BUSINESS FIBRE INTERNET REGISTRATION FORM

maxis

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* : _____

Company Billing Address: _____

Business Registration No.* : _____

Authorised Signatory's Name* : _____

Authorised Signatory's NRIC/Passport No.* : ☐☐☐☐☐☐☐☐☐☐☐☐

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

PIC NRIC/Passport No.* : ☐☐☐☐☐☐☐☐☐☐☐☐

PIC Contact No. (Mobile)* : ☐☐☐ - ☐☐☐☐☐☐☐

PIC Contact No. (Company)* : ☐☐☐ - ☐☐☐☐☐☐☐

PIC Fax No. (Company)* : ☐☐☐ - ☐☐☐☐☐☐☐

PIC E-mail at work* : _____

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

Nature of business*:

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

No. of Employees*: _____

Annual Company Sales Turnover*:

- ☐ <RM300,000
- ☐ RM300,000 - <RM3mil
- ☐ RM3mil - <RM15mil
- ☐ RM15mil - <RM20mil
- ☐ RM20mil - RM50mil
- ☐ >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 #1: _____

Contact Telephone No.: ☐☐☐ - ☐☐☐☐☐☐☐

Contact Fax No.: ☐☐☐ - ☐☐☐☐☐☐☐

E-mail: _____

Site Contact Name:#2: _____

Contact Telephone No.: ☐☐☐ - ☐☐☐☐☐☐☐

Contact Fax No.: ☐☐☐ - ☐☐☐☐☐☐☐

E-mail: _____

PIC details for MaxisONE** Business Hub**

Name*: _____

Mobile No.*: ☐☐☐ - ☐☐☐☐☐☐☐

(Username & password will be sent to this mobile no.)

Email Address*: _____

NRIC/Passport No.: ☐☐☐☐☐☐☐☐☐☐☐☐

Note: You will be automatically registered for **ONE**Business Hub upon activation of the subscribed Services at no extra cost. An email verification will be sent to the Authorised Signatory or PIC who is required to activate the account to be able to access the **ONE**Business Hub portal to view and download the electronic bill statements. A fee of RM10 per month (exclusive of all applicable taxes) will be applicable for any request for printed itemised bill to be delivered to you.

E. REQUIRED SERVICE TYPE (BROADBAND)

Dynamic IP	**ONE**Business Fibre: 30Mbps ☐ 30Mbps RM99/month ☐ Add-on 1 Unlimited Calls RM109	**ONE**Business Fibre: 100Mbps ☐ 100Mbps + 1 Unlimited Calls RM139/month	**ONE**Business Fibre: 300Mbps Package ☐ 300Mbps + 1 Unlimited Calls RM199/month ☐ 300Mbps + 5 **ONE**Business VoiceConnect RM309 (1000 Shareable Off net mins) ☐ 300Mbps + 9 **ONE**Business VoiceConnect RM399 (1800 Shareable Off net mins)	**ONE**Business Fibre: 500Mbps Package ☐ 500Mbps + 1 Unlimited Calls RM269/month ☐ 500Mbps + 5 **ONE**Business VoiceConnect RM379 (1000 Shareable Off net mins) ☐ 500Mbps + 9 **ONE**Business VoiceConnect RM469 (1800 Shareable Off net mins)	**ONE**Business Fibre: 800Mbps Package ☐ 800Mbps + 1 Unlimited Calls RM349/month ☐ 800Mbps + 5 **ONE**Business VoiceConnect RM459 (1000 Shareable Off net mins) ☐ 800Mbps + 9 **ONE**Business VoiceConnect RM549 (1800 Shareable Off net mins)
Fixed IP	**ONE**Business Fibre: 30Mbps ☐ 30Mbps RM299/month ☐ Add-on 1 Unlimited Calls RM309	**ONE**Business Fibre: 100Mbps ☐ 100Mbps + 1 Unlimited Calls RM339/month	**ONE**Business Fibre: 300Mbps Package ☐ 300Mbps + 1 Unlimited Calls RM399/month ☐ 300Mbps + 5 **ONE**Business VoiceConnect RM509 (1000 Shareable Off net mins) ☐ 300Mbps + 9 **ONE**Business VoiceConnect RM599 (1800 Shareable Off net mins)	**ONE**Business Fibre: 500Mbps Package ☐ 500Mbps + 1 Unlimited Calls RM469/month ☐ 500Mbps + 5 **ONE**Business VoiceConnect RM579 (1000 Shareable Off net mins) ☐ 500Mbps + 9 **ONE**Business VoiceConnect RM669 (1800 Shareable Off net mins)	**ONE**Business Fibre: 800Mbps Package ☐ 800Mbps + 1 Unlimited Calls RM549/month ☐ 800Mbps + 5 **ONE**Business VoiceConnect RM659 (1000 Shareable Off net mins) ☐ 800Mbps + 9 **ONE**Business VoiceConnect RM749 (1800 Shareable Off net mins)
Internet Security	**Please select:** ☐ Security *(Anti Ransomware, Anti Malware, Anti Cryptomining)*	☐ Block Inappriopriate Content *(Gaming, P2P Downloading)*	☐ Block Social Media *(Facebook, Instagram, Twitter, YouTube etc)*		

