

# UniFi APPLICATION FORM RESIDENTIAL

## SECTION 1: APPLICANT DETAILS

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

### Type of application:

- New
- Upgrade
- Downgrade

### Package:

- VIP 5 (RM149/month)
- VIP 10 (RM199/month)
- VIP 20 (RM249/month)
- Others please specify: \_\_\_\_\_

### Preferred Service ID:

Universal Access ID shall be used for Internet, Streamyx ZONE and other services. Details will be e-mailed to customer once the package is successfully activated.

ID: \_\_\_\_\_

(Minimum 5 characters, maximum 20 characters)

### Service ID:

(only for upgrade & downgrade)

\_\_\_\_\_

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

### Preferred Service Installation Date (dd-mm-yyyy)

\_\_\_\_ - \_\_\_\_ - \_\_\_\_ Time \_\_\_\_:\_\_\_\_  AM  PM

### Existing TM customer, please fill in the following:

#### Streamyx:

Login ID: \_\_\_\_\_

#### TM Homeline:

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

Note: Subscription of additional Value Added Services can be purchased via online at UniFi portal once UniFi service is activated.

## SECTION 2: IMPORTANT NOTES (MUST READ)

### General

- All UniFi packages are subject to a 24 month minimum contract period.
- Upgrading & downgrading of UniFi packages will be subjected to a new minimum contract period. Downgrading of packages will involve a nominal fee being imposed.
- UniFi residential packages will be subjected to a Fair Usage Policy (FUP) which is a global practice.
- The 1st UniFi bill will include a one time charge for installation and activation as well as 2 months subscription fee 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 on various factors such as :

Factor	Explanation
1. Location of websites	Access to some international websites could be slow due to traffic volume, etc.
2. 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.
3. Network congestion	Temporary congestion due to unavoidable network maintenance/outages.
4. Multiple users or applications	Running multiple applications at the same time such as peer-to-peer BitTorrent, etc, can degrade access speeds. Multiple users sharing the connection at the same time can also degrade the speed.
5. PC operating systems	Some configurations of the PC operating systems can compromise the Internet access performance.
6. WiFi (wireless) connectivity	Compared to wired connectivity, wireless connectivity can slow down Internet access.

If you wish to use HomePlug/BPL for your HyppTV, the service usage may be affected by various factors such as interference from other electrical equipment in the vicinity, actual copper quality of your power line wiring, the length of the power line, etc. However, TM will not be able to support or provide any guarantee to the service quality.

### Installation

- Installation time for fibre installation 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.
- Internal concealed wiring will not be carried out by TM. However, customers can arrange their own or choose from TM's authorised list of contractors at their own expense.
- UniFi account owner or authorised person must be available during the UniFi service installation to sign-off on the installation process.
- Customer must notify TM for any deferred installation appointment at least 3 days prior to installation date.
- Premise inaccessibility or deferral of installation appointment upon the installation team's arrival at a customer's premise will be subject to a charge of RM100. Re-appointment will be subjected to time slot availability.
- The customer will be responsible for providing the TV and 4-socket extension cord to complete the installation.
- Minimal drilling is required for fibre installation to the premise.

## SECTION 3: APPLICANT DETAILS

Full Name (as per NRIC / passport)\* \_\_\_\_\_

NRIC\* \_\_\_\_\_

(Malaysian citizens, please enclose a copy of NRIC)

Passport No.\* \_\_\_\_\_

(Non-Malaysian citizens, please enclose a copy of Passport)

Property Type\*  Landed  High Rise (5 storey and more)

Installation Address\* \_\_\_\_\_

Postcode\* \_\_\_\_\_ City\* \_\_\_\_\_ State\* \_\_\_\_\_

Mobile No.\* \_\_\_\_\_ Home Tel. No.\* \_\_\_\_\_

Office Tel. No. \_\_\_\_\_ Fax No. \_\_\_\_\_

E-mail \_\_\_\_\_

\* Indicates mandatory field.

Preferred Communication:  Mail  E-mail  Office Phone  Home Phone  Mobile

**SECTION 4: BILLING INFORMATION**

Do not fill in this section if particulars are same as Section 3.

