

UniFi APPLICATION FORM BUSINESS

SECTION 1: SERVICE DETAILS*

All prices quoted shall be payable on a **monthly** basis, unless mentioned otherwise:

Type of application:

- New
 Upgrade
 Downgrade

Package:

- BIZ5 (RM199 per month)
 BIZ10 (RM599 per month)
 BIZ20 (RM899 per month)
 Others: _____

Service ID:

(only for upgrade & downgrade of UniFi)

Preferred Installation Slot:

(Installation date & time is subject to slot availability. The earliest date is 5 days after form submission)

Date 1: _____ Time: AM/PM

Date 2: _____ Time: AM/PM

Date 3: _____ Time: AM/PM

Preferred Service ID:

Shall be used for Internet, Streamyx ZONE and other services. Details will be emailed to customer once the package is successfully activated

Option 1:

Option 2:

Option 3:

(Minimum 5 characters, maximum 20 characters)

Password is auto-generated by system. For service(s) that use e-mail, your UniFi e-mail address will be used (ServiceID@unifi.my)

Web Domain (Choose: .com/.com.my/.net/.net.my/.org/.org.my):

Option 1: _____

Option 2: _____

Option 3: _____

(Minimum 5 characters, maximum 20 characters)

Note: Please provide a copy of ROC/BR document for domain with .my

Please select to enable the following service features:

- Value Added Services: _____
 International Call 600 Infoline

SECTION 2: EXISTING BUSINESS BROADBAND/TM BUSINESSLINE DETAILS

(Mandatory for existing Business Broadband/TM Businessline customer).

Kindly fill in the following:

Business Broadband Login ID: TM Businessline No.:

¹Please indicate your choice:

- Keep both services (¹Not applicable for VDSL2 customer) Terminate TM Businessline only (not applicable for Business Broadband customer)
 Terminate Business Broadband & TM Businessline Relocate to the following address for VDSL2 only (subject to Business Broadband availability):
 Terminate Business Broadband only

Note: ¹Termination of service requested is subject to valid request made by rightful owner.

²VDSL [Very High Speed Digital Subscriber Line 2] is delivered to premises of 5 storey and above.

SECTION 3: IMPORTANT NOTES (MUST READ) Please read & tick

General

- All UniFi packages are subject to a 24-month minimum contract period.
 Package downgrades will be subjected to a fee of RM200. Any upgrade or downgrade request that requires a visit by TM to a customer's premise, an additional fee of RM200 will be imposed.
 The 1st UniFi bill will include the Installation Fee as well as 2 months Subscription Fee payable upfront (current and subsequent month).
 Customers can view their UniFi bill online. Printed bills will only be made available upon request at a fee of RM8 per month.
 Prior to UniFi service subscription, customer credit worthiness verification will be performed.

Internet Access Speed

The Internet access speed depends by various factors such as :

Factor	Explanation
<input type="checkbox"/> Location of websites	Access to some international websites could be slow due to traffic volume, etc.
<input type="checkbox"/> Web server capacity	Some web servers restricted capacity to handle huge traffic demand or may even restrict download speed to ensure fair access to all.
<input type="checkbox"/> Network congestion	Temporary congestion due to unavoidable network maintenance/outages.
<input type="checkbox"/> Multiple users or applications	Running multiple applications at the same time such as peer-to-peer BitTorrent, etc, can degrade access speed. Multiple users sharing the connection at the same time can also degrade the speed.
<input type="checkbox"/> PC operating systems	Some configurations of the PC operating systems can compromise the Internet access performance.
<input type="checkbox"/> WiFi (wireless) connectivity	Compared to wired connectivity, wireless connectivity can slow down Internet access.

Installation

- Installation time for fibre in landed properties is between 5 to 8 hours. For high rise buildings utilising Very High Speed Digital Subscriber Line (VDSL2) technology is between 2 to 3 hours.
 Installation Fee only covers the standard UniFi installation practice. This excludes charges imposed by external contractors for concealed wiring, over ceiling, customised wiring, etc.
 Internal concealed wiring will not be carried out by TM. However, customers may choose their own contractors or TM's authorised list of contractors at their own expenses.
 UniFi account owner or authorised person must be available during the UniFi service installation to sign-off the installation process.
 A penalty of RM200 shall be charged for premise inaccessibility and/or deferment of installation on the day of installation. Any changes or deferment must be made at least 24 hours before the appointment time. Any re-appointment is subjected to time slot availability.
 The customer will be responsible for providing a 4-socket extension cord to complete the installation.
 Minimal drilling is required for fibre installation to the premise.

