



## SERVICE ORDER FORM - RESIDENTIAL PACKAGE

APPLICATION :            New            Upgrade / Downgrade            Relocation

1. Please read all the Terms & Conditions accompanying the subscription of the Service(s) before completing this application form.  
 2. Please write in CAPITAL LETTERS and tick (v) where required

### APPLICANT'S INFORMATION

Full Name \_\_\_\_\_  
 NRIC/Passport No. \_\_\_\_\_ Nationality \_\_\_\_\_ Gender    Male    Female  
 Date of Birth \_\_\_\_\_ Email \_\_\_\_\_  
 Contact No. (Primary) \_\_\_\_\_ (Secondary) \_\_\_\_\_

### INSTALLATION ADDRESS

No. \_\_\_\_\_ Level \_\_\_\_\_ Block \_\_\_\_\_  
 Street/ Lot \_\_\_\_\_  
 City/State \_\_\_\_\_ Postcode \_\_\_\_\_

### SERVICE DETAILS

Required For Service (RFS)<sup>1</sup> : \_\_\_\_\_  
 Appointed Representative<sup>2</sup> : \_\_\_\_\_  
 Representative's Contact No : \_\_\_\_\_  
 Preferred Timing            : Morning            Evening            Billing Cycle:  Monthly<sup>3</sup>

Notes :

1. Required For Service (RFS) date is subject to the availability of required infrastructure and/or equipment.
2. The appointed representative must be available during service installation.
3. Your e-bill will be sent to your registered email address. Early termination will subject to RM500 penalty.

### PACKAGE DETAILS

#### 1. City Broadband Residential<sup>1</sup>

100Mbps            RM99  
 500Mbps            RM139  
 1Gbps                RM199

#### 2. Add-On

Voice Home Plan    RM20/month<sup>2</sup>

#### 3. Contract Term

24 months            12 months<sup>3</sup>

Notes :

1. All packages includes an ONU, WiFi Router and 1 Dynamic IP.
2. An additional one-time charge of RM100 applies to customers who subscribe to 12 months contract term.
3. One-time charge of RM300 is required for 12 months contract term.

Voice calls are charged at RM0.08/min and low IDD call rates for international calls.  
 All price(s) are subject to 6% Service Tax.

#### UPFRONT PAYMENT

(Payable to Allo Technology Sdn Bhd prior to installation date)

Deposit*	Broadband	
Applicable for Non-Malaysian	RM300	
One-time charge	Broadband	Voice
Applicable for 12 months contract	RM300	RM100

\*Deposit is refundable upon termination

### DOCUMENTS AND DECLARATION

#### Documents Required :

Photocopy of NRIC (both sides) or passport (Non-Malaysian)

#### Declaration :

I hereby consent to the collection, use, disclosure of my personal information in accordance with the **Privacy Policy** available on <https://www.citybroadband.my/privacy-policy-2/>.

I hereby declare that the above information, documents and any appendices attached are true and valid. I have read and understood the contents of this form and agreed to be bound by general Terms & Conditions as stated on the <https://www.citybroadband.my/terms-conditions/> which accompany the subscription of product(s) and/or service(s).

Remarks:

APPLICATION ACKNOWLEDGEMENT
City Broadband's Acknowledgement Date: _____

FOR OFFICE USE ONLY	
Technical:	Date: _____
Sales:	Date: _____
Verified By:	Date: _____
Finance:	1st Billing Date: _____
Activation Date:	_____
Remark:	_____

Applicant's Signature  
 Date: \_\_\_\_\_