

Service Application Form Business Fibre Broadband

MyRepublic

FOR BUSINESS

Reg. No. 201117683C

| | | | | |
|---|---------------------------------------|-------------------------------------|--|----------------------------------|
| <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

Broadband Service Description

| | | | |
|---|---|--|------------|
| Service Package | Business Fibre Broadband | OTC | MRC |
| | <input type="checkbox"/> 50Mbps <input type="checkbox"/> 100Mbps <input type="checkbox"/> 200Mbps <input type="checkbox"/> 500Mbps <input type="checkbox"/> 1Gbps <input type="checkbox"/> Other (please specify): _____ <input checked="" type="checkbox"/> 99.95% Uptime Service Level Assurance <input checked="" type="checkbox"/> FREE MyRepublic Fibre Modem Service <input type="checkbox"/> FREE 1 Usable Static IPv4 Address FREE Service Router/Device: <input type="checkbox"/> One (1) MyRepublic Wi-Fi Hub <input type="checkbox"/> One (1) Ubiquiti EdgeRouter Lite, 3 Port + one (1) Ubiquiti UniFi AP <input type="checkbox"/> Others (specify in additional service remarks) | | |
| | 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"/> Block of 8 Static IPv4 Addresses (5 Usable) | | |
| | <input type="checkbox"/> Block of 16 Static IPv4 Addresses (13 Usable) | | |
| | <input type="checkbox"/> Block of 32 Static IPv4 Addresses (29 Usable) | | |
| | <input type="checkbox"/> Reverse DNS | | |
| | <input type="checkbox"/> Others (specify in additional service remarks) | | |
| | Service Device / Router Upgrade | OTC | MRC |
| <input type="checkbox"/> Ubiquiti Edge Router Lite, 3 Ports + Ubiquiti UniFi AP | | | |
| <input type="checkbox"/> ASUS AC88U | | | |
| <input type="checkbox"/> Ubiquiti Edge Router 8 Port | | | |
| Broadband Service Total Charges (Before GST) | | | |

Additional Service Remarks:

Business Voice Service Description

| | | | | |
|--|---|-----------------|------------|------------|
| Service Package | Business Voice | Quantity | OTC | MRC |
| | <input checked="" type="checkbox"/> FREE Unlimited Local Incoming Calls <input checked="" type="checkbox"/> FREE Call Waiting/Forwarding <input checked="" type="checkbox"/> FREE One (1) Level 6 DDI Number <input checked="" type="checkbox"/> FREE Voice-to-Email <input checked="" type="checkbox"/> FREE Caller ID <input checked="" type="checkbox"/> FREE 3-way Conference | | | |
| Contract Length | Same as above Business Fibre Broadband plan | | | |
| Add-on Services | <input type="checkbox"/> Level 6 Number Porting (requires separate application form) | | | |
| | <input type="checkbox"/> Private Number / Caller Number Non Display (CNND) | | | |
| | <input type="checkbox"/> Other (please specify): _____ | | | |
| 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 | | | |
| Business Voice Total Charges (Before GST) | | | | |

Additional Service Remarks:

Business SIP Trunking Service Description

| | | | | |
|---|--|-----------------|------------|------------|
| Service Package | Business SIP Trunking | | OTC | MRC |
| | <input checked="" type="checkbox"/> FREE Unlimited Local Incoming Calls <input checked="" type="checkbox"/> FREE One (1) Level 6 DDI Number per Trunk <input checked="" type="checkbox"/> FREE Caller ID and Call Forwarding | | | |
| | <input type="checkbox"/> Standard SIP Trunking <input type="checkbox"/> Dedicated SIP Trunking (Dedicated Fibre) | | | |
| | <input type="checkbox"/> 5 Channels <input type="checkbox"/> 10 Channels <input type="checkbox"/> 30 Channels | | | |
| Contract Length | <input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> Other (please specify): _____ | | | |
| Add-on Services | Description | Quantity | OTC | MRC |
| | <input type="checkbox"/> Additional SIP Trunking Channel/s | | | |
| | <input type="checkbox"/> Additional Block of 10 DDI (Direct Dial-in Number) | | | |
| | <input type="checkbox"/> Level 6 Number Porting (Requires Separate application form) | | | |
| | <input type="checkbox"/> Private Number / Caller Number Non Display (CNND) on entire Trunk | | | |
| <input type="checkbox"/> Others (please specify): _____ | | | | |
| Business SIP Trunking Total Charges (Before GST) | | | | |

Additional Service Remarks:

