

# M1-IMDA FIBRE BROADBAND SERVICE APPLICATION FORM (NEU PC PLUS PROGRAMME)



To be completed and signed by Parent/Guardian if applicant is below 18 years of age

Reg. No. 199604708Z

PC Requisition (PCR) Number (To be filled in by Lead Agency): \_\_\_\_\_

## Applicant (age 18 years & above)/Parent/Guardian Details \*All fields are mandatory

Name as stated in NRIC/Passport of Applicant (age 18 years & above)/Parent/Guardian\* (Mr/Miss/Mrs/Mdm/Dr)^:

NRIC/Passport No. of Applicant/Parent/Guardian\*:

Date of Birth (dd/mm/yyyy)\*:

Nationality\*:

Service Address\*:

Local Billing Address\*:

To receive e-bill?\*

☐ Yes ☐ No

Residential Address (if different from Local Billing Address)\*:

Home No.\*:

Mobile\*:

Email\*:

## Applicant (below 18 years of age)

Name in NRIC/Passport of Applicant\* (Mr/Miss)^:

NRIC/Passport No. of Applicant (below 18 years of age)\*:

## Fibre Broadband Plan

☒ 500Mbps

List Fixed Voice Number in Directory Services (Select One): ☐ Yes ☐ No \*\*To Bar ALL IDD/Premium Number.

## Service Commitment Contract

- Customer must subscribe to M1 HomePac Fibre 500Mbps promotion ("Promotion") for a contractual period of 24 months ("Commitment Period"). Each customer will also be entitled to a free wireless router (subject to availability of stock). M1 Net reserves the right to substitute the wireless router with a product of similar value at its sole discretion without prior notice. Customers shall start their Service subscription period from the date of Service activation for 24 months ("Commitment Period"). a. In the event that Customer prematurely terminates the Service before expiry of the Commitment Period, Customer shall pay M1 the applicable early termination charges:

| Termination month  | 1        | 2        | 3        | 4        | 5        | 6        | 7        | 8        | 9        | 10       | 11       | 12       |
|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Termination Charge | \$552.00 | \$529.00 | \$506.00 | \$483.00 | \$460.00 | \$437.00 | \$414.00 | \$391.00 | \$367.99 | \$345.00 | \$322.00 | \$299.00 |

| Termination month  | 13       | 14       | 15       | 16       | 17       | 18       | 19       | 20       | 21      | 22      | 23      | 24      |
|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|---------|---------|---------|---------|
| Termination Charge | \$276.00 | \$253.00 | \$230.00 | \$207.00 | \$184.00 | \$161.00 | \$138.00 | \$115.00 | \$92.00 | \$69.00 | \$46.00 | \$22.99 |

- At the expiry of the Commitment Period, the Service will be automatically renewed for another 12 months ("Renewal Term").
- The free wireless router is non-refundable, returnable or exchangeable. The warranty period of the router will be 3 years from the date of service activation.
- Customer agrees that M1 Net Ltd ("M1 Net") will provide the M1 HomePac 500Mbps (Fibre) service in accordance with the terms and conditions as stated in the enclosed M1 Fibre Broadband Bundle Service Agreement Summary Terms and Conditions.
- No upgrade or downgrade of the Service is permitted under this Promotion. If the customer prematurely terminates/takes up any other M1 Fibre Home Broadband service promotion during the Commitment Period, any and all promotional discount offered herein may be forfeited at M1 Net's discretion in respect of the remaining term of the Commitment Period.
- In the event customer chooses to terminate the Service before successful service activation, M1 Net reserves the right in its option and sole discretion to (a) impose applicable charges for Cancellation of Fibre broadband service before service activation/the ready-for-service (RFS) date; or (b) deem the service (and any plans thereof) to be continuing at the full stipulated charges.
- Customer's default on payment of his bill may result in the Service being suspended or terminated. A customer who defaults on payment of his bill and is terminated by M1 Net for non-payment or other lawful reason during the Commitment Period shall also pay to M1 Net the applicable amount(s) as stated in Clause 1 herein.
- Customer is not allowed to temporarily disconnect, or transfer to any other party, person or entity the M1 Fibre Home Broadband service during the Commitment Period.
- Customer agrees to the disclosure of his personal data by M1 Net to the IMDA for the purposes of administering the applicable subsidy under this Promotion.
- Customer shall ensure that the details required in this Application Form are accurate, true and completely provided. Any failure to properly complete this Application Form may result in delay to service provisioning.
- For the avoidance of doubt, all service add-ons, value-added services and other services/products (including those provided by third parties whom M1 is billing on behalf of or otherwise collecting) will be chargeable at the prevailing rates, unless otherwise stated. Additional terms and conditions for the provision of such services/products will apply.
- All charges are subject to change in accordance with the prevailing GST rate.
- Any other contract(s) entered into between the customer and M1 Net shall continue to apply, unless otherwise agreed to by M1 Net.
- M1 Net's General Terms and Conditions and the specific terms and conditions for the provision of M1 Fibre Home Broadband services and M1 Fixed Voice services published at www.m1.com.sg are deemed incorporated by reference. In the event of any conflict or inconsistency, such conflict or inconsistency shall be resolved in the manner most favourable to M1 Net Ltd.