- 100/300/500/800Mbps by default comes with unlimited calls for the single line.
- Unlimited calls for the single line is to be surrendered if you subscribe for additional lines, this applies to 300/500/800Mbps with Hosted Voice Solution (5 and 9 BVC lines).
- The existing "unlimited calls" line has no features (e.g. Pilot Hunting features are not allowed)
- You are not allowed to downgrade or reduce the quantity of VoiceConnect lines offered in the above packages. E.g. if you subscribe to **ONE**Business Fibre 500Mbps that comes with 5 lines, you are not allowed to terminate 2 out of the 5 lines, any termination would be terminating all 5 lines.
- If you are already subscribed to **ONE**Business Fibre 30Mbps or 100Mbps, to upgrade to **ONE**Business Fibre 300/500/800Mbps, you must subscribe to a new plan for twenty four (24) months.
- You are not allowed to share your credit card terminal line with a Dect phone using a splitter. The credit card terminal must be connected to an individual port to avoid disruption in the credit card transaction.
- The shareable minutes for off-net calls will be offered on any lines subscribed (excluding video calls, calls to special numbers, and calls to 1-300/1-800/1-600/ 121 numbers & IDD calls).
- The Wireless Backup Internet 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.

Contract Period: ☐ 24 mths Preferred Payment Term (Please tick): ☐ Monthly Relocation (Please tick): ☐ Yes ☐ No Relocation Termination Date: _____

Billing charges on the old modem will continue to be incurred if the termination date for the Relocation is not stated.

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F. VALUE ADDED SERVICES

Add-On Solutions

Cloud and Email Storage	**Please select:** ☐ Cloud & Email Storage RM22/user per mth No of user(s): _____ **Please select domain:** ☐ .com + RM5/mth ☐ .com.my + RM7/mth ☐ .my + RM10/mth
	State your preferred domain name for your company (If not using your current domain). 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. 1st Preference | | | | | | | | | | | | | | | | | | | | 2nd Preference | | | | | | | | | | | | | | | | | | | | 3rd Preference | | | | | | | | | | | | | | | | | | | |
	Remarks:
Managed WiFi	**Please select:** ☐ RM80/mth *Note: Managed WiFi comes with ONE unit of Access Point. Additional units of Access Points can be purchasable below.

Add-On Devices

Access Points	**Please select:** ☐ Quantity _____ @ RM80/mth, per device	
WiFi Mesh	**Please select:** ☐ Quantity _____ @ RM12.50/mth, per device	* Note: WiFi Mesh Add On is for existing **ONE**Business Fibre customers only. For new registration, Maxpert will advise if additional WiFi Meshes are required during the **ONE**Business Fibre installation

G. VOICE SERVICE

Class of Service (COS) Privilleges

COS ID	Please tick	COS ID	Please tick	COS ID	Please tick	COS ID	Please tick	COS ID	Please tick
1. Allowed Unrestricted Calls - Default		2. Bar IDD only		3. Bar IDD and 600 only		4. Bar IDD Nat 600 Mobile		5. Bar 600 only	

Unlimited Basic Package

No	Business Voice Numbers	Package	Name (first name, last name)	Mobile	Email	COS	Domain Name
1.		**ONE**Business VoiceConnect ☐ RM10/month ☐ FREE with 100Mbps plan ☐ FREE with 300Mbps plan ☐ FREE with 500Mbps plan ☐ FREE with 800Mbps plan					

Hosted Voice Package

No	Business Voice Numbers	Package	Value Added Service	Name (first name, last name)	Mobile	Email	COS	Domain Name
1.		**ONE**Business VoiceConnect	☐ Professional Pack					
2.		**ONE**Business VoiceConnect	☐ Professional Pack					
3.		**ONE**Business VoiceConnect	☐ Professional Pack					
4.		**ONE**Business VoiceConnect	☐ Professional Pack					
5.		**ONE**Business VoiceConnect	☐ Professional Pack					
6.		**ONE**Business VoiceConnect	☐ Professional Pack					
7.		**ONE**Business VoiceConnect	☐ Professional Pack					
8.		**ONE**Business VoiceConnect	☐ Professional Pack					
9.		**ONE**Business VoiceConnect	☐ Professional Pack					

- 100/300/500/800Mbps by default comes with unlimited calls for the single line.
- Unlimited calls for the single line is to be surrendered if you subscribe for additional lines, this applies to 300/500/800Mbps with Hosted Voice Solution (5 and 9 BVC lines).
- The existing "unlimited calls" line has no features (e.g. Pilot Hunting features are not allowed)
- You are not allowed to downgrade or reduce the quantity of VoiceConnect lines offered in the above packages. E.g. if you subscribe to **ONE**Business Fibre 500Mbps that comes with 5 lines, you are not allowed to terminate 2 out of the 5 lines, any termination would be terminating all 5 lines.
- If you are already subscribed to **ONE**Business Fibre 30Mbps or 100Mbps, to upgrade to **ONE**Business Fibre 300/500/800Mbps, you must subscribe to a new plan for twenty four (24) months.
- You are not allowed to share your credit card terminal line with a Dect phone using a splitter. The credit card terminal must be connected to an individual port to avoid disruption in the credit card transaction.
- For Value Added Services or VoiceConnect Kit add-ons, please refer to the ONEBusiness VoiceConnect's terms and conditions.
- The Wireless Backup Internet 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.

Please attach list if number of row is insufficient

H. REMARKS

I. 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

J. 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

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 maxis.com.my/network. 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.