

Terms & Conditions

General

1. Connecting Communication & Solutions Pte Ltd (CCS) reserves the right to approve/reject the application for an CCS account and this authorization is remain in effect until CCS receives written notice from the customer to cancel this authority.
2. Customer reserve the right to terminate the service(s) giving One month notice.
3. Customer who pays a bill and subsequently chooses to dispute any amount, item, entry or matter stated therein, must give CCS a written notice of such dispute not later than 14 days from the date of the bill. If CCS does not receive any notice from Customer within such a period, Customer will be deemed to have accepted the charges on the invoice as being accurate.
4. In the event that Customer disputes any charges stated in the bill, the Customer must give CCS a written notice of such dispute, and the Customer will have to make the stipulated charges on the invoice by the due date, and CCS will settle any dispute over payment in the form of credit refund.
5. It is agreed that Customer will undertake to settle all bills promptly by the due date, failing which interest of 2% per month will be levied on the outstanding amount.
6. CCS reserves the right giving 2 weeks notice to terminate service if end user has provided false or incomplete information or end user has breached any of the terms and condition in the service agreement.
7. CCS reserves the right to suspend or terminate service(s) provided to the customer if payment has not been received by CCS after the payment due date. The Customer can avoid suspension or termination of service(s) provided by effecting for total or disputed portion of the invoice within the due date indicated in the suspension or termination notice.
8. The customer shall be responsible and liable and shall indemnify and keep indemnified CCS and/or its agents against all losses and liabilities when using CCS service(s).
9. The Customer shall use the service in accordance with the directions of CCS from time to time and CCS shall not be liable for any losses, damages, claims, liabilities, costs or expenses suffered or incurred by the Customer resulting from the failure by the Customer to do so.
10. This agreement is governed by and shall be constructed in accordance with the laws of Singapore.
11. All charges shall commence immediately upon a successful connected call when the destination party picks up the phone, regardless of whether it's a fax or an answering machine.
12. Customer will be responsible for the charges of the call(s) made accidentally to a wrong number which is a true call and connected.
13. CCS reserves the right to Call, SMS and Email to customer on details of outstanding payment(s) date.
14. Customer will notify CCS for any change of billing address.
15. The End User Service information will keep in commercial confidential. Thus, information will only be used internally within CCS for its planning, provision, billing and technical purposes.
16. Activation of service will takes between 1 to 4 working days. Application subject to Approval by CCS.
17. By completing the registration process for any service provided by CCS, the Customer is deemed to have accepted and agreed to be bound by the terms and conditions, rental of equipment charges and the rates plan agreed upon.
18. Please kindly refer to Appendix for rates plan agreed upon as follow:
 - Appendix 1 for CCS IDD Service.
 - Appendix B-VQ_1 for CCS VQ IDD Service.
 - Appendix ICF_1 for International Call-Forwarding (ICF) Service.
 - Appendix A-IVR-CB_1 for CCS Auto IVR Callback Service.
19. For usage of less than SGD \$1.00, CCS will bill the invoice as SGD \$1.00.
20. **For Mobile Dialer (CCS IDD Service)**
 - Monthly subscription Charges for every Mobile Dialer installed, is SGD \$3.00 excluding prevailing GST.
 - Minimum Subscription Period for CCS Mobile Dialer is 3 Months, starting from the month of registration.
 - Penalty of S\$50 for loss of Mobile Dialer (per piece).
 - Installation of mobile dialer subject to hand-phone's compatibility.
21. **For CCS IDD Service and CCS VQ IDD Service**
 - a) CCS VQ IDD service's line quality does not fully support fax transmission.
 - b) Customer agrees to divert his/her/their overseas calls and prefix number to CCS overseas call services with CCS Auto-dialer/router installed at the Customer's Premises Equipment (CPE).
22. **For CCS Auto IVR Callback Service**
 - a) CCS Callback Access Number is confidential and private for each individual user to prevent misuse or fraud.
 - b) When user receives a callback to his/her phone with our system (Interactive Voice Response) IVR, it will not be considered as a connected call.
 - c) Minimum Subscription Period for CCS Auto IVR Callback Service is 3 months, starting from the month of registration.
 - d) Monthly Subscription charges for every CCS Callback Access Number is SGD \$3.00 excluding prevailing GST.
23. **For International Call-Forwarding (ICF) Service**
 - a) ICF Service Individual user (customer) agrees not to disclose his/her ICF access number and personal identification number (PIN) except as authorized by user (customer). For Company subscriber (customer), it is company's responsibility to instruct individual user(s) not to reveal his/her ICF access number and PIN to prevent any misuse or fraud.
 - b) Monthly subscription charges for every CCS ICF access number is SGD \$3.00 excluding prevailing GST.
 - c) Minimum Subscription Period for CCS ICF Service is 3 months, starting from the month of registration

Authorization

I/We hereby undertake to comply with all terms and conditions, and confirm that all information given is true and correct. By signing below, I/We undertake to comply with all the above CCS Service Terms and Conditions.

Signature of Applicant / Company representatives

Company Stamp

Date



Connecting Communication & Solutions Pte Ltd

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