

## Terms & Conditions (T&C)

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE YOU SIGN UP FOR THE IP CENTREX SERVICES (“SERVICE”). BY INDICATING YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS CONTAINED HEREOF, YOU ARE DEEMED TO ACKNOWLEDGE AND AGREE TO BE BOUND BY ALL THE FOLLOWING TERMS AND CONDITIONS FOR THE USE OF THE SERVICES PROVIDED BY TELEKOM MALAYSIA BERHAD (“TM”).

TM RESERVES THE RIGHT TO UPDATE OR REVISE THESE TERMS AND CONDITIONS FROM TIME TO TIME FOR ANY REASON WHATSOEVER OR IF UPDATING OR REVISION FROM TIME TO TIME IS REASONABLY NECESSARY IN THE INTEREST OF AND FOR ENSURING A FAIR LEVEL OF AVAILABILITY OF THE SERVICES TO A MAJORITY OF TM’S SUBSCRIBERS.

TM MAY GIVE NOTICE OF AMENDMENT TO THE CUSTOMER IN SUCH A MANNER AS TM DEEMS NECESSARY AND APPROPRIATE. CONTINUATION IN THE ACCESS OR USE OF THE SERVICES SIGNIFIES ACCEPTANCE OF THE CHANGES TO THESE TERMS AND CONDITIONS.

The terms herein shall be in addition to the terms and conditions of the Service as specified on the Application Form (if any). In the event of inconsistencies between any of the provision of these Terms and Conditions and the terms as specified on the Application Form, the terms there under shall prevail to the extent of any inconsistency.

### 1. The Service

- 1.1 The Customer acknowledges that the Service (as hereinafter defined) is offered to new customer including residential and business customer in HSBB area.
- 1.2 The Customer acknowledges that the Service (as hereinafter defined) is offered to existing residential and business customer affected with migration of TM’s exchange (from non-HSBB to HSBB network) as shall be approved by TM.
- 1.3 TM is involved in, amongst others, in the provision of telecommunications and multimedia products and services and at the request of the Customer, agrees to provide to the Customer the Service on TM’s network, which will allow the Customer the access to Service on the terms and conditions set forth herein, as may be amended from time to time by TM.

### 2. Definitions and Interpretation

“**Activation Date**” means the date on which the Service and User Account (hereinafter defined) are activated for the Customer by TM as more particularly described in the Application Form.



**“Agreement”** means the completed Application Form and the terms and conditions hereunder (and its attachment(s) (if any) herein contained.

**“Application Form”** means the application form or such other form as TM may prescribed to which these terms and conditions are referred to (in addition to the terms and conditions as specified on the Application Form) requesting particulars from an applicant offering to become a Customer (hereinafter defined) and furnishing the required and genuine information.

**“Customer”** under this Agreement shall mean a corporate body, partnership, associations, company, government and/or non-government organization or any natural person other than a minor whose application to enter into this Agreement is accepted by TM and shall include his/its personal representative, administrator, successors and permitted assigns, as the case may be, and is synonymous with the term “subscriber” or “applicant” wherever used in other correspondence or documents.

**“Customer’s Equipment”** means the equipment referred to in Clause 7 herein or such other equipment belonging to the Customer to be made available by Customer at the Installation Address for the purpose of the provision of the Service.

**“Fees”** means one time charge and monthly recurring charges (rental charges and usage fee) at the applicable rate indicated in the Quotation or at such other prevailing rate as may be determined by TM from time to time chargeable by TM to the Customer for the provision of the Services and all other charges to be paid by the Customer to TM in relation to the provision of the Services;

**“Force Majeure Events”** means the events as specified in Clause 31 herein;

**“HSBB”** means high speed broadband which provides connection to the internet with speeds ranging from 5Mbps and above when compared to normal broadband (Broadband to the General Population or ‘BBGP’ which delivers bandwidth through wired and wireless technologies at network speeds ranging between 384kbps up to 4Mbps).

**“Installation Address”** means the address specified by the Customer in the Application Form where the Service will be installed.

**“IP Centrex Number”** means the IP Centrex number provided to the Customers.

**“TM’s Equipment”** means any equipment owned by TM and includes such equipment leased to Customer or installed at the Installation A address including Broadband Termination Unit (BTU), Analog Telephone Adapter (ATA), and/or any part thereof and such other equipment or modem provided by TM to enable usage of the Service by the Customer, as may be decided by TM from time to time at its sole discretion.

**“Minimum Subscription Period”** means the minimum period for the subscription of the Service subscribed by the Customer as specified in the Application Form and/or the terms there under or, in the absence of any specified minimum period there under, a period of twelve (12) months from the Activation Date of the Service or, such other minimum period of subscription as may be determined by TM from time to time in accordance with Clause 4.1 herein.

**“Pilot Number”** means extension number that act as a main number to the IP Centrex.

**“Quotation”** means the quotation provided to Customer and attached to the Application Form incorporating specific package of the Services offered to Customer inclusive of description of the Fees and other details;

**“Registration”** means the effective date of the registration of the Customer’s subscription of the Service, being the date upon which TM approves the Customer’s application for the Service.

**“TM”** means TELEKOM MALAYSIA BERHAD (Company No. 128740-P), a company incorporated under the laws of Malaysia and having its registered address at Level 51, North Wing, Menara TM, Jalan Pantai Baharu, 50672 Kuala Lumpur.

**“TM’s Equipment”** means any equipment owned by TM and includes such equipment leased to the Customer or installed at the Installation Address including Broadband Termination Unit (BTU), Analogue Telephone Adapter (ATA), Single Line Telephone (SLT) and Customer Premise Equipment Ownership.

**“Service”** means IP Centrex voice service offered by TM to Customer as specified in the Application Form.

**“Service Acceptance Form”** means the form that will be signed by Customer upon Service successfully installed at Customer’s premise;

**“User Account”** means an account under the name of the Customer in relation to the Service subscribed by the Customer.

Words and expressions denoting the singular include plural numbers and words and expressions denoting the plural shall include the singular number unless the context otherwise requires. Words denoting natural persons include bodies corporate, partnerships, sole proprietorship, joint ventures and trusts.

### **3. Agreement Period**

- 3.1 This Agreement shall be effective after the execution of the Application Form by the Customer and upon the acceptance of the Application Form together with the required attachments (if any) and the Registration thereof by TM. TM shall reserve the right to reject or decline any application or the Registration subject to Customer being informed of the ground for any rejection.
- 3.2 The Service shall commence after the successful completion of the Service installation, whether by TM, its appointed contractor or the Customer itself (as applicable) and upon the date on which the Service is activated for the Customer by TM.

