

BUSINESS APPLICATION FORM



Telekom Malaysia Berhad (128740-P)

STAMP DUTY

SECTION 1: TYPE OF APPLICATION

New Registration Existing/Additional Service (Please state service No.: _____) Upgrade/Downgrade (Please state login ID: _____)
 Relocation Change Ownership

Remarks: _____ Order ID: _____

SECTION 2: APPLICANT DETAILS

Please enclosed a copy of BRC

Company Name* _____
Business Registration Number* _____ Preferred Language*: Malay English
Name of Applicant* _____
MyKad No.* _____ Passport No.* _____
Mobile No.* _____ Office Tel. No _____ Secondary Contact No.* _____
Email* _____

Please tick this box (X) if you would like to sign up and become a member of the TM Rewards programme. Visit www.tm.com.my/tmrewards for more information.

Type of Industry Manufacturing Agricultural & Plantation Banking, Finance, Security & Insurance IT & Computer/Communication
 Media Health Product & Services Retail Energy
 Properties & Construction Education Utilities Leisure
 Other Service Provider Services: Profit Organisation Services: Non-Profit Organisation Government
 Transportation Carrier, Alliances & Partners Logistics Others: _____

No. of Employees <5 5-19 20-50 51-150 >150 No. of Branches 0 1 2-3 4-5 6-10 >10

SECTION 3: INSTALLATION/RELOCATION

Property Type* Landed & High-rise (less than 5 storeys) High-rise (5 storeys or more)
Installation Address* _____
Postcode* _____ State* _____
Contact Person* _____ Mobile No.* _____
Preferred Installation / 1. _____ Time: AM/PM
Relocation Date* 2. _____ Time: AM/PM
3. _____ Time: AM/PM

Fixed Line Installation Fee	= RM50.00	Fixed Line Relocation Fee	= RM50.00
Business Broadband Installation Fee	= RM88.00	Business Broadband Activation Fee	= RM75.00
unifi Business Installation Fee	= RM200.00	unifi Business Relocation Fee	= RM300.00

**Price displayed is exclusive of 6% Service Tax *Note: Fee will be charged in the bill*

SECTION 4: BILLING

Online billing is available at www.unifi.com.my. Your bill will be sent to your preferred email* _____

Please tick if your email same as above
 Please tick if you want paper bill (RM2.00/month)

Billing Address Please tick if you would like to sign up for TM Autopay service (No more late payments. Skip the drive, skip the queue!)
 Please tick if same as installation address

Postal Code* _____

SECTION 5: SERVICE DETAILS

unifi
 unifi 100Mbps (RM139.00/month)
 unifi 30Mbps (RM249.00/month) - FREE TURBO to 300Mbps*
 unifi 100Mbps (RM349.00/month) - FREE TURBO to 800Mbps*
 Others: _____
**TURBO upgrade is subject to network availability*

Business Broadband Login ID _____

For migration from Business Broadband Business to unifi Business
 Terminate Broadband only after unifi is installed
 Terminate Broadband and TM Fixed Line after unifi is installed
 Terminate Broadband and maintain TM Fixed Line number for unifi
 Keep both services (*Not applicable for VDSL2 customer)
 Relocate to the following address for VDSL2 only (Subject to Business Broadband availability): _____
***VDSL2 is delivered to premises of 5 storeys and above*

Preferred Login ID (for Business Broadband/unifi)
1. _____ 2. _____ 3. _____

Add-Ons (For more value added services, please refer to TM portal www.tm.com.my/sme)

Additional Multi-line Voice
***Modification charge of RM50 is applicable for package downgrade only**
 Multi-line Voice (RM45)*
 Multi-line Voice (RM78)*
Number of Lines: _____
 Add Features:
Hunting Line _____
Pilot Line No.: _____
Number of Auxiliary Lines: _____
Admin Fee Charges:
Pilot Line: RM50 (one-time charge)
Auxiliary Line: RM10 per line (one-time charge)
Modify Hunting Line: RM50 (one-time charge)

unifi TV for Business
[Minimum RM90.00 worth of subscription** please write full name of channel]
1. _____ 2. _____ 3. _____
4. _____ 5. _____ 6. _____

