BUSINESS FIBRE INTERNET REGISTRATION FORM



A. FOR EXISTIN			B. FOR NEW CUSTOMER				
ACCOUNT DETAILS	S		DOCUMENTS REQUIRED				
Company Name:			For Corporate/Company: * To be certified with company stamp Letter of request/authorisation on official letterhead*				
Account No.:			Photocopy of authorised signatory's NRIC (both side) or Passport (Non-Malaysian)*				
Existing Mobile No.:			Photocopy of authorised Company Registration documents*				
C. COMPANY DE	*Required						
Company Name as p	per Company Form* :		Person-in-Charge (PIC) Name* :				
Company Billing Add	dress:		PIC NRIC/Passport No.*:				
			PIC Contact No. (Mobile)*: -				
Business Persistration	on No.* :		PIC Contact No. (Company)*: -				
Authorised Signator	y's Name* :		PIC Fax No. (Company)* :				
			PIC E-mail at work* :				
Authorised Signatory	y's NRIC/Passport No.*:		Billing Preference: Existing Billing Account No.: New Bill				
Nature of business*	: Manufacturing, Agriculture & Mining	Energy and Utility	No. of Employees*:				
		Frading, Reseller & Distribution	Annual Company Sales Turnover*:				
		Hospitality Logistic & Transportation	☐ RM300,000 - ⟨RM3mil ☐ RM20mil - RM50mil				
		Education	RM3mil - <rm15mil>RM50mil</rm15mil>				
	Services & Professional Services						
D. SERVICE INF	ORMATION						
INSTALLATION AD							
9							
Town/City:			State: Postcode:				
Service Request Dat	te (DD/MM/YY):						
Site Contact Nam	ne #1:		Site Contact Name:#2:				
Contact Telephon	ne No.:		Contact Telephone No.: -				
Contact Fax No.:		1 1	Contact Fax No.: -				
E-mail:			E-mail:				
PIC details for Maxi	icONE Pusiness Hub						
Name*:	ISUNE Business Hub		Email Address*:				
Mobile No.*:	sername & password will be sent to this mobile no.)		NRIC/Passport No.:				
			a cost. An email verification will be sent to the Authorised Signatory or PIC who is required to activate the account to be nth (exclusive of all applicable taxes) will be applicable for any request for printed itemised bill to be delivered to you.				
		onic bill statements. A fee of 10 per mo	ini reactusive of all applicable taxes? Will be applicable for any request for printed itemised bill to be delivered to you.				
E. REQUIRED SI	ERVICE TYPE (BROADBAND)						
Dynamic IP	ONEBusiness Fibre: 30Mbps ONEBusiness Fibre	e: 100Mbps ONE Business Fibre: 300M	Mbps Package ONEBusiness Fibre: 500Mbps Package ONEBusiness Fibre: 800Mbps Package				
	☐ 30Mbps RM99/month ☐ 100Mbps + 1 U Calls RM139/mo	nnth					
	Add-on 1 Unlimited Calls RM109	300Mbps + 5 ONE Bus RM309 (1000 Shareable	iness VoiceConnect 500Mbps + 5 ONE Business VoiceConnect 800Mbps + 5 ONE Business VoiceConnect 9 Off net mins) 800Mbps + 5 ONE Business VoiceConnect 9 Revision 800Mbps + 5 ON				
		300Mbps + 9 0NE Bus RM399 (1800 Shareable	iness VoiceConnect 500Mbps + 9 ONE Business VoiceConnect 800Mbps + 9 ONE Business VoiceConnect 80ff net mins) 8M469 (1800 Shareable Off net mins)				
Fixed IP	ONEBusiness Fibre: 30Mbps ONEBusiness Fibre	e: 100Mbps ONE Business Fibre: 300M	//bps Package ONEBusiness Fibre: 500Mbps Package ONEBusiness Fibre: 800Mbps Package				
	30Mbps RM299/month 100Mbps + 1 U	Inlimited 300Mbps + 1 Unlimited					
	Calls ™339/mc	onth 300Mbps + 5 ONE Bus RM509 (1000 Shareabl	iness VoiceConnect				
	RM309	300Mbps + 9 0NE Bus	iness VoiceConnect 500Mbps + 9 ONE Business VoiceConnect 800Mbps + 9 ONE Business VoiceConnect				
		RM599 (1800 Shareable	e Off net mins)				
Internet Security	Please select: Security (Anti Ransomware, Anti Cryptomining)	ti Malware, Block Inappr	iopriate Content (Gaming, P2P Downloading) Block Social Media (Facebook, Instagram, Twitter, YouTube etc)				
Unlimited calls for The existing "unlin You are not allowe 2 out of the 5 line If you are already You are not allowe The shareable mir The Wireless Back without any service	mited calls" line has no features (e.g. Pitot Hunting feat ed to downgrade or reduce the quantity of VoiceConne s, any termination would be terminating all 5 lines. subscribed to ONE Business Fibre 30Mbps or 100Mbp ed to share your credit card terminal line with a Dect produce for off-net calls will be offered on any lines subskup Internet is meant to provide a normal internet brown ce level assurance.	or additional lines, this applies to 300/5 ures are not allowed) ct lines offered in the above packages. s, to upgrade to ONE Business Fibre 30 shone using a splitter. The credit card te cribed (excluding video calls, calls to sp wsing experience and usage of a minimus.	200/800Mbps with Hosted Voice Solution (5 and 9 BVC lines). E.g. if you subscribe to ONE Business Fibre 500Mbps that comes with 5 lines, you are not allowed to terminate 0/500/800Mbps, you must subscribe to a new plan for twenty four (24) months. **rminal must be connected to an individual port to avoid disruption in the credit card transaction. **ecial numbers, and calls to 1-300/1-800/1-600/121 numbers & IDD calls). **un of one (1) ONE Business Voice line in which the quality of the line is on a best-effort basis that is provided				
Contract Peri	iod: 24 mths Preferred Payment Term the old modem will continue to be incurred if the termination		ocation (Please tick): Yes No Relocation Termination Date:				
	modern min commune to be mearred if the termination		;				