#### **4. Minimum Subscription Period**

- 4.1 The Customer shall subscribe to the Service for a period of not less than the Minimum Subscription Period effective from the Activation Date or in the event of any promotion held by TM for the Service, such other minimum subscription period as may be applicable to the relevant promotions as may be prescribed by TM from time to time.
- 4.2 This Agreement shall remain in full force and effect for the duration of the Minimum Subscription Period and upon expiry of the Minimum Subscription Period, the Service and this Agreement will automatically be renewed on a monthly basis unless earlier terminated by either Party hereto in accordance with the provisions of this Agreement.
- 4.3 Minimum Subscription Period of IP Centrex is twelve (12) months commencing from the Activation Date of the Service. In the event the Customer terminates the Service before the expiry of the Minimum Subscription Period, the Customer shall be liable to pay an administration fee of RM200.00 per line to TM.

#### **5. Application for the Service**

- 5.1 Customer must be at least 18 years of age as at the date of application and has the legal capacity to enter into a legally binding contract.
- 5.2 Upon submission of the Application Form, the Customer shall ensure that all information (and documents) submitted to TM for the purpose of subscribing to the Service (including information requested to be submitted with the Customer's Application Form or information upon TM's request) are accurate, true, current and complete and the Customer hereby undertakes to inform TM of any updates to such information in the event of any changes thereto.
- 5.3 The Customer is required to submit to TM the following supporting documents for verification by TM's personnel during application, registration and installation processes together with the Customer's signed and completed Application Form:
  - i. For sole proprietor:

Original NRIC or MyPR or Passport (with at least a minimum of 24 months validity) or MyKAS and original Certificate of Business Registration;
  - ii. For company:

Certified true copy of Super form; Original letter of authorization to be adopted on company's letter head and duly signed by a director or such other authorized person of the company on the appointment of a company's authorized representative for the purpose of the company's application and subscription of the Service and all other matters incidental thereto; original NRIC or MyPR or passport or MyKAS of authorized representative of the company; where specifically required by TM, certified true copy of

the company's board of directors' resolution on the company's approval for the subscription of the Service;

iii. For Government of Malaysia and/or its agencies:

- Original letter of approval and authorization from the relevant Ministry or agency on the approval for the subscription of the Service and the appointment of an authorized representative for the purpose of the application and subscription of the Service and all other matters incidental thereto,
- Original NRIC or MyPR of authorized representative of the Government of Malaysia or the relevant agency; and

iv. For any other entity:

- Supporting documents as shall be reasonably required by TM; and Original letter of approval and authorization from the relevant entity on the approval for the subscription of the Service and the appointment of an authorized representative for the purpose of the application and subscription of the Service and all other matters incidental thereto, and
- Original NRIC or MyPR or passport or MyKAS of authorized representative of such entity; and appropriate number of copies of the required documents will be kept by TM for record purposes.

5.4 For the purpose of installation of the Service at the Installation Address, Customer shall submit to TM, via fax or mail or hand delivered at nearest TMpoint outlet or TM Account Executive, at least three (3) working days prior to the date of appointment for installation, with a copy or original, as the case may be, of a letter of confirmation and authorization for the purpose of installation and the appointment of an authorized representative for the purpose of service acceptance. Authorised representative present during installation shall be required to furnish to TM authorized representative with the original of his NRIC or MyPR or passport or MyKAS for verification. Customer warrants with TM to be fully responsible for any act or decision of confirmation made by Customer's authorized representative and if so required by TM, shall further submit further written or oral confirmation to such effect either by email, fax or telephone or such other medium as may be reasonably determined by TM.

5.5 Customer agrees that the letter of confirmation and authorization to be adopted by the Customer and referred to in Clause 5.4 above shall be in form and substance as prescribed by TM .Customer may issue to TM its letter of confirmation and/or authorization on Customer's official letterhead in such other form and substance as may be acceptable by TM but in any case incorporating details of authorized representative (name and particulars of MyKad/MyPR/MyKAS/Passport together with certified true copy thereof) and authorized person's specimen signature.

- 5.6 Application, Registration and installation of the Service will only be attended to by TM when Customer or Customer's authorized representative is physically present during the process of application, Registration and installation, as the case may be.
- 5.7 TM shall be entitled, at its absolute discretion, to reject or suspend Customer's application or Registration or installation of the Service (a) if Customer is blacklisted in TM's system and record due to outstanding or non-payment of subscription fee or charges for any of TM's or its affiliates' services and subscribed by Customer; or (b) subscription by Customer of any of TM's or its affiliates' service is suspended or terminated for any reason attributable to the Customer's default; or (c) if Customer has criminal record or attempt to defraud TM; or (d) TM is of the reasonable opinion that Customer will use the Service for any illegal activities; or (e) upon Customer's credit or other worthiness check, TM is of the reasonable opinion that the Customer may not likely be able to perform its obligations under the terms herein. Subject however that in case of the matter falling under Clause 5.7(a) above, TM may, at its absolute discretion, consider Customer's application when all outstanding payment due to TM or its affiliates has been fully paid.
- 5.8 Upon completion of installation activities by TM, Customer is required to sign the Service Acceptance Form ("SAF") which to be provided by TM. This form is mandatory requirement to indicate the completion of installation process.
- 5.9 Customer agrees that notwithstanding acceptance by TM of Customer's application and/or Registration of the Service, Customer hereby consent to and allows TM to attend to credit or other worthiness check on the Customer or the Installation Address where the Service will be or has been installed and if, in the reasonable opinion of TM, the Customer may not likely be able to perform its obligations under the terms herein or if the Customer's premises may likely or is used for any illegal activities, TM may cancel or suspend or terminate Customer's subscription or installation.
- 5.10 In order to subscribe and establish connection to the Service, the Customer may use the TM's Equipment provided by TM or its own equipment to be connected to the Customer's telephone line to enable usage of the Service.

