

APPLICATION-CUM-SERVICE AGREEMENT FOR FIBRE BIZPAC (GPON)



Notes:

For application by a Firm/Company, it should be made by an authorised officer.
Original Certification of Incorporation (COI) / Business Registration Certificate (BRN) is required for verification.
To expedite processing, please complete the form in full with BLOCK letters.

Company Registration No.: 199604708Z

Sales Rep: _____ Email: _____ Contact: _____ Return Fax: **6396 7189**

| Corporate Information | | | |
|-------------------------------------|--|--|--------------------------------------|
| Name of Firm/Company | | Business Registration No./Certificate of Incorporation | |
| Main Office No. | | Type of Business | |
| Fax No. | | Designation | |
| Name of Authorized Officer | | NRIC/Passport No. | Designation |
| Date of Birth of Authorized Officer | | Contact No. of Authorized Officer | E-mail Address of Authorized Officer |
| Registered Address as in RCB | | Billing Address (if different from Registered Address) | |
| Postal Code | | Postal Code | |

| Service Installation | | | |
|--|---|--|---|
| Service Port Installation Address: | | | Postal Code: |
| Site Contact Information: | Name: | Email: | Contact Number: |
| Please indicate preferred installation timing for: (Installation dates to be advised) | Terminal Point Installation | <input type="radio"/> Morning (From 9am) | <input type="radio"/> Afternoon (Until 5pm) |
| | Network Terminal Equipment Installation | <input type="radio"/> Morning (From 9am) | <input type="radio"/> Afternoon (Until 5pm) |

| Important Note: Installation Process | |
|--|---|
| 1) | Fibre Terminal Point (TP) Installation. Date to be advised to customer. Morning or Afternoon preference to be indicated by customer. |
| 2) | Network Terminal Equipment (NTE/ONT) Installation. Date to be advised to customer. Morning or Afternoon preference to be indicated by customer. |
| 3) | M1 Customer Premise Equipment (CPE) Installation. RFS date & service ready date to be advised to customer. |
| Fibre Terminal Point (TP) must be located within <u>1metre</u> of a power supply socket. Network Terminal Equipment and Customer Premise Equipment are powered network equipment required for this service and the customer must provide a suitable power supply for each equipment. | |

| Customer Contact Information | | | |
|---|--|--------------------------------------|---|
| Name of Administrative/Installation Contact Person (for service delivery) | Telephone No | Designation | |
| | E-mail Address (All provisioning information & updates will be send to this account) | | |
| | Notification Mode: | <input type="radio"/> 24 Hours Daily | <input type="radio"/> Office Hours (9am-5pm, Mon-Fri) |
| Name of Operations/Technical Contact Person (after service delivery) | Mobile No. | Designation | |
| | E-mail Address (All provisioning information & updates will be send to this account) | | |
| | Notification Mode: | <input type="radio"/> 24 Hours Daily | <input type="radio"/> Office Hours (9am-5pm, Mon-Fri) |

| Existing Customer | | | |
|--|-------|---|--|
| Existing M1 customer, please state account number: | _____ | Do you wish to be billed under this account number? | <input type="radio"/> Yes <input type="radio"/> No |

| Service Details | | | |
|--|---|---------------------------------|---|
| <input type="radio"/> Fibre BizPac (GPON) - Dynamic 11P - 10Mbps | <input type="radio"/> Fibre BizPac (GPON) - Dynamic 11P - 25Mbps | Contract Period: | |
| <input type="radio"/> Fibre BizPac (GPON) - Dynamic 11P - 50Mbps | <input type="radio"/> Fibre BizPac (GPON) - Dynamic 11P - 100Mbps | <input type="radio"/> 24 Months | <input type="radio"/> Other: _____ Months |

| Value Added Service Options | |
|--|---|
| <input type="radio"/> 1 Static IP Address | |
| <input type="radio"/> Additional NTE Port | <input type="radio"/> Upgrade to Environmentally Hardened NTE |
| <input type="radio"/> Additional _____ Mbps Class D PIR (Peak Info Rate) - In Multiples of 5Mbps | <input type="radio"/> Additional _____ Mbps Class D CIR (Committed Info Rate) - In Multiples of 5Mbps |

| Choice of Router | |
|---|--|
| <input type="radio"/> Use Router Provided by M1 | <input type="radio"/> Use own Router (please specify model): _____ |

