



SECTION 1 : TYPE OF APPLICATION

Type of Application:  New  Upgrade

Combo Package: (Please tick one)

Streamyx 384kbps / 128kbps (RM60 per month)  Streamyx 2.0Mbps / 384kbps (RM140 per month)

Streamyx 512kbps / 256kbps (RM90 per month)  Streamyx 4.0Mbps / 512kbps (RM160 per month)

Streamyx 1.0Mbps / 384kbps (RM110 per month)

Add On Voice Plan:  Unlimited nationwide call any time to any TM fixed line number. (RM28 per month)

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)

Add On Fun Package  RM12 per month

- The Star E-Paper
- Britannica Encyclopedia Online
- Hypp.TV: Barclays Premier League Clips package
- Online Games
- E-Learning Family Education package
- Hypp.TV: Ka-Pow! Contact Sports Video

Add On Mobility Package  RM10 per month

- Free Wireless modem
- Streamyx ZONE unlimited

Self installation

Required installation date (within 8 days from application date) \_\_\_\_\_

For upgrade, please state existing Login ID \_\_\_\_\_



IMPORTANT ACKNOWLEDGEMENT

- Streamyx Combo shall be applicable for residential application only.
- Streamyx Combo packages shall be for unlimited usage, with modem or free modem for Add on Mobility package, 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 Combo 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.
- TM Homeline application shall be separated from this Application Form and shall be subject to its own Terms & Conditions.
- Add On for Voice Plan or Value Added Services or Content & Application or Mobility is on top of any combo package.
- Minimum subscription period for Streamyx Combo is 12 months.
- For Voice Plan RM28:
  - 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.
- Value Added Service(s) activation shall be twenty four (24) hours after Streamyx service activation.
- Customer shall be notified via Streamyx e-mail for Fun Package access details after Streamyx service is activated.
- Minimum subscription period for Streamyx Combo is 12 months.
- For Add On Mobility package:
  - Minimum subscription for Add On Mobility is 12 months.
  - Warranty for Wireless modem is 12 months.
  - For Mobility Package Self Installation, Wireless modem will be delivered to customer
  - If customer decide to end/terminate Add On Mobility package within first 12 months, handling fee of RM150 will be charged
  - RM10 will be charged per month to customer as long as they subscribed Add On Mobility.
  - Not applicable for Streamyx In-A-Box.
- 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 Combo 2.0Mbps and 4.0Mbps 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) or additional RM40 (installation of Add On Mobility package).
  - First & second months advanced subscription fee.
  - RM10 for 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 Combo before the end of the minimum subscription period, the customer must pay handling fee of RM150 and return the modem. Pre-mature termination includes relocation of premise.
- Streamyx Combo 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.
- Both Streamyx and TM Homeline Terms & Conditions are applied.

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) \_\_\_\_\_

Installation Address \_\_\_\_\_

City \_\_\_\_\_ Postcode \_\_\_\_\_ State \_\_\_\_\_

Tel. No. (Where Streamyx is to be connected) \_\_\_\_\_ Home No. \_\_\_\_\_

Office Tel. No. \_\_\_\_\_ Fax No. \_\_\_\_\_

Mobile No. \_\_\_\_\_ Current Email \_\_\_\_\_  
(To be used for future marketing communications)

NRIC \_\_\_\_\_ (Malaysian Citizens - Please enclose a copy of NRIC)

Passport No. \_\_\_\_\_ (Non-Malaysian Citizen - Please enclose a copy of Passport)

Date of Birth \_\_\_\_\_ Gender  Male  Female

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))

**SECTION 3 : INVOICING AND BILLING INFORMATION**

Billing Name

Billing Address

City  Postcode

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 Streamyx access service. These Terms and Conditions may be subjected to change by Telekom Malaysia Berhad, and I/We will be notified in a manner as Telekom Malaysia Berhad deems appropriate. I/We confirm that the information given herein by me/us is true and correct.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date



Upon receipt of this application, Telekom Malaysia Berhad 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 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 No. \_\_\_\_\_ to apply for Streamyx 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 Combo package and/or Voice Plan under such package, and I shall NOT authorise the usage of the above telephone 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 Telekom Malaysia Berhad shall not be responsible in any way whatsoever for any disruption to Streamyx service in the event that the owner terminates the telephone line or upon suspension of the telephone line 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:**

- Streamyx In-A-Box (modem set) forms part of the terms and conditions for Streamyx subscription.
- Customer is responsible to self-install once modem received.
- For account activation, SMS to **STXACTV <space> Login ID** and send to 33535 three (3) days after registration. Otherwise the account will auto activate 7-days from date of registration for self collect and 10-days for courier. Each reply message from Telekom Malaysia Berhad 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.
- RM88 installation fee is applicable if installation assistance is required and charges shall be included in customer's bill.
- Modem belongs to Telekom Malaysia Berhad and must be returned upon termination of service and/or non-availability of service due to line quality. RM150 will be charged in customer's bill for non returned modem set.
- 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.
- 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****SECTION 8 : FOR AGENT USE ONLY**

Type of service  Permanent  Temporary (Reason) \_\_\_\_\_

Account Executive Name

Mobile No.

Approval for Temporary account Name

Designation

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resellers ID

\_\_\_\_\_  
Resellers Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agents ID

\_\_\_\_\_  
Service Activation Date

\_\_\_\_\_  
Official Stamp