## **6. Service Availability**

- 6.1 Upon receipt by TM of all the supporting documents specified in Clause 5.3 hereof, TM shall consider Customer's application and if approved, register the Customer's application and verify and confirm availability of the Service at the Customer's Installation Address as stated in the Application Form.
- 6.2 In the event that the Service is not available in the Installation Address, TM may inform the Customer and the Customer's application will be kept in TM's record on waiting list basis pending availability of the Service at the Installation. Where the Customer's application is

- recorded as on waiting list basis, TM makes no guarantee or warranty to the Customer that the Service will become available at the Installation Address, and TM shall not be held liable or responsible in the event that TM are unable to provide such Customer with or facilitate availability of the Service at the Installation Address due to any reason beyond the control of TM.
- 6.3 In the event that the Service is available at the Installation Address and if Customer's application is approved, TM shall forthwith fix an appointment for and carry out the installation of the Service for the Customer in accordance with the provisions of Clause 8 hereof, unless specified otherwise in this Agreement or the terms and conditions of attached to the Application Form.
- 6.4 For avoidance of doubt, TM shall not be responsible or liable for any problem arising between the Customer and TM in its capacity as the telephone line provider (and not attributable to willful default or gross negligence of TM) that may affect the availability of the Service. Customer understand that should there be any interruption or termination of the Customer's fixed telephone line account by TM, this will affect the availability of the Service in which event, TM reserves the right to terminate the Service accordingly.
- 6.5 Customer is allowed to subscribe for three (3) Lines per Installation Address and up to a maximum of forty-eight (48) Lines. Any requirement for Customer's subscription in excess of the aforesaid number of subscription shall be subject to TM's approval at its absolute discretion.

## **7. Installation & Account Activation**

- 7.1 Unless otherwise arranged or provided to the Customer, TM and/or it's appointed contractor shall fix an appointment date with the Customer for installation of the Service at the Installation Address by TM and/or its appointed contractor, subject to the Customer confirming the readiness and availability of all the following basic equipment required for the Service:
- (i) Existing Phone set own by customer only (for migration customers);
  - (ii) AC power supply for HSBB equipment and/or modem;
  - (iii) Internal wiring;
  - (iv) Approval in writing of the developer or building management corporation or the building owner, in the event that the Installation Address is located at high rise building that need the said approval for the installation of the Service; and
  - (v) Any other requirement as specified in the Application Form and the attachment thereof or upon terms as TM may notify to the Customer from time to time.

- 7.2 Upon TM's satisfaction that the Customer is ready with all the basic equipment required for the Service as specified in Clause 7.1 above, TM and/or its appointed contractor shall confirm the appointment date and TM and/or its appointed contractor shall endeavour to carry out the installation of the Service at the Installation Address within twenty four (24) hours from TM's confirmation thereof, at such time as may be agreed by the Parties.
- 7.3 Customer agrees that TM's Equipment termination point shall be determined at the nearest main location after Fibre/VDSL2 cable point of entrance to the Installation Address. TM shall bear the cost for standard Internal wiring of fibre cable starting from the external cable entrance to the Installation Address. Customer shall bear any additional cost charged for any request by the Customer to perform a non-standard internal wiring including concealed wiring, inside ceiling, customised wiring, optional pole to ground external wiring, additional internal cabling and any other works which is beyond the standard IP Centrex installation practice.
- 7.4 In the event that the Customer is not ready with the basic equipment as required in Clause 7.1 above, TM may at its sole discretion allow the Customer to defer the installation date for a period of fourteen (14) days. If after such fourteen (14) days period, the Customer is still not ready with the basic equipment, TM may in its absolute discretion cancel the Customer's registration for the Service, unless the Customer submits a request in writing to TM within the said fourteen (14) day time frame to further defer the installation date for the Service and TM approves the same. Any such cancellation of the Service shall be at the Customer's own cost. The Customer may reapply for the Service subject to availability of the Service at the relevant point in time.
- 7.5 Customer agrees that TM shall be entitled to suspend or cancel any installation of the Service at the Installation Address and/or terminate Customer's application for subscription if, in TM's reasonable opinion, the Installation Address is conducting an illegal or suspicious activity(ies) or such premises may potentially be used for any of the aforesaid activity(ies).
- 7.6 For installation at Installation Address located within a high-rise building, TM will not be responsible for any damages due to building's internal wiring by building owner. Customer shall indemnify TM against any claim by any party including building owner or management corporation for any damage not due to the fault or negligence of TM.
- 7.7 TM shall not be responsible for service downtime and any damages resulting from construction and renovation done by Customer or any third party, during or after the installation of the IP Centrex.

## 8. Fees

- 8.1 Monthly subscription fee for the Service shall be at the applicable rate indicated in the Application Form or such rates as may be prescribed and informed to the Customer by TM from time to time.
- 8.2 Monthly subscription fee shall be continuously chargeable and payable by the Customer upon activation of the Service to the Customer's equipment.
- 8.3 The Customer shall be liable for and shall promptly pay the Fees to TM, within the time period specified in TM's bill for the Service, all charges, fees, rentals, costs or other amounts whatsoever as shown in TM's bill, notwithstanding that the Customer may dispute the same for any reason(s) whatsoever.
- 8.4 In the event that the telephone line used as a medium to connect to the Service is disconnected for any reason whatsoever, the Customer shall continuously be responsible to pay the monthly subscription fee for the Service.
- 8.5 Full settlement of fees and other charges is required to reconnect the Service and subject to reconnection fee as may be reasonably imposed by TM.
- 8.6 Where Customer subscribe the Service with TM's offer for free subscription fee for a duration of an agreed period but terminates the Service prior to the expiry of the Minimum Subscription Period, Customer shall be liable to pay TM the Fees for the duration of the free subscription period and any outstanding amount thereof will be included in TM's bill.
- 8.7 Any request for any downgrade of the Services shall be subject to a fee of RM200.00 per line whether such downgrade occurs during or after the Minimum Subscription Period. No additional fee shall be chargeable for any request from Customer for an upgrade of the Services.

