

## Maxis Own Built - Business Fibre Registration Form

Please write in capital letters and tick (✓) where applicable. C. For New Customer **Documents Required** For Corporate/Company: \* To be certified with company stamp New Renewal Relocation Upgrade Letter of request/authorisation on official letterhead\* Photocopy of authorised signatory's NRIC (both side) or Passport (Non-Malaysian)\* Photocopy of authorised Company Registration documents\* B. For Existing Customer Company Name: Account No.: Existing Mobile No.: C. Company Details 'Required Company Name as per Company Form\* : \_ Person-in-Charge (PIC) Name\*: Company Billing Address: \_ PIC NRIC/Passport No.\*: PIC Contact No. (Mobile)\*: Business Registration No.\*: PIC Contact No. (Company)\*: Authorised Signatory's Name\* : \_ PIC Fax No. (Company)\*: PIC E-mail at work\* : Authorised Signatory's NRIC/Passport No.\* Billing Preference: Existing Billing Account No.: New Bill Nature of business\*: Manufacturing, Agriculture & Mining Energy and Utility No. of Employees\*: IT and Communications Trading, Reseller & Distribution Annual Company Sales Turnover\* : <a href="#">RM300,000</a> RM15mil - < RM20mil Property & Construction Hospitality <u>RM</u>300,000 - <<u>RM</u>3mil RM20mil - RM50mil Financial Services & Insurance Logistic & Transportation RM3mil - <RM15mil > RM50mil Services & Professional Services Unit/Floor/Block: Building Name: Street Name: Town/City: State: Postcode: AM PM All Day Service Request Date (DD/MM/YY): Contact Telephone No.: -Contact Telephone No.: Contact Fax No.: Contact Fax No.: PIC details for Maxis Business Hub Name\* Email Address\*: | | | |-| | | | | | | | | | | Mobile No.\*: NRIC/Passport No.: (Username & password will be sent to this mobile no.) Note: You will be automatically registered for Maxis Business Hub upon activation of the subscribed Services at no extra cost. An email verification will be sent to the Authorised Signatory or PIC who is required to activate the account to be able to access the Maxis Business Hub portal to view and download the electronic bill statements. A fee of 

More a policy of the subscription E. Required Service Type (Broadband) Fibre 300Mbps Package Fibre 500Mbps Package Fibre 30Mbps Fibre 100Mbps Fibre 800Mbps Package 30Mbps RM99/month 100Mbps + 1 Unlimited 300Mbps + 1 Unlimited Calls RM199/month 500Mbps + 1 Unlimited Calls RM269/month 800Mbps + 1 Unlimited Calls RM349/month Calls RM139/month Add-on 1 Unlimited Calls 300Mbps + 5 Voice Connect 500Mbps + 5 Voice Connect 800Mbps + 5 Voice Connect Dynamic IP RM309 (1000 Shareable Off net mins) RM379 (1000 Shareable Off net mins) RM459 (1000 Shareable Off net mins) 500Mbps + 9 Voice Connect 300Mbps + 9 Voice Connect RM399 (1800 Shareable Off net mins) 800Mbps + 9 Voice Connect RM549 (1800 Shareable Off net mins) RM469 (1800 Shareable Off net mins) Fibre 800Mbps Package Fibre 30Mbps Fibre 100Mbps Fibre 300Mbps Package Fibre 500Mbps Package 30Mbps RM299/month 100Mbps + 1 Unlimited 300Mbps + 1 Unlimited Calls RM399/month 500Mbps + 1 Unlimited Calls RM469/month 800Mbps + 1 Unlimited Calls RM549/month Calls RM339/month 500Mbps + 5 Voice Connect 800Mbps + 5 Voice Connect RM659 (1000 Shareable Off net mins) Fixed IP 300Mbps + 5 Voice Connect <u>RM</u>309 Or RM509 (1000 Shareable Off net mins) RM579 (1000 Shareable Off net mins) Add-on (no. of lines:\_\_\_\_\_\_)\* Add-on (no. of lines:\_\_\_\_\_\_\_\_\_\_)

