

RESIDENTIAL APPLICATION FORM



Telekom Malaysia Berhad (128740-P)

STAMP DUTY

SECTION 1: TYPE OF APPLICATION

☐ New Registration
 ☐ Existing/Additional Service (Please state service No.: _____)
 ☐ Upgrade/Downgrade (Please state login ID: _____)

☐ Relocation
 ☐ Change Ownership

Order ID: _____

SECTION 2: APPLICANT DETAILS

☐ Malaysian (enclosed copy of MyKad/MyPR)
 ☐ Non-Malaysian (enclosed copy of Passport)
 Preferred Language*: ☐ Malay ☐ English

Name of Applicant* _____

MyKad/MyPR* _____ Passport No.* _____

Date of Birth* _____ Gender ☐ Male ☐ Female

Mobile No.* _____ Homeline No. _____ Other Tel. No. _____

Fax No. _____ Email* _____

☐ Please tick this box (☒ if you would like to sign up and become a member of the TM Rewards programme. Visit www.tm.com.my/tmrewards for more information.

SECTION 3: INSTALLATION/RELOCATION

Property Type* ☐ Landed & High-rise (less than 5 storeys) ☐ High-rise (5 storeys or more)

Installation Address* _____

State* _____ Postcode* _____

Preferred Installation / Relocation Date* 1. _____ Time: AM/PM 2. _____ Time: AM/PM 3. _____ Time: AM/PM

Fixed Line Installation Fees = RM50.00
Broadband Installation Fees = RM88.00
unifi Installation Fees = RM200.00

Fixed Line Relocation Fees = RM50.00
Broadband Activation Fees = RM75.00
unifi Relocation Fees = RM300.00

**Price displayed is exclusive of 6% Service Tax* **Note: Fee will be charged in the bill*

SECTION 4: BILLING

Online billing is available at www.unifi.com.my. Your bill will be sent to your preferred email* _____

☐ Please tick if your email same as above
☐ Please tick if you want paper bill (RM2.00/month)

☐ Please tick if you would like to sign up for TM Autopay service (No more late payments. Skip the drive, skip the queue!)
☐ Please tick if same as installation address

Billing Address _____

Postal Code* _____

SECTION 5: SERVICE DETAILS

unifi

☐ unifi 300Mbps (RM199.00/month)
☐ unifi 100Mbps (RM129.00/month)
☐ unifi 30Mbps (RM89.00/month)
☐ unifi Basic 30Mbps (RM79.00/month)
☐ unifi Lite Commercial (RM89.00/month)
☐ Others _____

TM Fixed Line

☐ Homeline (RM25.00/month)

TM Fixed Line _____

☐ Keep both services (*Not applicable for VDSL2 customer)
☐ Relocate to the following address for VDSL2 only (Subject to Broadband availability): _____

For Migration from Streamyx/unifi Lite to unifi

Login ID _____

☐ Terminate Broadband after unifi is installed
☐ Terminate Broadband and TM Fixed Line after unifi is installed
☐ Terminate Broadband and TM Fixed Line after unifi is installed (Maintain Homeline number for unifi)

***VDSL2 is delivered to premises of 5 storeys and above.*

Preferred Login ID (for Broadband/unifi Home)

1. _____ 2. _____ 3. _____

Add-Ons (Specific terms applicable for the relevant Add-Ons are available for viewing at www.unifi.com.my)

Call Plan (for unifi Home only) ☐ Voice STD20 ☐ Others: _____ Call Plan (for Broadband and TM Fixed Line) ☐ Voice Deal 38 (RM38.00/month) ☐ Voice Deal 48 (RM48.00/month) ☐ Voice Deal 68 (RM68.00) ☐ Pakej RM10 (RM10.00/month; applicable to 384 kbps and 512 kbps) ☐ Others: _____	unifi TV Packages ☐ Ultimate Pack (RM60.00/month) ☐ Aneka Plus Pack (RM30.00/month) ☐ Ruby Plus Pack (RM30.00/month) ☐ Varnam Plus Pack (RM30.00/month) ☐ Others: _____ unifi Play TV ☐ Plan A - 2 devices (RM5.00/month) ☐ Plan B - 5 devices (RM10.00/month)	Security & Surveillance ☐ CCTV 1 camera (RM99.00/month) ☐ CCTV 2 camera (RM119.00/month) Add camera: _____ please specify (RM30.00/camera/month) Home Gadget Protection ☐ HGP 5 (RM15.00/month) ☐ HGP 10 (RM25.00/month) ☐ HGP 20 (RM40.00/month) Voice IDD ☐ IDD 10 (RM10.00) ☐ IDD 20 (RM20.00) ☐ IDD 30 (RM30.00) ☐ IDD 50 (RM50.00)	Enhanced Facilities ☐ International Call ☐ Call Waiting ☐ Call Transfer ☐ Call Transfer on Busy ☐ Call Transfer on No Reply ☐ Caller ID Display ☐ Caller ID Restriction ☐ Voicemail (please tick to unsubscribe) ☐ Others: _____
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SECTION 6: CHANGE OWNERSHIP

