

## SECTION 1A : TYPE OF APPLICATION - TM BUSINESSLINE

Type of Application (Please tick ✓ in the appropriate box)  New  Additional  Number of TM Businessline Service

a) If additional TM Businessline, please state existing telephone number. Telephone No. 1: \_\_\_\_\_ - \_\_\_\_\_

b) TM Businessline to be registered with Voice Plan RM78/month (if applicable). Telephone No. 1: \_\_\_\_\_ - \_\_\_\_\_  
2: \_\_\_\_\_ - \_\_\_\_\_

c) Charges to be included in existing TM Businessline bill (for existing Customer only).  Yes  No

## Other Facilities

International Call  600 Infoline  Autopay  Others \_\_\_\_\_

Include in White Pages / Directory 103 listing  Yes

## Enhanced Facilities

Caller Line Identification  Call Transfer  Call Transfer On Busy  Call Transfer On No reply  Credit Limit \_\_\_\_\_  Reminder Call  
 Speed Dialing  SMS  Call Waiting  Usage Alert (RM50-RM600 in RM50 block)  
 Voicemail (This service is included automatically, please tick ✓ to unsubscribe)  Others \_\_\_\_\_

## SECTION 1B : TYPE OF APPLICATION - OFFICE IN A BOX™

Type of Application  New  Upgrade  Downgrade

Packages  1Mbps Business Broadband SOHO at RM198  2Mbps Business Broadband SOHO at RM258  4Mbps Business Broadband SOHO at RM268

- RM88 worth of call value
- FREE cordless phone
- 1 Streamyx ZONE ID
- FREE wireless modem with lifetime warranty
- FREE Businessline monthly rental
- Custom e-mail address
- 1GB e-storage

Current Promotion Packages  
(Please specify): \_\_\_\_\_

Add On  BBphone at RM15/month  mybizpoint at RM37.50/month  Voice Plan at RM78/month (additional line)

- BBphone to BBphone : FREE
- BBphone to Fixed line : 10sen/min
- BBphone to Mobile : 15sen/min
- A web portal that offers quick and easy solution for SME communication and e-commerce needs.
- RM88 worth of call value at normal rates
- Beyond rate :  
Fixed line to Fixed line : 10sen/min  
Fixed line to Mobile : 15sen/min
- FREE monthly rental
- FREE cordless phone

Type of Installation  Self-installation  Installer

Required installation date (within 8 days from application date) \_\_\_\_\_ For upgrade or downgrade, please state existing Business Broadband Login ID \_\_\_\_\_

Must  
Read

## Important Acknowledgement

Minimum subscription period for this package is twenty four (24) months ("Minimum Subscription Period").

In the event the Customer terminates this package before end of the minimum subscription period, the Customer is liable to pay a termination fee of RM800.

Other services such as Voice Plan, Custom E-mail Address and BBphone will be registered only when the Business Broadband is activated.

This package is applicable for SME customers only. For the avoidance of doubt, "SME customers" shall refer to the segmentation as defined by TM from time to time. However, TM reserves then right to cancel the existing Customer's Office in a Box™ subscription and revert to any available Business Broadband package available at that time.

## Terms &amp; Conditions

## Business Broadband

- The Business Broadband Service is subject to availability and technical testing.
- The Customer is responsible for internal wiring, NIC card and networking at its own cost.
- For account activated on every 29th, 30th or 31st, the current charges for the month will be prorated.
- The speed of the service is provided on a "best effort" basis.
- The first bill received will include the following fees:
  - RM75 for activation; and
  - RM88 for installation (if applicable).
  - First and second month advanced subscription fee
  - RM10 for stamp duty fee.
- All internet charges will be included in one single bill "Bi Telefon & Multimedia", (inclusive of telephone charges, Business Broadband charges and others).

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

For Office in a Box™ self installed:

- Auto account activation is seven (7) days from the date of registration for self collection and ten (10) days for courier delivery.
- RM88 installation fee is applicable only if installation assistance is required.
- For account activation, SMS to STREAMYX (streamyx Login ID and send to 22528) three (3) days after registration. Each reply message from TM will be charged RM2.30 to the Customer's mobile phone postpaid account or deducted from their prepaid balance. Text SMS charges for each message sent are 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.

For Office in a Box™ 2Mbps and 4Mbps packages:

- Service is subject to availability and technical testing during installation.
- The Customer acknowledges that during the upgrade of these packages, a Service interruption will occur for a maximum period of two (2) working days and TM shall not be held liable for any loss or damages incurred by the Customer.
- For existing customers who want to upgrade to these packages but fail to obtain the Service upon service verification during installation, the Customer hereby agrees that their application will be reverted to their existing packages and the existing terms and conditions of the existing packages subscribed by the Customer shall be applicable.

