

SPECIFIC TERMS: FOR NEX.LIFE CONNECT (MOBILE AND HOME BROADBAND SERVICE)

20190529

1. GENERAL

This is our Specific Terms for Nex.life Connect and it is incorporated and forms part of the CONSUMER TERMS AND CONDITIONS FOR NEX.LIFE CONNECT (MOBILE AND HOME BROADBAND SERVICE) ("Consumer T&C"). All the capitalized words in the Specific Terms will have the same meaning ascribed in the Consumer T&C.

2. OUR PLAN

- Home internet broadband at 30mbps with unlimited monthly quota;
- Comes with Broadband Termination Unit ("BTU") only;
- 4G/LTE domestic mobile internet with unlimited monthly quota;
- 500MB monthly quota for domestic non-4G/LTE mobile internet;
- Pay-As-You-Use domestic voice calls at RM0.20 per 60 seconds charging block;
- Pay-As-You-Use domestic SMS at RM0.15 per SMS;
- Subscription fee of RM110 per month;
- Minimum Subscription Period of twelve (12) months;

Additional non-4G/LTE quota can be purchased when required. For further information, please refer to www.nexlife.com.my/connect.

This plan is only available for Malaysian Individual with a valid National Identity Card whose home is located within our coverage area and is subject to fixed broadband service and coverage availability.

Some of our limitation you should be aware of: -

USAGE LIMITATION ON OUR 4G/LTE MOBILE INTERNET DATA: -

- PEER TO PEER TRAFFIC: 4G/LTE MOBILE INTERNET DATA IS CAPPED AT 64kbps.
- VIDEO STREAMING WILL BE AUTO-TUNED TO 480P WIDE SCREEN (BY THIRD PARTY STREAMING SOFTWARE).
- OUR 4G/LTE MOBILE INTERNET SERVICE ALLOWS YOU TO USE VOICE AND MOBILE INTERNET DATA ON YOUR MOBILE PHONE AND YOU MAY TETHER THE SAME ONTO COMPATIBLE DEVICES.

USAGE LIMITATION ON OUR HOME BROADBAND INTERNET: -

- OUR HOME BROADBAND SERVICE IS ONLY AVAILABLE IN LOCATIONS WITH NETWORK COVERAGE. PLEASE CHECK OUT OUR WEBSITE FOR MORE DETAILS.
- THE AVAILABILITY OF THE NEX.LIFE HOME BROADBAND SERVICE AT THE INSTALLATION ADDRESS SHALL BE SUBJECT TO TECHNICAL TESTING.

3. EQUIPMENT

- Whenever applicable, we may provide a Broadband Termination Unit ("BTU").
- The Equipment comes with a twelve (12) months warranty, subject to the terms and conditions herein and the Consumer T&C.
- In order to enjoy the warranty, the Consumer must retain an active Account with us.

- The Equipment may not be brand new and may be refurbished items, which conforms with the minimum standard requirements to enable you to access to our Service.
- We may change the Equipment's software, applications or programming remotely, without notice. This could affect your stored data, or how you've programmed or use the Service.
- The Equipment must be returned to us upon Termination or request by us. Failure to return or returning a faulty Equipment may result in a penalty charge.

4. INSTALLATION

During Application, parties will confirm a suitable installation date. You may request for a cancellation or rescheduling 72 hours prior to the installation. Last minute cancellation of rescheduling (within 72 hours of the agreed installation time/date), will result in forfeiture of your Deposit.

5. ROAMING

Our voice and mobile internet data services plan we are giving you is exclusively for your use in our home country only and does not apply when you are Roaming. If you are Roaming, please check out the rates at www.nexlife.com.my

6. INTERNATIONAL DIRECT CALLING (IDD)

Our voice and mobile internet data services plan does not include any IDD calls made by you. If you wish to make any IDD calls, please check out the rates at www.nexlife.com.my

7. INTERIM MOBILE NUMBER

We may from time to time allocate an Interim Mobile Number for you to use while awaiting successful transfer of your number from a different service provider to us (Mobile Number Portability (MNP)). Please note that the Interim Mobile Number belongs to us at all times and it is not your Mobile Number. We retain the rights to allocate your Mobile Number subject to availability.