

CUSTOMER DETAILS

Name of Firm / Company :	Certificate of Incorporation / Business Registration No

Registered Business Address :	SINGAPORE _____
Name of Authorised Officer :	Designation : _____ NRIC / Passport No : _____

Tel No: _____	Fax No: _____ Email : _____

CORRESPONDENCE / BILLING DETAILS

Correspondence / Billing Address (If different from Registered Address) : _____	
SINGAPORE _____	Billing Contact Person : _____ Tel No : _____

Fax No : _____	Email: _____

INSTALLATION DETAILS

Installation Address : _____	
Technical Contact Person : _____ Tel No : _____ Fax No : _____	
Internet Access Service required: (please select one)	
<input type="checkbox"/> ADSL 512k (Dynamic IP) <input type="checkbox"/> ADSL 512k (Fixed IP) _____ IP addresses <input type="checkbox"/> Dynamic DNS Service required (Add \$50 /month)	On-site setup required (Add \$200) YES / NO (circle one)
ADSL service to be provided on <i>THIS</i> telephone line number: 6 _____ (Existing ADSL? NO/YES _____)*	
<small>*If telephone no is not registered to the applicant's name, a letter of consent from the registered subscriber must be obtained. If an existing ADSL service is being provided on this telephone no, circle "YES" and state name of ISP.</small>	
Activation Date Requested : _____ (Allow at least 10 working days from application date)	Type of Request : New / Additional Request / Relocation (If Relocation, cease ADSL no _____)
Specify Choice of User ID (Max 8 characters) [For Dynamic IP ADSL only] :	
1 st Choice : _____ @ iworldaccess.net	2 nd Choice : _____ @ iworldaccess.net
3 rd Choice : _____ @ iworldaccess.net	

VALUE ADDED SERVICES

Premium Technical Support	Others
<input type="checkbox"/> Gold <input type="checkbox"/> Silver	_____

CONTRACT PERIOD

<input type="checkbox"/> 12 months	<input type="checkbox"/> 15 months
<input type="checkbox"/> 18 months	<input type="checkbox"/> 24 months

UNDERTAKING

I / We agree to hire the abovementioned service(s) and facilities provided by IworldAccess and agree to be bound by the Terms and Conditions herein contained (overleaf). These Terms and Conditions are subject to amendment by IworldAccess as and when necessary, notice whereof may be given to me / us in such manner as IworldAccess deems proper. I / We also confirm that the information herein given is true and correct.	
_____ Signature of Authorised Officer / Date	_____ Firm / Company Stamp

<u>For Official Use Only</u>	Pcode:	CH: C / W	APP by:	OE	Act Date	CLO:
Customer Acct No:	Acct Mgr / VAR:					

Notes to the Application

1. Under normal circumstances, your service will be activated within 8 – 10 working days. However, subject to telephone line condition or location, it may take about one month or longer for the service to be activated.
2. Note that the required Customer Premise Equipment for ADSL service is an ADSL router-modem with ethernet interface. Other Customer Premise Equipment types are not supported directly by iWorldAccess. Please check with your respective system integrator.
3. IworldAccess ADSL service is not applicable for PABX (Private Automatic Branch Exchange), hunting line, ISDN (Integrated Services Digital Network), DID (Direct Inward Dialing), key telephone system, Auxiliary line and SingTel Faxmail Service.
4. Please include a copy of your **Certificate of Incorporation / Business Registration Certificate** with this application.

Specific Terms and Conditions

1. IworldAccess services are available to companies who fulfill the following requirements:
 - BRN number
 - Existing company registered telephone line (applies to ADSL service only)
 - One telephone line per CPE (applies ADSL service only)
2. If the telephone is not registered under the company's name, the applicant must obtain approval from the registered telephone subscriber for use of Iworld Access's ADSL service
3. There is a minimum subscription period of 12 months for Iworld Access ADSL service (or such other period as may be specified by Iworld Access). This minimum subscription period is imposed by the telephone line provider. Iworld Access has to pay the telephone line provider for the entire minimum subscription period even if the ADSL service is terminated before the end of the period. Iworld Access suffers a loss when this happens, and for most ISPs this loss is borne by good subscribers who honour the minimum subscription period, in the form of higher prices. Iworld Access feels strongly that this is unfair. At Iworld Access, our customers enjoy the lowest prices. Good customers do not subsidize errant customers. At Iworld Access, customers are required to sign the 12-month minimum subscription period contract, and pay the subscription fees for the 7th to 12th month upfront. This allows Iworld Access to keep errant customers at bay, and give our customers the lowest price in the market. The pre-pay 7th-12th month subscription fee is not a deposit or a penalty, but an advance subscription fee. You will not be billed again on the 7th – 12th month.
4. Use of Iworld Access's services is subject to its most current Acceptable Use Policies. These policies among other things require the customer to comply with all applicable laws (and shall not contravene any applicable law) of the Republic of Singapore relating to the Service including without limitation the Broadcasting and Television Act, Common Gaming Houses Act, Computer Misuse Act, Copyright Act, Films Act, Indecent Advertisements Act, Maintenance of Religious Harmony Act, Official Secrets Act, Penal Code, Public Entertainment Act, Telecommunications Act (including any regulation made pursuant thereto and any terms and conditions of any license granted to Iworld Access by IDA) and the Undesirable Publications Act, as well as any policies, directives and guidelines set by IDA and the Singapore Broadcasting Authority. These policies also cover NetAbuse which include (but not limited to) Unsolicited Bulk Email, Unsolicited Commercial Email, Mail Bombing, Denial of Service Attacks etc ...
5. It is understood that IworldAccess services are provided via multiple public and private facilities. Iworld Access shall not be responsible for any failure in its Services arising from faults caused by customer's equipment, applications, interconnected equipment, networks, systems or gateways and/or acts of omissions of the customer, IworldAccess scheduled maintenance or the acts or omissions of local exchange carrier or failure of third party services.
6. It is also understood that while IworldAccess endeavors to provide the services to the best of its efforts, IworldAccess shall not be liable for any cost, claim, liability, expense, demand or damages whatsoever (including any loss of profits, lost savings or incidental or consequential damages) arising out of customer's use of or inability to use such services.
7. Provision of Iworld Access's services are further subject to the company's General Terms and Conditions, and prevailing prices and rates as publicized from time to time.
8. All fees and charges are payable by the Due Date printed in the bill. Interest at 12% per annum is levied on a daily basis on outstanding amounts after the Due Date.
9. A Cancellation Fee of \$50 is charged when this Application is cancelled before the Service(s) applied for is/(are) activated.
10. A one-time Service Activation Fee of \$180 (dynamic-IP adsl) or \$300 (fixed-IP adsl) will be charged to your first-month bill for all new and relocated 512k ADSL activations. A Termination Fee of \$30 will be charged to your final bill when you cease your ADSL service.

customer initial

customer initial

IMPORTANT NOTE:

PLEASE ENSURE THE FOLLOWING DOCUMENTS ARE INCLUDED WITH YOUR APPLICATION

- This Application Form
- Copy of Certificate of Incorporation / Business Registration Certificate
- Letter of Consent (if applicable)
- Cheque for 7th – 12th month of subscription (6 month equivalent) made payable to "Iworld Networking (Pacific) Pte Ltd"

PLEASE FAX ENQUIRIES TO : 6441 3438 OR EMAIL: sales@iworldaccess.net

PLEASE SEND COMPLETED FORMS & DOCUMENTS TO :

iWorld Networking (Pacific) Pte Ltd, 750E Chai Chee Road #03-06 Technopark@Chai Chee SINGAPORE 469005