Billing Address\* \_\_\_\_\_

Postcode\* \_\_\_\_\_ City\* \_\_\_\_\_ State\* \_\_\_\_\_

\* Mandatory field.

**SECTION 5: CUSTOMER'S INFORMATION- IMPORTANT NOTIFICATION**

Notice is hereby given and Customer hereby agrees and authorize that the personal information on the Customer in this Application Form and/or further information and data that may be required by TM either from the Customer or from any third parties especially from credit bureau, banks, credit reporting agencies and other businesses that provide like information or reference agencies from time to time will be processed by TM for the purposes of the Customer's application and/or continued provisioning and/or assessment of the UniFi 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 Customer's application or the continued provisioning of the UniFi Service. Unless restricted by law, Customer is entitled to access to and to request correction of his personal data or information by contacting TM UniFi Centre at 1300-88-1222 or available online at www.tm.com.my. Where Customer elects to limit TM's right to share any of the Customer's personal data or information with any third parties for marketing purposes, Customer may request in writing to TM to do so. Customer acknowledges and agrees that :

(a) TM 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 or its related companies for its business purposes including but not limited to marketing activities in respect of products and services of TM or its related companies from time to time as TM deems fit. Provided Always that TM and its related companies that received such data and personal information shall observe the applicable confidentiality obligation as imposed under the Terms and Conditions accompanying the UniFi Service and shall abide by the same strictly; (b) TM may use the Customer's personal information for the 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 its affiliate, processing and fulfilling Customer request for products and services, responding to Customer enquiries, conducting research for improvement of the UniFi Service and other services that TM 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 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 and its users; (d) TM may obtain and verify any information about the Customer at TM's absolute discretion and as it deems fit and the Customer authorizes any third party especially credit bureau or reference agencies to provide any information on the Customer which TM may require in connection with its application for any of TM's services and/or review of the existing account with TM; (e) TM may disclose to any third party, including, without limitation, any credit bureau of any information and/or data relating to the Customer and its account(s) with TM and/or any other information or data as TM may deem necessary, banks, credit reporting agencies and other businesses that provide like information; (f) in respect of any information and/or data furnished under the terms of TM's services, any third party especially credit bureau, banks, credit reporting agencies and other businesses that provide like information shall be authorized to collect/gather/search the information from any other data sources and to furnish such information and/or data (including any credit reports processed information and/or any other related products) to TM; and (g) such consent herein by the Customer will extend to any information and/or data obtained from any of the account(s) presently maintained for the Customer, any new application for any form of services rendered by TM, such 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 through or by whatever means or methods or forms.