Customer agrees to pay TM administrative fees in the amount and under the following circumstances:

- (i) For deferment of installation and/or service activation – RM200.00;
- (ii) For transfer of ownership of the Services – RM10.00;
- (iii) For voluntary suspension of Services – RM10.00;
- (iv) For reconnection of the Services – RM10.00
- (v) For IP Centrex Number modification –RM25.00
- (vi) For modify Pilot Number – RM50.00; and
- (vii) For Hotline number-RM10.00

## 9. Payment, Billing and Credit Limit

- 9.1 The customer hereby acknowledges that the customer will get new IP Centrex billing account number.
- 9.2 For migration customers, the outstanding balance and deposit from previous service or bill will be not transferred in IP Centrex bill account.
- 9.3 Deposit of RM300 shall be required and imposed in the first bill if the customer is a non-citizen or a permanent resident of Malaysia. Installation fee of RM50 per lines shall be chargeable to the Customer. However, TM reserves the absolute right to impose payment or requirement of the Deposit from any customer, whether the Customer is a citizen of Malaysia or otherwise or exclude or reduce those charges if deem necessary. The Customer agrees that the Deposit may be forfeited or set off or called upon by TM against any fees and other charges outstanding from the Customer in the event of termination or suspension of the IP Centrex Service due to breach by the Customer of the terms and conditions herein or for the purpose of set off for any undisputed outstanding fee or charges under any other account for other service subscribed by the Customer with TM.
- 9.4 In the event the amount stated in TM's bill or any part thereof remains unpaid after the due date, TM reserves the right to charge the Customer interest on the sum that remains unpaid as aforesaid at the rate of 1% per month to be calculated from the due date to the date of full payment.
- 9.5 TM will issue the bill on monthly basis and the billing date will commence from the Activation Date.
- 9.6 TM shall investigate any billing dispute by Customer if written submission of any dispute is made by Customer to TM within thirty (30) days from the date of a bill. Determination by TM of any billing dispute upon any reasonable investigation made and on the basis of reasonably sufficient supporting documents shall be final and conclusive upon the Customer.
- 9.7 Any existing Autopay billing account will not carry over to system and customer needs to register to a new billing account for the IP Centrex.
- 9.8 Without prejudice to any other rights of TM, Customer acknowledges that TM may, at its absolute discretion, suspend the availability of or terminate the IP Centrex and/or place the Customer on TM's blacklist in the event of failure by Customer to pay any outstanding amount for the IP Centrex or, for failure by Customer to pay any outstanding amount of subscription fee or charges for any of TM's or its affiliates' other services and subscribed by Customer.
- 9.9 Suspension of the Service as a result of breach by the Customer or by Customer's own election or under any of the circumstances as provided in this Agreement shall not prejudice the right of TM to continuously bill the Customer for the subscription fees and/or recover all

other charges, costs, and interests due and any other incidental charges incurred during the period of suspension and Customer agrees to pay TM the aforesaid payment when due.

- 9.10 Customer agrees that TM may, at any time and from time to time and without in way waiving any of its right herein, implement credit limit to Customer's usage of the Service subject to the following:
- i) TM shall endeavour to provide prior to Customer either by direct communication to Customer i.e via written notice or email or notification and updates via TM's website;
  - ii) Any credit limit imposed shall operate as the maximum amount permissible for total charges outstanding inclusive of unbilled charges and may, from time to time, be reviewed at TM's discretion;
  - iii) TM may block, suspend or terminate Customer's use of the Service once the credit usage has reached its limit;
  - iv) Credit limit as may be imposed by TM to its customers may vary with each customer;
  - v) Customer shall solely be responsible in ensuring that any credit limit imposed be adhered to and TM shall not in any way be responsible in ensuring that Customer's usage of the Service will not be exceeded;
  - vi) TM shall endeavour to notify Customer via email or SMS or Interactive Voice Message (IVR) message or such other medium of communication upon the occurrence of any of the following (i) when Customer's usage has reached 70% of the credit limit ; (ii) when Customer's usage has reached 90% of the credit limit; (iii) when Customer's usage has reached or exceeded 100% credit limit and whereupon, TM may suspend the Customer's usage of the Service; (iv) when Customer's account has been suspended due to credit limit; (v) when Customer's account has been reactivated; (vi) when Customer's credit limit has been changed whether upon request or otherwise; or (vii) when Customer's credit limit change request has been approved/rejected (upgrade/downgrade); and
  - vii) Notwithstanding the implementation of the credit limit as aforesaid, Customer's acknowledges that TM may, at its absolute discretion, suspend the availability of or terminate the TM may the Service in the event of failure by Customer to pay any outstanding sum for the Service as and when it falls due or, for failure by Customer to pay any outstanding amount of subscription fee or charges for any of TM's or its affiliates' other services and subscribed by the Customer."
- 9.11 Customer acknowledges and agrees that in the event Customer made any over payment of any account for any services rendered by TM to Customer, TM reserve the right to use/offset any over payment amount so paid by Customer from time to time including any deposit paid, any proceeds when any bank guarantee is being called upon or, from any other payments paid by Customer, to clear any undisputed outstanding fee or charges for

Customer's subscription of IP Centrex Service or for undisputed outstanding fee or charges under any other account for other service subscribed by Customer with TM (registered under Customer's name with similar Company Number or Business Registration Number). In the event where there is no outstanding amount under any account, TM shall refund any over payment made to Customer.

- 9.12 TM reserves the absolute right to impose payment or requirement of deposit by way of cash or bank guarantee or such other form as may be acceptable to TM. Customer agrees that deposit may be forfeited or set off or call upon by TM against any fees and other charges outstanding from Customer in the event of termination or suspension of the Service due to breach by Customer of the terms and conditions herein or for the purpose of set off for any undisputed outstanding fee or charges under any other account for other service subscribed by Customer with TM.
- 9.13 Customer hereby acknowledges and agrees that, any Credit Balance amounting to RM10.00 and below in any Customer's terminated account(s) will not be refunded to Customer and TM shall be allowed to absorb the said Credit Balance as Administration Fee(s) for the Service and/or other services provided or may be provided by TM.

## **10. Alteration/Modification/Relocation**

- 10.1 Any alteration/modification/restoration/investigation to the Service or Service configuration, and/or relocation of the Service based on the Customer's request is chargeable to the Customer at a rate as specified in the Application Form or any other rate as may be specified by TM from time to time. Customer must notify TM prior to relocation of Installation Address and where TM agrees to provide the Service at relocated premise of Customer and unless otherwise specified in the Application Form, a one-time fee of RM200.00 shall be imposed and Customer agrees to bear for such fee. For the avoidance of doubt, the abovementioned fee is subject to changes and shall be determined by TM from time to time.

Customer shall ensure that TM's Equipment to be relocated shall be in good order and working condition and provide TM with new installation address and billing address (if applicable). For the avoidance of doubt, TM shall not entertain relocation of any relocation request of the Service to the area which is beyond and/or outside of the area affected with TM's Exchange as approved by TM

- 10.2 Notwithstanding clause 10.1 above, TM has the right to terminate the Service if relocation cannot be entertained by TM for any reason whatsoever in which event, Customer shall return TM's Equipment that comes with the Service subscription.

