

Service Application Form

Business Fibre Broadband

<input type="checkbox"/> New Subscription	<input type="checkbox"/> Modification	<input type="checkbox"/> Recontract	<input type="checkbox"/> Additional Orders	<input type="checkbox"/> Others:
Existing Customer Number:				

Business Customer Information	
Company Details	Authorised Officer Particulars
Name of Business / Company as in ACRA: Business Registration Number (BRN):	Name of Authorised Officer, as in NRIC / Passport / FIN: (Mr/Miss/Mrs/Mdm/Dr) Designation:
Registered Address as in ACRA: Postal Code:	NRIC / Passport/ FIN of Authorised Officer: Date of Birth (dd/mm/yyyy):
Company Contact Numbers: Main Office Contact Number: Main Office Fax Number:	Contact Details of Authorised Officer Office Number: Mobile Number: Email Address:
Installation Address	
Installation Address: <input type="checkbox"/> check here if same as Registered Address Postal Code:	Kindly confirm if your office is now ready for site survey, cabling, and fibre installation. <input type="checkbox"/> Yes <input type="checkbox"/> No, it would be ready by _____ (DD/MM/YYYY)
Billing Details	
Billing Address: <input type="checkbox"/> check here if same as Registered Address Postal Code:	Name of Billing Contact Person, as in NRIC / Passport / FIN: Contact Details of Billing Contact Office Number: Mobile Number: Email Address:

Please attach:

1. Your ACRA BizFile or Registration of Company (ROC)
2. **If the authorised officer is not listed in the ACRA BizFile or Registration of Company (ROC)**, an authorisation letter on company's letterhead giving authority to authorized officer to act on behalf of company for installation
3. A copy of Identification Card (IC) or passport of the authorised officer

Fibre Broadband Service Description				
Service Package	Business Fibre Broadband		OTC	MRC
	<input type="checkbox"/> Business 100 (100Mbps) <input type="checkbox"/> Business 200 (200Mbps) <input type="checkbox"/> Business 500 (500Mbps) <input type="checkbox"/> Business Gig (1Gbps)			
	<input type="checkbox"/> Others (please specify): _____			
	<input checked="" type="checkbox"/> FREE Rental of One (1) MyRepublic Fibre Modem (ONT) <input checked="" type="checkbox"/> FREE One (1) Router <input checked="" type="checkbox"/> FREE One (1) Static IP Address <input checked="" type="checkbox"/> 99.95% Uptime Service Level Assurance <input checked="" type="checkbox"/> 8 Hours Mean-time-to-Repair (MTTR)			
Contract Length	<input type="checkbox"/> 24 Months <input type="checkbox"/> 36 Months <input type="checkbox"/> Other (please specify): _____			
Add-on Services	Product/Service Name		OTC	MRC
	<input type="checkbox"/> 8 Static IP Addresses (5 Usable)			
	<input type="checkbox"/> 16 Static IP Addresses (13 Usable)			
	<input type="checkbox"/> Others (please specify detail in Additional Service Remarks)			
	Service Device/ Router Upgrade			
	<input type="checkbox"/> ASUS AC88 U <input type="checkbox"/> Ubiquiti Edge Router 8 Port			
Total Business Fibre Broadband Service Charges (Before GST)				
Additional Service Remarks :				

Business Voice Service Description					
Service Package	Business Voice (per line)		Quantity	OTC	MRC
	<input checked="" type="checkbox"/> FREE Unlimited Local Incoming Calls <input checked="" type="checkbox"/> FREE One (1) Level 6 DDI Number <input checked="" type="checkbox"/> FREE Caller ID	<input checked="" type="checkbox"/> FREE Call Waiting/ Forwarding <input checked="" type="checkbox"/> FREE Voice-to-Email <input checked="" type="checkbox"/> FREE 3-way Conference			
Contract Length	<input type="checkbox"/> 24 Months <input type="checkbox"/> 36 Months <input type="checkbox"/> Other (please specify): _____				
Add-on Services	<input type="checkbox"/> Level 6 Number Porting (requires separate application form)				
	<input type="checkbox"/> Private Number / Caller Number Non Display				
	<input type="checkbox"/> Silver Number				
	<input type="checkbox"/> Gold Number				
	<input type="checkbox"/> Platinum Number				
<input type="checkbox"/> Others (please specify detail in Additional Service Remarks)					
Add-on Hardware	<input type="checkbox"/> Yealink SIP-T19P E2 – Entry Level IP Phone POE without PSU				
	<input type="checkbox"/> Yealink SIP-T41P – Ultra-elegant IP Phone POE without PSU				
Total Business Voice Service Charges (Before GST)					
Additional Service Remarks:					

MySecure Cloud Firewall Service Description				
Service Package	MySecure Cloud Firewall	OTC	MRC	
	<input type="checkbox"/> Standard <input checked="" type="checkbox"/> Anti-Virus <input checked="" type="checkbox"/> Anti-Spam <input checked="" type="checkbox"/> Web Content Filtering <input checked="" type="checkbox"/> Application Control <input checked="" type="checkbox"/> Self-Service Web Portal to Configure <input checked="" type="checkbox"/> Management Security Report	<input type="checkbox"/> Advanced All standard features and <input checked="" type="checkbox"/> URL blacklisting <input checked="" type="checkbox"/> Time-based web-content blocking		
	<input type="checkbox"/> Others (please specify): _____			
Contract Length	<input type="checkbox"/> 24 Months <input type="checkbox"/> 36 Months <input type="checkbox"/> Other (please specify): _____			
Total MySecure Cloud Firewall Service Charges (Before GST)				
Additional Service Remarks:				

Customer's Fibre/ Voice Installation Contact Details	
Name of Contact Person: (For On-site Installation & Provisioning)	Contact Details of Contact Person Office Number: Mobile Number: Email Address:
Customer's MySecure Cloud Firewall Web-Portal User Details	
Name of Contact Person: (For creation of Web-Portal User Login Access) <input type="checkbox"/> Check here if same as Fibre Installation Contact	Contact Details of Contact Person Office Number: Mobile Number: Email Address:
Customer's Post-sales Support Contact Details	
Name of Contact Person (For Troubleshooting and Maintenance Notification) <input type="checkbox"/> Check here if same as Fibre Installation Contact	Contact Details of Contact Person Office Number: Mobile Number: Email Address:
Additional Information or Remarks	
(Attach additional sheets if space is insufficient)	
Payment Mode	
Payment By <input type="checkbox"/> Credit Card <input type="checkbox"/> Debit Card <input type="checkbox"/> GIRO* <input type="checkbox"/> CHEQUE	
Credit/Debit Card Details**	
Card No. - - -	Card Type <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard
Name on Credit Card: _____	Expiry Date: _____
Card Holder Signature	
<small>* Must attach a completed and signed GIRO form, otherwise no installation will be carried out. ** Customer must give seven (7) days' notice to MyRepublic if credit card details are to change.</small>	

*Additional charges are unforeseen charges like opening of panel(s) and/or rental of scissor lift during the installation of Termination Point (TP). Although we waived off the activation fees and the installation charges (only referred to the labor and the materials cost, ie the fibre cable), additional charges are bearable by subscriber.

Signature of subscriber / Date

Business Fibre Broadband Service Specific Terms & Conditions

- Business Fibre Broadband Service ("Service") is a business internet broadband access service via GPON technology. At all times, the availability and provision of Service is subject to prevailing Netlink Trust (NLT) fibre network ("network") coverage, service availability and availability of all relevant resources.
- NLT will be installing the fibre and termination point (TP) at your premises (or the agreed hand-off location) in order for the Service to be provisioned. Rescheduling of NLT installation appointment under any circumstances will be treated as cancellation, and cancellation charges will hence apply.
- On the same day (or the next business day) where the TP is installed, MyRepublic will install a modem (ONT) and router with accessories (collectively called "CPE") for the Service on rental basis. You need to provide us with a power supply for the CPE. We will collect back the ONT upon the deactivation of the Service. You are responsible to take care of the CPE in your premises. Should the CPE be damaged, stolen, lost or otherwise become unfit for use, we will charge you for the Field Engineer on-site service and the replacement CPE. We will also charge you for the CPE if we are unable to recover them after you have deactivated the Service.
- Installation (and subsequent maintenance support) within the Central Business District (CBD), on Jurong Island, within PSA Ports and in Changi Airport (including the cargo terminals) is subjected to a surcharge. Your Account Manager will inform you of the additional charges.
- We will do a standard installation on site during standard working hours (Mon-Fri, 9am-5pm, except Public Holidays). There will be additional charges if you require the Service to be activated after working hours. You need to sign off the Customer Acceptance Form if the Service is activated in order.
 - Should you require complex configuration (such as support port forwarding, VPN, traffic shaping of bandwidth, multiple SSID), our Field Engineer will assist you to do so, with additional charges (OTC and MRC) which we will bill you in your subsequent invoice. You may enquire from your Account Manager for such charges.
- For the static IP address, we will provide you the range allocated.
 - We reserve the right to handle all requests for IPv4 address changes at our discretion.
 - We reserve the right to blackhole any IPv4 addresses upon any detection of abuse or in cases where an address is being targeted by any Denial of Service attacks for a period of minimum 24 hours or longer depending on the actual attack duration.
 - All Static IPv4 usage has to be within MyRepublic's Acceptable Use Policy which can be found at legal section at <http://www.myrepublic.net/sg/legal> 10.
- The estimated provisioning lead time is 21 working days from order acceptance by us, subject to availability of resources. Should the Service activation date communicated to you be revised due to unforeseen circumstances, you acknowledge that such change will have no liability to MyRepublic.
- We do not warrant or give any guarantee on data transfer speed or any other aspect of the Service. We hereby exclude all warranties, whether express or implied by law, regarding the use of the Service (including without limitation the accessibility, reliability or accuracy of the service) and the performance and/or condition of the network.

Business Voice Service Specific Terms & Conditions

- Business Voice Service ("BizVoice") is a business voice service connected via our Business Fibre Broadband Service. At all times, the availability and provision of Service is subject to prevailing Netlink Trust (NLT) fibre network ("network") coverage, service availability and availability of all relevant resources.
- BizVoice will be activated on the same day when the Fibre Broadband is activated.
- Local outgoing calls will be charged 0.90 cents for weekdays from 6pm to 8am, weekends and public holidays, and 1.6 cents for outgoing calls on weekdays from 8am to 6pm. Rates inclusive of GST.

MySecure Cloud Firewall Service Specific Terms & Conditions

- MySecure Cloud Firewall ("Firewall") is a cloud based firewall service for our Business Fibre Broadband Service.
- Firewall service will be activated on the same day when the Fibre Broadband is activated.
- We will provide you user login access to the Self-Service Web Portal. You will need to access the Web Portal to configure your security settings, set up the management report and email notification alerts.

General Business Terms & Conditions

- Cancellation charges are applicable for any withdrawal of application before activation of Service.
- All Charges quoted are subject to change according to the application terms and conditions of MyRepublic and do not include GST or any other applicable sales or use tax or similar charge.
- You should read MyRepublic's Terms and Conditions at www.myrepublic.net/sg/legal/general before registering and/or using our services. These terms and conditions are deemed incorporated by reference. Use of MyRepublic's services will constitute acceptance of these terms and conditions and any amendments thereto.

Customer Acknowledgement

We hereby apply for the services set out in this form.

By signing this Application Form, we acknowledge and agree to be bound by the Terms and Conditions for the MyRepublic service set out above. We confirm that I have provided full and accurate information to MyRepublic.

I warrant and undertake that I am a duly authorised signatory of the Customer named above.

_____/_____/_____
Printed Name of Authorised Officer Signature of Authorised Officer Date (dd/mm/yyyy) Company Stamp

For Official Use Only

Channel ID _____

Remarks _____

Sales Order: _____

NetLink Trust Date/Time: _____

MyRepublic Date/Time: _____

Deposit collected: _____

Customer ID: _____