



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)¹ : _____
 Appointed Representative² : _____
 Representative's Contact No : _____
 Preferred Timing : Morning Evening Billing Cycle: Monthly³

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 Residential¹

100Mbps RM99
 500Mbps RM139
 1Gbps RM199

2. Add-On

Voice Home Plan RM20/month²

3. Contract Term

24 months 12 months³

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:

Applicant's Signature
 Date: _____

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:	_____