



Frequently Asked Questions (New package for PRIMA Comm Residential Broadband Plan)

Q: What are the offerings available by PRIMA Communications?

A: We have simplified our offerings with two (2) new plans available to cater to the variety needs by the consumer.

- The existing plan with the speed of 30Mbps with unlimited quota is now at RM79 per month.
- On top of that, we introduced a new plan, PRIMA 60Mbps that comes with unlimited quota at RM99 per month.

Q: What is the new package for residential broadband plan by PRIMA Communications?

A: We are offering the PRIMA homeowners the followings:

| PACKAGE | PRIMA FIBRE 30 | PRIMA FIBRE 60 |
|--------------------|--|------------------------------------|
| SPEED | UPLOAD: 30Mbps DOWNLOAD: 30MBPS | UPLOAD: 60Mbps DOWNLOAD: 60Mbps |
| PRICING (MONTHLY) | RM 79 | RM 99 |
| IP ADDRESS | Dynamic | Dynamic |
| VOICE OPTION | 1 Voice Line + 1 Phone Set (add RM 10) | |
| EQUIPMENT PROVIDED | Optical Network Unit (ONU) | |
| CONTRACT | 24 Months | |

* This package subject to the availability of fibre port and trunk coverage at the PRIMA Development.

* Note: Price shown is exclusive of 6% SST



Q: Who can apply this new package for PRIMA Comm Residential Broadband Plan?

A: PRIMA homeowners and existing subscribers and it depends on term and condition.

Q: Can the existing subscriber change to the new package?

A: Yes, the existing user able to change to the new package but they need to fill up the new package form and their contract will be renewed for twenty-four (24) months.

Q: When can I subscribe to these plans?

A: You can subscribe to these plans starting 1st October 2020.

Q: Is there any Voice package for both plans?

A: By default, both plans did not have Voice Package, but subscribers are able to add on the said service at a price of RM 10 (monthly).

Q: How to subscribe to these plans?

A: You may subscribe to any of the plans at all our touchpoints below:

- PRIMA Comm website at www.pr1macomm.my.
- PRIMA Comm Contact Centre (03-76289898) or email to us at enquiry@pr1macomm.my

Q: Will there be any contract tied to these plans?

A: Yes, new subscribers of these plans will be tied for a twenty-four (24) month contracts.

Q: What will happen if I terminate my package account within the contract period?

A: Any termination within the contract period will be imposed with a penalty of RM 500.

Q: What will happen to my package price after my contract ends?

A: Worry not, your package price will remain as per what you are paying now.

Q: Who should I contact if I need any assistance or service inquiry?

A: It is easy, you can contact us via PRIMA Comm digital channels such as:

- PRIMA Comm website: www.pr1macomm.my
- Call us at 03-76289898 or email to us at enquiry@pr1macomm.my



GOVERNING LAW AND JURISDICTION

This terms and conditions is governed by the Malaysian law and the courts in Malaysia having exclusive jurisdiction.

CONFIDENTIALITY

Any personal data provided by the Applicant to PRIMA Comm in connection with the new package shall be kept confidential. PRIMA Comm's Privacy Notice applies, please visit <http://www.pr1macomm.my/PDPA.html> for further information