April 2019

BUSINESS FIBRE INTERNET REGISTRATION FORM

Subnet Mask:

F. \	VALUE ADDE	D SERVICES									
Add-	-On Solutions	3									
		Please sele	ect: Cloud	& Email Storage	RM	22/user per mth No of user(s): F	lease select domain	: .com + RM5/mth	.com.my + R	M7/mth .my + RM10/mth	
,	Cloud and	State your preferred domain name for your company (If not using your current domain).									
	imail	The maximum number of characters you can have for your domain is up to 18 alphanumeric characters. In the event that all 3 domain names are not available, Maxis will notify you via email.									
S	Storage	3rd Preference									
	-	Remarks:									
_	4	Kemarks.									
	Managed ViFi	Please sele	ect: RM80/n	nth *Note: Mana	ged V	iFi comes with ONE unit of Access Point. Additional units of Access Points of	can be purchasable below.				
Δdd-	On Devices										
	Access Poin	te	Please select:	Ougatit		@ ^{RM} 80/mth, per device					
	WiFi Mesh	115	Please select:			@ RM12 50 /mth, par davice * Note: WiFi Mesh	Add On is for existing ONE	Business Fibre customers only. For new re	egistration, Maxpe	rt will advise if additional WiFi Meshes	
\subseteq	THE TIMESIA					are required dur	ing the ONE Business Fibre	installation			
G. \	VOICE SERVIC	Class of	of Service (COS	3) Privilleges							
CO	S ID		Pl	ease tick CO	S II	Please tick COS ID	Please tick	COS ID	Please tick	COS ID Please tick	
1.	Allowed Unre	estricted Calls	- Default	2.		Bar IDD only 3. Bar IDD and 600 o	nly	4. Bar IDD Nat 600 Mobile		5. Bar 600 only	
Unli	mited Basic F	Package									
No	Business Voic	e Numbers	F	Package		Name (first name, last name)	Mobile	Email	cos	Domain Name	
1.			_	ss VoiceConnect							
			☐ RM10/m	onth vith 100Mbps pla							
				vith 300Mbps pl							
				vith 500Mbps pl							
			FREE v	vith 800Mbps pl	an						
Host	ted Voice Pac	:kage									
No	Business Voic		Paci	kage	Val	ue Added Service Name (first name, last name)	Mobile	Email	cos	Domain Name	
1.			ONEBusiness	_		Professional Pack					
2.			ONEBusiness			Professional Pack					
3. 4.			ONEBusiness ONEBusiness			Professional Pack Professional Pack					
5.			ONEBusiness	VoiceConnect		Professional Pack					
6. 7.			ONEBusiness ONEBusiness		П	Professional Pack Professional Pack					
8.			ONEBusiness			Professional Pack					
9.	0/200/500/00/	OMb b	ONEBusiness		_	Professional Pack					
 Ur 	nlimited calls for	the single line	e is to be surren	unlimited calls for dered if you sub	scri	e single line. be for additional lines, this applies to 300/500/800Mbps features are not allowed)	with Hosted Voice Sc	olution (5 and 9 BVC lines).			
• Yo	ou are not allowed	ed to downgra	ide or reduce the	e quantity of Voi	ceCi	nonnect lines offered in the above packages. E.g. if you sub	scribe to ONE Busine	ss Fibre 500Mbps that comes v	vith 5 lines, yo	ou are not allowed to terminate	
• f \	vou are already	subscribed to	ONEBusiness F	-ibre 30Mbps or	100	Mbps, to upgrade to ONE Business Fibre 300/500/800Mb	ops, vou must subscri	be to a new plan for twenty fou	r (24) months	S	
 The 	e Wireless Backı	up Internet is	meant to provid	add-ons, please e a normal interi	refe net b	ect phone using a splitter. The credit card terminal must be to the ONEBusiness VoiceConnect's terms and condition prowsing experience and usage of a minimum of one (1) C	ıs. INE Business Voice lir	ne in which the quality of the line	e is on a best	effort basis that is provided	