SECTION 4: APPLICANT DETAILS

Company/Firm Name* _____

Company Number/Business Registration Number* _____ Property Type* Landed
(Please enclose a copy of Business Registration Certificate) High Rise (5 storey and more)

Installation Address* _____

Postcode* _____ City* _____ State* _____

Office Tel. No. _____ Fax No. _____

Contact Person (as per NRIC / Passport)* _____

NRIC* _____ Passport No.* _____
(Malaysian citizens, please enclose a copy of NRIC) *(Non-Malaysian citizens, please enclose a copy of Passport)*

Mobile No.* _____ Other Contact E-mail: _____

Preferred Communication: Mail E-mail Office Phone Mobile
 * Mandatory field.

SECTION 5: BILLING INFORMATION

Default: Online bill at Online Customer Centre portal.
 For other bill media, please choose one:

E-mail (FREE) Itemised paper bill (RM8/month)

Billing Address* _____

Postcode* _____ City* _____ State* _____

* Mandatory field.

SECTION 6: CUSTOMER'S INFORMATION- IMPORTANT NOTIFICATION

Notice is hereby given and the Customer hereby agrees, authorizes and consents that the personal information pertaining to and in respect of the Customer in this Application Form and/or further information and data that may be required by TM and/or its related companies and which may be furnished to or made available from any third parties including without limitation credit bureaus, banks, credit reporting agencies and other businesses that provide like information or reference agencies from time to time will be processed by TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and on behalf of TM in respect of these information for the purposes of the Customer's application and/or continued provisioning and/or assessment of the Service herein and all other limited activities as hereinafter described. The information as required herein is obligatory on the Customer and failure by Customer to provide any information as required may affect and/or delay the Customer's application or the continued provisioning of the Service. Unless restricted by law, the Customer is entitled to access to and to request correction of his personal data or information by visiting the nearest TM Point. In the event the Customer wishes to limit TM's right to share any of the Customer's personal data or information with any third parties for marketing purposes, the Customer may make such request in writing to TM. The Customer hereby acknowledges, agrees and consents that: a) TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information shall have the right to share and it is TM's policy to use the Customer's data and personal information acquired through the registration process or through the Customer's use of TM's products and services with TM and/or its related companies for its business purposes including but not limited to marketing activities in respect of products and services of TM and/or its related companies from time to time as TM deems fit Provided Always that TM and/or its related companies that received such data and personal information of these Customers shall observe the applicable confidentiality obligation as imposed under the Terms and Conditions accompanying the Service and shall abide by the same strictly; b) TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information may use the Customer's personal information for, amongst others, its internal purposes of customizing advertisements and content on the website(s) and TM's partner sites, providing information to the Customer of other products and services available from TM and/or its affiliates and/or its related companies, processing and fulfilling the Customer's request for products and services, responding to Customer's enquiries, conducting research for improvement of the Service and other services that TM and/or its related companies are offering or will be offering and statistical analysis and the general operation and maintenance of the such services and its related website(s); c) TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information may disclose the Customer's personal information if required to do so by law or in good faith, if such action is necessary to i) comply with any law enforcement agency requirement, court orders or legal process or; ii) protect and defend the rights or property of TM, its related companies and/or its users; d) TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information may obtain and verify any information relating to the Customer at TM's absolute discretion and as it deems fit and the Customer agrees, authorizes and gives its consent to any third party, including without limitation any credit bureau(s), bank(s), credit reporting agency(ies) and other business(es) that provide like information or reference agencies to provide, process, disclose, transfer and/or make available any information on the Customer which TM and/or its related companies may require in connection with its application for any of TM and/or its related companies' products or services and/or review any existing account(s) with TM and/or its related companies including as part of any credit checks which TM may require to be performed on the Customer. e) TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information, may disclose, provide, process, transmit, transfer and/or make available to any third party, including, without limitation to, any credit bureau(s), bank(s), credit reporting agency(ies) and other business(es) that provide like information or reference agencies, any information and/or data relating to the Customer and its account(s) with TM and/or its related companies and/or any other information or data relating to the Customer as TM may deem necessary; f) in respect of any information and/or data furnished under the terms of TM and/or its related companies services, any third party including without limitation credit bureaus, banks, credit reporting agencies, other businesses that provide like information or reference agencies shall be authorized to collect/gather/search/process the information from any other data sources and to furnish, provide, process, disclose, transmit, transfer and/or make available such information and/or data of these Customers (including any credit reports processed information and/or any other related products) to TM, its related companies, its authorized agents and/or representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information; g) such consent given herein by the Customer to TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information will extend to any information and/or data obtained from any of the account(s) presently maintained by TM and/or its related companies for the Customer, any new application for any form of services rendered by TM and/or its related companies, such as historical, financial or credit records, data or information whether or not provided personally or by any other sources relating to the Customer which was collected, gathered, received, captured, compiled, secured and/or obtained by TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information through or by whatever means, methods and/or forms; and h) the Customer hereby agrees and consents that the personal data and/or information to be provided, made available and/or dealt with in accordance with the provisions of this notification shall, where applicable, include those data and/or information in respect of or pertaining to every owner, partner, director and/or shareholder of the Customer, as the case may be, and the Customer hereby represents and warrants to TM, its related companies its authorized agents, representatives and/or any party acting with and/or on behalf of TM in respect of such data or information that the Customer is irrevocably authorized (with enclosure of authorization letter from the owner, partner, director and/or shareholder of the Customer concerned) to issue this letter on behalf of all such person(s) to whom the data and/or information relates. Where the disclosure, process, transmission, transfer and/or availability in respect of Customer's data and personal information is made by TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in accordance with the Customer's consent above, the Customer agrees and acknowledges that the Customer shall have no claim or recourse against TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM. Save and except as permitted or required under any enactment, law, statute or code, TM, its related companies, its authorized agents, representatives and/or any other person(s) acting with and/or on behalf of TM in respect of these information will not use or disclose the Customer's personal data or information.

