

## APPLICATION FORM FOR HIGH SPEED BROADBAND SERVICES BY TM INSIDE KSB PREMISE

### SECTION 1: SERVICES DETAIL\*

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

<input type="checkbox"/> New	<input type="checkbox"/> Relocation
<input type="checkbox"/> Upgrade	<input type="checkbox"/> Existing/Additional Service (Service No: _____)
<input type="checkbox"/> Downgrade	<input type="checkbox"/> Change Ownership

Code	Package	Price (RM) / Month	/
D30	EPIC 30 DYNAMIC IP	699	
D50	EPIC 50 DYNAMIC IP	749	
D100	EPIC 100 DYNAMIC IP	799	
F 301 P	EPIC 30+1 FIXED IP	999	
F 305 P	EPIC 30+5 FIXED IP	1099	
F 501 P	EPIC 50+1 FIXED IP	1049	
F 505 P	EPIC 50+5 FIXED IP	1149	
F1001 P	EPIC 100+1 FIXED IP	1099	
F1005 P	EPIC 100+5 FIXED IP	1199	

This shall be used for internet, TM, WiFi hotspots 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 services(s) that uses e-mail, your e-mail address will be used ([ServicesID@unifi.my](mailto:ServicesID@unifi.my)).

**Service ID**  
(Only for upgrade and downgrade of Unifi)

**Preferred Installation Slot:**  
(Installation date and time are subject to slot availability. The earliest date after form Submission)

Date 1: \_\_\_\_\_ Time: AM/PM

Date 2: \_\_\_\_\_ Time: AM/PM

Date 3: \_\_\_\_\_ Time: AM/PM

### SECTION 2: APPLICANT DETAILS

Company/Name\*

Company Number/Business Registration Number\*  Property  Type\* Landed  High-Rise (5 storeys or more)

(Please enclose a copy of Business Registration Certificate)

Installation Address\*

Postcode\*  City\*  State\*

Office Tel. No.  Fax No.

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

Mobile No.\*

Preferred Communication Mail  e-mail  Office Phone  Mobile  email\*: \_\_\_\_\_

### SECTION 3: BILLING INFORMATION

Billing Address\*

Postcode\*  City\*  State\*

\*Mandatory field.

Note: Termination of services requested is subject to valid request made by rightful owner.  
 VDSL (Very High Speed Digital Subscriber Line 2) is delivered to premises of 5 storeys and above.

### SECTION 4: IMPORTANT NOTES (MUST READ) Please read & tick v

#### General

- This service is subjected to a 24-month minimum subscription period and a termination fee of RM500 is chargeable for termination of service within the minimum subscription period.
- Package downgrades will be subject to a fee of RM200. For any upgrade or downgrade request that requires a visit by TM to a customer's premises, an additional fee of RM200 will be imposed.
- The 1<sup>st</sup> bill will include the installation fee as well as 2 months' Subscription Fee payable upfront (current and subsequent month).
- Prior to the Service subscription, customer credit worthiness verification will be performed.

#### Installation

- Installation time for fibre in landed properties is between 5 to 8-hours. For high-rise building utilising Very High Speed Digital Subscriber Line (VDSL2) technology is between 2 to 3 hours.
- Installation fee only covers the standard installation practice. This excludes charges imposed by external contractor for concealed wiring, over ceiling, customized wiring, etc.
- Internal concealed wiring will not be carried out by TM. However, customer may choose their own contractor or TM's authorised list of contractor at their own expenses.
- Account owner or authorized person must be available during the Service installation to sign off the installation process.
- A penalty of RM200 shall be charged for inaccessibility to premises 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 subject to time slot availability.
- Customer will be responsible for providing a 4-socket extension cord to complete the installation.
- Minimal drilling is required for fibre installation to the premises.

### SECTION 5: EXCLUSION OF LIABILITY

1. The terms and conditions of the service is based on the trms and conditions of TM's.
2. Pangkalan Bekalan Kemaman Sdn Bhd (PBKSB) shall not be liable for the Customer's inability to access the service at any time or failure to provide the service.
3. Pangkalan Bekalan Kemaman (PBKSB) is only providing and supporting the infrastructure of the service.
4. All support, inquiries and accessibility relating to this service is on TM's.

### SECTION 6: APPLICANT ACKNOWLEDGEMENT

We, \_\_\_\_\_ (Service applicant name), Company Number/Business Registration Number \_\_\_\_\_ hereby accept and all responsibility for the service and agree to be liable for any demand/claim and any cost arising from legal action pertaining to our usage to the service. We understand and agree and be bound by the terms and conditions which accompany the usage of the service. These terms and conditions may be subject to change by Eastern Pacific Properties Sdn Bhd and we will be notified in a manner as Eastern Pacific Properties Sdn Bhd deems appropriate. We confirm that the information given herein is true and correct.

\_\_\_\_\_  
 Company's Authorized Signature

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 (dd / mm /yyyy)

### SECTION 7: FOR PBKSB USE ONLY

Customer service Name  Date

ID

(dd / mm /yyyy)

Upon receipt of this application, Eastern Pacific Properties Sdn Bhd 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 request on any unsuccessful application. Kindly attach a certified true copy of company or Business Registration Certificate.