	hout any service se attach list if n										
	REMARKS										
I. D	ECLARATION		below, I/We here	by declare that: (a) I/w	e wish to subscribe for the aforesaid Service(s) provided by Ma	xis Broadband Sdn Bhd	(MBSB) as set out in this registration	on form and ar	y amendments may be made hereto; (b	
		to time; (d) I/we hereby con	sent to the collecti	on a	; (c) I/we have read and agreed to be bound by the following co nd processing of my/our personal Information/personal data in a	ccordance with the Max	xis Privacy Statement as set out in N	MBSB's websit	e 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 S	tatement shall for	m an integral part	of the	ne terms and conditions of the Service; (e) I/we agree to allow	the authorised installer	s to install the service at my office.			
					V	. 0		Company's Stamp		D_T	
					1	N		_	/4	P	
		TOU C			utno	rised Signature			3	O	
Name	e (Print In Full):		HEE KA	ING		0		_	\ \	003126776-T	
Desig	gnation:	DIREC						For company application	n only	3 05	
Date	(DD/MM/YY):	02/03/	2022							<u>*</u>	
J. I	FOR OFFICE U	JSE ONLY									
Orde	r taken via:										
E	SD Reseller	T	elemarketing	Ma:	cis C	entre Others					
	er / Retail Sourc	e Code:			-	Parent Account ID:		_			
Maste	er Account ID:				-	Account Category:		Reseller's Stamp			
	Code:				-	Reseller Code:		-			
	ce Package:				-	Time Received:		-			
	Received:				-	Processed By:		-			
	of Registration:					Task Completion Time:		-			
	Completion Date omer IP Address					Modem ID:		_			
	omer IP Address way IP:	·			-	Maxis Wireless Broadband Account No.:		_			
uaitl	ray II .	_			-	makis willetess broduballa Accoult NO.:		— 1			

April 2019 PAGE 2 0F 3

Maxis Business Voice Account No.:

SUMMARY TERMS AND CONDITIONS OF MAXIS SERVICE(S) ("SUMMARY")

Your Agreement with Maxis comprises the General Terms and Conditions ("General Terms"), Service Specific Terms & Conditions applicable to you, the Maxis Group Privacy Statement and the Maxis Fair Usage Policy ("Agreement"). These are all located on our official website at www.maxis.com.my/tnc/business and www.maxis.com.my/pdpa. Alternatively please visit your nearest Maxis Centre for hard copies.

This Summary highlights some of the important terms of the Agreement. When you purchase the Maxis Service(s), the Agreement in its entirety (and not just this Summary) applies to you. Please read and understand the contents of the Agreement in its entirety. Terms used in this Summary will have the same meaning as defined in the General Terms. In the event of any inconsistency or conflict between the Summary and the General Terms, the General Terms will prevail.

YOUR PERSONAL INFORMATION

We will process your Personal Information pursuant to the Personal Data Protection Act 2010 and the Maxis Group Privacy Statement. These explain your rights to and our usage of your Personal Info rmation. Our Maxis Group Privacy Statement is found at all our Maxis Centres and our website at www.maxis.com.my/pdpa. Call us at 1800 82 1123 or 74922123 or e-mail us at customercare@maxis.com.my if you need a copy.