BAHAGIAN 6: MAKLUMAT PELANGGAN – PEMBERITAHUAN PENTING

Engan ini diberikan notis dan Pelanggan dengan ini bersetuju, membenarkan dan mengesahkan bahawa maklumat peribadi Pelanggan yang berhubung dan berkaitan dengan Pelanggan di dalam orang permohonan ini dan/atau maklumat lebih lanjut dan data yang mungkin diperlukan oleh TM dan/atau syarikat-syarikat TM yang berkaitan dan mungkin disediakan kepada atau diperolehi daripada pihak ketiga, termasuk dan tidak terhad kepada biro kredit, bank, ejen pelapor kredit dan perniagaan-perniagaan lain yang memberi maklumat ataupun agensi rujukan dari semasa ke semasa kan diproses oleh TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan, wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM berhubung dengan maklumat untuk tujuan permohonan Pelanggan dan/atau penyediaan berterusan dan/atau membuat penilaian Perkhidmatan dan aktiviti-aktiviti lain yang dihadkan seperti yang dijelaskan dibawah. Maklumat yang diperlukan i sini adalah wajib ke atas Pelanggan dan kegagalan oleh Pelanggan untuk memberikan maklumat yang diperlukan boleh menjejaskan dan/atau melambatkan permohonan Pelanggan ataupun enyediaan berterusan Perkhidmatan. Melainkan dihadkan oleh undang-undang, Pelanggan berhak mengakses dan memohon untuk pembedan data atau maklumat peribadi mengunjungi mana-mana TM Point yang berdekatan. Sekiranya Pelanggan memilih untuk menghadkan hak TM untuk berkongsi data atau maklumat peribadi Pelanggan dengan pihak ketiga untuk tujuan pemasaran, Pelanggan boleh membuat permohonan tersebut secara bertulis kepada TM. Pelanggan dengan ini mengakui dan bersetuju dan membenarkan bahawa: a) TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan, wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM berhubung dengan maklumat ini adalah berhak dan adalah menjadi polisi TM untuk berkongsi dan menggunakan data Pelanggan serta maklumat peribadi yang diperolehi melalui proses pendaftaran ataupun melalui penggunaan produk dan perkhidmatan TM dan/atau syarikat-syarikat TM yang berkaitan oleh Pelanggan untuk tujuan perniagaan termasuk dan tidak terhad kepada aktiviti pemasaran berkaitan produk dan perkhidmatan TM dan/atau syarikat-syarikat TM yang berkaitan dari emasa ke semasa sebagaimana TM anggap wajar, Tertakluk bahawa TM dan/atau syarikat-syarikat TM yang berkaitan yang menerima data dan maklumat peribadi Pelanggan memastikan pematuhan etat terhadap peraturan berkaitan maklumat sulit seperti yang digariskan di dalam Terma dan Syarat Perkhidmatan; b) TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan, wakil dan/atau rangi lain yang berkaitan dengan dan/atau bagi pihak TM berhubung dengan maklumat ini boleh menggunakan maklumat peribadi Pelanggan untuk antara lainnya bagi kegunaan dalaman bagi tujuan pengiklanan khusus dan kandungan di laman web TM dan rakan kongsi TM, memberi maklumat kepada Pelanggan tentang produk dan perkhidmatan lain yang ditawarkan oleh TM dan/atau sekutunya lan/atau syarikat-syarikat TM yang berkaitan, memproses dan memenuhi permintaan produk dan perkhidmatan oleh Pelanggan, menjawab soalan Pelanggan, menjalankan kajiselidik untuk memperbaiki Perkhidmatan ini dan perkhidmatan lain yang TM dan/atau syarikat-syarikat TM yang berkaitan tawarkan atau akan tawarkan dan analisa