



SYMPHONET SERVICE ORDER FORM AND AGREEMENT FOR SYM BIZ PACKAGE (V5)

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS AS PRINTED IN THE SUPPLEMENTARY SERVICE AGREEMENT (SSA) BEFORE COMPLETING THIS SERVICE ORDER FORM. APPLICATION MUST BE MADE BY AUTHORISED PERSONNEL OF THE COMPANY.		RM 10 STAMP DUTY
Section A. Particulars of Applicant		
Company/Name:	Certificate of Incorporation/Business Registration No:	
Correspondence Address:		
City:	Postcode:	State:
Industry Type:	Property Type : Landed High Rise (5-Storey or more)	
Company's Contact Person		
Name:	Designation:	
NRIC : <small>*(Malaysian citizens, please enclose a copy of NRIC)</small>	Passport No : <small>*(Non-Malaysian citizens, please enclose a copy of Passport)</small>	
Office Tel:	Fax:	
Mobile Tel:	Email:	
Sole Proprietor/Partnership (Fill in only if the Applicant is a Sole Proprietor or Partnership)		
Name of Authorised Partner/Sole Proprietor:		
Old NRIC:	New NRIC:	
Mobile Tel:	Email:	
Section B. Product/Service Details		
Type of Product/Service (All prices shall be payable on a monthly basis):		
SYM BIZ 11 (RM380 per/month)	SYM BIZ 11 Dynamic IP (RM 198 per/month)	
SYM BIZ 22 (RM680 per/month)	SYM BIZ 22 Dynamic IP (RM 288 per/month)	
SYM BIZ 33 (RM880 per/month)	SYM BIZ 33 Dynamic IP (RM 458 per/month)	
SYM BIZ 55 (RM1,380 per/month)	SYM BIZ 55 Dynamic IP (RM 788 per/month)	
SYM BIZ 88 (RM2,180 per/month)	SYM BIZ 88 Dynamic IP (RM 1,188 per/month)	
Contract Terms:		
24 Months (2 Years) Contract	36 Months (3 Years) Contract	48 Months (4 Years) Contract
Preferred Installation Slot:		
Date 1: ___/___/___	Time : AM/PM	*Installation date and time are subject to slot availability. The earliest to date is 7 days after form submission.
Date 2: ___/___/___	Time : AM/PM	
Date 3: ___/___/___	Time : AM/PM	
Section C. Billing Information		
Please tick if the address is the same as company address above.		
Billing Address:		
City:	Postcode:	
Billing Email:	State:	

Default Billing: Email. For alternative please tick the box. Itemised paper bill (RM 8/month)	
Financial/Billing Contact Person	
Name:	Designation:
Office/Home Tel:	Fax:
Mobile Tel:	Email:
Section D. Important Notes (Must Read)	
*Please read and tick ✓	
General This service is subject to a 24-month contract and a termination fee of RM500 is chargeable for termination of service within the contract period. Packages downgrades will be subjected to a fee of RM200. The 1 st Symphonet bill will include the installation fee together with 2 months' Subscription Fee payable upfront (current and subsequent month).	
Installation Installation time for fibre in properties is between 5 to 8 hours. Any charges imposed by external contractors for concealed wiring, over ceiling, customized wiring etc. is not covered by the standard Symphonet installation practice and shall be borne by the Customer. Authorized person must be available to sign off the installation process during the Symphonet service installation. A penalty of RM 200 will be charged for any request of deferment exceeding 3 times, provided always that such request of deferment must be made at least 12 hours before installation time. Symphonet will provide a 4-socket extension cord if it is request by the customer. Minimal drilling is required for fibre installation to the premises and Symphonet assumes that the customer has obtained all necessary approval or consent required for drilling to be done on the premises.	
Internet Access Speed (*Please read and tick ✓) The applicant must be aware that internet access speed depends on various factors such as access to some international websites could be slow due to traffic volume, etc. Some web servers restrict capacity to handle huge traffic demand or may even restrict download speed to ensure fair access to all. Network congestion may be unavoidable due to network maintenance or outages. Running multiple applications at the same time such as peer-to-peer Bit Torrent, etc. can degrade access speed. Multiple users sharing the connection at the same time can also degrade the speed. Some configurations of the PC operating systems can compromise the internet access performance. Compared to wired connectivity, wireless connectivity can slow down internet access.	
Document Requirement Customer must provide copy/photocopy of the following documents prior to registration NRIC or Passport and Company/Business Registration Certificate(s) and such other documentary proof of Customer's approval/authority to subscribe to Symphonet Service and/or Customer's authorized signatory(ies).	
Section E. Customer Service (For office use)	
Name:	
ID:	Date:

Upon receipt of this application, Symphonet Sdn Bhd reserves the right to verify any information provided by you and reserves the right to decline any application without any reason thereof and is not obligated to respond to any request on any unsuccessful application. Kindly attach a certified true copy of Company or Business Registration Certificate.

Section F. Undertaking

I/We, _____ (Symphonet applicant name), Company Number/Business Registration Number _____ confirm that the information given herein is true and correct and hereby accept any and all responsibility for the Symphonet service and agree to accept and be bound by the Terms and Conditions which accompany the usage of the Symphonet service.

Company's Authorised Signature

Signatory Name:

Customer Stamp (if applicable)

Date: