

# Mobile Service Application Form

## Customer Information

Applicant / Company Name						
Company Address						
Billing Address						
Authorized Contact Person					Designation	
Contact Number	Office		Fax		Mobile	
E-mail Address						
NRIC No				Business Registration Number		

## Payment Information

<b>GIRO</b>		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)
<b>CHEQUE</b>		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 :

Customer A/C Code: \_\_\_\_\_

Sales Representative : \_\_\_\_\_ Delivery Date: \_\_\_\_\_

Approving Manager : \_\_\_\_\_ Contact Number: \_\_\_\_\_

## Remarks:

\_\_\_\_\_

## Undertaking

1. \*\*I/We agree to subscribe for CCS Mobile 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.
2. \*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/#> .
3. \*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.
4. \*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



# 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 reserves 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 2 to 5 working days for submission before 1600hrs, else it will be processed on the next woeking day. Application(s) is/are 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 New/Port in Mobile Line(s) without device and/or additional contractual terms and condition and/or Value Added Services with CCS
  - (a) Minimum contractual period of 3 months
- 19 New/Port in Mobile Line(s) with device and additional contractual terms and condition and/or Value Added Services with CCS
  - (a) Minimum contractual period of 24 months
- 20 Transfer in Mobile Line(s) with device and additional contractual terms and condition and/or Value Added Services to CCS
  - (a) Minimum contractual period of 12 months with CCS
  - 20.1 Transfer (In) – Waiver subjected to approval
    - a) Transfer to CCS: \$160.50 (each) (>12mths contract fulfilled).
  - 20.2 Transfer/Port (Out) – Payable by Customer & New Personal Subscriber
    - a) Fulfilment of minimum contractual period of 12 months with CCS, transfer fee (Waived)
    - b) Admin fee of \$160.50 for each line applies within minimum 12 month terms contractual period
    - c) >24 months contract fulfilled with CCS, transfer fee (Waived)
    - d) CCS reserves the right to charge back any penalty/admin charges which was perviously absorbed by CCS payable to the previous provider(s)
    - e) Should Customer transfer/port out without CCS acknowledgement, an admin fee (\$160.50) for each line will apply
- 21 Termination of Mobile service with CCS
  - (a) Fulfilment of minimum contractual period of 12 months with CCS
  - (b) Admin fee of \$160.50 for each line applies if mobile line did not fulfil point 21(a)
- 22 Downgrading of Mobile Plan with Recontract / Downgrading of Mobile plan Only
  - a) Within 12 months contractual period, recontract and continuing 12 month contractual period with a lower tier plan is permitted
  - b) Within 12 months contractual period, downgrading and continuing 12 month contractual period to a lower tier plan is not permitted (Includes Mobileshare)

## 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**

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

Page 3/3