

BUSINESS FIBRE INTERNET REGISTRATION FORM



A. FOR EXISTING CUSTOMER

ACCOUNT DETAILS

Company Name: _____

Account No.: _____

Existing Mobile No.: [] [] [] - [] [] [] [] [] [] [] [] [] [] [] []

B. FOR NEW CUSTOMER

DOCUMENTS REQUIRED

For Corporate/Company: * To be certified with company stamp

- Letter of request/authorisation on official letterhead*
- Photocopy of authorised signatory's NRIC (both side) or Passport (Non-Malaysian)*
- Photocopy of authorised Company Registration documents*

C. COMPANY DETAILS *Required

Company Name as per Company Form*: _____

Person-in-Charge (PIC) Name*: _____

Company Billing Address: _____

PIC NRIC/Passport No.*: []

PIC Contact No. (Mobile)*: [] [] [] - []

Business Registration No.*: _____

PIC Contact No. (Company)*: [] [] [] - []

Authorised Signatory's Name*: _____

PIC Fax No. (Company)*: [] [] [] - []

Authorised Signatory's NRIC/Passport No.*: []

PIC E-mail at work*: _____

Billing Preference: Existing Billing Account No.: _____ New Bill

- Nature of business*: Manufacturing, Agriculture & Mining Energy and Utility
- IT and Communications Trading, Reseller & Distribution
- Property & Construction Hospitality
- Financial Services & Insurance Logistic & Transportation
- Retail and F&B Education
- Services & Professional Services

No. of Employees*: _____

- Annual Company Sales Turnover*: <RM300,000 RM15mil - <RM20mil
- RM300,000 - <RM3mil RM20mil - RM50mil
- RM3mil - <RM15mil >RM50mil

D. SERVICE INFORMATION

Installation Address

Unit/Floor/Block: _____

Building Name: _____

Street Name: _____

Town/City: _____ State: _____ Postcode: []

Service Request Date (DD/MM/YY): _____ AM PM All Day

Site Contact Name: _____

Contact Telephone No.: [] [] [] - []

Contact Fax No.: [] [] [] - []

E-mail: _____

E. REQUIRED SERVICE TYPE (BROADBAND)

- Fixed IP Package:
- For MaxisONE Business / FlexiShare customer: 8Mbps: RM358/month 24Mbps: RM438/month 32Mbps: RM478/month 64Mbps: RM713/month 100Mbps: RM833/month
- For Non-MaxisONE Business / FlexiShare customer: 8Mbps: RM378/month 24Mbps: RM468/month 32Mbps: RM508/month 64Mbps: RM832/month 100Mbps: RM972/month
- Dynamic IP Package with WBB Back-up:
- For MaxisONE Business / FlexiShare customer: 8Mbps: RM178/month 24Mbps: RM258/month 32Mbps: RM298/month 64Mbps: RM471/month 100Mbps: RM710/month
- For Non-MaxisONE Business / FlexiShare customer: 8Mbps: RM178/month 24Mbps: RM268/month 32Mbps: RM308/month 64Mbps: RM530/month 100Mbps: RM788/month

Installation Fee: RM _____

Deposit Fee: RM _____

Advance Payment: RM _____

Grand Total: RM _____

Contract Period: 24 months

Preferred Payment Term (Please tick): Monthly Quarterly

BUSINESS FIBRE INTERNET REGISTRATION FORM

F. VOICE SERVICE

Class of Service (COS) Privileges

1. Unrestricted + Emergency Calls
2. National + 600 + Mobile + Local Calls Only + Emergency Calls
3. National + Mobile + Local Calls Only + Emergency Calls
4. Local Calls Only + Emergency Calls

Contract Period _____
 Deposit Fee RM _____
 Others RM _____
 Grand Total RM _____

No	Business Voice Numbers	Package	Name (first name, last name)	Mobile	Email	COS	Domain Name
1.		Business Voice Enhanced Unlimited <input type="checkbox"/> RM10/month <input type="checkbox"/> FREE with MaxisONE Business & FlexiShare					
2.		<input type="checkbox"/> Standard <input type="checkbox"/> Professional					
3.		<input type="checkbox"/> Standard <input type="checkbox"/> Professional					
4.		<input type="checkbox"/> Standard <input type="checkbox"/> Professional					
5.		<input type="checkbox"/> Standard <input type="checkbox"/> Professional					