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Choice of Payment

- Cheque (made payable to M1 Ltd)
- GIRO (a GIRO form will be sent together with your account activation letter)
*Not applicable for payment of first billing.
- Credit Card (to fill in Visa/Mastercard Standing Instruction as attached)
*Deduction of payment is on the 15th of every month.

Remarks (If Any)

For details on package, please refer to attached Sales Quotation or Promotion Reference: _____

Terms & Conditions

- Fibre BizPac (GPON) Access Service is available to company that fulfils the following requirements:
 - Certificate of Incorporation (COI) or Business registration Certificate (BRN)
- Under normal circumstances, the Services will be activated within 22 working days (excluding Saturdays, Sundays and Public Holidays). However, subject to resource availability, it may take up to 30 working days or longer for the service to be activated.
- Basic GPON Service has to be subscribed under a Business Registered Number (BRN).
- The minimum system requirements for a Customer Premise Equipment (CPE) may vary. Please check with your respective vendor or manufacturer. M1 will not take any responsibility for any hardware CPE issues if the CPE is not provided by M1.
- There is a minimum contractual period for Fibre BizPac (GPON) Access Service, subjected to the prevailing promotion terms and conditions.
- A cancellation charge of 12 months of the total contract Value will be charged upon cancellation of this application before the activation date.
- A termination charge of 100% of remaining month's subscription will be charged for premature termination of this Service.
- A cancellation charge of \$500 will be imposed for wrong installation address given.
- 1 month advanced notice is required for termination of this Service before or after the contractual period ends. A termination charge of 1 month the subscription value will be imposed if notice period is less than 1 month.
- An additional deactivation charge of \$214 (with GST) will be charged upon termination of this service.
- No downgrading of plans is allowed within the contractual period.
- M1 Ltd is the authorized billing and collecting agent for services subscribed under the M1 Group (M1 Net Ltd, M1 Connect Pte Ltd and M1 Ltd). You and M1 Net Ltd hereby authorize M1 Ltd to invoice and collect any due Charges from you on behalf of M1 Net Ltd.
- Other charges as stipulated by M1 Net Ltd shall apply when necessary.
- All prices quoted in Singapore dollars and subjected to prevailing GST rate.
- Customer shall be advised and billed for additional charges that may be incurred due to installation specific requirements.

Undertaking

We agree to subscribe for the above-mentioned Service and agree to be bound by the following sets of terms and conditions (including any amendments thereto as my be made from time to time) which shall form the terms and conditions of the Agreement between M1 Net Ltd and us in relation to the provision of the Services upon M1 Net Ltd's acceptance of this application via its confirmation of the Service Activation Date:-

- The Terms and Conditions set out above;
- The Terms and Conditions set out in attached Sales Quotation or Promotion reference: _____
- The General Terms and Conditions, Broadband services and Acceptable Use Policy which are available on the website accessible at <http://www.m1.com.sg/corporate/terms>

We further agree that the terms and conditions of this Agreement are subject to amendment by M1 Net Ltd from time to time in such manner, as M1 Net Ltd deems appropriate. We also confirm that the information given herein is true and correct.

Signature of Authorised Officer / Date

Firm / Company Stamp

Reseller / M1 Net Ltd Sales Rep (For Official Use)

Signature of Sales Officer / Date

Name of Sales Officer / Tel

Reseller Stamp (Not Applicable for M1 Net Ltd Account Rep.)