Login ID _____

Current Owner

Name of Applicant _____

MyKad/MyPR* _____

I agree to surrender my TM Fixed Line/Broadband/unifi Home service(s) to the new customer subject and agree on the following:

a) That I have to pay all outstanding payment

b) That I am subject to RM10.00 Change of Ownership fee

New Owner

Name of Applicant _____

MyKad/MyPR* _____

I agree to accept services from the current owner and agree on the following:

a) That I have read, understand and agree to be bound by the Terms & Conditions which accompany the usage of TM products & services and any amendments made

b) That the above information provided is true and correct

c) That I will pay the subscription fee and any related charges at the prevailing rate

Signature of Current Owner _____ Date ____/____/____ Signature of New Owner _____ Date ____/____/____

**Price displayed is exclusive of 6% Service Tax*

SECTION 7: IMPORTANT ACKNOWLEDGEMENT (MUST READ)

- ☐ **General**
Minimum Subscription Period (MSP) for unifi is twenty four (24) months and unifiTV pack is twelve (12) months respectively effective from date of unifi activation (each unifi packages or unifiTV packages will be referred to individually as ("Service").
- ☐ If customer terminates unifi Lite Service before the end of MSP, on top of the existing usage of the Service (where applicable), Customer is subject to a penalty of RM 350. However for other unifi package, customer will be charged the accumulative remaining MSP balance of the unifi package fee (calculates at the price before discount) AND the accumulative remaining MSP balance of unifi TV pack [unifi TV packages price] x [number of remaining months].
- ☐ A request by Customer to downgrade unifi TV Pack(s) from higher price package to lower price package is subject to a downgrade fee of RM10 (one time charge). Subscription Period will be automatically refreshed once Customer has migrated.
- ☐ The first bill of the Service will two (2) months' Subscription Fee (current and subsequent month) and other charges as applicable. Notwithstanding the Service's credit limit policy implementation, Customer agrees that the relevant Service may be suspended by TM if payment under the first(1st) bill or under any subsequent bill is not fully paid as and when it falls due.
- ☐ Customer shall bear the cost for on-site support visit requested from TM at the rate of RM50.00 per visit. The charge is not inclusive of any materials or equipment replacement charges that the Customer may be required to pay to TM.
- ☐ The Customer understands and acknowledges that the internet access speed for the Service may be affected as a result of the following factors: (a) location of website where users may experience lower speeds from some international websites; or (b) capacity of visited web server, in that, some web servers cannot cope with huge traffic demand from users or do not have enough capacity or where download speed is restricted to ensure fair level of service; or (c) network congestion as a result of network maintenance or outages; or (d) running multiple applications simultaneously like using other applications such as Peer-to- Peer like Bittorent; or (e) accessing internet through WiFi that will cause slow speed than by wire; or (f) operating system where some configuration of users' operating system may slow down internet performance.
- ☐ For any unsuccessful registration due to infrastructure non readiness, TM will keep the application form (including personal data) up to 180 days. After 180 days, if the registration is still unsuccessful the application will be automatically cancelled.

SECTION 8A: PRIVACY NOTICE

By submitting this Application Form, you are providing personal information to TM.

TM will be processing your personal information provided in this Application Form and/or further information and data that may be required by TM either from you or from any third parties especially from credit bureau, banks, credit reporting agencies and other businesses that provide like information or reference agencies from time to time.