SIGN  
HERE

Name and Signature of Applicant

Date of Application

## For Official Use

TP (Termination Point) Installation Date and Time:

1st Choice:

2nd Choice:

ONT (Optical Network Terminal)  
Installation Date and Time:

1st Choice:

2nd Choice:

3rd Choice:

Home Broadband Model Serial No.:

Home Broadband Modem (MAC ID):

User ID:

M1 Fixed Voice Number:

Remarks:

Attended by:

Signature/Name of Staff/Date

Prices are inclusive of 7% GST & are subject to change in accordance with prevailing GST rate.

CM-FBNEU-04-01/03  
01042020

Please complete Application Form overleaf. Page 1 of 3

## Critical Information Summary

### Fibre 500Mbps at \$0/month

Subscription at \$0 per month, valid for 36 months from the date of ONT or service activation/installation, thereafter, the service shall automatically be terminated. Customers can opt to continue the service by re-contracting at the prevailing subscription rate.

### Service/Promotion Plan comes with (where applicable):

Home Fixed Voice - Subscription at \$0 per month, valid from the date of ONT activation/installation.

### Early Termination Charge

Early termination or downgrade of service plan during the 24-month service commitment period is subject to early termination charges (ETC) at a maximum of \$552.00 in the first month. The ETC decreases each month in the service commitment period.

Please refer to Service Commitment Contract.

### Service/Promotion Plan Details (where applicable)

#### Fibre 500Mbps

Theoretical download speed of 500Mbps and upload speed of 500Mbps.

The Typical Speed Range is 458.6 - 473.56Mbps. These refer to the range of download speeds that users can experience 80% of the time based on the specific test conditions and parameters which are stipulated in m1.com.sg/HBBspeeds. Testing Time Frame: October to December 2019.

#### Home Fixed Voice

Free unlimited local calls (incoming and outgoing).

Directory Service Related Charges (where applicable) -

- (i) Delisting Charge. First request free (includes choice made at the point of sign-up), subsequent requests chargeable at \$5.35 each;
- (ii) 100 Directory Enquiry Service Charge. First 3 enquiries per billing month free, subsequent enquiries chargeable at \$0.97 each.

By signing the Acknowledgement portion below, I acknowledge that I have read, understand and agree to the above information in relation to the services provided by M1 Net Ltd.

## Personal Data Consent Form

M1 sends out communications on marketing, advertising and promotions in relation to products and services offered by the M1 Group of Companies from time to time.

☐ I consent to receiving such communications via: ☐ Phone Calls ☐ Text Messages

☐ I do not consent to receiving such communications

By signing the Acknowledgement portion below, I acknowledge that I have read and I agree to the terms of the M1 Data Protection Policy ("Policy"). I further acknowledge that (a) the Policy shall, to the extent applicable, apply to this and any other related services that I may subscribe to; and (b) my consent to the Policy may only be withdrawn via the withdrawal process as stated in the Policy.

