



SECTION 1a : TYPE OF APPLICATION - TM HOMELINE

1. Type of Application
 New Additional Number of TM Homeline Service
 a) If additional TM Homeline, please state existing telephone number. Telephone No. _____
 b) Charges to be included in existing telephone TM Homeline bill (for existing Customer only). (Please tick in appropriate box) Yes No
 2. Other Facilities (Please tick in the appropriate box)
 International Call 600 Infoline Autopay Others _____
 3. Include in White Pages / Directory 103 listing Yes
 4. Customer Premise Equipment Ownership Program (If Customer disagrees, Customer will be provided with basic telephone set by TM) Agree Disagree
 5. Enhanced Facilities (Please tick in the appropriate box)
 Speed Dialing Call Transfer Call Transfer On Busy Call Transfer On No Reply Credit Limit _____ Reminder Call (RM50-RM600 in RM50 block)
 Caller Line Identification SMS Call Waiting Usage Alert
 Voicemail (This service is included automatically, please tick to unsubscribe) Others _____

Call Plan Effective Date / Tarikh Efektif Pelel Panggilan: _____
 *To be filled by TM/Untuk diisi pihak TM

SECTION 1b : TYPE OF APPLICATION - STREAMYX



Type of Application: New Upgrade
 Package: (Please tick one) Streamyx 384 kbps /128 kbps (RM60 per month) Streamyx 1 Mbps / 384 kbps (RM110 per month)
 Streamyx 512 kbps / 256 kbps (RM90 per month) Streamyx 2 Mbps / 512 kbps (RM130 per month)
 Streamyx 4 Mbps / 512 kbps (RM140 per month)
 Add On Voice Plan: Unlimited Nationwide call any time to any TM Fixed Line number. (RM10 per month – applicable for 384 kbps and 512 kbps only)
 Add On Value Added Services: Internet Security-Basic Online Guard, Virus Shield & Anti Spamming (RM3 per month) Internet Security-Premium Online Guard, Virus Shield & Anti Spamming, Xfilter Escan (RM8 per month)