The purposes of such processing would include:

- Assessing your application or continued provisioning of the services provided herein (whichever is applicable);
- Finance operation including to verify and process payment, billing and billing enquiries;
- Customizing advertisements and content on the website(s) and the sites of TM and its group of companies (for further information on the TM's group of companies, please visit www.tm.com.my);
- Responding to your enquiries;
- Research purposes including historical and statistical purposes and analysis;
- General operation and maintenance of the services or goods provided herein including audit and its related website(s);
- Matching any data held by TM or its group of companies relating to you from time to time;
- Provide you with regular communications from TM relating to the services or goods provided herein;
- Investigation of complaints, suspected suspicious transactions and research for service or goods improvement; and
- In compliance with any regulatory, statutory or legal obligation which shall include but not limited to the provisioning of Directory Assistance Service 103 as part of the Required Applications Services.

By submitting this application, you hereby consent and authorise TM to process and verify any information about you from any third party, especially credit bureau or credit reference agencies, which TM may require in connection with your application for any of TM's services and/or review of the existing account with TM. Such consent and authorization will extend to any information obtained from any of the account(s) presently maintained for you, any new application for any form of services rendered or goods provided by TM, such historical financial or credit records, data or information whether or not provided personally or by any other sources relating to you which was collected, gathered, received, captured, compiled, secured and/or obtained by TM through or by whatever means or methods or forms.

The information as required herein (unless stated otherwise) is obligatory on you and failure by you to provide any information as required may affect your application or the continued provisioning of the services provided herein.

In the course of processing this application, your personal information may be shared where necessary and

SECTION 8B: NOTIS PRIVASI

Dengan menyerahkan Borang Permohonan ini, anda akan memberikan maklumat peribadi kepada TM.

TM akan memproses maklumat peribadi anda yang diberi dalam Borang Permohonan ini dan/atau maklumat lanjut serta data yang mungkin diperlukan oleh TM sama ada dari anda atau daripada pihak ketiga terutamanya dari biro kredit, bank, ejen pelapor kredit dan perniagaan-perniagaan lain yang memberikan maklumat sedemikian atau agensi rujukan dari semasa ke semasa.

Tujuan-tujuan untuk pemrosesan ini adalah termasuk:

- Menilai permohonan anda atau meneruskan peruntukan perkhidmatan yang diberikan di sini (yang mana berkenaan);
- Operasi kewangan termasuk untuk mengesahkan dan memproses pembayaran, pengebilan dan pertanyaan berkaitan bil;
- Menyusuaikan iklan-iklan dan kandungan di laman web TM dan syarikat-syarikat kumpulan TM (untuk maklumat lanjut syarikat-syarikat kumpulan TM, sila layari www.tm.com.my);
- Menjawab pertanyaan-pertanyaan anda;
- Tujuan penyelidikan termasuk tujuan rekod dan statistik dan analisis;
- Operasi umum dan penyelenggaraan perkhidmatan-perkhidmatan atau barang-barang yang diberikan di sini termasuk audit serta laman-laman web yang berkenaan;
- Pemadanan apa-apa data yang disimpan oleh TM atau syarikat-syarikat kumpulan TM yang berkenaan dengan anda dari semasa ke semasa;
- Menyediakan komunikasi yang kerap dari TM kepada anda untuk perkhidmatan atau barangan yang diberikan di sini;
- Penyiasatan aduan, transaksi-transaksi yang mencurigakan dan penyelidikan untuk pembaikan perkhidmatan dan barangan; dan mematuhi mana-mana obligasi kawal selia, statutori atau undang-undang yang termasuk tetapi tidak terhad kepada penyediaan Perkhidmatan Bantuan Direktori 103 sebagai sebahagian daripada Perkhidmatan Aplikasi Dikehendaki.

Dengan menyerahkan permohonan ini, anda dengan ini mengizinkan dan memberi kuasa kepada TM untuk memproses dan mengesahkan apa-apa maklumat mengenai anda daripada pihak ketiga, terutamanya biro kredit dan agensi rujukan kewangan yang mungkin dikehendaki oleh TM yang berkaitan dengan permohonan anda untuk mana-mana produk dan/atau perkhidmatan TM dan/atau semakan akaun anda yang sedia ada dengan TM. Keizinan dan pemberian kuasa akan dilanjutkan kepada apa-apa maklumat yang diperolehi daripada mana-mana akaun sedia ada anda pada masa ini, apa-apa permohonan baru untuk apa jua bentuk perkhidmatan atau produk yang diberikan oleh TM, rekod sejarah kewangan atau kredit, data atau maklumat sama ada dibekalkan oleh diri sendiri atau daripada sumber-sumber lain yang berhubungan dengan anda yang telah dikumpul, diterima, diambil, disusun, didapati dan/atau diperolehi oleh TM dengan apa jua cara atau kaedah atau bentuk.