## Acknowledgement (Critical Information Summary and Personal Data Consent Form)

By signing below, I acknowledge that I have read, understand and agree to the information and the terms and conditions set out above under the sections entitled "Critical Information Summary" and "Personal Data Consent Form".

|                                 |                             |
|---------------------------------|-----------------------------|
|                                 |                             |
|                                 |                             |
|                                 |                             |
| <b>SIGN<br/>HERE</b>            |                             |
| Name and Signature of Applicant | Date of Service Application |

## SUMMARY OF HOME BROADBAND TERMS AND CONDITIONS

- The M1 Home Broadband services and plans (the "Service") are provided by M1 Net ("M1") to you for residential use at the Service Address only. Service Address must be NGNBN fibre-connected, for Service that is to be delivered via fibre technology. For Fibre Broadband, the Service Address must have been certified fibre-ready for the Services according to confirmation by the relevant Third Party Provider. By signing this application form, you undertake that the Service Address fulfills the conditions above.
- Access and use of the Service may require the use of a type-approved optical network terminal (ONT) which is issued by M1 or any of its authorised resellers/preferred partners.
- Upon application of the Service, you may obtain use of a ONT modem, from M1 on a free rental basis, each subscriber is entitled to only one ONT on a rental basis per Service signup.
- You are required to keep the ONT in good working order and condition in accordance with M1's instructions. M1 retains all legal and beneficial ownership in and to the ONT at all times. You must not resell, dispose, transfer, modify or allow anyone to tamper with or modify the ONT. M1 will not be responsible for any service failure, degradation or interruption arising from any failure to maintain the ONT properly. In the event of any loss, defects, damage, misuse, acts of God, accident or unauthorised alteration/repair, the following charges shall apply and shall be payable by you to M1:

| Types of Optical Network Terminal (ONT) Charges (if applicable) | Charges (Inclusive of 7% GST) |                             |                                   |
|---|-------------------------------|-----------------------------|-----------------------------------|
| Loss/Damage of GPON ONT   | \$78                          |                             |                                   |
| Loss/Damage of XGPON ONT  | \$550                         |                             |                                   |
| Loss/Damage of ONT Patch Cord (3m)                              | \$19                          |                             |                                   |
| Loss/Damage of ONT Power adaptor AC                             | \$11                          |                             |                                   |
| Loss/Damage of ONT Ethernet Cable                               | \$9                           |                             |                                   |
| Transportation/Manpower Cost                                    | Weekdays 9am-6pm: \$32.10     | Weekdays after 6pm: \$48.15 | Weekends/public holidays: \$64.20 |

- For High Speed Fibre Broadband, you will be charged any miscellaneous fees, including without limitation the following, where applicable and as may be requested by you, in respect of each Service Address.

| Description of one time service charges          | Charges (Inclusive of 7% GST) | Description of Miscellaneous Charges (if applicable)   | Charges (Inclusive of 7% GST) |
|--|-------------------------------|--|-------------------------------|
| ONT Activation Charge (weekdays 9am-6pm)         | \$58.85                       | Installation of TP Charge (High-Rise Residential Building)   | \$160.50                      |
|  |                               | Installation of TP Charge (Landed Residential Premise)   | \$288.90                      |
| ONT Activation Charge (weekdays after 6pm)       | \$85.60                       | Installation of internal cabling that exceeds 15m, measured from point of entry to Residential Premise to 1 <sup>st</sup> TP | \$2.14/5m                     |
|  |                               | Cancellation/Modification of TP Appointment (High-Rise Residential Building)   | \$160.50                      |
|  |                               | Cancellation/Modification of TP Appointment (Landed Residential Premise)   | \$288.90                      |
| ONT Activation Charge (weekends/public holidays) | \$112.35                      | Cancellation of Fibre before service activation (RFS) - High-Rise Residential Building                                       | \$160.50                      |
|  |                               | Cancellation of Fibre before service activation (RFS) - Landed Residential Premise   | \$288.90                      |
|  |                               | Cancellation of ONT Appointment  | \$32.10                       |
| Fibre Registration Charge                        | \$58.85                       | Onsite Charge  | Min Charge of \$68.48         |
|  |                               | VAS Activation Charge  | \$32.10                       |