Web Hosting Domain [Choose: .com/.com.my/.net/.net.my/.org/.org.my]
Note: Please provide a copy of ROC/BR document for domain with .my
Option 1: _____
Option 2: _____
Option 3: _____
(Minimum 5 characters, maximum 20 characters)

Broadband Biz
Office in a Box
 8Mbps (RM248.00/month)
 4Mbps (RM208.00/month)
 2Mbps (RM198.00/month)
 1Mbps (RM198.00/month)
 Others: _____

BB Packages SOHO
 ADSL 8Mbps (RM688.00/month)
 ADSL 4 Mbps (RM468.00/month)
 ADSL 2 Mbps (RM318.00/month)
 ADSL 1 Mbps (RM148.00/month)
 Others: _____

TM Fixed Line
 New Line No. of Line _____
 Additional No. of Line _____
a. Please state the existing telephone number _____
b. Charges to be included in existing phone bill
 Yes No

Fixed IP
 1 Fixed IP (RM200.00/month)
 5 Fixed IP (RM300.00/month)

Call Plan
Simple Voice Plus
 SVP30 (RM30.00/month)
 SVP50 (RM50.00/month)
 SVP70 (RM70.00/month)
 Others: _____

Voice IDD
 Voice IDD30 (RM30.00/month)
 Others: _____

Enhanced Facilities
 International Call
 Call Waiting
 Call Transfer
 Call Transfer on Busy
 Call Transfer on No Reply
 Caller ID Display
 Caller ID Restriction
 Voicemail (please tick to unsubscribe)
 Yellow Pages
 Others: _____

Payment Solution
 SurePay™
 SurePay POS™

Security & Surveillance
 CCTV 1 camera (RM99.00/month)
 CCTV 2 camera (RM119.00/month)
Add camera: _____ please specify (RM30.00/camera/month)

SECTION 6: CHANGE OWNERSHIP

Login ID _____

Current Owner
Company Name _____
BRN _____
I agree to surrender my Fixed Line/Business Broadband/unifi service(s) to new customer subject and agree on the following:
a) That I have to pay all outstanding payment
b) That I am subject to RM10.00 Change of Ownership fee

New Owner
Company Name _____
BRN _____
I agree to accept services from the current owner and agreed on the following:
a) That I have read, understand and agree to be bound by the Terms & Condition which accompany the usage of TM products & services and any amendments made
b) That the above information provided is true and correct
c) That I will pay the subscription fee and any related charges at the prevailing rate

Signature of Current Owner & Official Stamp _____ Date _____/_____/_____
**Price displayed is exclusive of 6% Service Tax*

Signature of Current Owner & Official Stamp _____ Date _____/_____/_____

SECTION 7: IMPORTANT ACKNOWLEDGEMENT (MUST READ)

General

- The Minimum Subscription Period ("MSP") for Standard Business Broadband package and unifiTV pack is twelve (12) months respectively. For Office in a Box ("Olab") and unifi Biz package, the MSP is twenty four (24) months respectively (each packages will be referred to individually as ("Service").
- If the Customer terminates the Service before the end of the MSP, on top of the existing usage of the Service (where applicable), Customer is subject to a penalty fee specific to each Service namely: i) RM 600 for Olab ii) RM 350 for Standard Business Broadband Package iii) the accumulative remaining MSP balance of the unifi Biz package (fee is calculated at the price before discount) iv) RM300 plus the accumulative remaining MSP balance of the unifiTV pack [RM300] +[unifi TV packages price] x [number of remaining months].
- The first bill of the Service will include the installation charge, activation charge (for Standard Business Broadband Package only) as well as two (2) months Subscription Fee payable upfront (current & subsequent month) for Standard Business Broadband and unifi Biz package.
- Customer shall pay the cost for every on-site support visit requested from TM at the rate of RM50.00 per visit. The charge is not inclusive of any materials or equipment replacement charges that the Customer may be required to pay to TM.
- If existing Customer of unifi Biz/Business Broadband with Fixed IP packages upgrades to any new unifi Biz/Business Broadband with Fixed IP Packages, Customer is not able to retain the existing Fixed IP (old package) and a new IP address will be assigned upon any Service upgrade activation.
- For existing unifi Biz/Standard Business Broadband/Olab/Business SOHO Starter Pack ("BSP") package with add-on 1 or 5 Fixed IP upgrade to any package with add-on 1 or 5 Fixed IP, customer is allowed to retain the same add-on IP provided the upgrade is within the same technology.
- The Customer understands and acknowledges that the internet access speed for the Service may be affected as a result of any of the following factors namely: a. location of website where users may experience lower speeds from some international websites or b. capacity of visited web server, in that, some web servers cannot cope with huge traffic demand from users or do not have enough capacity or where download speed is restricted to ensure fair level of service or c. network congestion as a result of network maintenance or outages or d. running multiple applications simultaneously like using other applications such as Peer-to-Peer Bittorrent or e. accessing internet through WIFI that will cause slow speed than by wire or f. operating system where some configuration of users' operating system may slow down internet performance.

- Upon and Service termination request, the due amount displayed in TM system or bill sent to Customer (before termination date is not the final amount). TM will thereafter issue a final bill after all relevant services (including penalty or other relevant charges) is duly calculated. Upon issuance of the final bill customer is required to make immediate full payment. Failure to make full payment, TM will have the right to initiate legal proceeding without any notice to recover the due amount from Customer.
- For any unsuccessful registration due to infrastructure non readiness, TM will keep the application form (including personal data) up to 180 days. After 180 days, if the registration is still unsuccessful the application will be automatically cancelled.
- A new MSP will be imposed (refresh) upon any request for downgrade made within the MSP of existing package. For any upgrade or downgrade request that requires a visit by TM to customer's premises, an additional fee of RM200.00 will be imposed.
- Free installation and activation applicable for standard installation only. If your premise requires Non-standard installation or additional cabling, extra charges will be imposed by TM Contractor.
- A fee of RM200.00 shall be charged for inaccessibility to premises and/or deferral of installation on the day of installation. Any changes or deferral must be made at least at 4 PM before the appointment day. Any re-appointment is subject to time slot availability of TM's installer.
- Upon termination of unifi Biz service, Customer is required to return the BTU to TM. Failure to do so, Customer will be imposed with RM500.00 as penalty.
- For new Service application made without the verification of MyKad Reader, Customer may be subjected to an upfront payment of RM 200 (Malaysian Citizen), at TM's discretion. However, an upfront payment of RM 500.00 is applicable for a Customer whom of non-citizen or a permanent resident of Malaysia. The upfront payment is payable within ten (10) days, effective from the date of Service Activation, failing which the account will be suspended. The amount will be credited into the customer's account and reflected in the Customer's bill. TM reserves the right to terminate the account in the event no advance payment is received within thirty (30) days from the date of Service Activation. Upon termination, any partial payment received shall be deducted as part payment for the agreed liquidated damages, as set in General Terms and Condition for Unifi.
- Each Service shall be subject to the updated terms & conditions and Privacy Notice of TM available at <https://unifi.com.my/llds/assets/documents/privacynotice.pdf>.

**Price displayed is excluding of 6% Service Tax*

Customer's Signature _____

SECTION 8A: PRIVACY NOTICE

By submitting this Application Form, you are providing personal information to TM. TM will be processing your personal information provided in this Application Form and/or further information and data that may be required by TM either from you or from any third parties especially from credit bureau, banks, credit reporting agencies and other businesses that provide life information or reference agencies from time to time.

