

SECTION 1 : TYPE OF APPLICATION

Type of Application New Downgrade Upgrade

TM Business Broadband Packages (Select one)

<input type="checkbox"/> SOHO <input type="checkbox"/> ADSL 1.0Mbps <input type="checkbox"/> Streamyx In-A-Box Type of Collection <input type="checkbox"/> Self-collect <input type="checkbox"/> Courier (Please fill in item 6.0) <input type="checkbox"/> ADSL 2.0Mbps <input type="checkbox"/> ADSL 4.0Mbps	<input type="checkbox"/> 1 IP <input type="checkbox"/> ADSL 1.0Mbps <input type="checkbox"/> SDSL 1.5Mbps <input type="checkbox"/> ADSL 2.0Mbps <input type="checkbox"/> ADSL 4.0Mbps	<input type="checkbox"/> 5 IPs <input type="checkbox"/> ADSL 1.0Mbps <input type="checkbox"/> SDSL 1.5Mbps <input type="checkbox"/> ADSL 2.0Mbps <input type="checkbox"/> ADSL 4.0Mbps	<input type="checkbox"/> NEW - Online Guard Plus <input type="checkbox"/> 5 users (RM 8 per month) <input type="checkbox"/> 10 users (RM 17 per month) <input type="checkbox"/> 15 users (RM 26 per month) <input type="checkbox"/> 20 users (RM 35 per month)	Current Promotion Packages (Please specify): _____ _____ _____
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Required installation date (within 8 days from application date) _____

For upgrade or downgrade, please state existing Login ID _____

Must Read

IMPORTANT ACKNOWLEDGEMENT

Business Broadband package is applicable for personal and business application.

Minimum subscription period is 12 months for all Business Broadband standard packages except other promotion packages.

Service is subject to availability and technical testing.

Speed of service is on best effort basis.

Customer is NOT ALLOWED to change the telephone number (connecting to Business Broadband) before installation of service.

Customer is responsible for internal wiring, NIC card and networking.

For Streamyx In-A-Box (applicable for SOHO package only):

- Auto account activation is 7-days from the date of registration for self collection and 10-days for courier delivery.
- RM88 installation fee is applicable only if installation assistance is required.
- For account activation, SMS to **5TXACTV** (space) **Login ID** and send to 33535 three (3) days after registration. Each reply message from TM will be charged RM0.30 to customer's mobile phone postpaid account or deducted from their prepaid balance. Telco SMS charges for each message sent is charged separately.
- The mobile number used must match the mobile number written in the registration form. Customer may use another mobile number if a personal one is not available.
- Streamyx In-A-Box courier service charges are RM14 for Peninsular Malaysia and RM25 for Sabah/Sarawak.

For Business Broadband 2.0Mbps and 4.0Mbps package:

- Service is subject to availability and technical testing during installation.
- For existing customers who want to upgrade to these packages, new modem will be provided. Service interruption will occur for a maximum period of 2 working days.
- For existing customers who want to upgrade to these packages and fail to get the service upon service verification during installation, their application will be reverted to their existing packages.

All Internet charges will be included in one single bill: Bil Telefon & Multimedia, (inclusive of telephone charges, Business Broadband charges and others).

1st bill received will include the following fees:

- RM75 for activation.
- RM88 for installation (if applicable).
- First & second months advanced subscription fee.
- RM10 for stamp duty fee.

For account activated on every 29th, 30th or 31st, the current charges for the month will be prorated.

If customer terminates Business Broadband before the end of the minimum subscription period, the customer must pay subscription fees of the remaining months and return the modem. Pre-mature termination includes relocation of premise.

Business Broadband bill must be paid before the due date to avoid any service suspension. During suspension period, TM will continue to charge for the monthly subscription fee. RM10 reconnection fee will be charged upon service reactivation.

Please ask our Sales Representative to explain on the Important Acknowledgement before signing in the box below

I have read, understand and accept the Important Acknowledgement.

SECTION 2 : CUSTOMER INFORMATION

Organisation Type MNC GOVT SMI NGO Others

Name of Organisation (As per ROC) _____

Registration No. _____
 (Please enclose a copy of Company Registration Certificate)

Installation Address _____

City _____ Postcode _____ State _____

Tel. No. (Where Business Broadband is to be connected) _____

Type of Industry:

<input type="checkbox"/> Manufacturing	<input type="checkbox"/> Agriculture & Plantation	<input type="checkbox"/> Banking, Finance, Securities & Insurance	<input type="checkbox"/> Retail
<input type="checkbox"/> Information Technology & Computer	<input type="checkbox"/> Communication	<input type="checkbox"/> Media	<input type="checkbox"/> Health Products & Services
<input type="checkbox"/> Energy	<input type="checkbox"/> Properties & Construction	<input type="checkbox"/> Education	<input type="checkbox"/> Utilities
<input type="checkbox"/> Other Service Provider	<input type="checkbox"/> Services: Profit Organisation	<input type="checkbox"/> Services: Non-profit Organisation	<input type="checkbox"/> Leisure
<input type="checkbox"/> Transportation	<input type="checkbox"/> Carrier, Alliances & Partners	<input type="checkbox"/> Logistics	<input type="checkbox"/> Others (Please state _____)

Annual Turnover < RM200K RM200K - RM5million RM5million - RM10million RM10million - RM25million > RM25million

No. of Employees < 5 5 - 19 20 - 50 51 - 150 > 150

No. of Branches 0 1 2 - 3 4 - 5 6 - 10 > 10

Do you subscribe to other telecommunication product other than TM? Yes No

If Yes, please specify Maxis Digi Jaring Redtone PacketOne Time U Mobile IZZI Net