RM25/line/month 500Mbps + 9 Voice Connect RM669 (1800 Shareable Off net mins) 800Mbps + 9 Voice Connect RM749 (1800 Shareable Off net mins) Note:
100/300/500/800 Mbps by default comes with unlimited calls for 1 single line/1 number with no features, only incoming and outgoing calls.
The maximum quantity of Voice Connect lines supported is up to 60 lines per Maxis Business Fibre.
Unlimited calls for the single line is to be surrendered if you subscribe for additional lines, this applies to 30/100/500/800 Mbps with Hosted Voice Solution (5 or 9 BVC lines).
The existing "unlimited calls" line has no features (e.g. Pilot Hunting features are not allowed).
The existing "unlimited calls" line has no features (e.g. Pilot Hunting features are not allowed).
You are not allowed to downgrade or reduce the quantity of Voice Connect lines offered in the above packages. E.g. if you subscribe to Maxis Business Fibre 500 Mbps that comes with 5 lines, you are not allowed to terminate 2 out of the 5 lines. Any termination would be terminating all 5 lines.
If you are already subscribed to Maxis Business Fibre 100/500/800 Mbps, you must subscribe to a new plan for twenty four (24) months.
If you are already subscribed to Maxis Business Fibre 300/500/800 Mbps, you must subscribe to a new plan for twenty four (24) months.
If you are allowed to use a splitter to share the credit card terminal with the DECT or analogue phone.
You may connect a credit card terminal to the ATA. The credit card terminal has to be connected to an individual line and port without sharing. You are not allowed to use a splitter to share the credit card terminal with the DECT or analogue phone.
You may subscribe for more Maxis Business Voice connect lines in the Dusiness Fibre Internet. However, I unlimited talk time on the single line in the Business Fibre Internet will cease and free on-next and shareable minutes for off-net calls will be offered on any lines subscribed. Shareable minutes for off-net calls will be offered on any lines subscribed (excluding video calls, calls to special numbers, and calls to 1300/1800/1600/121 numbers & IDD calls).

The Wireless Backup Internet is meant to provi Billing charges on the old modem will continue to be incurred if the termination date for the Relocation is not stated.

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F. Unified Communications (Microsoft Teams) Corporate / Government Quantity of Package required: Background Info: Existing O365 E5 (Maxis) Existing O365 E5 (Non Maxis) CLIP on Pilot Teams Calling Package Education Pilot Number: Quantity of Package required: Background Info: Existing O365 A5 (Maxis) Existing O365 A5 (Non-Maxis) Corporate / Government Quantity of Package required: Background Info: Existing O365 E1/E3 (Maxis) Existing O365 E1/E3 (Non-Maxis) Teams Phone Number Range: System Education Package Quantity of Package required: Background Info: Existing O365 A1/A3 (Maxis) Existing O365 A1/A3 (Non-Maxis) Teams Collaboration Package Corporate / Government Enable IDD calls Quantity of Package required: Corporate / Government Education Office 365 Office 365 E1. 1 license required. Office 365 A1. 1 license required. Partnership Note: Additional E1 or A1 license for federation is required if existing O365 tenant is Non-Maxis. Please select: .com + RM5/mth .com.my + RM7/mth .my + RM10/mth Domain Office 365 E3. Quantity required: Office 365 E1. Quantity required: Office 365 E5. Quantity required: Office 365 Office 365 A1. Quantity required: Office 365 A3. Quantity required: Office 365 A5. Quantity required: · If have existing company domain name, please specify: · Customer's own Domain Name Server (if any): • Customer's Microsoft Office 365 Admin Contact person name: Customer's Microsoft Office 365 Admin PIC Email address: Customer's Microsoft Office 365 Admin Contact person telephone number: Customers who has existing Microsoft Office 365 E1, E3, E5, A1, A3 or A5 license that was purchased from Microsoft directly or other vendor previously, Customer must to:

• Click and accept the reseller relationship link from Maxis.