Business Hosted PBX Service Description

| | | | | | |
|--|---|---|-----------------|------------|------------|
| Service Package | Cloud Business Voice (Hosted PBX) | | 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 Access to all MyRepublic's Hosted PBX Features | | | | |
| | Contract Length | | | | |
| | | Same as above Business Fibre Broadband plan | | | |
| Add-on Services | <input type="checkbox"/> Level 6 Number Porting (requires separate application form) | | | | |
| | <input type="checkbox"/> Private Number / Caller Number Non Display (CNND) | | | | |
| | <input type="checkbox"/> Others (please specify): _____ | | | | |
| 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 | | | | |
| Hosted PBX Total Charges (Before GST) | | | | | |

Additional Service Remarks:

Customer's 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 Post-sales Support Contact Details

Name of Contact Person
(For Troubleshooting and Maintenance Notification)

Check here if same as 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 Credit Card Debit Card GIRO* CHEQUE

Credit/Debit Card Details**

Card No. [][][][] - [][][][] - [][][][] **Card Type** Visa Mastercard

Name on Credit Card: _____ **Expiry Date:** [M][M][Y][Y]

Card Holder Signature

*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.

One-Time Service Charges

| Item | Description | Charges (excluding 7% GST) |
|---|--|--|
| Additional Charges Upon Request | | |
| NetLink Trust Termination Point (TP) installation for Business Premises | Charges for new TP installation or reactivation of existing MyRepublic TP | SGD 533 |
| Service sign-up, activation & ONT installation for Business | Covers NetLink Trust service provisioning cost + on-site installation visit | SGD 250 |
| Relocation | To relocate current service to new area | SGD 750 |
| Third Party Charges (additional equipment/material will be quoted in advance) | Additional request that is not covered under the NLT standard installation | As quoted by contractor |
| Cancellation of order | Cancellation of order after work order is send to NLT | SGD 533 |
| Early Termination Fee | If you terminate your contract before the end of the contract's term | Total sum of monthly charges for the remaining contract period |
| Payment Default Fee | For every unsuccessful GIRO / Debit Card / Credit Card deduction | SGD 9.35 |
| Billing Cycle Change | Administrative fee for every requested change in one's billing date | SGD 18.69 |
| Temporary Suspension | If you wish to suspend your MyRepublic connection temporarily (up to 3 months) | SGD 150 |
| Suspension of Service and Reactivation | Reactivation of service after suspension due to late payment | SGD 158 |
| Lost or damaged ALU ONT / Power Adapter / Patch Cord for OpCo customers | Replacement of ONT due to damaged or loss of equipment | SGD 160 |
| Router Upgrade (applicable before activation) | | |
| N56U | Router Addon for Business Lite | SGD 69.00 |
| Ubiquiti Lite + AP Upgrade | Router Upgrade from N56U | SGD 186.92 |
| Additional Ubiquiti UAP | Additional Ubiquiti UAP | SGD 93.46 |
| Ubiquiti ER8 | Router Upgrade from N56U | SGD 607.48 |
| | Router Upgrade from Ubiquiti lite + AP | SGD 514.02 |
| AC88U | Router Upgrade from N56U | SGD 280.37 |
| | Router Upgrade from Ubiquiti lite + AP | SGD 140.19 |
| Installation and Maintenance (applicable to NNF and special request) | | |
| No fault found | Charges for maintenance call where fault are not caused by MyRepublic directly | SGD 150 |
| CBD installation/maintenance Charges | Additional charges to provide services in Central Business District | SGD 60 |
| Jurong Island/PSA/Changi Airport installation/maintenance Charges | Additional charges to provide services in Jurong Island/PSA/Changi Airport | SGD 80 |
| After working hours installation/maintenance Charges | Additional charges to provide installation or maintenance services after 6pm to 8pm. | SGD 70 |
| Weekend installation/maintenance Charges | Additional charges for Saturday, Sunday and Public Holiday. | SGD 80 |

One-Time Service Charges

| Item | Description | Charges (excluding 7% GST) |
|---|--|----------------------------|
| Value added FE services (on the same appointment) | | |
| Port forwarding services | Additional charges to provide configuration for ftp server (port forwarding service) per service | SGD 150 |
| Web/IP camera configuration | Web/IP camera | SGD 80 |
| VPN configuration | VPN configuration (per tunnel) (Server & remote location) | SGD 400 |
| VPN client setup | VPN client setup (per client) | SGD 240 |
| Voice | | |
| (BizVoice) Number Porting Charges (per number) (if you are transferring/transferred your existing phone number to MyRepublic Voice) | Completion of Number Port application | SGD 45.80 |
| | Rejection of Number Port application by other telco | SGD 17.76 |
| | Cancellation of Number Port service without porting number to MyRepublic | SGD 45.80 |
| Voice Service Setup, Equipment + Installation | vers cost of provided equipment + service activation cost | SGD 45.80 |
| Voice Early Termination Fee | If you terminate your Voice Service within 6 months of your installation | SGD 45.80 |
| Modification of Business Voice number (cost per number) | To change your Home Voice number to a different number | SGD 23.36 |
| Silver number | Selections of premium numbers | SGD 82.24 |
| Gold numble | Selections of premium numbers | SGD 175.70 |
| Plantinum number | Selections of premium numbers | SGD 466.36 |
| (SIP Trunk) Number Porting Charges (per number) (if you are transferring/transferred your existing phone number to MyRepublic Voice) | Completion of Number Port application | SGD 45.80 |
| | Rejection of Number Port application by other telco | SGD 17.76 |
| | Cancellation of Number Port service without porting number to MyRepublic | SGD 45.80 |
| DDI Setup Charge | Covers set-up and activation cost | SGD 70.00 |
| Channel Setup Charge | Covers set-up and activation cost | SGD 49.00 |
| Caller Number Non Display (CNND) A.K.A Private Number | Covers set-up and activation cost | SGD 70.00 |