G. REMARKS

H. DECLARATION

By signing below, I/We hereby declare that: (a) I/we wish to subscribe for the aforesaid Service(s) provided by Maxis Broadband Sdn Bhd (MBSB) as set out in this registration form and any amendments may be made hereto; (b) the above information provided is correct and valid; (c) I/we have read and agreed to be bound by the following contract terms and the Terms and Conditions printed overleaf and/or any amendments that made thereto from time to time; (d) I/we hereby consent to the collection and processing of my/our personal information/personal data in accordance with the Maxis Privacy Statement as set out in MBSB's website at www.maxis.com.my/pdpa and I/we agree that the Maxis Privacy Statement shall form an integral part of the terms and conditions of the Service. (In respect of corporate/business/non-individual customers): I/We further unconditionally and irrevocably undertake to obtain consent of our employees, representative(s) and/or signatories for the collection and processing of their Personal Information/personal data in accordance with the Maxis Privacy Statement and I/we agree that the Maxis Privacy Statement shall form an integral part of the terms and conditions of the Service; (e) I/we agree to allow the authorised installers to install the service at my office.

 Authorised Signature

Name (Print In Full): _____
 Designation: _____
 Date (DD/MM/YY): _____

Company's Stamp

For company application only

I. FOR OFFICE USE ONLY

Order taken via:
 ESD Reseller Telemarketing Maxis Centre Others

Dealer / Retail Source Code: _____ Parent Account ID: _____
 Master Account ID: _____ Account Category: _____
 Sales Code: _____ Reseller Code: _____
 Service Package: _____ Time Received: _____
 Date Received: _____ Processed By: _____
 Date of Registration: _____ Task Completion Time: _____
 Task Completion Date: _____ Modem ID: _____
 Customer IP Address: _____ Modem Password: _____
 Gateway IP: _____ Maxis Wireless Broadband Account No.: _____
 Subnet Mask: _____ Maxis Business Voice Account No.: _____

