognised by Time and/or Time Charge N Go's systems against the customer's Time Charge N Go account.
- Charging sessions made before the account link is completed, recognised or reflected in the system will not be retrospectively adjusted, refunded or credited, unless expressly approved by Time Charge N Go at its sole discretion.

- The membership rate is available at participating residential condominium Time Charge N Go chargers only, unless otherwise stated in the Time Charge N Go app, at the charger, at the relevant site, or in any communication issued by Time Charge N Go.
- For clarity, the Campaign benefit is not applicable at public chargers or sites with site-specific, partner, special, internal, commercial, mixed-rate, time-based or non-standard pricing structures. The prevailing rate displayed in the Time Charge N Go app or at the charger shall apply.
- The following sites are currently excluded from this Campaign benefit: All Public Chargers, Azelia Residence, Fraser Tower Condominium, The Saffron Condominium, Mesahill Condominium, Lotus Cheras, Tivoli Villas, E-Park Condominium, Park Place, Lumina Kiara Condominium, Time dotCom, Time 12, Time Johor Bharu, Time Penang and F&B Nutrition Sdn Bhd. Time Charge N Go may update the list of excluded sites from time to time at its sole discretion without prior notice.
- Time Charge N Go may, at it's sole discretion and without prior notice, exclude, suspend or restrict the membership rate at any charger or site due to technical, operational, commercial, partner, landlord, roaming, regulatory, safety, maintenance, network-related or other reasons. In the event of any system/display error, Time Charge N Go reserves the right to correct billing retrospectively.
- The RM0.10 per kWh membership discount may be revised in the future. Time Charge N Go may introduce different membership tiers, pricing structures, eligibility rules, validity periods or benefits from time to time, and the customer shall be subject to the then-current rate and terms.
- The benefit is non-transferable, non-exchangeable for cash, and cannot be combined with other promotions, discounts, vouchers, cashback campaigns or membership benefits unless expressly permitted by Time Charge N Go.

4. Eligible Customers

The Campaign benefit is available to customers who meet the following criteria:

- Must be an active Time Home Internet subscriber during the benefit period.
- Must have a registered and active Time Charge N Go account.
- The customer's Time Home Internet account must be successfully linked, matched or recognised by Time and/or Time Charge N Go's systems against the customer's Time Charge N Go account.
- Must ensure that all account information required for linking, verification, billing or customer support is accurate, complete and up to date.
- Must not have any outstanding, overdue or pending payments with Time and/or Time Charge N Go at any point during the benefit period.
- Existing and new Time Charge N Go users may be eligible, provided they are active Time Home Internet users and meet all other requirements under these Terms.
- For clarity, existing Time Charge N Go subscribed members are not eligible for this Campaign benefit, as the Campaign benefit cannot be combined or stacked with any existing Time Charge N Go subscription, membership rate, discount, promotion, voucher, cashback campaign or other benefit, unless expressly permitted by Time Charge N Go.

Time and Time Charge N Go reserve the right to verify eligibility by system records or any other reasonable method at any time and to refuse, suspend or revoke the benefit if the customer does not meet the requirements, provides inaccurate information, abuses the Campaign, has outstanding payments, or breaches these Terms.

Time Charge N Go reserves the right to monitor usage patterns under this Campaign. The membership rate is intended for reasonable personal use by eligible customers.

Time Charge N Go may, at its sole discretion, suspend, restrict or revoke the Campaign benefit if it determines that the customer's usage is excessive, abnormal, commercial in nature, indicative of resale, fleet usage, or otherwise inconsistent with the intended purpose of the Campaign.

5. Automatic Account Linking and Activation

To enjoy the Time Home Internet membership rate, the customer's Time Home Internet account must be linked to the customer's Time Charge N Go account through Time and/or Time Charge N Go's system process.

- Once the accounts are successfully linked and the customer is confirmed as eligible, the Time Home Internet membership rate will be automatically applied to the customer's Time Charge N Go account.

- Customers are not required to submit a Time Home Internet bill, request manual validation, or contact Customer Support for standard activation of the Campaign benefit.
- Customer Support may still request information or supporting documents in exceptional cases, including where account linking fails, eligibility cannot be confirmed, there is a billing issue, there is suspected misuse or fraud, or troubleshooting is required.
- Customers should check the charging rate displayed in the Time Charge N Go app, at the charger, or before confirming a charging session. The rate displayed at the point of transaction shall be the applicable rate for that charging session, unless Time Charge N Go determines otherwise. In the event of any system error, display error, account-linking delay, or incorrect application of rates, Time Charge N Go reserves the right to review, correct, and adjust the applicable charges or benefits retrospectively where appropriate.
- If the RM0.10 per kWh membership discount is not reflected despite the customer being an active Time Home Internet user, the customer may contact Time Charge N Go Customer Support for assistance. Time Charge N Go does not guarantee retrospective refunds, credits or adjustments unless expressly approved at its sole discretion.