YOUR OBLIGATIONS WHEN YOU USE THE SERVICE(S):

You must:

- comply with the Agreement in its entirety; comply with all applicable laws of Malaysia and instructions issued by us;
- promptly pay Charges in full without deduction and protect Our Equipment;
- not disclose your Log-On Details to others;
- not use the Service(s):
 - a) to send spam, unsolicited messages (including SMS' and emails), and messages against public interest;
 - b) for re-sale unless permitted by Maxis;
 - c) for fraudulent, unlawful and improper purpose such as gambling, vice, infringement of intellectual property rights, publishing any defamatory or abusive material; and
 - d) for any activity which is likely to cause Network congestion.

THE SERVICE(S) WE SUPPLY, OUR LIABILITY AND WHAT YOU CAN EXPECT OF US:

Our Service(s) may not be available everywhere. Please check Our Network coverage area on our official website at <u>maxis.com.my/network</u>. Whilst we will make every attempt to provide a fault free service, the Service(s) are not fault free from Matters Beyond Our Control. We are not liable to you or any other party, in contract, tort (including negligence), or otherwise for any loss or damage that you may suffer in connection with the Service(s).

CHANGE OF SERVICE PLAN

Request for a change of Service plan is based on our approval and at your cost.

GOOD AND SERVICES TAX ("GST") PROVISIONS

We will provide you with a tax invoice if GST is applicable.

WHEN WE CAN SUSPEND OR TERMINATE YOUR SERVICE(S):

We may suspend or terminate your Service(s) in a number of circumstances, including where you breach Our Agreement, late payment or failure to make payment, Network related issues (including emergencies), or use the Service(s) for improper purposes or for damaging our Network or when you resign or leave your Company or insolvency. If the Service(s) is/are suspended or terminated, you must still pay all outstanding Charges and charges for Service(s) reconnection.

WHAT WE CAN DO IN RELATION TO THE SERVICE(S):

We may from time to time make any changes, including revising the Charges. Changes will be notified via Maxis' official website.

COMPLAINTS

We appreciate any feedback about our Service(s), and are committed to resolving problems or complaints quickly. If you have any concerns, please contact us at 1-800-82-1919 or dial 1919 from your mobile.

You acknowledge that you have been provided with and have read and understood the Agreement in its entirety, and you agree to the terms and conditions of the Agreement.

April 2019 PAGE 3 OF 3

SERVICE SPECIFIC TERMS & CONDITIONS ("SSTC") **ONE**BUSINESS FIBRE



1. GENERAL

- The Service(s): ONEBusiness Fibre will be offered at download speeds of up to 30Mbps, 100Mbps, 300Mbps, 500Mbps and 800Mbps. All new sign ups to these packages will be contracted for twenty four (24) months.
- You: Business Customer signing up for the Service(s).
 The use of the Service(s) is subject to the General Terms & Conditions ("GTC"), Service Specific Terms & Conditions ("SSTC"), Summary Terms & Conditions ("STC"), Maxis Fair Usage Policy and any other applicable terms and conditions, all at www.maxis.com.my/tnc/business.
 Capitalised terms herein have the same meaning as defined in the GTC.
 Any conflict or inconsistency between this SSTC, the GTC and the STC, shall be construed in the following order of precedence: (a) SSTC; (b) GTC; and (c) STC.

2. DEFINITIONS AND INTERPRETATION

Unless the context otherwise requires, the highlighted words shall have the following meanings: "Maxis Maxpert" means Maxis certified and trained technical Personnel. "Service Commencement Date" means the date on which Maxis notifies you that the Service(s) is ready for use and accepted by you. "Site(s)" means the premise(s) designated by you under "Installation Address", including the building(s) where the premise(s) is located, under or through which Our Equipment is to be placed for the provisioning of the Service(s).

"Term" means the period of twenty four (24) months commencing from the Service Commencement Date.

3. PROVISION OF THE SERVICE(S)

- Upon receiving your application for the Service(s), within seven (7) working days, Maxis will review your application and inform you of the status of your application.
 Upon acceptance of your application, within fifteen (15) working days, Maxis will install and activate the Service(s).
- You are to give Maxis five (5) days' advance notice for any rescheduling or cancellation of appointed date and time of installation agreed initially between you and Maxis. Maxis reserves the right to charge you RM200.00 for any late notification of the rescheduling or cancellation of the appointed installation date.
- The Service(s) is an internet connection service running on a best effort basis that is provided without any service level assurance. Fair Usage Policy shall apply. Maxis does not guarantee or warrant the availability of the Service(s) or continuous, uninterrupted or secure access to the internet. You shall be solely responsible for keeping an independent back-up of all data stored in the space allocated to you and for the data retrieved, stored or transmitted 3.6 through the Service(s).
- 3.7 If there is an existing Broadband Termination Unit ("BTU") installed at the Site(s), then the Service(s) will be installed and configured to the existing BTU for fibre infrastructure only. 3.8
- The Residential Gateway Modem ("RGW") that has been provided to you can only support up to 10,000 open sessions and is not available to replace the dedicated internet access line.
- On the day of installation, Maxis Maxpert will be there to assist and provide advice on how to configure the setup for the Service(s)
- Maxis will only install the Maxis Equipment inside your Site only. The installation will not include non-standard installation charges including but not limited to external cables from the entrance up to the internal wiring inside your Site, wiring above ceiling, underground and concealed wiring including cabling from building telecommunication room to your Site(s) ("Additional Services"). You may appoint your own contractor or deal directly with the appointed contractor/installer. 3.10