**BAHAGIAN 5: MAKLUMAT PELANGGAN – PEMBERITAHUAN PENTING**

Dengan ini notis dikeluarkan dan Pelanggan dengan ini bersetuju dan mengesahkan bahawa maklumat peribadi Pelanggan di dalam Borang Permohonan ini dan/atau maklumat lanjut serta data yang mungkin diperlukan TM dari semasa ke semasa atau daripada Pelanggan atau daripada pihak ketiga terutama daripada biro kredit, bank, ejen pelapor kredit dan perniagaan-perniagaan lain yang memberi maklumat ataupun agensi rujukan dari semasa ke semasa akan diproses oleh TM untuk tujuan permohonan pelanggan dan/atau pemasangan yang diteruskan dan/atau penilaian Perkhidmatan UniFi dan aktiviti-aktiviti lain yang dihadkan, seperti yang diterangkan. Maklumat yang diperlukan wajib disediakan oleh pelanggan dan kegagalan Pelanggan memberi maklumat yang diperlukan boleh menjejaskan permohonan Pelanggan ataupun pemasangan Perkhidmatan UniFi. Melaikan dihadkan oleh undang-undang, Pelanggan berhak mengakses dan dan memohon untuk pembedahan data ataupun maklumat peribadi dengan menghubungi TM UniFi Centre di 1300-88-1222 ataupun secara online di www.tm.com.my. Sekiranya Pelanggan memilih untuk menghadkan hak TM dalam berkongsi data ataupun maklumat peribadi Pelanggan dengan pihak ketiga untuk tujuan pemasaran, Pelanggan boleh memohon dengan menulis kepada TM. Pelanggan mengakui dan bersetuju bahawa: a) TM 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 oleh Pelanggan atau syarikat berkaitan untuk tujuan perniagaan termasuk dan tidak terhad kepada aktiviti pemasaran berkaitan produk dan perkhidmatan TM atau syarikat berkaitan dari semasa ke semasa sekiranya bersesuaian dengan TM, selagi TM dan syarikat berkaitan yang menerima data dan maklumat peribadi memastikan pematuhan ketat terhadap peraturan berkaitan maklumat sulit seperti yang digariskan di dalam Terma dan Syarat perkhidmatan UniFi; b) TM boleh menggunakan maklumat peribadi Pelanggan untuk kegunaan dataman bagi tujuan periklanan khusus dan kandungan di laman web TM dan rakan kongsi TM, memberi maklumat kepada Pelanggan tentang produk dan perkhidmatan yang ditawarkan oleh TM dan sekutunya, memproses dan memenuhi permintaan produk dan perkhidmatan oleh Pelanggan, menjawab soalan Pelanggan, menjalankan kaji selidik untuk memperbaiki perkhidmatan UniFi dan perkhidmatan lain yang TM tawarkan atau akan tawarkan dan analisa statistik, operasi umum dan senggaraan perkhidmatan sedemikian rupa dan laman web berkenaan; c) TM boleh mendedahkan maklumat peribadi Pelanggan sekiranya dituntut oleh undang-undang dan jika perlu sahaja untuk ilmentahui penguatkuasaan undang-undang, tuntutan agesi, perintah mahkamah ataupun proses undang-undang ataupun i) melindungi dan mempertahankan hak dan hartanah TM serta penggunanya; d) TM boleh mendapatkan dan mengesahkan sebarang maklumat tentang Pelanggan mengikut budibicara TM sekiranya berkaitan dan Pelanggan memberi kuasa kepada pihak ketiga seperti biro kredit ataupun agensi rujukan untuk memberi maklumat tambahan tentang Pelanggan di mana TM mungkin memerlukan kaitan dengan permohonan untuk produk dan perkhidmatan TM dan/atau mengkaji semula akaun sedia ada dengan TM. e) TM boleh mendedahkan kepada pihak ketiga, termasuk dan tidak dihadkan kepada mana-mana biro kredit dan/atau data berkaitan Pelanggan dan akaunnya bersama TM dan/atau maklumat dan data lain yang TM fikirkan perlu, bank, ejen pelapor kredit dan perniagaan lain yang menyediakan sarapan. f) demi menghormati maklumat dan/atau data yang disediakan mengikut terma perkhidmatan TM, mana-mana pihak ketiga terutama biro kredit, bank, ejen pelapor kredit dan perniagaan lain yang menyediakan maklumat serupa akan diberi kuasa untuk mengumpul / mencari maklumat tersebut dari sumber data lain dan melengkapkan maklumat tersebut dan/atau data (termasuk mana-mana laporan kredit dan/atau produk-produk berkaitan) kepada TM; dan g) kebenaran oleh Pelanggan bakal menyebarkan maklumat dan/atau data yang didapati dari mana-mana akaun yang pada masa ini diselenggara untuk Pelanggan, sebarang permohonan baharu untuk sebarang bentuk perkhidmatan yang disediakan oleh TM, seperti latarbelakang kewangan ataupun rekod kredit, data atau maklumat sama ada diberi oleh sumber berkaitan pelanggan yang diambil, dikumpul, diterima, diambil, digabungkan, diilindungi dan/atau diperolehi oleh TM melalui apa jua kaedah ataupun cara mahupun bentuk.

**SECTION 6: APPLICANT ACKNOWLEDGEMENT**

I, \_\_\_\_\_ (UniFi applicant name), NRIC No. \_\_\_\_\_ 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 my usage of the UniFi service. I 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 subject to change by Telekom Malaysia Berhad, and I will be notified in a manner as Telekom Malaysia Berhad deems appropriate. I confirm that the information given herein is true and correct.

Customer's Signature \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (dd/mm/yyyy)

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 NRIC or passport.

**SECTION 7: FOR TM USE ONLY**

Customer Service

Name \_\_\_\_\_ Date \_\_\_\_\_

ID \_\_\_\_\_ (dd-mm-yyyy)