The purposes of such processing would include:

- Assessing your application or continued provisioning of the services provided herein (whichever is applicable);
- Finance operation including to verify and process payment, billing and billing enquiries;
- Customizing advertisements and content on the website(s) and the sites of TM and its group of companies (for further information on the TM's group of companies, please visit www.tm.com.my);
- Responding to your enquiries;
- Research purposes including historical and statistical purposes and analysis;
- General operation and maintenance of the services or goods provided herein including audit and its related website(s);
- Matching any data held by TM or its group of companies relating to you from time to time;
- Provide you with regular communications from TM relating to the services or goods provided herein;
- Investigation of complaints, suspected suspicious transactions and research for service or goods improvement; and
- In compliance with any regulatory, statutory or legal obligation which shall include but not limited to the provisioning of Directory Assistance Service 103 as part of the Required Applications Services.

By submitting this application, you hereby consent and authorise TM to process and verify any information about you from any third party, especially credit bureau or credit reference agencies, which TM may require in connection with your application for any of TM's services and/or review of the existing account with TM. Such consent and authorisation will extend to any information obtained from any of the account(s) presently maintained for you, any new application for any form of services rendered or goods provided by TM, such historical financial or credit records, data or information whether or not provided personally or by any other sources relating to you which was collected, gathered, received, captured, compiled, secured and/or obtained by TM through or by whatever means or methods or forms.

The information as required herein (unless stated otherwise) is obligatory on you and failure by you to provide any information as required may affect your application or the continued provisioning of the services provided herein.

In the course of processing this application, your personal information may be shared where necessary and only on a need to know basis with other TM subsidiary or agencies so as to serve you in the most efficient and effective manner. An example might be in terms of resolving or addressing complaints that require escalation to other TM Subsidiary or agencies.

- TM may disclose your personal information to the following parties for the purposes stated above:
 - Respective Authorized TM Partners who are involved in providing the Add-Ons;
 - TM's service providers or agents who are involved in providing the services or goods provided herein;
 - Third parties (including those overseas) who provide data processing services which shall include but not limited to authorized reseller, call centre, data centre, payment channel;
 - Any credit reference agencies or, in the event of default, any debt collection agencies;
 - Any person, who is under a duty of confidentiality to which has undertaken to keep such data confidential, which TM has engaged to fulfil its obligations to you;
 - Any actual or proposed assignee, transferee, participant or sub-participant of TM's rights or business; and
 - Requestor for directory assistance via the Directory Assistance Service 103 which is provided as part of a regulatory requirement under the Required Applications Services.

Your personal information will not be disclosed to any unauthorised third party. **You may opt-out from having your registered telephone number be made available via the Directory Assistance Service 103 by contacting us at help@tm.com.my or unifi.com.my/chat.** TM may also disclose your 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 group of companies and their users.

If you would like to make any inquiries or complaints or request access or correction of your personal information or where you elect to limit TM's right to process your personal information, you may contact TM Contact Centre or you can visit the nearest TMpoint. Any request of access or correction of personal data may be subject to a fee and also to applicable provisions in the PDDA. However, we reserve the right to decline requests which jeopardize the security and privacy of the personal information of others as well as requests which are impractical or not made in good faith.

We may review and update this Privacy Notice from time to time to reflect changes in the law, changes in our business practices, procedures and structure, and the community's changing privacy expectations. The latest version of TM's Privacy Notice will be made available at www.tm.com.my.

I hereby confirm that I have read, understand and agree to accept and be bound by the Terms and Conditions of this service and the Privacy Notice which accompany the usage of this service.

SECTION 8B: NOTIS PRIVASI

Dengan menyerahkan Borang Permohonan ini, anda akan memberikan maklumat peribadi kepada TM. TM akan memproses maklumat peribadi anda yang diberi dalam Borang Permohonan ini dan/atau maklumat lanjut serta data yang mungkin diperlukan oleh TM sama ada dari anda atau daripada pihak ketiga terutamanya dari biro kredit, bank, ejen pelapor kredit dan perniagaan-perniagaan lain yang memberikan maklumat sedemikian atau agensi rujukan dari semasa ke semasa.