4. ADDITIONAL FEATURES & REQUIREMENTS

- All value added services offered with the Service(s) will be available to you as long as you subscribe to the Service(s).

 If you are currently subscribed to download speeds of up to 30Mbps and/ or 100Mbps, you can upgrade to download speeds of up to 300Mbps, 500Mbps and/ or 800Mbps with a minimum period of subscription of twenty four (24) months provided that the infrastructure is available at your Site. 4.2
- 4.3 You are not allowed to downgrade during the minimum contract subscription period. If you downgrade the Service(s) before the expiry of the twenty four (24) months
- period, you are to pay Maxis the monthly recurring charges for the whole months remaining for the subscription.

 If you are out of contract, you may downgrade or upgrade your plan at any time and there are no fees charged for any downgrade or upgrade of plans. However, Maxis reserves the right to require you to pay a one-time fee, if you are discovered to be abusing the downgrade or upgrade process.

5. CHARGES

5.1 The charges for the Additional Services shall be borne by you and payment will be made directly to the contractor/ installer by you.

6. VALUE ADDED SERVICES

The Service(s) with Wireless Backup (LTE/3G) ("Wireless Backup") 6.1.1 The Wireless Backup is only valid for the subscription of the Service(s).

- 6.1.2 While waiting for the Service(s) to be restored, you will be automatically connected to temporary internet through the RGW via Wireless Backup. However, for ONE Business Fibre Fixed IP package, the existing Fixed IP address will not be applicable via Wireless Backup until Service(s) is fully restored.

 6.1.3 Other services such as Maxis Business Fibre Internet, Virtual Private Network and other value added services will not be working whenever the Service(s) is down. The
- Wireless Backup is meant to provide a normal internet browsing experience and usage of a minimum of one (1) ONE Business Voice line in which the quality of the line is on a best effort basis that is provided without any service level assurance.

 6.1.4 You are strictly not allowed to remove the Maxis Equipment (including any SIM) from the RGW without Maxis' written permission. In the event that the Maxis
- Equipment (including any SIM) is lost or broken, you will be charged accordingly for the replacement and delivery of Maxis Equipment. The charge will appear in the next monthly bill.
- 6.1.5 The Service(s) with Wireless Backup is offered as a bundle package. Suspension or barring or termination of the Service(s) will also cause Wireless Backup to be suspended or barred or terminated at the same time.

The Service(s) with ONEBusiness VoiceConnect ("BVC")

- 6.2.1 The BVC unlimited talk time applies to domestic mobile/ fixed on-net & off-net usage for BVC calls (excluding video calls, calls to special numbers, and calls to 1-300/1-800/1-21 numbers & IDD calls) if you subscribe to the Service(s).
- 6.2.2 The BVC unlimited talk time is for basic voice calls between person-to-person. It is meant for you 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-dialing, machine-to-machine communication or any other activity that Maxis considers to be non-standard usage.
- 6.2.3 For download speeds of up to 300Mbps, 500Mbps and 800Mbps, you may also choose to subscribe to the Service(s) with either five (5) BVC lines or nine (9) BVC lines with shared minutes at a charge as set out in the Registration Form. You are not allowed to terminate the quantity of BVC lines offered (e.g. if you subscribe for 5 BVC lines, any termination of the BVC lines would be terminating all 5 BVC lines and if you subscribe for 9 BVC lines, any termination of the BVC lines would be terminating all 5 BVC lines and if you subscribe for 9 BVC lines, any termination of the BVC lines would be terminating of all 9 BVC lines). The free minutes apply to domestic mobile/ fixed on-net & shareable off-net usage for BVC calls (excluding video calls, calls to special numbers, and calls to 1-300/1-800/1-600/ 121 numbers & IDD calls) if you subscribe to the Service(s). Call rate usage shall revert to normal rate once you have no more allocated shareable off-net minutes.
- 6.2.4If you are currently subscribed to download speeds of up to 30Mbps and/ or 100Mbps which comes with a BVC line with an unlimited talk time of which no additional features is allowed to be added to the line (e.g Pilot Hunting). In the event you subscribe for more than one BVC line, the unlimited talk time will cease and free on-net and shareable minutes for off-net calls will be offered on any lines subscribed.