• Purchase 1 additional Microsoft Office E1 license to federate their existing tenant with Maxis.

Note: - By default CLIP on extension will be provisioned. If you required CLIP on Pilot feature, please tick 'CLIP on Pilot' and fill up the Pilot number in above section.

- By default IDD calls will be disabled. If you required this feature, please tick 'Enable IDD calls' in the above section. If you require only specific users to have IDD calls please specify the users & DID number. G. Value Added Service Add-On Solutions Please select: Cloud & Email Storage RM22/user per mth No of user(s): \_ State your preferred domain name for your company (If not using your current domain). Cloud and The maximum number of characters you can have for your domain is up to 18 alphanumeric characters. In the event that all 3 domain names are not available, Maxis will notify you via email. Email Storage 3<sup>rd</sup> Preference Remarks: Managed WiFi Please select: RM80/mth \*Note: Managed WiFi comes with ONE unit of Access Point. Additional units of Access Points can be purchasable below Cloud Firewall 39 RM39/month Add-On Modem ID\* Please specify \_ Cloud Firewall 79 RM79/month Managed Firewall Rules RM129/month Cloud Firewall 129 RM129/month Maxis Managed Cloud Firewall 39 RM39/month Cloud Firewall Add-On \*Only required if Cloud Firewall is tying to an existing Biz Fibre service. Leave blank if new service Item 2 Cloud Firewall 79 RM79/month Modem ID\* Please specify Managed Firewall Rules RM129/month Cloud Firewall 129 RM129/month Cloud Firewall 39 RM39/month new service. Applicable only for Dynamic IP Cloud Firewall 79 RM79/month Item 3 Modem ID\* Please specify \_\_\_ Managed Firewall Rules RM129/month Cloud Firewall 129 RM129/month Internet Please select domain: 🗸 Basic Policy Advanced Policy Professional Policy Security H. Add-On Devices Please select: Quantity\_\_\_\_ @ RM80/mth, per device Access Points Note: WiFi Mesh Add On is for existing Maxis Business Fibre customers only. For new registration, Maxpert will advise if additional WiFi Meshes are required during the Maxis Business Fibre installation Please select: Quantity\_\_\_ WiFi Mesh @ RM12.50/mth, per device