## Voice Plan

- Upon the activation of Business Broadband, Voice Plan will take effect on the next billing period.
- The Voice Plan is only compatible with IDD call plans.

The Voice Plan shall be registered under Service level.

Upon subscription to the Office in a Box™, any existing call plan will be replaced with the Voice Plan associated with this Office in a Box™ package.

Prior to subscription to this package, the Customer shall first terminate the existing call plan and be liable to the terms and conditions of the existing call plan.

## Custom E-mail Address

- Preferred domain name is subject to availability.
- Customer is eligible to choose a domain name within thirty (30) days after registration of the Service.

TM reserves the right not to provide the domain name after lapse of the said thirty (30) days.

Customer is not allowed to migrate to other domain hosting / web hosting packages during the term of the Service.

- Customer who requires a domain hosting must follow the current process as notified by TM.
- Customer is not allowed at all times to change domain name. However, if the domain name subscribed by the Customer is unable to be used due to TM's error, the Customer will be given a new domain without additional cost to the Customer.
- For Customer that has Company/Business Registration number, the Customer shall use ".com.my" as its domain name. For other Customers, they shall use other types of domain offered in the package such as ".com".

## BBphone

In the event the Customer terminates this Package before the Minimum Subscription Period, the Customer shall be liable to pay the rental for the unused portion of the BBphone service(s) for the remaining period of the Minimum Subscription Period.

The Customer shall not use the BBphone service(s) in any manner which in the opinion of TM may adversely affect the BBphone service(s) of other customers or the efficiency or security of BBphone service(s) as a whole.

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

Name of Business Owner \_\_\_\_\_

Contact No. \_\_\_\_\_ - \_\_\_\_\_

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

**Annual Turnover**  
 < RM200K    RM200K - RM5million    RM5million - RM10million    RM10million - RM25million    RM25million - RM50million    >RM50million

**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 products other than TM?  Yes  No  
 If Yes, please specify  Maxis  Digi  Jaring  Redtone  PacketOne  Time  U Mobile  iZZINet  Others

**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.** \_\_\_\_\_

**Preferred E-mail Address** (Other than @streamyx.com) \_\_\_\_\_

**Preferred access login ID**  
(Minimum 3 characters, maximum 8 characters)  
 \*This login ID will be used for Business Broadband and Streamyx ZONE.

1: \_\_\_\_\_ 2: \_\_\_\_\_ 3: \_\_\_\_\_

**Preferred e-mail login ID**  
(Minimum 3 characters, maximum 8 characters)  
 @streamyx.com

1st E-mail \_\_\_\_\_ 2nd E-mail \_\_\_\_\_ 3rd E-mail \_\_\_\_\_

**Domain Name**  
 Preferred Domain name: www \_\_\_\_\_  
 www \_\_\_\_\_  
 www \_\_\_\_\_

• For Customer that has Company/Business Registration number, the Customer shall used ".com.my" as its domain name. For other Customers, they shall use other types of domain offered in the package such as ".com".  
 • Since official registration is processed by an independent Domain Register, your submission of this form is no way guarantees that the domain name you submit for registration is available or will be secured in your name. However please write three options based on your priority and we will e-mail you if the required domain name is not available.

**BBphone** (if applicable for Add On services)

**Administrator ID** 1: \_\_\_\_\_ 2: \_\_\_\_\_ 3: \_\_\_\_\_  
**Administrator Password** 1: \_\_\_\_\_ 2: \_\_\_\_\_ 3: \_\_\_\_\_  
**015 48xxxxxx password** 1: \_\_\_\_\_ 2: \_\_\_\_\_ 3: \_\_\_\_\_  
**015 48xxxxxx password** 1: \_\_\_\_\_ 2: \_\_\_\_\_ 3: \_\_\_\_\_  
(Minimum 3 characters, maximum 8 characters)

**Technical Contact**  
**Name** \_\_\_\_\_  
**Tel. No.** \_\_\_\_\_ **\*E-mail** (Compulsory) \_\_\_\_\_

**SECTION 3 - INVOICING AND BILLING INFORMATION**

**Billing Name** \_\_\_\_\_ **State** \_\_\_\_\_ **Country** \_\_\_\_\_  
**Billing Address** \_\_\_\_\_ **Contact Person's E-mail Address\*** (Compulsory) \_\_\_\_\_  
**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 Office in a Box™ 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 to any request for any unsuccessful application. Kindly attach a copy of NRIC / Passport / ROC.

**SECTION 5 - FOR TM USE ONLY**

**MSC PG Checklist** PG:  Yes  No **PG Tagging Checklist**  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 6 - FOR AGENT USE ONLY**

\_\_\_\_\_  
**Resellers ID**

\_\_\_\_\_  
**Agents ID**

\_\_\_\_\_  
**Resellers Name**

\_\_\_\_\_  
**Service Activation Date**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Official Stamp**

