

Registration Form

CCS IDD (1505) Service	
CCS VQ IDD Service	
CCS International Call-Forwarding (ICF) Service	
CCS Auto IVR Callback Service	
CCS R Tone Service	

Customer Account Code :

RATE PLAN :

Customer Information

Applicant / Company Name					
Billing Address					
Installation Address					
Authorized Contact Person				Designation	
Contact Number	Office		Fax		Mobile
E-mail Address					
NRIC No		Business Registration Number (Pls Provide a clear copy of ROC)			

Payment Information

GIRO		Please complete the original Direct Debit Authorization (DDA) Form and mail to us. The customer is fully responsible for unsuccessful deduction, by settling the bill via cheque. (Subject to Approval)
CHEQUE		Payment by cheque to be crossed made payable to Connecting Communication & Solutions Pte. Ltd. (Please kindly write applicant/company name & A/C number on reverse side of cheque).

Official Use Only :

Registration Date :	_____	Installation Date :	_____
Activation Date :	_____	Programming Date :	_____
		Manager's Approval :	_____
Sales Representative :	_____	Contact Number :	_____

Remarks: _____

Undertaking

- **I/We agree to subscribe for CCS's Services on the following terms and conditions, which terms and conditions shall apply on CCS acceptance of this application. Including any amendments CCS may make from time to time to those terms and conditions.
- *I/We acknowledge that *I/We have read and understood the above terms and conditions, and that the terms and conditions may be viewed at <http://www.ccsidd.com/download> .
- *I/We acknowledge and agreed to CCS its right to bill and collect from *me/us the fees and charges under this Customer Agreement and *I/We shall pay all fees and charges to CCS.
- *I/We confirm that all information given by *me/us in connection with this application is true and correct.

Signed for and on behalf of the *Applicant / Authorized Person:

Signature of Applicant / Company representatives

Company Stamp

Date (dd/mm/yy)



Connecting Communication & Solutions Pte Ltd

63 Kaki Bukit Place # 05-01 Singapore 416234 Tel: (65) 6748 1737 Fax: (65) 6748 4812

Service Information

For CCS IDD & VQ Services

Note: If there are more than 10 registered telephone/Fax Numbers, please kindly use a blank page and endorse as attachment to this registration form.

Customer Registered Telephone Numbers		Customer Registered Fax / Mobile Numbers	
		<u>FAX</u>	<u>MOBILE</u>

For CCS Auto IVR Callback Service

Note: User will be notified by Email on completion of activation.

User's Name	User's Email Address	Singapore Registered Mobile Number	Official Use Only
			Assigned Callback Access Number

For International Call Forwarding (ICF) Service

Note: User will be notified by Email on completion of activation.

User's Name	User's Email Address	Singapore Registered Mobile Number	Official Use Only	
			ICF Access Number	Overseas Number

For CCS R Tone Service

Note: User will be notified by Email on completion of activation.

User's Name	User's Email Address / Device Model	Type of Carrier / Mobile Number	Official Use Only
			Assigned R Tone Access Number



Terms & Conditions

General

- 1 Connecting Communication & Solutions Pte Ltd (CCS) reserves the right to approve/reject the application for CCS account and this authorization is remain in effect until CCS receives written notice from the customer to cancel this authority. Customer reserve the right to terminate the service(s) giving One month notice.
- 2 Activation of service will takes between 1 to 4 working days. Application subject to Approval by CCS. Customer will notify CCS for any change of billing address.
- 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 7 days 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). CCS may change the rates and charges without providing advance notice.
- 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 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. Please review the General Terms and Conditions on a regular basis.
- 15 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.
 - : Appendix R Tone _Service Plan
- 16 For usage of less than SGD \$1.00, CCS will bill the invoice as SGD \$1.00.
- 17 **For R Tone Service**
 - a) All R Tone service plans has minimum term of six (6) months
 - b) If the customer terminate the R Tone service plan before the end of minimum term, a premature termination charge at 100% of remaining leftover contractual months
 - c) If the customer downgrade the R Tone service plan within minimum term, a downgrade charge at 50% of remaining leftover contractual months
 - d) CCS will not accept any request on R Tone number change except special cases. Approval will be at our own discretion.
 - e) Change or Transfer of R Tone authorized user will be charged at administration fee of S\$100.00 with remaining contractual period of the R Tone service plan
 - f) There will be no emergency call available on all R Tone service plan
 - g) Extra data usage applied if you do not have local and overseas data plan from your mobile provider when using all our R Tone service plan
- 18 **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).
- 19 **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.
- 20 **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



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