Maklumat yang dikehendaki di sini (kecuali dinyatakan sebaliknya) adalah wajib dan kegagalan anda untuk memberikan maklumat yang diperlukan mungkin akan menjejaskan permohonan anda atau meneruskan perkhidmatan yang diberikan di sini.

Semasa memproses permohonan ini, maklumat peribadi anda mungkin akan dikongsi di mana perlu dan hanya

SECTION 9: DECLARATION & ACKNOWLEDGEMENT

I hereby declare that I wish to subscribe for the service provided by TM. I hereby certify that the above information provided is true and correct. I have read, understand and agree to be bound by the Terms and Conditions which accompany the usage of TM products & services and any amendment made thereto. I hereby consent to the collection and processing of my personal information in accordance to the Privacy Notice.

Signature of Applicant

Date

*Mandatory Field

- ☐ Free installation and activation applicable for standard installation only. If your premise requires Non-standard installation or additional cabling, extra charges will be imposed by TM Contractor and is payable by the Customer in cash to the attending TM's appointed installer. This free installation excludes charges imposed by external contractors for concealed wiring, wiring over the ceiling, customized wiring, etc.
- ☐ A fee of RM200.00 shall be charged for inaccessibility to premises and/or deferment of installation on the day of installation. Any changes or deferment must be made at least at 4 PM before the appointment day. Any re-appointment is subject to time slot availability of TM's installer.
- ☐ TM will not provide telephone set for installation of new unifi Service subscription.
- ☐ A new Minimum Subscription Period will be imposed (refresh) upon any request for downgrade /upgrade. For any upgrade or downgrade request that requires a visit by TM to customer's premises, an additional fee of RM200.00 will be imposed.
- ☐ Upon termination of unifi Service, customer shall return the BTU to TM. Failure to do so, customer may need to pay RM500.00 to TM for the penalty.
- ☐ Any unifi Service application is made without the verification of NRIC through a MyKad Reader, Customer may be subjected to an upfront payment of RM100.00 (Malaysian Citizen), at TM's discretion. However, an upfront payment of RM 500.00 is applicable for customer who is a non-citizen or a permanent resident of Malaysia. The upfront payment is payable within ten (10) days, effective from the date of Service Activation, failing which the account will be suspended. The amount will be credited into the customer's account and reflected in the customer's bill. TM reserves the right to terminate the account in the event no advance payment is received within thirty (30) days from the date of Service Activation. Upon termination, any partial payment received shall be deducted as part payment for the agreed liquidated damages, as set in the General Terms and Condition.
- ☐ Each Service shall be subject to the updated terms & conditions and Privacy Notice of TM available at <https://unifi.com.my/lsds/assets/documents/privacynotice.pdf>.

*Price displayed is exclusive of 6% Service Tax

Customer's Signature

only on a need to know basis with other TM subsidiary or agencies so as to serve you in the most efficient and effective manner. An example might be in terms of resolving or addressing complaints that require escalation to other TM Subsidiary or agencies.

TM may disclose your personal information to the following parties for the purposes stated above:

- Respective Authorized TM partner who are involved in providing the Add-Ons;
- TM's service providers or agents who are involved in providing the services or goods provided herein;
- Third parties (including those overseas) who provide data processing services which shall include but not limited to authorized reseller, call centre, data centre, payment channel;
- Any credit reference agencies or, in the event of default, any debt collection agencies;
- Any person, who is under a duty of confidentiality to which has undertaken to keep such data confidential, which TM has engaged to fulfil its obligations to you;
- Any actual or proposed assignee, transferee, participant or sub-participant of TM's rights or business; and
- Requestor for directory assistance via the Directory Assistance Service 103 which is provided as part of a regulatory requirement under the Required Applications Services.

Your personal information will not be disclosed to any unauthorized third party.

You may opt-out from having your registered telephone number be made available via the Directory Assistance Service 103 by contacting us at help@tm.com.my or unifi.com.my/chat.

TM may also disclose your personal information if required to do so by law or in good faith, if such action is necessary to (i) comply with any law enforcement agency requirement, court orders or legal process or; (ii) protect and defend the rights or property of TM and its group of companies and their users.