 6.2.5The Equipment deployed at your site is to be located on the same floor in the same building. In the event you require the Equipment to be deployed in separate
- locations, you will have to bear extra charges for additional cabling required to do so.

 6.2.6 You may connect a credit card terminal to the ATA. The credit card terminal has to be connected to an individual line and port without sharing. You are not allowed
- to use a splitter to share the credit card terminal with the Digital Enhanced Cordless Telecommunication Phone ("DECT
- 6.2.7 The minimum period of subscription for the BVC is twenty four (24) months unless otherwise agreed between you and Maxis. After the twenty four (24) months period, the BVC shall continue on a monthly basis until terminated in accordance with this SSTC.
 6.2.8 The Service(s) with BVC is offered as a bundle package. Suspension or barring or termination of the Service(s) will also cause BVC to be suspended or barred or
- terminated at the same time. 6.2.9If you downgrade or terminate the subscription for the BVC before the expiry of the twenty four (24) months period, you are to pay Maxis the monthly recurring
- charges for the whole months remaining for the subscription or early termination charges of the line rental. 6.210 Suspension or barring or termination of the BVC will not affect the Service(s).

The Service(s) with Managed WiFi ("Managed WiFi") 6.3.1 The Managed WiFi will come with 1 access point.

- 6.3.2 The Managed WiFi will be installed within five (5) working days after the Service(s) is activated. The installation of the Maxis Equipment for the Managed WiFi will include 90m cabling with no drilling.
- 6.3.3 Maxis will assist to create the single click landing page with 1 logo at no cost to you. Maxis will charge you for any subsequent changes to the landing page.
- 6.3.4 The Maxis Equipment for the Managed WiFi will be enrolled into the advanced hardware replacement program as long as you are within the Term of the Agreement.
 6.3.5 The minimum period of subscription for the Managed WiFi is twenty four (24) months unless otherwise agreed between you and Maxis. After the twenty four (24) months period, the Managed WiFi shall continue on a monthly basis until terminated in accordance with this SSTC.
- 6.3.6 The Managed WiFi is offered as a bundle package. Suspension or barring or termination of the Service(s) will also cause the Managed WiFi to be suspended or barred or terminated at the same time.
- 6.3.7If you terminate the subscription for the Managed WiFi before the expiry of the twenty four (24) months period, you are to pay Maxis the monthly recurring charges for the whole months remaining for the subscription.

6.3.8 Suspension or barring or termination of the Managed WiFi will not affect the Service(s).

April 2019 PAGE 1 OF 2

SERVICE SPECIFIC TERMS & CONDITIONS ("SSTC") **ONE**BUSINESS FIBRE



6.4 The Service(s) with Internet Security ("Internet Security")

6.4.1 For Service(s) with download speeds of up to 300Mbps, 500Mbps and 800Mbps, the Internet Security will be provided to you as part of your plan with no extra charge. 6.4.2 While waiting for the Service(s) to be restored, you will be automatically connected to temporary internet through the RGW via Wireless Backup. The Internet Security would

temporarily be suspended until the Service(s) is fully restored.

6.4.3 The internet Security is provided by a third party service provider, Cisco OpenDNS LLC ("Cisco") and Maxis excludes any liability related to it and is not responsible for any loss, damage, liability or expenses arising from any claims whatsoever including but not limited to invasion of privacy, infringement of intellectual property rights or breach of any law or regulation arising from the use of the Internet Security, whether by you or any other person. Risk passes to you immediately upon activation of the Internet Security. Technical or customer support will be provided via a 24 hours/ 365 days toll free helpdesk support as published at Maxis' official website for use by you.

6.4.4 Maxis and/or Cisco hereby grant you the license to use the Internet Security. The Internet Security shall remain the property of Cisco at all times and does not at any time pass to you.

