

## **Instaweb Terms & Conditions**

- 1)** Minimum subscription period is twelve (12) months.
- 2)** Upon expiration of the one (1) month free trial period, the customer may continue with the subscription of the service.
- 3)** The subscription will be complete after following these procedures:
  - Subscription form with valid and legitimate information of the customer is completed.
  - Subscription payment is made via the authorized portal.
  - Payment is received in TMIM's account.
  - Domain name is approved and released by TMIM.
- 4)** Customer may choose a domain name to represent its website with no additional cost.
- 5)** If the domain name chosen by the customer is unavailable, then the customer will be immediately prompted and another domain name shall be selected.
- 6)** TMIM provides the domains such as ".com", ".net", ".biz" and ".org" only.
- 7)** Any country code top-level domain that ends with ".my", an additional cost will be imposed.
- 8)** Customer may choose to make payment via the following method:
  - Cash
  - Online banking
  - Credit/Debit
  - Direct Debit
  - Unifi / broadband billing (*for biz packages only*)
- 9)** The customer should agree the following item upon subscription of the service:
  - Allow access to its Facebook Page and its content to create a website using the Service.
  - Own valid business operation, legitimate and in compliance with all applicable Malaysian Laws.
  - Solely responsible for all information retrieved, stored and transmitted by the customer through the use of the service.
  - Customer to ensure that the contents, images, materials and information created from the Facebook page which are used for the purpose of the Service herein do not infringe intellectual property rights of any person or third party.
- 10)** Customer may terminate the subscription by providing written request to TMIM thirty (30) days prior next billing via:
  - Email to [wecare.enquiry@tm.com.my](mailto:wecare.enquiry@tm.com.my)
  - Live chat on Instaweb portal.
- 11)** TMIM may terminate the agreement if customer fails to make payment for subscription within 30 days from the due date in the invoice.

**12)** TMIM shall not be liable to the Customer for any claim for damages, losses or costs of any nature whatsoever arising out of termination of the service.

**13)** The Customer is not allowed to downgrade the package that the Customer has subscribed during the Subscription period.