Reseller's Stamp

TERMS AND CONDITIONS

1. There is a minimum subscription period of 24 months ("Initial Term") for Maxis Business Fibre Internet Service ("the Service") subscribed herein unless specifically stated otherwise by Maxis Broadband Sdn Bhd (Co. No. 234053-D) ("Maxis").
2. The Service is only available in certain areas and is subject to Maxis Business Fibre Internet coverage area.
3. We will call you within seven (7) days of receiving your application for the Services to inform you of our acceptance or rejection of your application. Provision of the Services is at Maxis' sole discretion.
4. We will install and activate the Service within 15 working days of acceptance of your application.
5. You agree to grant us and/or our agents, permission to access/enter to your premises and/or from building management if needed, with prior notice for the installation of the Service in your premises.
6. For rescheduling or cancellation of appointed date and time of installation, please give Maxis five (5) days' notice, prior to the scheduled appointment for installation. Maxis reserves the right to charge customers the sum of RM200.00 for late notification of the rescheduling or cancellation of the appointed installation.
7. In the event the Service is terminated before the end of the minimum subscription period, you will be liable to pay the remaining balance of the Initial Term as per standard rate of Business Fibre package.
8. Upon acceptance of your application, you shall pay Maxis such payments by way of Cheque for the registration of the Services:
 - a) The sum equivalent to one month's access Fee as deposit; and
 - b) The sum equivalent to 1 month's Access Fee (for monthly billing) or 3 months' Access Fee (for quarterly bill) as the case may be, as advance payment.
9. Upon activation of the Service, the following charges will be reflected in your 1st month's bill and the payment made under clause 8(b) above will be deducted from the 1st month's bill:
 - a) One-time Installation Fee of RM200.00
 - b) 1 month's Access Fee (for monthly billing) or 3 months' Access Fee (for quarterly bill) as the case may be.
10. In the event service tax and goods and services tax ("GST") is applicable to services or equipment provided by Maxis under this Agreement, Maxis is entitled to charge the service tax or GST payable to the government on the Service and/or any Maxis services or equipment supplied to the Customer and these taxes shall be added to the bills issued to the Customer.
11. In the event GST is applicable, Maxis shall:
 - a) provide to the Customer information that may be reasonably required to establish the liability for GST; and
 - b) provide a tax invoice as may be required by the Customer to enable the Customer to claim an input tax credit under the law applicable to GST.
12. You are NOT allowed to downgrade to a lower package during the Initial Term.
13. In the event the Service package is upgraded or relocate to a new premise (subject to coverage availability) at your request, the current contract period will be terminated. Thereafter, a new contract for a new period of 24 months will be entered into between you and Maxis for the upgraded or relocate Service. However, if the premise you wish to relocate to is not under our coverage area, early termination charges will be applicable.
14. You are to promptly pay the monthly or quarterly Charges and any other charges for the Service. You will be responsible for the Service charges whether or not you were the one using the Service. In the event you fail to pay the monthly / quarterly charges, the Service will be suspended or barred until full payment has been made. A reconnection fee is payable before the Service is reconnected (where applicable).
15. The Service will be installed at the address provided in the Registration Form. If you need to relocate from the premises stated, you must give Maxis one (1) month's advance written notice. Any such relocation shall be subject to the Service Coverage Area and relocation charges, as may be charged by us at our absolute discretion. In the event that Maxis is unable to provide the service at the new location, then Maxis have an option to terminate the account. If the account is terminated before the end of the Initial Term, you will be liable to pay the remaining balance of the Initial Term as per standard rate of Business Fibre package.
16. In the event there is an existing Broadband Termination Unit (BTU) installed at the requested location for Maxis Business Fibre Internet, then the Service will be installed and configured to the existing BTU.
17. The one-time charge for installation includes external cable from the entrance up to the internal wiring for the first 15 meters for cables only. Additional charges will apply for Fibre/Ethernet cable exceeding the first 15 meters and this installation will be categorised as non-standard installation.
18. For the above non-standard installation and other non-standard installations such as wiring above ceiling, underground and concealed wiring ("additional services"), you may appoint your own contractor or deal directly with the appointed contractor/installer. The charges for the additional services shall be borne by you and payment will be made directly to the contractor/installer by you.
19. The Residential Gateway Modem (RGW) that been provided to you can only support up to 10,000 open sessions and it is not advisable to replace the dedicated internet access line.
20. Maxis Business Fibre Internet is an internet connection service running on a best-effort basis that is provided without any service level assurance. Fair Usage Policy shall apply.
21. We aim to provide but do not guarantee continuous or fault-free services. We are not liable to you in contract, tort (including negligence), or otherwise for any loss or damage [e.g. lost profits or business or consequential losses] that you may suffer in connection with the Service (or a failure to provide the Service).
22. You are not to use the Service:
 - a) to send spam or unsolicited email messages, and against public interest;
 - b) for purposes of resell the Services unless permitted by Maxis in writing; and
 - c) for any unlawful purpose such as vice or gambling, infringement of other people's intellectual property, publishing any defamatory or abusive material.
23. You agree to indemnify and keep Maxis indemnified against any loss, damage, liability or expenses arising from any claims whatsoever including for libel, invasion of privacy, infringement of intellectual property rights or breach of any law or regulation arising from the use of your Service, whether by you or any other person.
24. Personal Information/Personal Data
 - 24.1. The Customer acknowledges that Maxis and/or its Related Corporations may collect, use, disclose and otherwise process the Customer's Personal Information/Personal Data as set out in the Maxis Privacy Statement. The current version of the Maxis Privacy Statement is available at www.maxis.com.my/pdpa and at all Maxis Service Centres. Maxis and/or its Related Corporations may update the Maxis Privacy Statement from time to time. When it changes the Maxis Privacy Statement in a material way, it will post notice of this at <http://store.maxis.com.my> and www.maxis.com.my/pdpa. The Customer agrees that by continuing to use the Service(s) and/or products after such changes, the Customer agrees to be bound to, accepts and/or consents to such revisions and/or modification of the Maxis Privacy Statement.
 - 24.2. The Customer acknowledges and accepts that the terms and conditions in the Maxis Privacy Statement shall form an integral part of the terms and conditions of Service(s). The Customer further agrees and accepts that by registering and/or continuing to use the Service(s) and/or products and in accordance with Maxis' Privacy Statement, the Customer hereby expressly authorises and consents that Maxis may process and use his or her Personal Information/Personal Data for any purpose which is necessary and/or related to Maxis' provision of the Services to the Customer. In this respect, the Customer also expressly consents that Maxis may disclose his Personal Information/Personal Data to Maxis' agents, contractors, business partners, associates or such other parties as are necessary to facilitate the provision of the Services by Maxis to the Customer. The Customer also hereby consents to Maxis processing and disclosing sensitive personal data relevant for such purposes as mentioned under this clause 24.
 - 24.3. In addition and without derogation to Clause 24.2 above, the Customer further expressly consents that Maxis may use and/or disclose his Personal Information as follows:-
 - a) to Maxis' shareholders, Related Corporations and affiliated companies for purposes of providing any goods or service(s) to the Customer;
 - b) to Maxis' agents, contractors, business partners or associates for purposes of providing any goods or services to its Customers;
 - c) to Maxis' agents or contractors or any credit reference agencies or debt collection agencies for the purposes of recovering any amount due and owing to Maxis;
 - d) to payment channels including without limitation, financial institutions for purposes of maintaining financial records, assessing or verifying credit and facilitating payments of any amount due to Maxis pursuant to the Agreement;
 - e) to regulatory, governmental bodies or other authorities in compliance with requirements under law or towards the detection or prevention of crime, illegal/unlawful activities and/or fraud;
 - f) to any party involved in or related to a legal proceeding, for purposes of the legal proceedings;
 - g) to other service providers or to parties nominated or appointed by Maxis either solely or jointly with other service providers, for purposes of establishing and maintaining a common database of customers;
 - h) for any purpose which is necessary or related to Maxis' provision of the Services to you and/or
 - i) to Maxis' professional advisors on a need to know basis.
 - 24.4. Save in accordance with Clauses 24.2 and 24.3 above and except as permitted or required under any enactment, law, statute or code, Maxis will not use or disclose the Customer's Personal Information.
 - 24.5. The Customer hereby acknowledges his awareness that failure to provide complete and accurate information about the Customer and/or any relevant person (including their consents) to Maxis as required in the Agreement including the Registration Form or any Addendum, may result in his application for Services being rejected, the Services or Agreement being terminated and/or correspondence from Maxis including without limitation, bill statements failing to reach the Customer. The Customer shall update Maxis as and when the Customer's Personal Information/Personal Data provided earlier to Maxis becomes incorrect or out of date, through the Maxis Privacy Centre as set out in Maxis' Privacy Statement at www.maxis.com.my/pdpa.