IMPORTANT ACKNOWLEDGEMENT

- [] Minimum subscription period of TM Homeline & Streamyx is twelve (12) months and also applicable for new and additional telephone line.
- [] Customer agrees to notify TM immediately for any change of address or cancellation of the application.
- [] Customer agrees and undertakes all subscription fee payments and any applicable charges based on current rates.
- [] Customer agrees that all the terms and conditions contained in this Application Form or as required by TM shall be binding on Customer.
- [] Customer is responsible to give a written notice of not less than fourteen (14) days to TM of Customer's intention to have the telephone service disconnected.
- [] For new TM Homeline application with Streamyx monthly rental will be waived up to 3rd month if Streamyx service could not be provisioned.
- [] Connection fee of RM50 for new telephone line under Streamyx will be excluded.
- [] Warranty for modem is twelve (12) months.
- [] Streamyx shall be applicable for residential application only.
- [] Streamyx packages shall be for unlimited usage, with free wireless modem and shall be without monthly rental for TM Homeline.
- [] Monthly rental for TM Homeline shall be excluded from the next bill date of Customer's TM Homeline within thirty (30) days after service activation of Streamyx.
- [] Streamyx packages are only applicable to successful Streamyx installation and activation. Thus, TM Homeline subscription before the said event is treated separately and subject to TM Homeline Terms & Conditions.
- [] Add On for Voice Plan or Value Added Services is on top of any package.
- [] For Voice Plan RM10/ Free Voice Plan (for 1 Mbps, 2 Mbps, 4 Mbps):
 - Subject to 5% Service Tax.
 - Customer can start enjoying Voice Plan on the next TM Homeline bill date after Streamyx service is activated. The voice charges before such notification(s) will be treated as normal charges.
 - The existing voice/call plan will be terminated on the next bill date after Streamyx service is activated.
 - Free Cordless Phone will be given for subscription of 1 Mbps, 2 Mbps and 4 Mbps packages.
 - Upon Streamyx activation, Customer has to bring along Multimedia Confirmation Slip for the collection of their Cordless Phone at any Tmpoint. Cordless Phone is applicable for new subscription & upgrading speed only, Upgrading within Blockbuster Deals will not receive new Cordless Phone.
 - No Cordless Phone will be given for same speed migration.
 - For Voice Plan RM10, customer has the option to purchase the Cordless Phone.
- [] Value Added Service(s) activation shall be twenty four (24) hours after Streamyx service activation.
- [] Streamyx service shall be subject to availability and technical testing and speed of service shall be on best effort basis.
- [] Customer is NOT ALLOWED to change the telephone number (connecting to Streamyx) before installation of service.
- [] Customer is responsible for internal wiring, NIC card and networking.
- [] For Streamyx In-A-Box:
 - Auto account activation shall be seven (7) days from the date of registration for self collection and ten (10) days for courier delivery.
 - RM88 installation fee shall be applicable only if installation assistance is required.
 - For account activation, SMS to STXACTV <space> Login ID and send to 33535 three (3) days after registration. Each reply message from TM will be charged RM0.30 to customer's mobile phone postpaid account or deducted from their prepaid balance. Telco SMS charges for each message sent shall be charged separately.
 - The mobile number used must match the mobile number written in the registration form. Customer may use another mobile number if a personal one is not available.
 - Streamyx In-A-Box courier service charges are RM14 for Peninsular Malaysia and RM25 for Sabah/Sarawak.
- [] For Streamyx 2 Mbps and 4 Mbps package:
 - Service available in selected areas only. List of the areas is available at www.streamyx.com
 - Service shall be subject to availability and technical testing during installation.
- [] All Internet charges will be included in "Bil Telefon & Multimedia" 1st bill received may include the following fees under the Internet Charges upon Streamyx activation:
 - RM75 for activation
 - RM88 for installation (if applicable)
 - First & second months advanced subscription fee
 - Stamp duty fee
- [] For account activated on every 29th, 30th or 31st, the current charges for the month will be prorated.
- [] If Customer terminates Streamyx before the end of the minimum subscription period, the Customer must pay administrative fees of RM350. Pre-mature termination includes relocation of premise.
- [] Streamyx bill must be paid before the due date to avoid any service suspension. During suspension period, TM will continue to charge for the monthly subscription fee.
- [] RM10 reconnection fee will be charged upon service reactivation.
- [] Kindly contact TM at 100 for any request to change your installation appointment date.
- [] Customer shall be entitled to a maximum of two (2) changes to the installation appointment date and TM shall have the right to cancel your application if there is any request for a deferment that exceeds a period of two (2) months from the Registration Date.
- [] Notice is hereby given and Customer hereby agrees and authorize that the personal information on the Customer in this Application Form and/or further information and data that may be required by TM either from the Customer 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 will be processed by TM for the purposes of the Customer's activation and/or provisioning and/or assessment of the Streamyx Service herein and all other limited activities as hereinafter described. The information as required herein is obligatory on the Customer and failure by Customer to provide any information as required may affect Customer's application or the continued provisioning of the Streamyx Service. Unless restricted by law, Customer is entitled to access to and to request correction of his personal data or information by contacting TM Contact Centre at 100 or customer can visit the nearest Tmpoint. Where Customer elects to limit TM's right to share any of the Customer's personal data or information with any third parties for marketing purposes, Customer may request in writing to TM to do so.
- [] Customer acknowledges and agrees that :
 - (a) TM shall have the right to share and it is TM's policy to use the Customer's data and personal information acquired through the registration process or through the Customer's use of TM's products and services with TM or its related companies for its business purposes including but not limited to marketing activities in respect of products and services of TM or its related companies from time to time as TM deems fit. Provided Always that TM and its related companies that received such data and personal information shall observe the applicable confidentiality obligation as imposed under the Terms and Conditions accompanying the Streamyx Service and shall abide by the same strictly.
 - (b) TM may use the Customer's personal information for the internal purposes of customizing advertisements and content on the website(s) and TM's partner sites, providing information to the Customer of other products and services available from TM and its affiliate, processing and fulfilling Customer request for products and services, responding to Customer enquiries, conducting research for improvement of the Streamyx Service and other services that TM are offering or will be offering and statistical analysis and the general operation and maintenance of such services and its related website(s);
 - (c) TM may disclose the Customer's 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 users;
 - (d) TM may obtain and verify any information about the Customer at TM's absolute discretion and as it deems fit and the Customer authorizes any third party especially credit bureau or reference agencies to provide any information on the Customer which TM may require in connection with its application for any of TM's services and/or review of the existing account with TM;
 - (e) TM may disclose to any third party, including, without limitation, any credit bureau of any information and/or data relating to the Customer and its account(s) with TM and/or any other information or data as TM may deem necessary, banks, credit reporting agencies and other businesses that provide like information;
 - (f) In respect of any information and/or data furnished under the terms of TM's services, any third party especially credit bureau, banks, credit reporting agencies and other businesses that provide like information shall be authorized to collect/gather/search the information from any other data sources and to furnish such information and/or data (including any credit reports processed information and/or any other related products) to TM; and
 - (g) Such consent herein by the Customer will extend to any information and/or data obtained from any of the account(s) presently maintained for the Customer, any new application for any form of services rendered by TM, such historical financial or credit records, data or information whether or not provided personally or by any other sources relating to the Customer which was collected, gathered, received, captured, compiled, secured and/or obtained by TM through or by whatever means or methods or forms.