If you would like to make any inquiries or complaints or request access or correction of your personal information or where you elect to limit TM's right to process your personal information, you may contact TM Contact Centre or you can visit the nearest TMpoint. Any request of access of correction of personal data may be subject to a fee and also to applicable provisions in the PDPA. However, we reserve the right to decline requests which jeopardize the security and privacy of the personal information of others as well as requests which are impractical or not made in good faith.

We may review and update this Privacy Notice from time to time to reflect changes in the law, changes in our business practices, procedures and structure, and the community's changing privacy expectations. The latest version of TM's Privacy Notice will be made available at www.tm.com.my.

I hereby confirm that I have read, understand and agree to accept and be bound by the Terms and Conditions of this service and the Privacy Notice which accompany the usage of this service.

atas dasar perlu tahu sahaja dengan subsidiari atau agensi-agensi TM supaya anda boleh dilayani dengan cara yang paling efisien dan efektif. Contohnya, mungkin dari segi menyelesaikan atau menangani aduan anda yang memerlukan perhatian dan penglibatan daripada subsidiari-subsidiari atau agensi-agensi TM.

TM mungkin akan mendedahkan maklumat peribadi anda kepada pihak-pihak berikut untuk tujuan yang dinyatakan di atas:

- Rakan Niaga TM yang sah yang terlibat dalam menyediakan 'Add-Ons';
- Pembekal-pembekal perkhidmatan atau ejen-ejen TM yang terlibat dalam menyediakan produk dan/atau perkhidmatan;
- Pihak ketiga (termasuk yang di luar negara) yang menyediakan perkhidmatan pemrosesan data yang termasuk tetapi tidak terhad kepada reseller telah diberikuasa, pusat panggilan, pusat data, saluran pembayaran;
- Mana-mana agensi rujukan kredit atau, sekiranya berlaku kemungkiran, mana-mana agensi pemungutan hutang;
- Mana-mana orang, yang berada di bawah kewajipan kerahsiaan yang telah mengaku janji untuk memastikan data tersebut disimpan secara rahsia, yang telah dilantik oleh TM untuk memenuhi tanggungjawabnya kepada anda;
- Mana-mana pemegang serah hak yang sebenar atau yang dicadangkan, penerima pindah, peserta atau sub-peserta hak atau perniagaan TM; dan
- Pemohon untuk bantuan direktori melalui Perkhidmatan Bantuan Direktori 103 yang diadakan sebagai sebahagian daripada keperluan kawal selia di bawah Perkhidmatan Aplikasi Dikehendaki.

Maklumat peribadi anda tidak akan didedahkan kepada mana-mana pihak ketiga yang tidak berautoriti.

Anda boleh memilih untuk keluar daripada mempunyai nombor telefon berdaftar anda tersedia melalui Perkhidmatan Bantuan Direktori 103 dengan menghubungi kami di help@tm.com.my atau unifi.com.my/chat.

TM boleh mendedahkan maklumat peribadi anda sekiranya dituntut oleh undang-undang atau jika perlu sahaja, untuk (i) mematuhi kehendak-kehendak agensi penguatkuasaan undang-undang, perintah mahkamah, ataupun proses undang-undang ataupun; (ii) melindungi dan mempertahankan hak dan hartanah TM serta syarikat-syarikat kumpulan serta pengguna-penggunanya.

Jika anda ingin membuat apa-apa pertanyaan, aduan, meminta akses, pembetulan maklumat peribadi atau jika anda memilih untuk menghadkan hak TM untuk memproses maklumat peribadi anda, anda boleh menghubungi Pusat Panggilan TM atau anda boleh melawat TMpoint yang terdekat. Mana-mana permintaan akses untuk pembetulan maklumat peribadi mungkin tertakluk kepada fi dan juga peruntukan yang terpakai dalam PDPA. Walau bagaimanapun, kami berhak untuk menolak permintaan yang menjejaskan keselamatan dan privasi maklumat peribadi orang lain serta permintaan yang tidak praktikal atau tidak dibuat dengan suci hati.

Kami mungkin akan mengkaji semula dan megemaskini Notis Privasi ini dari semasa ke semasa untuk mencerminkan perubahan dalam undang-undang, perubahan dalam amalan perniagaan, prosedur dan struktur, dan perubahan dalam jangkaan privasi masyarakat. Versi terbaru Notis Privasi TM boleh didapati di www.tm.com.my.

SECTION 10: FOR TM USE ONLY

Processor

Name

ID

Date

TMpoint/Reseller

Reseller ID

Agent ID

Reseller's Name

Date

Service Activation Date

Official Stamp