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I. Voice Service Class of Service (COS) Privilleges															
C	DS ID	Pleas	se tick	cos	ID	Please tick	CC	OS ID		Please tick	COS II		Please tick	COS ID	Please tick
1.	Allowed Unrestricted Calls - D	Default		2.	Bar IDD o	nly	3.	Bar IDD and 600 on	ly		4. Ba	ar IDD Nat 600 Mobile		5. Bar 600 only	
Unli	mited Basic Package										1				
No	Business Voice Numbers		kage			Name (first name	e, last	t name)		Mobile		Email	cos	Domain N	lame
1.			Voice Connect RM10/month												
		Free with 100Mbps plan				l									
		Free with 300Mbps plan  Free with 500Mbps plan													
		Free with 800Mbps plan													
Hos	ted Voice Package														
No	Business Voice Numbers	Voice Connect		Professional Pack (RM10/line/month)		Name (first na		ne, last name)		Mobile		Email	cos	Domain Name	
		(Please tick ✔)		(Please tick✓)				,							
1.	Pilot														
<u> </u>															
2.	Hunting (remaining lines)														
-															
3.															
4.															
5.															
6.															
7.															
8. Dlas	an attack list if would as of sour	a incufficient													
The Note:	se attach list if number of row is username is by default the pho	one number. It ma	ay vary o	dependir	ng on Max	is Internal instruction	s. To	change your usernan	ne de	etails, please sub	omit the	Letter of Request (LOR	) with the ame	endments.	
• 100	/300/500/800 Mbps by default com maximum quantity of Voice Conne	ct lines supported is	up to 60	O lines per	r Maxis Bus	iness Fibre.									
<ul> <li>The</li> </ul>	mited calls for the single line is to b existing "unlimited calls" line has n are not allowed to downgrade or re	o features (e.g. Pilot	Hunting	features	are not allo	wed).						with Elinos you are not	allowed to termi	aato 2 out of the Ellinos	Anytormination
• If yo	ald be terminating all 5 lines.  Ou are already subscribed to Maxis E	Business Fibre 30 M	lbps or 10	00 Mbps,	to upgrade	to Maxis Business Fibre	300/5	00/800 Mbps, you must	subso	cribe to a new plan	for twent	y four (24) months.			
<ul> <li>You</li> </ul>	may connect a credit card terminal may subscribe for more Maxis Busi s subscribed. Shareable minutes for	iness Voice Connec	t lines on	Business	Fibre Inter	net. However, the unlimit	ted tall	k time on the single line i	n the	Business fibre Inter	rnet will o	ease and free on-net and :	terminal with th shareable minut	e DECT or analogue pl es for off-net calls will b	none. se offered on any
<ul> <li>The</li> <li>All I</li> </ul>	Wireless Backup Internet is meant Maxis Business Voice Connect lines	to provide normal Ir in the Business Fib	nternet bi re Interne	rowsing e et must be	xperience a	and usage of a minimum	of one	e (1) Maxis Business Voice	line	in which the quality	y of the lin	e is provided on a best-ef	fort basis withou	at any service level ass	urance.
<ul> <li>You</li> </ul>	internal & external (vertical and hor must subscribe toMaxis Business \	Voice Connect lines	to be elig	gible to su	bscribe for	Voice Connect app. Eac	h Max	is Business Voice Conne	ct lin	e is allowed to subs	scribe to	one (1) Voice Connect app			
• Plea	rder to register, login and use the V ase refer to Maxis Business Voice C	onnect and Voice C	onnect a	pp respe	ctive Specif	ic Terms and Conditions	for de	etails.	IIIdKt	e outgoing cans or i	receive iii	conning cans using the vo	ice connect app	J.	
	Supplementary Service														
Domestic Toll-free (pre-requisite - must have Maxis Voice Connect pilot number registered/installed as Domestic Toll-free service must be attached to these Maxis Main services)    Localfone 1300 82:									lard Rusiness	usiness Parkane					
	Freefone 1800 82:										t Applicable				
Inte	rnational Toll-free				-	3									
Г	ITFS:		1	1 1	l I Re	gistered Maxis Telep	hone	e No.:	1		1 1	Package: Stan	dard Busines	s Package	
ΙF	UIFN:										ot Applicable				
ΙĒ	Country of Access:					ecial Instructions:									
K	Remarks														
L. Declaration															
I/We	hereby declare that I/we wish to	subscribe to the se	ervice pr	ovided b	y Maxis Br	oadband Sdn Bhd (234	1053-[	D), and that the above i	nforn	nation is true and v	valid. I/W	e agree to be bound by	the Terms and	Conditions as printed	l overleaf or any
ame	ndments made thereto. I/We here /we agree that the Maxis Privacy	eby consent to the Statement shall fo	collection rm an in	on and p tegral pa	rocessing rt of the te	of my/our Personal Info rms and conditions of tl	rmati he Se	on/Personal Data in ac ervice. (In respect of cor	corda porat	nce with the Max e/business/non-in	kis Privac <sub>i</sub> ndividual	y Statement as set out in customers): I/We further	n MBSB's webs unconditionall	ite at http://www.max y and irrevocably und	is.com.my/pdpa lertake to obtain
cons	ent of our employees, representa ral part of the terms and conditio	ative(s) and/or sign ns of the Service.	atories f	for the co	llection an	d processing of their Po	erson	al Information/Data in a	ccor	dance with the Ma		Privacy Statement and I/we agree that the Maxis Privacy Statement shall form an			
									,	Company's Stamp					
				Auth	norised Si	anaturo					-				
				Auu	iorised Si	gnature									
Name (Print In Full):															
NRIC/Passport:															
Designation: Date (DD/MM/YY):											1	or company applicati	on only		
	For Office Use Only					Date (DD/)									
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Orde	er taken via: 🗸 Sales	Channel	Other	rs											
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Sale	SM606.00001			_	Chanr	nel Code:	-				_				
Date	Received:			_	Time I	Received:	-				_				