- 6.4.5 You acknowledge and agree that you shall:a. adhere to the terms and conditions herein and at https://umbrella.cisco.com/terms;
 b. not carry out or permit to be carried out any additions, improvements, adjustments, modifications, alterations or replacements to the Internet Security without the prior consent of Cisco;
 - c. retain the Internet Security at all times in the custody and control of yourself and not permit any third party to use the Internet Security. Use of the Internet Security by any third party shall be deemed to be use of the Internet Security by you;
 - d. be solely responsible for any data transmitted or broadcasted (whether authorised by you or not) and the security of any data/information retrieved, stored or transmitted and managing the use of the storage capacity for your data/information to ensure it is within the capacity allocated to you. We are not liable for any unauthorised access to any data/information notwithstanding the cause of such unauthorised access and shall have no obligation to back up or manage the data/information:
 - e. use all precautions to prevent, and report immediately to us and/or Cisco upon the discovery of, any fraud, unauthorised usage, or any other unlawful acts. You agree to lodge a police report whenever instructed by us and/or Cisco and to give us and/or Cisco a certified copy of such report;
 f. not use or permit the use of the Internet Security or install, connect, link or use or permit the installation, connection, linking or use of any equipment in
 - contravention of any law or which generates or is likely to generate traffic or usage which causes or is likely to cause congestion in or disruption to the provision or operation of any service by us or any other service provider;
 - g. use the Internet Security according to the specifications, guidelines and recommendations and shall immediately disconnect or cease to use the Internet Security at our and/or Cisco's request;
 - h. be responsible for obtaining and maintaining all licences, permits, consents, authorisations and intellectual property or other rights required for the use of the Internet Security and other equipment and software in your name and at your expense; and ensure that all other equipment and software used in connection with the Internet Security or part thereof are compatible and can properly function.

6.4.6 The full terms and conditions of the Internet Security, which can be found at https://umbrella.cisco.com/terms, shall be applicable and read together with the this Agreement. 6.4.7 The Internet Security is offered as a bundle package. Suspension or barring or termination of the Service(s) will also cause the Internet Security to be suspended or barred or terminated at the same time.

The Service(s) with WiFi Mesh ("WiFi Mesh")

6.5.1 For Service(s) with speeds of up to:

- a. 30Mbps and 100Mbps, you have the option to add on one (1) unit of WiFi Mesh ("Add-on WiFi Mesh") at a charge as set out in the Registration Form.
- b. 300Mbps, 500Mbps and 800Mbps, two (2) units of WiFi Mesh ("Free WiFi Mesh") will be provided to you as part of your plan with no extra charge.

 6.5.2 The minimum period of subscription for the Add-on WiFi Mesh is twenty four (24) months unless otherwise agreed between you and Maxis. After the twenty four (24) months period, the Add-on WiFi Mesh shall continue on a monthly basis until terminated in accordance with this SSTC.

 6.5.3 You are free to purchase your own WiFi Mesh and other equipment for using the Service(s), but we shall not in any way warrant the quality of the Service(s) from the WiFi
 - Mesh and other equipment of your choice.
- 6.5.4 WiFi Mesh is offered as a bundle package. Suspension or barring or termination of the Service(s) will also cause the Add-on WiFi Mesh to be suspended or barred or terminated at the same time and you are to pay Maxis the monthly recurring charges for the whole months remaining for the subscription.

 6.5.5 If you terminate the subscription for the Add-on WiFi Mesh before the expiry of the twenty four (24) months period, you are to pay Maxis the monthly recurring charges for
- the whole months remaining for the subscription.
- 6.5.6 Suspension or barring or termination of the Add-on WiFi Mesh will not affect the Service(s). The Service(s) with Cloud Storage & Email ("Cloud Storage")

- 6.6.1 Cloud Storage of up to 1TB (comprising photographs, videos or documents) and 50GB of emails will be provided to you at a charge as set out in the Registration Form.
- 6.6.2 The minimum period of subscription for the Cloud Storage & Email is twenty four (24) months unless otherwise agreed between you and Maxis. After the twenty four (24) months period, Cloud Storage & Email shall continue on a monthly basis until terminated in accordance with this SSTC.
- 6.6.3 If you terminate the subscription for the Cloud Storage & Email before the expiry of the twenty four (24) months period, you are to pay Maxis the monthly recurring charges for the whole months remaining for the subscription. 6.6.4 Suspension or termination of the Cloud Storage & Email will not affect the Service(s). The Cloud Storage & Email shall continue even if you suspend or terminate the
- Service(s). 6.6.5 In addition to these offer terms and conditions, you are subject to the other applicable terms and conditions, as set out on Microsoft Office365 Business Essential's website at https://www.microsoft.com/en-us/legal/intellectualproperty/copyright/default.aspx.

