

**SECTION 1a : TYPE OF APPLICATION - TM HOMELINE**

- Type of Application  
 New     Additional     Number of TM Homeline Service  
 a) If additional TM Homeline, please state existing telephone number. Telephone No. \_\_\_\_\_  
 b) Charges to be included in existing telephone TM Homeline bill (for existing Customer only). [Please tick  in appropriate box]     Yes     No
- Other Facilities (Please tick  in the appropriate box)  
 International Call     600 Infoline     Autopay    Others \_\_\_\_\_
- Include in White Pages / Directory 103 listing     Yes
- Customer Premise Equipment Ownership Program (If Customer disagrees, Customer will be provided with basic telephone set by TM)     Agree     Disagree
- Enhanced Facilities (Please tick  in the appropriate box)  
 Speed Dialing     Call Transfer     Call Transfer On Busy     Call Transfer On No Reply     Credit Limit \_\_\_\_\_     Reminder Call  
 Caller Line Identification     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 - STREAMYX**

- Type of Application:     New     Upgrade
- Package: (Please tick one)  
 Streamyx 384 kbps / 128 kbps (RM60 per month)     Streamyx 2 Mbps / 384 kbps (RM130 per month)  
 Streamyx 512 kbps / 256 kbps (RM90 per month)     Streamyx 4 Mbps / 512 kbps (RM140 per month)  
 Streamyx 1 Mbps / 384 kbps (RM110 per month)
- Add On Voice Plan:     Unlimited Nationwide call any time to any TM Fixed Line number. (RM10 per month - applicable for 384 kbps only)
- Add On Value Added Services:  
 Internet Security-Basic Online Guard, Virus Shield & Anti Spamming (RM3 per month)  
 Internet Security-Premium Online Guard, Virus Shield & Anti Spamming, Xfilter Escan (RM8 per month)

**Must Read**
**IMPORTANT ACKNOWLEDGEMENT**

- Minimum subscription period of TM Homeline & Streamyx is twelve (12) months and also applicable for new and additional telephone line.
- Customer agrees to notify TM immediately for any change of address or cancellation of the application.
- Customer agrees and undertakes all subscription fee payments and any applicable charges based on current rates.
- Customer agrees that all the terms and conditions contained in this Application Form or as required by TM shall be binding on Customer.
- Customer is responsible to give a written notice of not less than fourteen (14) days to TM of Customer's intention to have the telephone service disconnected.
- For new TM Homeline application with Streamyx monthly rental will be waived up to 3rd month if Streamyx service could not be provisioned.
- Connection fee of RM50 for new telephone line under Streamyx will be excluded.
- Warranty for modem is twelve (12) months.
- Streamyx shall be applicable for residential application only.
- Streamyx packages shall be for unlimited usage, with free wireless modem, except for 384 kbps (wired modem) and shall be without monthly rental for TM Homeline.
- Monthly rental for TM Homeline shall be excluded from the next bill date of Customer's TM Homeline within thirty (30) days after service activation of Streamyx.
- Streamyx packages are only applicable to successful Streamyx installation and activation. Thus, TM Homeline subscription before the said event is treated separately and subject to TM Homeline Terms & Conditions.
- Add On for Voice Plan or Value Added Services is on top of any package.
- For Voice Plan RM10/ Free Voice Plan (for 512 kbps, 1 Mbps, 2 Mbps, 4 Mbps)
  - Subject to 5% Service Tax
  - Customer can start enjoying Voice Plan on the next TM Homeline bill date after Streamyx service is activated. The voice charges before such notification(s) will be treated as normal charges.
  - The existing voicemail plan will be terminated on the next bill date after Streamyx service is activated.
  - Upon Streamyx activation, Customer has to bring along Multimedia Confirmation Slip for the collection of their DECT Phone at any TMpoint. DECT phone is applicable for new subscription & upgrading speed only. Upgrading within Blockbuster Deals will not receive new DECT Phone
  - No DECT Phone will be given for same speed migration
- Value Added Services activation shall be twenty four (24) hours after Streamyx service activation.
- Streamyx service shall be subject to availability and technical testing and speed of service shall be on best effort basis.
- Customer is NOT ALLOWED to change the telephone number (connecting to Streamyx) before installation of service.
- Customer is responsible for internal wiring, NIC card and networking.
- For Streamyx In-A-Box:
  - Auto account activation shall be seven (7) days from the date of registration for self collection and ten (10) days for courier delivery.
  - RM88 installation fee shall be applicable only if installation assistance is required.
  - For account activation, SMS to STXACTV +space+ Login ID and send to 33335 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 shall be 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 Streamyx 2 Mbps and 4 Mbps package:
  - Service available in selected areas only. List of the areas is available at www.streamyx.com
  - Service shall be subject to availability and technical testing during installation.
- All Internet charges will be included in "Bill Telefon & Multimedia" 1st bill received may include the following fees under the Internet Charges upon Streamyx activation:
  - RM75 for activation
  - RM88 for installation (if applicable)
  - First & second months advanced subscription fee
  - Stamp duty fee
- For account activated on every 29th, 30th or 31st, the current charges for the month will be prorated.
- If Customer terminates Streamyx before the end of the minimum subscription period, the Customer must pay administrative fees of RM350. Pre-mature termination includes relocation of premise.
- Streamyx 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.
- Kindly contact TM at 160 for any request to change your installation appointment date.
- Customer shall be entitled to a maximum of two (2) changes to the installation appointment date and TM shall have the right to cancel your application if there is any request for a deferment that exceeds a period of two (2) months from the Registration Date.

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.