statistik, operasi umum dan senggaraan erkhidmatan sedemikian rupa dan laman web berkenaan; c) TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM erhubung dengan maklumat ini boleh mendedahkan maklumat peribadi Pelanggan sekiranya dituntut oleh undang-undang dan jika perlu sahaja untuk ilmematuhi penguatkuasaan dan tuntutan nana-mana agensi undang-undang, perintah mahkamah ataupun proses undang-undang ataupun il melindungi dan mempertahankan hak dan harta TM, syarikat-syarikat TM yang berkaitan dan/atau enggunaannya; d) TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM berhubung dengan maklumat ini boleh endapatkan dan mengesahkan sebarang maklumat tentang Pelanggan mengikut budibicara TM dan sebagaimana TM anggap wajar dan Pelanggan bersetuju, memberi kuasa dan memberi kebenaran epada pihak ketiga termasuk dan tidak terhad kepada biro kredit, bank, ejen pelapor kredit dan perniagaan-perniagaan lain yang memberi maklumat ataupun agensi rujukan untuk memberi, memproses, mendedah, menyampaik, memindah dan/atau menyediakan maklumat tambahan tentang Pelanggan di mana TM dan/atau syarikat-syarikat TM yang berkaitan mungkin memerlukan erhubung dengan permohonan untuk produk dan perkhidmatan TM dan/atau syarikat-syarikat TM yang berkaitan dan/atau mengkaji semula mana-mana akaun sedia ada dengan TM dan/atau yarikat-syarikat TM yang berkaitan termasuk apa-apa pemeriksaan kredit yang TM dan/atau syarikat-syarikat TM yang berkaitan mungkin perlu dilaksanakan terhadap Pelanggan e) TM, yarikat-syarikat TM yang berkaitan, agensi yang disahkan wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM berhubung dengan maklumat ini boleh mendedahkan, memberikan, memproses, menyampaik, memindah dan/atau menyediakan maklumat kepada pihak ketiga, termasuk dan tidak dihadkan kepada mana-mana biro kredit, bank, ejen pelapor kredit dan ierniagaan-perniagaan lain yang memberikan maklumat ataupun agensi rujukan apa-apa maklumat dan/atau data berkaitan dengan Pelanggan dan akaunnya bersama TM dan/atau syarikat-syarikat M yang berkaitan dan/atau maklumat dan data lain yang berkaitan dengan Pelanggan sebagaimana TM anggap perlu; f) berkaitan apa-apa maklumat dan/atau data yang disediakan mengikut terma erkhidmatan TM dan/atau syarikat-syarikat TM yang berkaitan, mana-mana pihak ketiga termasuk dan tidak dihadkan kepada biro kredit, bank, ejen pelapor kredit dan perniagaan lain yang nyediakan maklumat ataupun agensi rujukan akan diberi kuasa untuk mengumpul/ mencari/memproses maklumat tersebut dari sumber data lain dan menyediakan memberikan, memproses, mendedahkan, menyampaik, memindah dan/atau menyediakan maklumat tersebut dan/atau data Pelanggan (termasuk mana-mana laporan kredit dan/atau produk-produk berkaitan) kepada M, syarikat-syarikat TM yang berkaitan, agensi yang disahkan wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM berhubung dengan maklumat ini; g) kebenaran yang diberikan ileh Pelanggan kepada TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM berhubung dengan maklumat ini nerangkumi maklumat dan/atau data yang diperolehi dari mana-mana akaun yang pada masa ini diselenggara oleh TM dan/atau syarikat-syarikat TM yang berkaitan untuk Pelanggan, sebarang iermohonan baru untuk sebarang bentuk perkhidmatan yang disediakan oleh