6. General Conditions

- This Campaign forms part of a promotional programme. The stated Campaign Period does not create any fixed-term contract, guarantee of continued availability, guarantee of fixed pricing, or vested right to the Campaign benefit throughout the entire Campaign Period. All benefits, rates, eligibility and availability remain subject to these Terms and may be revised, suspended, withdrawn or terminated in accordance with these Terms.
- Time and Time Charge N Go may change, modify, amend, suspend, withdraw or cancel the Campaign, including the benefit, rates, tiers, account-linking process, eligibility criteria, promotion availability and participating chargers, at any time without prior notice.
- If there are multiple promotions running at the same time, the customer may only enjoy “System auto-selects most beneficial” promotion unless Time Charge N Go expressly permits otherwise.
- Time and Time Charge N Go reserve the right to refuse, suspend or revoke the Campaign benefit if the customer does not meet the eligibility criteria, provides false or incomplete information, abuses the Campaign, tampers with the account-linking process, breaches these Terms or engages in suspicious or fraudulent activity.
- In the event of any dispute, disagreement or uncertainty arising in connection with this Campaign, including any matter relating to eligibility, participation, account linking, activation, pricing, entitlement, benefit or interpretation of these Terms, Time and Time Charge N Go shall have the sole and absolute discretion to make the final determination. All decisions shall be final, conclusive and binding, and no further correspondence or appeal will be entertained.

7. Account, Charging Usage and Customer Responsibilities

- Customers must maintain a valid Time Home Internet account and a registered Time Charge N Go account to participate and continue enjoying the benefit.
- Customers are responsible for ensuring that their account details are correct and updated so that account linking, billing, eligibility checks and customer support can be carried out accurately.
- All usage of Time Charge N Go charging stations is subject to Time Charge N Go’s standard Charging Service Terms and Conditions, Privacy Policy, app terms, site rules, charger instructions and any other applicable policies.
- Customers are responsible for ensuring that their EV, charging port, cables, adapters and related equipment are compatible with the charging station and are safe and suitable for use.
- Customers must follow all instructions displayed in the Time Charge N Go app, at the charger, at the charging site or as communicated by Customer Support. Customers are responsible for any loss, damage or additional charges arising from improper use, misuse, negligence, unsafe conduct, breach of site rules or failure to follow instructions.
- Time Charge N Go does not guarantee charger availability, parking bay availability, charging speed, charging output, uninterrupted access, successful charging sessions, continuous network connectivity, app availability, payment processing availability, or availability of the membership rate at every charger at all times.
- Customers are responsible for all parking fees, penalties, fines, idle fees, clamping fees, towing charges, site access requirements, traffic rules, building rules and any other costs or obligations imposed by the relevant site owner, landlord, building management, authority or third party.
- Customers consent to the collection, processing, use, sharing and disclosure of their personal data by Time and Time Charge N Go for purposes relating to the Campaign, account linking, eligibility verification, benefit

activation, customer support, billing, payment, fraud prevention, service improvement, marketing and promotional activities, in accordance with the applicable privacy policies.

8. Limitation of Liability, Release and Indemnity

- The Campaign, benefit, account-linking process, membership rate and Time Charge N Go charging services are provided on an “as is” and “as available” basis. Time and Time Charge N Go make no warranties, representations or guarantees, whether express or implied, regarding the Campaign, benefit, account linking, eligibility, activation, rates, charger availability, charger condition, charging speed, charging performance, app functionality, payment processing, network connectivity or uninterrupted access.
- To the maximum extent permitted by law, Time, Time Charge N Go, their related corporations, affiliates, directors, officers, employees, agents, contractors, partners, payment providers, site owners and landlords shall not be liable, responsible or accountable for any loss, damage, claim, liability, cost, expense, injury, penalty or inconvenience suffered by any customer or third party arising from or in connection with the Campaign, participation in the Campaign, use or inability to use any Time Charge N Go charger, account-linking failure, activation or non-activation of the membership rate, payment failure, app or system issue, network disruption, charger downtime, charger malfunction, vehicle incompatibility, improper use, user error, third-party act, site restriction, parking issue, authority requirement, or any change, suspension or cancellation of the Campaign.
- To the maximum extent permitted by law, Time and Time Charge N Go shall not be liable for any direct, indirect, incidental, special, consequential, punitive or exemplary damages, including loss of profits, loss of revenue, loss of savings, loss of data, loss of use, business interruption, vehicle damage, property damage, personal injury, reputational damage, inconvenience, wasted time or any other losses, whether arising in contract, tort, negligence, strict liability, statute or otherwise.
- By participating in this Campaign, customers release Time, Time Charge N Go and the parties listed above from any and all claims, demands, actions, proceedings, losses, damages, liabilities, costs and expenses arising from or in connection with the Campaign, account linking or the use of Time Charge N Go charging services, to the maximum extent permitted by law.
- Customers shall indemnify and hold harmless Time, Time Charge N Go and the parties listed above against any claims, losses, damages, liabilities, penalties, costs and expenses arising from the customer’s breach of these Terms, misuse of the charging station, negligence, wrongful act, failure to follow instructions, violation of site rules or applicable laws, vehicle or equipment defect, use of incompatible cables or adapters, inaccurate account information, or any claim made by a third party arising from the customer’s participation in the Campaign or use of the charging services.
- Nothing in these Terms shall exclude or limit any liability which cannot be excluded or limited under applicable Malaysian law.
- If any provision of these Terms is found to be invalid, illegal or unenforceable by any court or competent authority, that provision shall, to the extent of such invalidity, illegality or unenforceability, be deemed modified to the minimum extent necessary to make it valid, legal and enforceable, or if it cannot be so modified, be severed from these Terms, In either case, the remaining provisions shall continue in full force and effect.

9. Governing Law and Dispute Resolution

- These Terms are governed by and shall be construed in accordance with the laws of Malaysia.
- Any dispute arising out of or in connection with this Campaign shall be subject to the exclusive jurisdiction of the courts of Malaysia.

10. Contact Us

For questions about the Campaign, account linking, charging rate or eligibility, please contact Time Charge N Go Customer Support.

Website: timechargengo.com

Phone / WhatsApp: +60 12-568 6026

Email: support@timechargengo.com