Customer's Signature

**SECTION 2 : APPLICANT DETAILS**

- Name of Applicant (As per NRIC/Passport) \_\_\_\_\_
- NRIC/Old IC \_\_\_\_\_    Passport No. \_\_\_\_\_    Date of Birth \_\_\_\_\_  
 (Malaysian Citizens - Please enclose a copy of NRIC)    (Non-Malaysian Citizen - Please enclose a copy of Passport)
- Email \_\_\_\_\_    Gender     Male     Female
- Marital Status     Single     Divorced     Widow     Married with kids     Married with no kids
- Children Age of Range     < 6 years old     7 - 12 years old     13 - 18 years old     19 - 21 years old     > 21 years old     Not Applicable
- Occupation     Professional/Manager/Executive/Senior Management     Businessman/Self-Employed/Entrepreneur     Blue Collar  
 Skilled/Semi-skilled Worker     Government Servant     Housewife     Student     Unemployed
- Monthly Household Income     < RM1,000     RM1,001 - RM2,000     RM2,001 - RM3,000     RM3,001 - RM5,000     RM5,001 - RM10,000     > RM10,000
- No. of Household     1-2     3-4     5-6     > 7
- Staying With     Alone     Friends     Parents     Siblings/Family Members     Own Family (Spouse & Children)
- What festival do you celebrate?     Chinese New Year     Hari Raya Aidilfitri     Deepavali     Christmas     Others \_\_\_\_\_
- Preferred access login ID    1: \_\_\_\_\_    2: \_\_\_\_\_    3: \_\_\_\_\_  
 (Minimum 3 characters, maximum 8 characters)
- Preferred email login ID    1: \_\_\_\_\_    2: \_\_\_\_\_    3: \_\_\_\_\_  
 (Minimum 3 characters, maximum 8 characters (xxx@streamyx.com))
- Preferred Communication (Please tick  in the appropriate box)     SMS     Email     Handphone

Installation Address

No. \_\_\_\_\_ Floor \_\_\_\_\_ Lot No./Apartment No. \_\_\_\_\_ Building \_\_\_\_\_

Street Name \_\_\_\_\_

Post Box \_\_\_\_\_ Postcode \_\_\_\_\_ Town \_\_\_\_\_ Garden/Section \_\_\_\_\_

State \_\_\_\_\_

Tel. No. (Where Streamyx is to be connected) \_\_\_\_\_

Contact Person \_\_\_\_\_  
 Home No. \_\_\_\_\_ Mobile No. \_\_\_\_\_  
 Office Tel. No. \_\_\_\_\_ Fax No. \_\_\_\_\_  
 Correspondence address if different from above \_\_\_\_\_

**SECTION 3 : INVOICING AND BILLING INFORMATION**

Billing Name \_\_\_\_\_ City \_\_\_\_\_ Postcode \_\_\_\_\_  
 Billing Address \_\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_  
 Contact Person's Email Address \_\_\_\_\_

**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 TM Homeline & Streamyx Service. These Terms and Conditions may be subjected to change by Telekom Malaysia Berhad, and I/We will be notified in a manner as TM deems appropriate. I/We confirm that the information given herein by me/us is true and correct.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_



Upon receipt of this application, TM 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.

IF STREAMYX APPLICANT IS NOT THE OWNER OF TELEPHONE LINE, PLEASE FILL UP ITEM 5.0a AND 5.0b

**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 \_\_\_\_\_ [Streamyx applicant name] NRIC/Old IC No. \_\_\_\_\_ to apply for Streamyx Service via my fixed telephone number \_\_\_\_\_. I hereby warrant that the above authorisation is the only authorisation given for the purpose of subscribing for a Streamyx Service and I shall NOT authorise the usage of the above TM Homeline number for subsequent application of Streamyx Service to other parties.

Signature of Telephone Owner \_\_\_\_\_ Date \_\_\_\_\_

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

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

I, \_\_\_\_\_ [Streamyx 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 Streamyx Service. I further agree that TM shall not be responsible in any way whatsoever for any disruption to Streamyx Service in the event that the owner terminates the TM Homeline or upon suspension of the TM Homeline 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 Streamyx Service subscription.
- Customer is responsible to self-install once modem received.
- For account activation, SMS to STXACTY <space> Login ID and send to 33535 three (3) days after registration. Otherwise the account will auto activate seven (7) days from date of registration for self collect and ten (10) days for courier. 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.
- RM88 installation fee is applicable if installation assistance is required and charges shall be included in Customer's bill.
- Modem belongs to TM and must be returned upon termination of service and/or non-availability of service due to line quality.
- 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 TMpoint / TM Authorised Resellers.
- 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, \_\_\_\_\_ [Streamyx 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**

**Important**

- To expedite the processing of your order, please complete this form in full.
- To place an order, you can also call 100.

Documents required

Photocopy of NRIC (both sides) or Passport (Non Malaysian)

Photocopy of water bill

Photocopy of electricity bill

Type of service  Permanent  Temporary (Reason) \_\_\_\_\_

Account Executive Name \_\_\_\_\_

Approval for Temporary account Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**For office use only**

Order No. \_\_\_\_\_

Account No. \_\_\_\_\_

Customer Category Code \_\_\_\_\_

Service Commences On: \_\_\_\_\_

Service No.: \_\_\_\_\_

Mobile No. \_\_\_\_\_

Designation \_\_\_\_\_

**SECTION 8 : FOR AGENT USE ONLY**

Resellers ID \_\_\_\_\_ Agents ID \_\_\_\_\_ Resellers Name \_\_\_\_\_ Service Activation Date \_\_\_\_\_ Official Stamp \_\_\_\_\_