## 11. On Site Support

Customer shall bear the cost for On Site Support visit requested from TM at the rate of RM50.00 per visit or at such other current prescribed rate as shall be determined by TM from time to time. The charge is not inclusive of any materials or equipment replacement charges that Customer may be required to pay TM.

## 12. Customer's Responsibilities

12.1 The Customer shall:

- (i) Be responsible for the set-up or configuration of Customer's Equipment for access to the Service;
- (ii) Ensure its readiness for installation of the Service on the appointment date in accordance with Clause 7 hereof;
- (iii) Comply with all reasonable notices or instructions given by TM from time to time in respect of the use of the Service;
- (iv) Be solely responsible for obtaining, at its own cost, all licenses, permits, consents, approvals, and intellectual property or other rights as may be required for using the Service;
- (v) Comply with the rules of any network to which the Customer has access to the Service;
- (vi) Comply with and not contravene any and all applicable laws and regulations of Malaysia, whether relating to the Service or otherwise including but not limited to the Communications and Multimedia Act, 1998;
- (vii) Be solely responsible for all information retrieved, stored and transmitted by the Customer through the use of the Service;
- (viii) Obtain TM's prior approval before making any changes to the network configuration and interconnecting the private network to any public network;
- (ix) Provide basic infrastructure for installation of the TM's Equipment including but not limited to internal wiring and in the event that the Customer is not leasing the TM's Equipment from TM, the Customer shall be responsible for purchasing the equipment at his own cost to enable connectivity of the Service;
- (x) Be responsible for any change and cost associated to any modification made to the external or internal wiring for connectivity of the Service. If Customer attend to any renovation work that obstruct any access to any drop wire termination point, any necessity for the relocation of drop wire termination point as determined by TM shall

be at Customer's cost. Save as aforesaid, any cost associated with relocation of drop wire termination point solely as a result of TM's requirement shall be borne by TM;

- (xi) Pay and settle all fees and any other charges due to TM in accordance with this Agreement;
- (xii) Abide and adhere to the terms and conditions of this Agreement inclusive of the additional terms and conditions as specified in Schedule 1 hereof; and
- (xiv) Be responsible to maintain in good condition any TM's Equipment. In the event any of the TM's Equipment is faulty, lost or damaged due to any fault or negligence of the Customer, the Customer will have to bear the cost of the TM's Equipment according to its depreciated value, as reasonably determined by TM.

### **13. Prohibited Use**

13.1 The Customer shall :-

- (i) Not use the Service for any unlawful purpose including without limitation for any criminal purposes;
- (ii) Not use the Service to send unsolicited electronic messages or any message which is obscene, threatening or offensive on moral, religious, racial or political grounds to any person including a company or a corporation;
- (iii) Not compromise or infect any systems with computer viruses or otherwise;
- (iv) Not infringe any intellectual property rights of TM, its related companies and subsidiaries or any third party;
- (v) Not gain unauthorized access to any computer system connected to the Internet or any information regarded as private by any person including a company or corporation;
- (vi) Not share the Service with any person including a company or corporation without the prior written approval of TM and shall use the Service only for the purpose for which it is subscribed;
- (vii) Not resell or sublet the Service to any third parties without prior written consent from TM; and,
- (viii) Not use the Service in any manner, which in the opinion of TM may adversely affect the use of the Service by other customers or efficiency or security as a whole.

## 14. Security and Other Features

- 14.1 The Customer shall take all such measures as may be necessary to protect its own system and network.
- 14.2 The Customer shall be responsible for the safety, security and maintaining the confidentiality of their passwords, and/or user identification, if any, (including without limitation changing their passwords or user identification from time to time) and shall not reveal the same to any other person. Where user identification is necessary to access the Service, the Customer shall use only their user identification. TM disclaims any liability for any unauthorized use by third party of any password or user identification of Customer.
- 14.3 The Customer shall report to TM within twenty four (24) hours if the User Account, user identification or password is stolen or lost. Until such report has been made, the Customer shall be responsible for all transactions and access to the Service using the User Account, user identification or password by any third party and TM shall not be held responsible for any prohibited and/or unauthorized use of the Service as provided in this Agreement.

## 15. Service Number or TM's Equipment

- 15.1 The existing phone set and/or Service number will be maintained for the purpose of provisioning the Service to Customer. The safety and security of Service provided to Customer shall be under Customer's full responsibility and TM disclaims any liability for any unauthorized use by any third party of such service.
- 15.2 The Service number shall be registered under the company/individual's name appearing in the application form.
- 15.3 The Customer acknowledges that TM will not maintain Service number if customer request to subscribe Unifi service.
- 15.4 For Migration customer, all existing phone set provided by TM will be extended to one (1) year warranty effective from activation of the Service and shall be applied for manufacturing fault/defect only. TM's liability herein and Customer's sole and exclusive remedy shall be limited to labour, repair and material cost and shall not cover any repair or replacement and associated cost as a result of fault or negligence on the part of the Customer or any third party. In any case of TM's Equipment fault, Customer needs to report such fault at 100 for residential customer or 1060 to business customer. Any TM's Equipment replacement or repair needed due to act, negligence or default of Customer or any third party shall be at Customer's cost.
- 15.5 For new customer, BTU, ATA and SLT provided by TM is subject to a lifetime warranty and CPEO is subject to a 1-year warranty period for manufacturing faults or defects only which will be effective from the installation date of the relevant equipment.

15.6 The Customer acknowledges that no new phone set will be given for the migration to the IP Centrex.

New phone set only applicable to new customers and existing customers that subscribe additional IP Centrex service.

15.7 In connection with any TM's Equipment that may be provided by TM for use of the Service the Customer shall:

- (i) Take appropriate measures to safeguard the TM's Equipment;
- (ii) Properly maintain and keep the TM's Equipment at a safe place;
- (iii) Adhere to all instructions and notice (written or otherwise) given by TM from time to time regarding the use of such TM's Equipment;
- (iv) Be responsible for all costs of repairs incurred in relation to the TM's Equipment in the event it is proven that any fault in such TM's Equipment whether by act or omission is caused by the Customer;
- (v) Return and surrender the TM's Equipment to TM in the same condition as and when it was first provided to the Customer, normal wear and tear excepted, upon termination of the Service;
- (vi) Be liable to pay TM for any TM's Equipment (BTU & ATA) which the Customer fails to return or surrender to TM upon termination of the Service as follows, RM 500 for BTU, RM350 for 4 Ports, RM 1000 for 8 Ports and RM 2000 for 16 Ports. TM reserves the right to determine any other rate as maybe notified to customer from time to time.
- (vii) Not hold TM liable in the event that the Customer's Equipment and/or other devices is damage due to, including but not limited to, flood or fire or lightning strike whilst using the TM's Equipment; and
- (viii) Not hold TM liable or responsible in the event that TM are unable to replace or change the TM's Equipment to a similar model or type as the existing TM's Equipment and TM reserves the right to replace the TM's Equipment to any model or type available at the relevant time, at TM's sole discretion.

