

Application Form Terms & Conditions

Support and Customer Service

1. Our operation hour is 9.00am to 6.00pm, Monday to Friday. Our support hour is 9.00am to 12.00am on Monday to Friday, 9.00am to 9.00pm on Saturday to Sunday and public holiday.
2. Customer may contact our customer service with 03-9078 2963 or email to support@freshtel.my or login to our portal and Freshtel Internet mobile app and submit the request to Freshtel Internet.

Registration & Installation

1. Information provided must be accurate to make all the operations work smoothly, and to receive the important notice from Freshtel Internet.
2. Provided mobile number is recommended to be Malaysia registered mobile number. International mobile will be unable to receive any SMS from Freshtel Internet.
3. Deposit
 - RM 150 of deposit is applicable for Malaysians who subscribe no contract packages.
 - RM 500 of deposit is applicable for non-Malaysians who subscribe any contract period of packages.
4. Installation Fee
 - RM 150 of installation fee is applicable for high rise property with no contract packages.
 - RM 300 installation fee is applicable for landed property with 100 mbps packages in any contract period. It is applicable for both Malaysians and non-Malaysians.
*Installation fee is subject to Sales and Service Tax (SST).
5. Cancellation of registration must be informed 3 working day(s) in advance before the scheduled installation date.
6. Installation will be arranged once the customer has made payment for deposit and/or installation fee, and the payment has been verified by the Billing Team, if deposit and/or installation fee is applicable.
7. Installation will be scheduled as follows:
 - On Monday to Friday
 - i. 9.00am to 4.00pm
 - On Saturday
 - i. 10.00am to 12.00pm
 - On Sunday, and Public Holiday
 - i. Closed
8. Internet troubleshooting will be scheduled as follows:
 - On Monday to Friday
 - i. 9.00am to 4.00pm
 - On Saturday, Sunday, and Public Holiday **Subject to approval
 - i. 10.00am to 12.00pm
9. For installation arrangements, appointments requested before 1:00 PM will be arranged on the same day as requested. Appointments requested after 1:00 PM will be scheduled on the next business day, subject to availability in Freshtel Internet schedule. To ensure prompt service delivery based on current availability. Freshtel Internet strives to accommodate customer's installation needs efficiently, prioritizing timely arrangements to meet customer's schedule preferences.
10. Freshtel Internet has the rights to schedule another installation session for the customer if the customer's preferred installation session has been fully occupied. This is a first come first serve basis.
11. Cancellations for scheduled installations, troubleshooting appointments, or device returns require a minimum of 1 - 3 working days' advance notice before the scheduled date.
12. Customer's package(s) will be activated after the installation has completed.
13. Contact our customer service to change of information. Our personnel will provide a form for customer to enter the new information, and customer may need to submit back to Freshtel Internet. Customer's information will be updated in the system in 3 working day(s).
14. Voice Package will be charged on usage basis. For local calls, RM 0.10 will be charged per minute for residential plans; RM 0.11 will be charged per minute for commercial plans. For international calls, the charging rate will be charged depending on the country called to.
15. Expired and / or fully redeemed promotion code will not be entertained although the registration is submitted to Freshtel Internet.

One Time Deal

1. One Time Deal is not allowed for transfer ownership.
2. One Time Deal is not refundable.
3. Mesh Router is provided for package 500Mbps and above only (Required to Return once Contract End).

Upgrade and Downgrade Package

1. Customer is allowed to upgrade the package at any time.
2. Customer only allowed to downgrade the package after the current contract is ended.

3. Upgrade or Downgrade request will be handled in 5 working days after the request has been submitted to Freshtel Internet.
4. Downgrade package only will be executed on the next billing date.
5. Freshtel Internet offers a 7-day trial on upgrading speed and mesh router on selected location. After the 7 days trial, customer has the options to rent the router at RM 20 per unit per month or purchase the router at RM 250 per unit. Price is subject to Sales and Service Tax (SST).

Relocation

1. Relocation entails moving from the current registered unit to another unit within Freshtel Internet's coverage area, whether they are in the same or different buildings/locations.
2. The customer must request one (1) month in advance to Freshtel Internet before moving out from the registered unit. The request will be handled in 7 working day(s).
3. An installation will be arranged for relocation. Customer is required to bring their device(s) to the new location. Installation services will be scheduled for the new unit.
4. A relocation fee of RM80 will be charged for each relocation request. The relocation fee is subject to Sales and Service Tax (SST).
5. If request to relocate to a new address that is outside Freshtel Internet's coverage area, the customer will be required to pay a penalty equivalent to the remaining months of the contract if the customer elect to terminate our service while still bound by a contract.

Contract Transfer Ownership

1. Ownership transfer of services or accounts must be requested in email or call. Our customer service will assist with the process.
2. Both parties, the current owner (transferor) and the intended new owner (transferee) must provide their consent to the ownership transfer. Additional verification or documentation may be required for transfer ownership, such as transferee's copy of identity card (front and back) or passport or SSM*.
* For commercial applicant only
3. All outstanding invoice(s) associated with the account must be settled before the ownership transfer can be processed.
4. Upon approval of the ownership transfer, all rights, benefits, and responsibilities associated with the account or service will transfer to the new owner (transferee) within 7 working days.
5. Freshtel Internet equipment should be in good condition before the process of transfer ownership happens. Failure to do so may result in charges for any loss or damage, and bill to the existing account:
 - ONU will incur a charge of RM150,
 - Router will incur a charge of RM250,
 - Analog phone will incur a charge of RM200

General

1. Freshtel Internet is entitled to make any alteration or changes to the service(s) in whole or any part thereof, or withdraw or suspend, disconnect or terminate the service(s) or any part thereof as we deem fit without notice to you and we will not be liable to you or any third party for any loss (including loss of revenue), loss of service(s) or connectivity or inconvenience as a result thereof. Where reasonably practicable, we will endeavour to give you reasonable advance notice of such changes, be it through written notice, electronic mail, our Bill, our website or such other form as we deem appropriate.
2. By providing your details, you are giving Freshtel internet the approval to manage your personal details in accordance with the Personal Data Protection Act 2010.
3. For complete Terms & Conditions, kindly refer to www.freshtel.my/terms-conditions.