TERMS AND CONDITIONS OF BUSINESS FIBRE WITH WBB (3G) BACKUP

1. The minimum contract subscription for Business Fibre Dynamic IP with WBB backup package is 24 months.
2. The WBB backup package is only valid for a subscription of Business Fibre Dynamic IP package.
3. While waiting for Business Fibre service to be restored, customer still can connect to the internet through the LAN ports or WiFi access from the Business Fibre router (RGW) once the WBB service been activated.
4. Other services such as Maxis BVE, VPN and other VAS will not be working whenever the Business Fibre service is down. The WBB service is only meant to provide an internet browsing experience.
5. Customer is strictly not allowed to remove the WBB device from Business Fibre router (RGW) and customer will be responsible for the WBB device. In event that the WBB device is lost or broken, the customer will be charged RM300 for the delivery of a replacement WBB device. The charge will appear in the monthly bill.
6. Customer is not allowed to downgrade during the minimum contract subscription period.
7. Maxis will provide a temporary internet service on the Business Fibre site visit day by setting-up the WBB device with Business Fibre router (RGW) at customer premise and can be used until Business Fibre service been activated.
8. In the event the 3G signal coverage is low at customer premise, Maxis will not provide the WBB device and Maxis will give monthly rebate of RM10 to customer.
9. The Business Fibre with WBB backup service is offered as a bundle package. Thus, suspension or barring of Business Fibre internet service will also cause WBB suspension as well.

TERMS AND CONDITIONS OF BUSINESS VOICE ENHANCED UNLIMITED

In respect of the Business Voice Enhanced Unlimited ("BVE Unlimited") allocated with the Service ("The Plan"), the Participant/Customer acknowledges and accepts that:

1. The Plan Unlimited Talk time applies to Domestic mobile/fixed ON-net & OFF-net usage for Business Voice call (Excluding, video calls, calls to special numbers, calls to 1-300/1-700/1-600 numbers).
2. The Plan Unlimited Talk time is for standard/normal person-to-person calls; it is meant for the Participant/Customer to talk to another person. It is NOT meant for multiple simultaneous calling, re-supply, call centre usage, telemarketing, application-to-person communication, continuously call forwarding, auto-dialling, machine-to-machine communication or any other activity that Maxis considers to be non-standard usage.
3. Maxis at its sole and absolute discretion reserves the right at any time without being liable to the Participant's/Customer's or any third party to discontinue, disconnect, interrupt, restrict, bar or suspend the Plan for such period of time as we deem fit or terminate the Plan where the Participant's/Customer's usage shows:
 - a) Excessive usage or placing unusual burdens on the network;
 - b) Unusual usage [as per Clause 2 of Maxis' Fair Usage Policy (please refer to Maxis' Fair usage Policy at www.maxis.com.my/FUP) which is NOT the normal making/receiving calls from/to the Participant's/Customer's devices which allows performing huge humanly impossible amount of calls
 - c) Unlawful activities or suspicion of fraud [as per Clause 3 of the Maxis Fair Usage Policy (please refer to Maxis' Fair usage Policy at www.maxis.com.my/FUP)];
 - d) Usage for commercial/non-personal purposes.
4. The Plan is provided at no cost (RMO) to the Participant/Customer where customer is MaxisONE Business customer.
5. However, a cost of RM10.00 per month will be charged for non-MaxisONE Business customer.
6. In the event, the Participant/Customer terminates the Service, the Plan will also be terminated automatically.



MAXIS BUSINESS FIBRE INTERNET

Important Notes Please Read and Tick

- I have read and understand the Biz Fibre Terms and Condition at the back of Biz Fibre Registration Form
- I understand if I have existing UniFi / Biz Fibre service at the installation address, new Maxis Biz Fibre service will be installed at the existing Broadband Termination Unit (BTU). Please share UniFi account if any: _____
- I understand if there is non-standard installation or additional service such wiring/cabling over the ceiling, underground and concealed wiring will be borne by my company.
- I will contact 1 800 82 1919 for any inquiry on Biz Fibre service & 1 800 82 1512 for Biz Fibre service technical issues
- I understand that the minimum subscription period is 24 months without any FREE trial period.
- I understand that I will be responsible to get permission from my building management for Maxis to start the work.
- I understand that I will be contactable within 5 business days for order creation and scheduling purposes.
- To differ or postpone the installation date, I will contact 1 800 82 1919 at least 5 days before appointment date and if less than 5 days I am aware Maxis will charge RM200 for late notification.
- I understand Maxis will do pre-visit before installation day, if the pre-visit result shows Maxis can't proceed with installation then Maxis reserves the right to reschedule the installation date until the issues have been resolved.
- I understand during installation process, if there is an issue that could not be avoided and requires installation to be postponed then Maxis will contact myself to reappointment within 7 to 21 business days.

Authorized Signature

Name : _____
Designation : _____
Date : _____

Authorized Signature

Dealer Name : _____
Designation : _____
Date : _____

6. YOUR RIGHTS AND OBLIGATIONS REGARDING THE PERSONAL DATA PROVIDED TO MAXIS

- 6.1 From time to time, we may ask you to review and update Personal Data of your directors, representatives and/or relevant personnel to ensure that the said Personal Data is complete, accurate and not misleading.
- 6.2 Please note that, by giving your consent herein, you shall be deemed to have accepted any changes, updates (including make amendments, variations and/or addition) to this Notice and Statement by MAXIS from time to time to reflect our current policy or subsequent to any rules, regulations, acts applicable at that time.

7. CONTACT US

- 7.1 You may address any queries, concerns or complaints or request for access or correction of the Personal Data or information for the attention of MAXIS' Data Privacy Officer, by:
 - a. emailing to us at customercare@maxis.com.my;
 - b. or calling us at 123 from your Maxis phone/1800821123 or 03-74922123 from any other phone;
 - c. writing to us at the following address: MAXIS, P.O. Box 13222, 50802 Kuala Lumpur and faxing through at 03-74922950.

Kindly indicate your consent by signing and returning to us the "Consent Form" as set out below

CONSENT

**We ,.....(*please provide company name*)
with Company No.: hereby consent to the processing
of the Personal Data as stated in the Personal Data Protection Notice and Statement
to Third Parties (Contractual, Agreement or Arrangement with Maxis) ("Notice and
Statement").**

**Further to the above, we hereby agree to comply with all reasonable requests of MAXIS to
enable MAXIS to comply with its obligations under the PDPA or other applicable laws,
regulations and/or guidelines**

Signature/Signatures : _____

Name of Authorised Signatory/Signatories : _____

Company Stamp : _____

Date : _____