15.8 In the event of any interruption, loss or unavailability of the Service and/or any technical faults encountered with the TM's Equipment, the Customer may request for technical support and basic troubleshooting of the same from TM. Upon visiting the Installation Address, if TM and/or its appointed contractor determines that such interruption, loss or unavailability of the Service is not attributable to or caused by any fault in the TM's Equipment or TM's network, then TM reserves the right to impose reasonable charges at the rate as specified in the Application Form or any other rate as may be prescribed by TM from time to time for the visit to the Installation Address.

- 15.9 TM reserve right to collect all or any TM's Equipment provided upon the termination of the IP Centrex Service. The customers should return all the equipment to the nearest TM Point or TM Account Executive no less than fourteen (14) days after termination of the IP Centrex Service. Failing which, TM has right to charge the cost of any of the TM's Equipment as shall be reasonably determined by TM.

## **16. Customer's Equipment Installation**

- 16.1 The Customer shall prepare all applicable Customers' Equipment at the Installation Address in accordance with Clause 7 herein and/or any other specifications TM may provide to the Customer in relation to the Service. The Customer shall further ensure that the said Customer's Equipment are in good condition and has proper set-up for purposes of installation of additional configuration and installation of software to the said Customer's Equipment by TM.
- 16.2 The installation of the configuration and software for the Customer's Equipment can be conducted by the Customer themselves as per TM's guidelines. The Customer acknowledges that such installation shall be at the Customer's own risk.
- 16.3 In the event that the Installation Address is located at high rise building that need the approval of the developer or the building management corporation or the building owner for the installation of the Service, as the case may be, the Customer shall ensure that it has obtained such consent to enable TM and/or its appointed contractor to attend to the installation without any disruption.
- 16.4 TM shall not be liable in any way whatsoever for any loss or damage to any property or injury to any person howsoever caused, whether negligent or otherwise arising out of any installation and/or configuration where such task is conducted by the Customer.
- 16.5 TM and/or its appointed contractor shall not be liable or responsible for any technical problem, loss, interruption or unavailability of the Service, or other loss or damage suffered by the Customer which arises from or is caused by the Customer's Equipment, whether connected to TM's Equipment or otherwise.
- 16.6 In the event the Customer requests for TM's appointed contractor to conduct further technical investigation for the purpose of identifying and/or rectifying any problem arising from the Customer's Equipment and TM's appointed contractor agrees to render such assistance, TM will not be involved or be responsible for any fees or charges for such additional support services which TM's appointed contractor may impose on the Customer. TM shall not be liable or responsible for any loss or damage suffered by the Customer howsoever caused, whether negligent or otherwise arising out of the provision of additional support services to the Customer and/or in relation to the Customer's Equipment by any appointed contractor.

## 17. Lawful Purpose

The Customer shall only use the Service for lawful purposes. Transmission of any material in violation of any international, federal, state or local laws or regulations is prohibited. These include, but shall not be limited to copyrighted material, material legally judged to be threatening or obscene, pornographic, profane, or material protected by trade secrets. These also include links or any connection to such materials.

## 18. Suspension of Service

- 18.1 Without prejudice to any other rights or remedies and notwithstanding any waiver by TM of any previous breach by the Customer, TM may, without prior notice, suspend the Service for a period determined by TM in its sole discretion for any reason whatsoever and/or, in the event that:
- (i) Any Fee and/or payment due hereunder for the Service provided is not settled in full on due payment date;
  - (ii) There is outstanding fee and/or payment due from Customer for any of TM's or its affiliates' other services and subscribed by Customer;
  - (iii) The Customer fails to comply with the terms of this Agreement;
  - (iv) Any scheduled or unscheduled outages occur which cause interruption to the Service, including but not limited to maintenance of TM's Equipment or systems.
- 18.2 In the event of any suspension of the Service by TM in accordance with Clause 18.1(i) and Clause 18.1(ii) hereof, TM may if it deems appropriate at its sole discretion and upon such terms, as it deems proper reconnect the Service, in which event the Service and this Agreement shall continue in effect as if the Service had not been suspended. TM shall have the right to impose on the Customer a reconnection fee at a rate as specified by TM from time to time.
- 18.3 For the avoidance of doubt, the abovementioned suspension exercise shall not prejudice the right of TM to continuously bill the Customer for the Fee and/or recover all other charges, costs, and interests due and any other incidental charges incurred during the period of suspension. In the event of non-payment by the Customer and subsequent suspension of the Service by TM, the Customer will still be liable to pay the Fee for the Service during the period of suspension. Further where the Customer defaults in payment, TM may at its discretion charge the Customer a reconnection fee for the Service at the rate stated in the Application Form or any other rate as may be prescribed by TM from time to time.

## 19. Change of Customer's Details

The Customer undertakes to inform TM of any change of the Customer's information provided earlier to TM within fourteen (14) days of such changes.

## 20. Termination

20.1 Without prejudice to any other rights or remedies of the parties under this Agreement or at law, either party may terminate this Agreement, in the event:

- (i) The other breaches any term, condition, undertaking or warranty under this Agreement and such breach shall remain unremedied for a period of thirty (30) days after receipt of the written request to remedy the same;
- (ii) The other become or threatens or resolves to become insolvent or compounds with or makes arrangements with its creditors or goes into liquidation whether voluntarily (save for the purpose of a bona fide amalgamation, merger, consolidation or reconstruction without insolvency) or compulsorily; or has a liquidator, trustee, receiver or manager or receiver and/or manager appointed in respect of its business or undertaking or possession of its property or assets is taken by or on behalf of its creditors or debenture holders secured by a floating charge; or ceases or threatens to cease to conduct its business in the usual or normal manner; or has an order made or a resolution passed for its winding up, otherwise than for the purposes of a reconstruction, merger, consolidation or amalgamation; or makes any application under Section 176, Companies Act 1965 (Act 125) or commences any similar proceeding or application under any laws, by-laws, regulations, rules or otherwise, or any procedures relating to reconstruction, adjustment of its debts, compromise or arrangements with its creditors; or allow any judgment against either party to remain unsatisfied for the period of twenty-one (21) days; or,
- (iii) Any Force Majeure Events occurs, which continues for a period of more than sixty (60) days.