Please ask our Sales Representative to explain on the Important Acknowledgement before signing in the box below.
 I have read, understand and accept the Important Acknowledgement.

 Customer's Signature

SECTION 2 : APPLICANT DETAILS

Name of Applicant (As per NRIC/Passport) _____
 NRIC/Old IC _____ Passport No. _____ Date of Birth _____
 (Malaysian Citizens – Please enclose a copy of NRIC) (Non-Malaysian Citizen – Please enclose a copy of Passport)
 Email _____ Gender Male Female
 Marital Status Single Divorced Widow Married with kids Married with no kids
 Children Age of Range < 6 years old 7 - 12 years old 13 - 18 years old 19 - 21 years old > 21 years old Not Applicable
 Occupation Professional/Manager/Executive/Senior Management Businessman/Self-Employed/Entrepreneur Blue Collar
 Skilled/Semi-skilled Worker Government Servant Housewife Student Unemployed
 Monthly Household Income < RM1,000 RM1,001 - RM2,000 RM2,001 - RM3,000 RM3,001 - RM5,000 RM5,001 - RM10,000 > RM10,000
 No. of Household 1-2 3-4 5-6 > 7
 Staying With Alone Friends Parents Siblings/Family Members Own Family (Spouse & Children)
 What festival do you celebrate? Chinese New Year Hari Raya Aidilfitri Deepavali Christmas Others _____
 Preferred access login ID 1: _____ 2: _____ 3: _____
 (Minimum 3 characters, maximum 8 characters)
 Preferred email login ID 1: _____ 2: _____ 3: _____
 (Minimum 3 characters, maximum 8 characters [xxx@streamyx.com])
 Preferred Communication (Please tick in the appropriate box) SMS Email Handphone
 Installation Address
 No. _____ Floor _____ Lot No./Apartment No. _____ Building _____
 Street Name _____
 Post Box _____ Postcode _____ Town _____ Garden/Section _____
 State _____
 Tel. No. (Where Streamyx is to be connected) _____

Contact Person _____
 Home No. _____ Mobile No. _____
 Office Tel. No. _____ Fax No. _____
 Correspondence address if different from above _____

SECTION 3 : INVOICING AND BILLING INFORMATION

Billing Name _____ City _____ Postcode _____
 Billing Address _____ State _____ Country _____
 Contact Person's Email Address _____

SECTION 4 : ACKNOWLEDGEMENT

I/We have read, understand and agree to accept and be bound by the Terms and Conditions which accompany the usage of TM Homeline & Streamyx Service. These Terms and Conditions may be subjected to change by Telekom Malaysia Berhad, and I/We will be notified in a manner as TM deems appropriate. I/We confirm that the information given herein by me/us is true and correct.