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### Summary Terms and Conditions of Maxis Service(s) ("Summary")

Your Agreement with Maxis comprises the General Terms and Conditions ("General Terms"), Service Specific Terms & Conditions applicable to you, the Maxis Group Privacy Statement and the Maxis Fair Usage Policy ("Agreement"). These are all located on our official website at <a href="https://www.maxis.com.my/tnc/business">www.maxis.com.my/tnc/business</a> and <a href="https://www.maxis.com.my/pdpa">www.maxis.com.my/pdpa</a>. Alternatively please visit your nearest Maxis Centre for hard copies.

This Summary highlights some of the important terms of the Agreement. When you purchase the Maxis Service(s), the Agreement in its entirety (and not just this Summary) applies to you. Please read and understand the contents of the Agreement in its entirety. Terms used in this Summary will have the same meaning as defined in the General Terms. In the event of any inconsistency or conflict between the Summary and the General Terms, the General Terms will prevail.

#### Your Personal Information

We will process your Personal Information pursuant to the Personal Data Protection Act 2010 and the Maxis Group Privacy Statement. These explain your rights to and our usage of your Personal Information. Our Maxis Group Privacy Statement is found at all our Maxis Centres and our website at <a href="www.maxis.com.my/pdpa">www.maxis.com.my/pdpa</a>. Call us at 1800 82 1123 or 74922123 or e-mail us at customercare@maxis.com.my if you need a copy.

#### Your Obligations When You Use The Service(s):

You must:

- · comply with the Agreement in its entirety; comply with all applicable laws of Malaysia and instructions issued by us;
- promptly pay Charges in full without deduction and protect Our Equipment;
- not disclose your Log-On Details to others;
- not use the Service(s):
  - (a) to send spam, unsolicited messages (including SMS' and emails), and messages against public interest;
  - (b) for re-sale unless permitted by Maxis;
  - (c) for fraudulent, unlawful and improper purpose such as gambling, vice, infringement of intellectual property rights, publishing any defamatory or abusive material; and
  - (d) for any activity which is likely to cause Network congestion.

#### The Service(s) We Supply, Our Liability and What You Can Expect of Us:

Our Service(s) may not be available everywhere. Please check Our Network coverage area on our official website at <u>maxis.com.my/network</u>. Whilst we will make every attempt to provide a fault free service, the Service(s) are not fault free from Matters Beyond Our Control. We are not liable to you or any other party, in contract, tort (including negligence), or otherwise for any loss or damage that you may suffer in connection with the Service(s).

#### **Change of Service Plan**

Request for a change of Service plan is based on our approval and at your cost.

#### Good and Services Tax ("GST") Provisions

We will provide you with a tax invoice if GST is applicable.

#### When We Can Suspend or Terminate Your Service(s):

We may suspend or terminate your Service(s) in a number of circumstances, including where you breach Our Agreement, late payment or failure to make payment, Network related issues (including emergencies), or use the Service(s) for improper purposes or for damaging our Network or when you resign or leave your Company or insolvency. If the Service(s) is/are suspended or terminated, you must still pay all outstanding Charges and charges for Service(s) reconnection.

#### What We Can Do In Relation To The Service(s):

We may from time to time make any changes, including revising the Charges. Changes will be notified via Maxis' official website.

#### Complaints

We appreciate any feedback about our Service(s), and are committed to resolving problems or complaints quickly. If you have any concerns, please contact us at 1-800-82-1919 or dial 1919 from your mobile.

You acknowledge that you have been provided with and have read and understood the Agreement in its entirety, and you agree to the terms and conditions of the Agreement.

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