Summary of MyRepublic Service Terms & Conditions

- MyRepublic service is available only at premises which are NBN fibre-ready. At all times, the availability and provision of service is subject to prevailing NBN coverage, service availability and availability of all relevant resources.
- You acknowledge and agree that under certain circumstances, the service activation date quoted you by MyRepublic will change without any liability to MyRepublic.
- There can be no rescheduling of NetLink Trust appointments for installation of service under any circumstances, with NetLink Trust treating these as early cancellation which activates NetLink Trust cancellation charges.
- 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.
- Cancellation charges are applied by NetLink Trust for any withdrawal of application before activation of service.
- We are not responsible for CPE not supplied by us. You are welcome to use your own router although you are required to configure it yourself. In this case, the point of demarcation for our responsibility is up to the point of the ONT and we recommend you use the MyRepublic router as back-up. You must pay us our prevailing on-site support charges when we provide you with any on-site support if the fault does not lie with our network. Charge for on-site service call is listed in One-Time Service Charges.
- 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.
- You should read MyRepublic's Terms and Conditions at www.myrepublic.net/sg/legal 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.
- End user can only hold MyRepublic installation and activation up to a period of one month after NetLink Trust installation is completed. Billing cycle and contract will start and EU will be billed regardless of MyRepublic Activation is completed.

Business Voice Terms & Conditions

- Local outgoing calls will be charged at 0.80 cents for weekends, public holidays and weekdays 6pm to 8am, and charged 1.6 cents for weekdays 8am to 6pm. All rates exclude 7% GST.

SIP Trunk Terms & Conditions

- Local outgoing calls will be charged at 0.75 cents for weekends, public holidays and weekdays 6pm to 8am, and charged 1.5 cents for weekdays 8am to 6pm. All rates exclude 7% GST.
- Minimum 12 months contract term, standard SGD 490 termination penalty per trunk applies if terminating within 12 months from installation.
- DDI numbers when added, need to be in place for at least 12 months before they can be released again. Early termination fee per block of 10 numbers would be SGD 35.00
- Customers may increase and decrease the number of channels via their portal, as long as they remain over the minimum number of channels. Increasing channels will incur the set up fee per channel, and the minimum rental period is 1 month. The customer may reduce the number of channels via the portal as well at any time, but the rental is charged per month.
- Quality of voice cannot be guaranteed if SIP trunk runs over different ISP broadband network.
- IDD dialing prefix: 1550 or 000 or +.

Hosted PBX Terms & Conditions

- Local calls will be charged at 0.75 cents for weekends, public holidays and weekdays 6pm to 8pm, and charged 1.5 cents for weekdays 8am to 6pm. All rates exclude 7% GST.
- Customers will be granted login access to the Hosted PBX Portal to view and reconfigure their voice settings.
- The fully configurable feature list of Hosted PBX functionalities can be requested from our enterprise sales representative

Business Static IPv4 details

Below are some details about the Static IPv4 Add-On:

- The default 1 static IPv4 address provided is meant for achieving a stable high performance internet access only.
- This default1 static IPv4 address provided should be configured at router level for an optimised bandwidth throughput.
- Customers who have advance internet requirements must purchase a block of IPv4.
- For customers purchasing an add-on block of static IPv4 Address, please refer to the MyRepublic Business Block of Static IPv4 Address Application Form for the full terms and condition.
- MyRepublic will only provide simple setup and technical support for configuring our provided router.
- MyRepublic does not provide any support or configuration such as port-forwarding for equipment or software that utilises the Static IPv4 addresses.
- MyRepublic reserves the right to handle all requests for IPv4 address changes at its discretion.
- MyRepublic reserves 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>
- For any breach of the stipulated Terms and Conditions and Acceptable Use Policy, MyRepublic reserves the right to terminate the service.

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 D1002030

Remarks

Sales Order: _____

NetLink Trust Date/Time: _____

MyRepublic Date/Time: _____

Deposit collected: _____

Customer ID: _____