Applicant Name (Authorised Officer) _____

Designation _____

NRIC of Applicant _____ Passport No. _____
 (Malaysian Citizen - Please enclose a copy of NRIC) (Non-Malaysian Citizen - Please enclose a copy of Passport)

Date of Birth _____ Gender Male Female

Office Tel. No. _____ Office Fax No. _____ Mobile No. _____

Email _____

Preferred access login ID (Minimum 3 characters, maximum 8 characters)

1: _____	2: _____	3: _____
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Preferred email login ID (Minimum 3 characters, maximum 8 characters (cc@streamyx.com))

1st Email	1: _____	2: _____	3: _____
2nd Email	1: _____	2: _____	3: _____
3rd Email	1: _____	2: _____	3: _____

Technical Contact

Name

Tel. No. Email

SECTION 3 : INVOICING AND BILLING INFORMATION

Billing Name State Country

Billing Address Contact Person's Email Address

City Postcode

Are you interested to sign-up for Autopay service? Yes No

SECTION 4 : ACKNOWLEDGEMENT

I/We have read, understand and agree to accept and be bound by the Terms and Conditions which accompany the usage of Business Broadband access service. These Terms and Conditions may be subjected to change by Telekom Malaysia Berhad, and I/We will be notified in a manner as Telekom Malaysia Berhad deems appropriate. I/We confirm that the information given herein by me/us is true and correct.

Signature of Applicant Date Official Stamp

RM10
Duty Stamp

Upon receipt of this application, Telekom Malaysia Berhad reserves the right to verify any information provided by you and reserves the right to decline any application without giving any reason thereof and is not obligated to respond any request for any unsuccessful application. Kindly attach a copy of NRIC / Passport / ROC.

IF APPLICANT IS NOT THE OWNER OF TELEPHONE LINE, PLEASE FILL UP ITEM 5.0a AND 5.0b (*applicable for personal applicant only)

SECTION 5a : THIRD PARTY AUTHORISATION FOR USAGE OF FIXED TELEPHONE LINE BY APPLICANT (to be filled by telephone owner)

I, _____ (telephone owner's name) NRIC No. _____ authorise _____ (Business Broadband applicant name) NRIC No. _____ to apply for Business Broadband via my fixed telephone number _____. I hereby warrant that the above authorisation is the only authorisation given for the purpose of subscribing for Business Broadband and I shall NOT authorise the usage of the above telephone number for subsequent application of Business Broadband service to other parties.

Signature of Telephone Owner Date

Note: Copy of telephone owner's NRIC and telephone bill (telephone line used to install Business Broadband) are required.

SECTION 5b : APPLICANT ACKNOWLEDGEMENT (to be filled by applicant)

I, _____ (Business Broadband applicant name), NRIC No. _____ hereby accept any and all responsibilities resulting from the written authorisation by _____ (telephone line owner), NRIC No. _____ and agree to be liable for any demand/claim and any cost arising from legal action pertaining to my usage of the telephone line and the Business Broadband service. I further agree that Telekom Malaysia Berhad shall not be responsible in any way whatsoever for any disruption to Business Broadband service in the event that the owner terminates the telephone line or upon suspension of the telephone line for any reason whatsoever.

Signature of Applicant Date

SECTION 6 : ACKNOWLEDGEMENT FOR STREAMYX IN-A-BOX DELIVERY VIA COURIER

Please state your delivery address:

City Postcode State

Additional Terms and Conditions:

- Streamyx In-A-Box (modem set) forms part of the terms and conditions for Business Broadband subscription.
- Customer is responsible to self-install once modem received.
- For account activation, SMS to **STXACTV** (space) **Login ID** and send to 35535 three (3) days after registration. Otherwise the account will auto activate 7-days from date of registration for self collect and 10 days for courier. Each reply message from Telekom Malaysia Berhad will be charged RM0.30 to customer's mobile phone postpaid account or deducted from their prepaid balance. Telco SMS charges for each message sent is charged separately.
- RM88 installation fee is applicable if installation assistance is required and charges shall be included in customer's bill.
- Modem belongs to Telekom Malaysia Berhad and must be returned upon termination of service and/or non-availability of service due to line quality. RM150 will be charged in customer's bill for non returned modem set.
- Any faulty modem must be returned along with the Streamyx In-A-Box Modem Acceptance Form for modem replacement within fourteen (14) days from date of activation to any TM Authorised resellers/joutlets.
- If a customer is not available during delivery of the modem set, acceptance by a third party will be considered as successful delivery of the item to the Customer.

I, _____ (Business Broadband applicant name) NRIC No. _____ hereby confirm that I have read, understand and agree to the above Terms and Conditions. In the event that I am not available during the delivery of the Streamyx In-A-Box (modem set) at the address as stated above, I agree to authorise a third party to receive the modem set on my behalf by signing the Streamyx In-A-Box Modem Acceptance Form.

SECTION 7 : FOR TM USE ONLY

MSC PG Checklist PG Tagging Checklist

PG: Yes No RSGM and PSGM RSGN

Business Rules:

- MSC Status Company - certificate proof
- Resides in Cybercities / Cybercenters.
- For data only; Both legs (A&B) MUST reside in Cybercities / Cybercenters.

If all rules have been fulfilled, tick at 'PG - Yes', 'RSGM' and 'PSGN'.
If not, tick at 'PG - No' and 'RSGN' (RSGN - not entitled for PG benefits)

Type of service Permanent Temporary (Reason)

Account Executive

Name

Mobile No.

Approval for Temporary account

Name

Designation

Signature Date

SECTION 8 : FOR AGENT USE ONLY

Resellers ID Agents ID

Resellers Name Service Activation Date

Date Official Stamp