 Signature of Applicant Date _____

 Duty Stamp

Upon receipt of this application, TM reserves the right to verify any information provided by you and reserves the right to decline any application without giving any reason thereof and is not obligated to respond any request for any unsuccessful application. Kindly attach a copy of NRIC / Passport.
IF STREAMYX APPLICANT IS NOT THE OWNER OF TELEPHONE LINE, PLEASE FILL UP ITEM 5.0a AND 5.0b

SECTION 5a : THIRD PARTY AUTHORISATION FOR USAGE OF FIXED TELEPHONE LINE BY APPLICANT (to be filled by telephone owner)

I, _____ (telephone owner's name) NRIC No. _____ authorise _____ (Streamyx applicant name) NRIC/Old IC No. _____ to apply for Streamyx Service via my fixed telephone number _____. I hereby warrant that the above authorisation is the only authorisation given for the purpose of subscribing for a Streamyx Service and I shall NOT authorise the usage of the above TM Homeline number for subsequent application of Streamyx Service to other parties.

 Signature of Telephone Owner Date _____
 Note: Copy of telephone owner's NRIC and telephone bill (telephone line used to install Streamyx) are required.

SECTION 5b : APPLICANT ACKNOWLEDGEMENT (to be filled by applicant)

I, _____ (Streamyx applicant name), NRIC No. _____ hereby accept any and all responsibilities resulting from the written authorisation by _____ (telephone line owner), NRIC No. _____ and agree to be liable for any demand/claim and any cost arising from legal action pertaining to my usage of the telephone line and the Streamyx Service. I further agree that TM shall not be responsible in any way whatsoever for any disruption to Streamyx Service in the event that the owner terminates the TM Homeline or upon suspension of the TM Homeline for any reason whatsoever.

 Signature of Applicant Date _____

SECTION 6 : ACKNOWLEDGEMENT FOR STREAMYX IN-A-BOX DELIVERY VIA COURIER

Please state your delivery address: _____

 City _____ Postcode _____ State _____
 Additional Terms and Conditions:
 1. Streamyx In-A-Box (modem set) forms part of the terms and conditions for Streamyx Service subscription.
 2. Customer is responsible to self-install once modem received.
 3. For account activation, SMS to STXACTV <space> Login ID and send to 33535 three (3) days after registration. Otherwise the account will auto activate seven (7) days from date of registration for self collect and ten (10) days for courier. Each reply message from TM will be charged RM0.30 to Customer's mobile phone postpaid account or deducted from their prepaid balance. Telco SMS charges for each message sent is charged separately.
 4. RM88 installation fee is applicable if installation assistance is required and charges shall be included in Customer's bill.
 5. Modem belongs to TM and must be returned upon termination of service and/or non-availability of service due to line quality.
 6. Any faulty modem must be returned along with the Streamyx In-A-Box Modem Acceptance Form for modem replacement within fourteen (14) days from date of activation to any Tmpoint / TM Authorised Resellers.
 7. If a Customer is not available during delivery of the modem set, acceptance by a third party will be considered as successful delivery of the item to the Customer.

I, _____ (Streamyx applicant name) NRIC No. _____ hereby confirm that I have read, understand and agree to the above Terms and Conditions. In the event that I am not available during the delivery of the Streamyx In-A-Box (modem set) at the address as stated above, I agree to authorise a third party to receive the modem set on my behalf by signing the Streamyx In-A-Box Modem Acceptance Form.

SECTION 7 : FOR TM USE ONLY

Important For office use only
 1. To expedite the processing of your order, please complete this form in full.
 Order No. _____
 Documents required
 Photocopy of NRIC (both sides) or Passport (Non Malaysian)
 Photocopy of water bill
 Photocopy of electricity bill
 Type of service Permanent Temporary (Reason) _____
 Account Executive Name _____ Mobile No. _____
 Approval for Temporary account Name _____ Designation _____

 Signature Date _____

SECTION 8 : FOR AGENT USE ONLY

Resellers ID _____ Agents ID _____ Resellers Name _____ Service Activation Date _____

 Official Stamp