20.2 Without prejudice to any other rights or remedies of TM under this Agreement or at law, TM may terminate this Agreement by giving the Customer fourteen (14) days' notice, in writing, if the Customer:

- (i) Fails to comply with TM's policy(ies) and/or instruction(s) communicated to the Customer, in writing; or,
- (ii) Is in breach of any provision under Communications and Multimedia Act, 1998 or any other rules, regulations, by-laws, acts, ordinances or any amendments to the above.

20.3 Notwithstanding the above, TM may terminate the Service under this Agreement immediately, without prior notice and without penalty, if:

- (i) The Customer fails to make payment of any of the Fees, charges and/or any sum due to TM as and when it falls due.
  - (ii) There is outstanding fee and/or payment due from Customer for any of TM's or its affiliates' other services and subscribed by Customer;
  - (iii) The Customer fails to comply with the terms of this Agreement, and TM, in its sole discretion is of the reasonable opinion that such breach cannot be tolerated; and/or,
  - (iv) The Customer provided false or incomplete information to TM.
- 20.4 Such termination, as hereinbefore mentioned in Clauses 20.1 or 20.2 or 20.3, shall not prejudice the right of TM to recover all charges, costs, and interests due and any other incidental damages incurred thereto.
- 20.5 Subject to Clause 3, Clause 4 and Clause 8 aforementioned, this Agreement may be terminated by either party upon thirty (30) days written notice to the other party.
- 20.6 Upon termination of the Service or the Agreement, all monies owing by the Customer to TM shall immediately become due and payable and the Customer shall upon demand by TM settle all amounts within the time stipulated by such demand. The Customer shall forthwith return the TM's Equipment (if any) to TM in a good condition (fair wear and tear excepted).
- 20.7 Any Fee and/or charge paid by the Customer to TM pursuant to this Agreement shall not be refundable upon termination of the Service by the Customer or if the Service is terminated by TM in pursuant to the terms of this Clause 20.

## **21. Disclaimer/Limitation of Liability**

- 21.1 TM makes no warranty of any kind, either expressed or implied, and expressly disclaims all implied warranties, including, but not limited to warranties of accuracy of the Service and/or TM's Equipment for a particular purpose of the Customer. Customer acknowledges that TM does not and cannot in any practical way supervise, edit or control the content and form of any information or data accessed by the Customer through the Service. TM does not guarantee nor provide any warranties whatsoever that the Service, will not be offensive, obscene, upsetting, seditious or defamatory to the Customer. The Customer shall exercise discretion when using the Service at all times and TM shall not be held responsible and hereby disclaim any and all liabilities whatsoever with regard to any information or content accessed through the Service.
- 21.2 Save for loss or damage due to injury or death arising from the gross negligence or willful default of TM, TM shall not be liable to the Customer for any indirect, consequential and incidental loss, cost, claim, liability, expenses, demands or damages whatsoever, loss of profits, loss of savings, loss of data or loss of business arising out of the Customer's failure or inability to use the Service or TM's Equipment provided by TM hereunder. TM's liability (if

- any) is limited to restore the Service and if necessary, to replace TM's Equipment or any part thereof if TM determines that the TM's Equipment is not in working conditions or faulty not due to the Customer's act or omission.
- 21.3 TM shall not be liable in the event that the Customer's own equipment and/or other devices are damage due to Force Majeure Event. TM's liability (if any) during installation and/or restoration of any reported faulty of the TM's Equipment shall not cover the wiring or cabling connecting the TM's Equipment or the Customer's equipment and the building management corporation or the building owner power house.
- 21.4 TM shall not be liable to the Customer for any loss or any damages sustained by reason of any disclosure, inadvertent or otherwise in any information concerning the User Account particulars unless due to gross negligence or wilful default of TM.
- 21.5 While every care is taken by TM in the provision of the Service, TM shall not be liable for any loss of information or data howsoever caused whether as a result of any interruption, suspension, or termination of the Service or otherwise, or for the contents accuracy or quality of information available, received or transmitted through the Service unless due to gross negligence or wilful default of TM.
- 21.6 The Customer shall be solely responsible, and TM shall not be liable in any manner whatsoever, for ensuring that in using the Service, all applicable laws, rules and regulations for the use of any telecommunications systems, service or equipment shall be at all times complied with.

## 22. Indemnity

- 22.1 The Customer undertakes and agrees to indemnify, save and hold harmless TM at all times against all actions, claims, proceedings, costs, losses and damages whatsoever including but not limited to libel, slander or infringement of copyright or other intellectual property rights or death, bodily injury or property damage howsoever arising which TM may sustain, incur or pay, or as the case may be, which may be brought or established against TM by any person including a company or corporation whomsoever arising out of or in connection with or by reason of the operation, provision or use of the Service and/or equipment under and pursuant to this Agreement and which are attributable to the act, omission or neglect of the Customer, its servants or agents.
- 22.2 Customer understand that the Service is provided on best effort basis TM shall use its best endeavours to ensure the continuity and efficiency of the Service at all times but shall not be liable for any loss, damage, consequential or otherwise, arising out of any failure of the Service caused unless such default, error, omission or loss is due to the wilful neglect or wilful fault of TM. Notwithstanding the aforementioned, the extent of TM's liability shall be limited to correcting the failure of the Service only.

## **23. Confidential Information**

Save and except with the prior written consent of the other Party or as otherwise expressly permitted under this Agreement, either Party shall not at any time communicate to any person any confidential information disclosed to him for the of the provision of the Service or discovered by him in the course of the provision and performance of the Service.

## **24. Compliance with applicable laws**

The Customer shall comply with and not to contravene any and all applicable laws and regulations of Malaysia relating to the Service or otherwise, including but not limited to Communications and Multimedia Act 1998 and its subsidiary legislation, other Acts of Parliament, local by- laws, rules and regulations issued by relevant government bodies and/or authorities.

## **25. Variation**

TM shall reserve the right to amend the terms and conditions herein contained at any time if amendment is reasonably necessary in the interest of and for ensuring a fair level of availability of the Service to a majority of TM's subscribers and the Customer shall be bound by the amended terms and conditions.

Notice of the amendment may be given by TM to the Customer in such manner as TM deems appropriate.