TM dan/atau syarikat-syarikat TM yang berkaitan, seperti latarbelakang kewangan ataupun rekod kredit, data atau maklumat sama ada diberikan secara sendiri oleh Pelanggan atau oleh sumber-sumber lain berkaitan dengan Pelanggan yang diambil, dikumpul, diterima, digabungkan, dihimpunkan, dilindungi lan/atau diperolehi oleh TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM berhubung dengan maklumat ini nelalui apa jua kaedah ataupun cara mahupun bentuk; dan h) Pelanggan dengan ini bersetuju dan membenarkan bahawa data peribadi dan/atau maklumat yang akan diberikan, disediakan dan/atau ikendalikan bersesuaian dengan peruntukan notis ini hendaklah, dimana berkenaan, termasuk data dan/atau maklumat berhubung dengan atau yang berkaitan dengan setiap pemilik, rakan kongsi, engarah dan/atau pemegang saham dari Pelanggan, sebagai mana mungkin, dan Pelanggan dengan ini menyatakan dan memberi jaminan kepada TM, syarikat-syarikat TM yang berkaitan, wakil lan/atau pihak lain yang berkaitan dengan dan/atau bagi pihak TM berkenaan dengan data atau maklumat bahawa Pelanggan adalah mempunyai hak yang tidak boleh batal (dengan lampiran surat uasa dari pemilik, rakan kongsi, pengarah dan/atau pemegang saham dari Pelanggan yang berkaitan) untuk mengisukan surat ini bagi pihak semua orang tersebut kepada sesiapa data dan / atau maklumat ini berkaitan. Dimana pendedahan, proses, penyampaian, pindahan dan/atau penyediaan berkaitan data dan/atau maklumat Pelanggan dilaksanakan oleh TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan, wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM menurut persetujuan Pelanggan di atas, Pelanggan bersetuju dan mengakui bahawa Pelanggan tidak akan membuat tuntutan terhadap TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan, wakil dan/atau orang lain yang berkaitan dengan dan/atau bagi pihak TM. Kecuali epertimana yang dibenarkan atau dikehendaki di bawah mana-mana enakmen, undang-undang, statut atau kod, TM, syarikat-syarikat TM yang berkaitan, agensi yang disahkan, wakil dan/atau orang ain yang berkaitan dengan dan/atau bagi pihak TM tidak akan menggunakan atau mendedahkan data atau maklumat peribadi Pelanggan.

SECTION 7: APPLICANT ACKNOWLEDGEMENT

We, _____ (UniFi applicant name), Company Number/Business Registration Number _____ hereby accept any and all responsibility for the UniFi service and agree to be liable for any demand/claim and any cost arising from legal action pertaining to our usage of the UniFi service. We understand and agree to accept and be bound by the Terms and Conditions which accompany the usage of the UniFi service. These Terms and Conditions may be subjected to change by Telekom Malaysia Berhad and we will be notified in a manner as Telekom Malaysia Berhad deems appropriate. We confirm that the information given herein is true and correct.

Date: _____ / _____ / _____
(dd/mm/yyyy)

Company's Authorised Signature

RM10
Stamp Duty

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 any reason thereof and is not obligated to respond to any request on any unsuccessful application. Kindly attach a certified true copy of Company or Business Registration Certificate.

SECTION 8: FOR TM USE ONLY

Customer Service

Name _____

Date _____ - _____ - _____

ID _____

(dd-mm-yyyy)