- A Customer who wishes to terminate the Service shall inform M1's Customer Service 7 days in advance of termination.
- In the event the Service is terminated, other Plans that are ancillary to, connected with or dependent on the Service, may also be deemed terminated by M1 Net, and premature termination charges and fees may apply.
- The Customer acknowledges that Fibre Broadband Services are intended to operate on the NGNBN and accordingly is dependent on the performance of the network and other NGNBN third party providers, including NetLink Trust and/or Nucleus Connect Pte Ltd ("Third Party Providers"). Accordingly, M1 Net shall not in any way whatsoever be liable or responsible for any failure, delay, default, act or omission by such Third Party Providers that prevent or delay or otherwise impact or effect the provision of the Fibre Broadband Services, howsoever arising. M1 Net's terms and conditions for the provision of Fibre Broadband Services, including any summary terms thereto, shall apply.
- M1 Net's General Terms and Conditions and the specific terms and conditions for the provision of the Services published at [www.m1.com.sg](http://www.m1.com.sg) are deemed incorporated by reference. M1 Limited's General Terms and Conditions published at [www.m1.com.sg](http://www.m1.com.sg) shall also apply mutatis mutandis where applicable. In the event of any conflict or inconsistency between these terms and conditions, the specific terms and conditions for the provision of the Services and M1 Net's General Terms and Conditions, the conflict or inconsistency shall be resolved in the manner specified in M1 Net's General Terms and Conditions. In the event of any other inconsistency, such inconsistency shall be resolved in a manner most favourable to M1 Net, as determined by M1 Net in its sole and absolute discretion.
- You agree to use the Service for lawful purposes only, and in accordance with the Specific Terms and Conditions for M1 Home Broadband Service, the M1 General Terms and Conditions and all applicable rules.

## SUMMARY OF M1 FIXED VOICE TERMS AND CONDITIONS

- M1 Fixed Voice Service (the "Service") is provided to you by M1 Net Ltd ("M1 Net") with the sign up of M1 High Speed Fibre Broadband Service for residential use at the service address only. Upon termination of M1 High Speed Fibre Broadband Service, M1 Fixed Voice service will also be terminated.
- Use of the Service will require the use of a type-approved Optical Network Terminal (ONT) issued by M1, its related corporations, or any of its authorised resellers/preferred partners.
- You will be charged a one time service activation fee of \$37.45 (inclusive of 7% GST) for the M1 Fixed Voice service in respect of each Fibre Broadband service.
- In the event you wish to transfer or port-in a local telephone service number from another service provider, please be advised that your port-in request to M1 may be subject to delays if your number portability request is rejected by the service provider. This may occur for reasons which are not within M1's knowledge or control, for example, if you are also subscribed to other services provided by such service provider that are provisioned on the local telephone service, M1 cannot and shall not be responsible for any delays or service interruptions caused in this regard or in any event.
- You acknowledge that all IDD, Premium Service calls & any value added services will be chargeable at prevailing rates. For more information, refer to [www.m1.com.sg](http://www.m1.com.sg)
- In the event you terminate the fixed voice line tied to the Premium/Auction Number, or M1 terminates the same in accordance with M1's terms & conditions, M1 shall have the right to release the Premium/Auction Number without refund to you.
- You will be given a one-time free-of charge option to delist your name, address and fixed voice number ("Service Number") from the Directory Services database which includes both the Integrated Directories service and the Directory Enquiry service. An administrative fee of \$55.35 (inclusive of 7% GST) shall be applicable for subsequent requests to be listed or delisted from the Directory Services database. Customers who choose to delist their Service Number at the point of sign-up shall be deemed as having utilized the option. Customers who do not choose to utilize the option understand and agree that their name, address and Service Number in our database shall be listed in our Directory Services database or any other applicable directory listing in any medium, and consent to our collection, use and disclosure of such information in such manner for such purpose.
- You may make three free directory enquiries to the 100 Directory Enquiry Service from your fixed voice number per billing month. Thereafter, a fee of \$0.97 (inclusive of 7% GST) shall be applicable for each directory enquiry made from your fixed voice number.

Please refer to our website [www.m1.com.sg](http://www.m1.com.sg) for the M1 General Terms and Conditions and other applicable specific terms and conditions