## **26. Severability**

If any provision herein contained should be invalid, illegal or unenforceable under any applicable law, such provision shall be fully severable, and this Agreement shall be construed as if such illegal or invalid provision had never comprised a part of this Agreement and the legality and enforceability of the remaining provisions of this Agreement shall not be affected or impaired in any way.

## **27. Assignment**

The Customer shall not assign any of its rights interest or obligations under this Agreement to any other person whatsoever except with prior written approval of TM. TM may assign its rights interest or obligations or novae this Agreement or any part thereof to anybody corporate which is a parent company, subsidiary or related company of TM and consent for the abovementioned is hereby given by the Customer.

## **28. Binding on Successors**

These terms and conditions shall be binding upon the successors and permitted assign of the Customer and upon the successors, substitute and/or assigns of TM.

## **29. Indulgence and waiver**

29.1 No delay or indulgence by TM in enforcing any term or condition of this Agreement or granting of time by TM to the Customer shall prejudice the rights or powers of TM under this Agreement or at law.

29.2 Failure by TM to exercise any part or all of its rights under the terms and conditions of this Agreement or any partial exercise shall not act as a waiver of such right nor shall any waiver by TM of any breach constitute a continuing waiver in respect of any subsequent or continuing breach.

## **30. Notice**

30.1 All notices, requests or other communications required or permitted to be given or made hereunder shall be in writing and delivered either by hand, or sent by prepaid registered post or legible telefax addressed to the Party at their address set out in the application form for the Service or to such other address or facsimile number as any Party may from time to time duly notify to the other Party. Such notices, requests or other communications shall be deemed to have been given by facsimile immediately after transmission thereof or if sent by post, forty-eight (48) hours after posting.

## **31. Force Majeure**

31.1 Neither party shall be liable for any breach of this Agreement arising from cause beyond its control including but not limited to Acts of God, insurrection of civil disorder war or military operations, national or local emergency, acts or omissions of government, highway authority or other competent authority, industrial disputes of any kind (whether or not involving either party's employees), electricity or power failure, cable cut, fire, lightning, explosion, flood, subsidence, inclement weather, acts or omissions of persons or bodies for whom neither party is responsible or any other cause whether similar or dissimilar outside either party's control. The parties hereby agree that either party may terminate this Agreement, by giving fourteen (14) notice to the other party, in the event that the Force Majeure event which has occurred prevents either party from performing and/or continuing its obligations for more than a period of sixty (60) days.

## 32. Governing Law/Jurisdiction

32.1 This Agreement shall be governed and construed in accordance with the laws of Malaysia and the parties irrevocably submit to the exclusive jurisdiction of the courts of Malaysia.

## 33. Costs and Taxes

33.1 The Customer shall bear the stamp duty on this Agreement and/or the Application Form, as the case may be.

33.2 Any cost incurred in relation to preparation and legal vetting of this Agreement shall be borne by the Parties respectively.

33.3 The Customer shall bear all Government taxes, levies and other costs imposed by law in relation to the provision of the Service by TM. In particular, where Goods and Service Tax ("GST") is applicable to TM as the supplier under this Agreement, TM is entitled to charge the GST payable to the Government on the Service and/or any TM services or equipment supplied to the Customer.

33.4 If TM is liable for GST as contemplated by Clause 33.3 then:

(i) TM shall :-

Provide to the Customer information that may be reasonably required to establish its liability for GST; and provide such information and documents as may reasonably be required by the Customer to enable the Customer to claim an input tax credit under the law applicable to GST; and

(ii) Where a taxable supply has been made and consideration charged but the applicable GST has not been charged, the increase in the consideration required by clause 33.3 shall be paid by the Customer.

33.5 If the fees, charges, damages or any other monies due hereunder by the Customer to TM shall be required to be recovered through any process of law, or if the said monies or any part thereof shall be placed in the hands of solicitors for collection, the Customer shall pay (in addition to the said monies) TM's solicitors fees and any other fees or expenses reasonably incurred in respect of such collection or as may be determined by the Court of law.

## SCHEDULE 1

### Additional Terms and Conditions

1. The Service will be applicable for the Installation Address within the selected areas of HSBB and for business customer only.
2. TM reserves the right to terminate the Service in the event that the Customer wishes to relocate the Installation Address to any non-HSBB area.
3. Upon receipt by TM of all the supporting documents, TM shall register the Customer's application and verify and confirm availability of the Service at the Customer's Installation Address as stated in the Customer's Application Form.
4. The Customer acknowledges and agrees that the installation of the relevant TM's Equipment or other equipment for the Service will require several construction works. Any requirement by Customer for the installation of wiring inside any wall of Installation Address shall be at Customer's cost and engagement of external contractor for such purpose shall be Customer's sole responsibility. TM however may provide Customer with the list of its panel contractors for Customer's consideration and assessment, at Customer's own risk.
5. The availability of the Service at the Installation Address shall be subject to technical testing.
6. Voice services are limited to voice service conditioning. The existing IP Centrex service number will be maintained to the Customer, which is the minimum of three (3) service number per customer.
7. Charges for the usage of IP Centrex service number as specifically assigned for the Service under this Agreement will be imposed by TM to the Customer at TM's pre-determined rates. In addition to the aforesaid, charges for value added services including but not limited to internet or voice services shall be charged at TM's pre-determined rate or rates.
8. In the event that the Customer wish to terminate their current services, TM will not guarantee such prior service will be provided.
9. Subject to Item 8 as aforesaid, in the event that the Customer wish to terminate the services provided hereunder and wish to activate their existing services, a minimal of seven (7) Working Days will be required by TM for such activation.
10. Customer hereby acknowledges their awareness that any telephone used, and equipment associated with the service offering will be powered by electricity. Customer agrees that any inability or failure to use the telephone or related equipment or the Service due to failure in the supply of electricity is beyond the reasonable control of TM and shall be at Customer's sole risk and TM shall not be liable for any loss or damage in consequence thereof.
11. In the event of any loss or damage of the TM's Equipment, the Customer will reimburse the cost of the said equipment as agreed liquidated damages as follows:
  - Broadband Termination Unit (BTU) RM 500.00

- ATA (4 Ports) RM 350.00
  - ATA (8 Ports) RM 1000.00
  - ATA (16 Ports) RM 2000.00
  - SLT/CPEO RM 66.00 per set
12. If customer would like to make any inquiries or complaints or request access or correction of customer's personal information, customer may also contact 100 for consumer and 1060 for business customer. Any request of access or correction of personal data may be subject to a fee and also to any privacy or data protection laws.