Tujuan-tujuan untuk pemprosesan ini adalah termasuk:

- Menilai permohonan anda atau meneruskan peruntukan perkhidmatan yang diberikan di sini (yang mana berkenaan);
- Operasi kewangan termasuk untuk mengesahkan dan memproses pembayaran, pengebilan dan pertanyaan berkaitan bil;
- Menyesuaikan iklan-iklan dan kandungan di laman web TM dan syarikat-syarikat kumpulan TM (untuk maklumat lanjut syarikat-syarikat kumpulan TM, sila layari www.tm.com.my);
- Menjawab pertanyaan-pertanyaan anda;
- Tujuan penyelidikan termasuk tujuan rekod dan statistik dan analisis;
- Operasi umum dan penyelenggaraan perkhidmatan-perkhidmatan atau barang-barang yang diberikan di sini termasuk audit serta laman-laman web yang berkenaan;
- Pemanduan apa-apa data yang disimpan oleh TM atau syarikat-syarikat kumpulan TM yang berkenaan dengan anda dari semasa ke semasa;
- Menyediakan komunikasi yang kerap dari TM kepada anda untuk perkhidmatan atau barangan yang diberikan di sini;
- Penyiataan aduan, transaksi-transaksi yang mencurigakan dan penyelidikan untuk pembaikan perkhidmatan dan barangan; dan mematuhi mana-mana obligasi kawal selia, statutori atau undang-undang yang termasuk tetapi tidak terhad kepada penyediaan Perkhidmatan Bantuan Direktori 103 sebagai sebahagian daripada Perkhidmatan Aplikasi Dikehendaki.

Dengan menyerahkan permohonan ini, anda dengan ini mengizinkan dan memberi kuasa kepada TM untuk memproses dan mengesahkan apa-apa maklumat mengenai anda daripada pihak ketiga, terutamanya biro kredit dan agensi rujukan kewangan yang mungkin dikehendaki oleh TM yang berkaitan dengan permohonan anda untuk mana-mana produk dan/atau perkhidmatan TM dan/atau semakan akaun anda yang sedia ada dengan TM. Keizinan dan pemberian kuasa akan dilanjutkan kepada apa-apa maklumat yang diperolehi daripada mana-mana akaun sedia ada anda pada masa ini, apa-apa permohonan baru untuk apa jua bentuk perkhidmatan atau produk yang diberikan oleh TM, rekod sejarah kewangan atau kredit, data atau maklumat sama ada dibekalkan oleh diri sendiri atau daripada sumber-sumber lain yang berhubung dengan anda yang telah dikumpul, diterima, diambil, disusun, didapati dan/atau diperolehi oleh TM dengan apa jua cara atau kaedah atau bentuk.

Maklumat yang dikehendaki di sini (kecuali dinyatakan sebaliknya) adalah wajib dan kegagalan anda untuk memberikan maklumat yang diperlukan mungkin akan menjejaskan permohonan anda atau meneruskan perancangan perkhidmatan yang diberikan di sini.

Semasa memproses permohonan ini, maklumat peribadi anda mungkin akan dikongsi di mana perlu dan hanya atas dasar perlu tahu sahaja dengan subsidiari atau agensi-agensi TM supaya anda boleh dilayani

dengan cara yang paling efisien dan efektif. Contohnya, mungkin dari segi menyelesaikan atau menangani aduan anda yang memerlukan perhatian dan penglibatan daripada subsidiari-subsidiari atau agensi-agensi TM. TM mungkin akan mendedahkan maklumat peribadi anda kepada pihak-pihak berikut untuk tujuan yang dinyatakan di atas:

- Rakan Niaga TM yang sah yang terlibat dalam menyediakan 'Add-Ons';
- Pembekal-pembekal perkhidmatan atau ejen-ejen TM yang terlibat dalam menyediakan produk dan/atau perkhidmatan;
- Pihak ketiga (termasuk yang di luar negara) yang menyediakan perkhidmatan pemprosesan data yang termasuk tetapi tidak terhad kepada reseller telah diberikuasa, pusat panggilan, pusat data, saluran pembayaran;
- Mana-mana agensi rujukan kredit atau, sekiranya berlaku kemungkiran, mana-mana agensi pemungutan hutang;
- Mana-mana orang, yang berada di bawah kewajipan kerahsiaan yang telah mengaku janji untuk memastikan data tersebut disimpan secara rahsia, yang telah dilantik oleh TM untuk memenuhi tanggungjawabnya kepada anda;
- Mana-mana pemegang serah hak yang sebenar atau yang dicadangkan, penerima pindahan, peserta atau sub-peserta hak atau perniagaan TM; dan
- Pemohon untuk bantuan direktori melalui Perkhidmatan Bantuan Direktori 103 yang diadakan sebagai sebahagian daripada keperluan kawal selia di bawah Perkhidmatan Aplikasi Dikehendaki.

Maklumat peribadi anda tidak akan didedahkan kepada mana-mana pihak ketiga yang tidak berautoriti.

Anda boleh memilih untuk keluar daripada mempunyai nombor telefon berdaftar anda tersedia melalui Perkhidmatan Bantuan Direktori 103 dengan menghubungi kami di help@tm.com.my atau unifi.com.my/chat.

TM boleh mendedahkan maklumat peribadi anda sekiranya dituntut oleh undang-undang atau jika perlu sahaja, untuk (i) mematuhi kehendak-kehendak agensi penguatkuasaan undang-undang, perintah mahkamah, ataupun proses undang-undang ataupun; (ii) melindungi dan mempertahankan hak dan hartanah TM serta syarikat-syarikat kumpulan serta pengguna-penggunanya.

Jika anda ingin membuat apa-apa pertanyaan, aduan, meminta akses, pembetulan maklumat peribadi anda jika anda memilih untuk menghadkan hak TM untuk memproses maklumat peribadi anda, anda boleh menghubungi Pusat Panggilan TM atau anda boleh melawat TMpoint yang terdekat. Mana-mana permintaan akses untuk pembetulan maklumat peribadi mungkin tertakluk kepada fi dan juga peruntukan yang terpakai dalam PDDA. Walau bagaimanapun, kami berhak untuk menolak permintaan yang menjejaskan keselamatan dan privasi maklumat peribadi orang lain serta permintaan yang tidak praktikal atau tidak dibuat dengan suci hati.

Kami mungkin akan mengkaji semula dan megemaskini Notis Privasi ini dari semasa ke semasa untuk mencerminkan perubahan dalam undang-undang, perubahan dalam amalan perniagaan, prosedur dan struktur, dan perubahan dalam jangkaan privasi masyarakat. Versi terbaru Notis Privasi TM boleh didapati di www.tm.com.my.

SECTION 9: DECLARATION & ACKNOWLEDGEMENT

I hereby declare that I wish to subscribe for the service provided by TM. I hereby certify that the above information provided is true and correct. I have read, understand and agree to be bound by the Terms and Conditions which accompany the usage of TM products & services and any amendment made thereto. I hereby consent to the collection and processing of my personal information in accordance to the Privacy Notice.

Signature of Applicant & Official Stamp
*Mandatory Field

Date _____ / _____ / _____

SECTION 10: FOR TM USE ONLY

Processor	_____
Name	_____
ID	_____
Date	____ / ____ / ____
TMpoint/Reseller	_____
Reseller ID	_____
Agent ID	_____
Reseller's Name	_____
Date	____ / ____ / ____
Service Activation Date	____ / ____ / ____
Official Stamp	_____