7. EQUIPMENT

- You are responsible, at all times, for the safety of our equipment in your Site. Upon termination of the Service(s), our equipment must be returned in good working
- condition, failing which you may be charged for any loss or damage.

 The router/ dongle/ WiFi Mesh/ Dect phone/ modem (comprising either the Optical Network Terminal (ONT)/ BTU) as the case may be) provided to you remains Maxis' property, (collectively referred to as "Maxis Equipment"). Upon termination of the Service(s), you must return to us the ONT/ BTU (together with its accessories) in good working condition. If you do not return the ONT/ BTU or if you return the ONT/ BTU but it is not in good working condition, you will be charged a fee of RM500 or such other charge as may be notified to you by Maxis from time to time. This charge does not include applicable taxes.
- The Maxis Equipment provided on installatión haś a warranty that is reflective of your specific contract with Maxis.
- We are only responsible to configure and maintain Maxis Equipment at all times.

8.TERM AND TERMINATION

- The minimum period of subscription for the Service(s) is twenty four (24) months unless otherwise agreed between you and Maxis. After the twenty four (24) months period, Service(s) shall continue on a monthly basis until terminated in accordance with this SSTC.
- Maxis may terminate this Agreement and/or the Service(s) for convenience by giving you thirty (30) days advance written notice.
- If you relocate the Service(s) during the Term, you are not liable to pay for the remainder of the monthly recurring charges for the Term, provided you terminate this Agreement and enter into a new Agreement with Maxis for the Service(s) at the new location for the Service(s). The new Agreement between you and Maxis will be for twenty four (24) months period based on the prevailing Charges and further terms and conditions imposed by Maxis. 8.3
- If you relocate the Service(s) to a non-Service(s) coverage area, this Agreement will be terminated and you are to pay Maxis the monthly recurring charges for the whole months remaining for the Term. 8.4
- This Agreement shall automatically continue for an extended term as the existing Term at the prevailing charges and rates imposed by Maxis and on the terms and conditions contained herein (unless otherwise notified by Maxis) unless you give Maxis thirty (30) days advance written notice of your intention to terminate this Agreement before expiry of the Term.
- If you terminate the Agreement before the expiry of the Term, you are to pay Maxis the monthly recurring charges for the whole months remaining for the Term. Upon termination of the Service(s), you must return to us the Maxis Equipment in good working condition. If you do not return the Maxis Equipment or if you return the Maxis Equipment but it is not in good working condition, you will be charged a fee of RM200 or such other charge as may be notified to you by Maxis from time to time. This charge does not include applicable taxes.

 9. WARRANTY AND LIMITATION OF LIABILITY

- You warrant that: (a) you have the power to enter into and observe its obligations under this Agreement, (b) you are the owner of specifications, designs and/or the materials supplied to Maxis to enable Maxis to provide the Service(s) and (c) you have not relied on any représentations made by Maxis or upon any descriptions or
- illustrations or specifications contained in any document including any catalogues or publicity materials supplied by Maxis.

 Warranty applies to Maxis' Equipment offered or purchased with Service(s) which cover manufacturing defects within warranty period as stipulated under this Agreement. You agree that repairs, defects, and/ or faults shall be subject to the applicable warranty issued by Maxis and stipulated in your Maxis' Equipment contract
- 9.3 Subject to clause 18.5 of the GTC, Maxis' liability shall be limited to the lesser of: (a) the fees paid to Maxis by you over the twelve (12) months period prior to the date of the breach; or (b) RM500.00.

April 2019 PAGE 2 OF 2



MAXIS BUSINESS FIBRE INTERNET

Important Notes Please Read and Tick

•	I have read and understand the Biz Fibre Terms an	nd 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 technical issues	Fibre service & 1 800 82 1512 for Biz Fibre service	/					
•	I understand that the minimum subscription period	od is 24 months without any FREE trial period.	√					
•	I understand that I will responsible to get permist the work.	sion from my building management for Maxis to start	<u> </u>					
•	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 then 5 days I am aware Maxis will charge RM200 for late notification.							
•	I understand Maxis will do pre-visit before installa proceed with installation then Maxis have reserve the issues been resolved.	etion day, if the pre-visit result show Maxis can't es the right to reschedule the installation date until	✓					
•	I understand during installation process, if there is installation to be postpone then Maxis will contact	s issue that could not been avoided and required ct my self to reappointment within 7 to 21 business days.	✓					
	Authorised Signature	Authorised Signature						
Na		Dealer Name :						
	signation : <u>DIRECTOR</u>	Designation :						
Dat	: <u>02/03/2022</u>	Date :						