

# Service Application Form Business Fibre Broadband

**MyRepublic**  
FOR BUSINESS  
Reg. No. 201117683C

<input type="checkbox"/> New Subscription	<input type="checkbox"/> Modification	<input type="checkbox"/> Recontract	<input type="checkbox"/> Additional Orders	<input checked="" type="checkbox"/> Others: <i>Relocation</i>
Existing Customer Number: *				

Business Customer Information	
Company Details	Authorised Officer Particulars
Name of Business / Company as in ACRA: *	Name of Authorised Officer, as in NRIC / Passport / FIN: (Mr/Miss/Mrs/Mdm/Dr) *
Business Registration Number (BRN):	Designation:
Registered Address as in ACRA: *	NRIC / Passport/ FIN of Authorised Officer: *
Postal Code:	Date of Birth (dd/mm/yyyy):
Company Contact Numbers: *	Contact Details of Authorised Officer *
Main Office Contact Number:	Office Number:
Main Office Fax Number:	Mobile Number:
	Email Address:

Installation Address	
* Installation Address: <input type="checkbox"/> check here if same as Registered Address	Kindly confirm if your office is now ready for site survey, cabling, and fibre installation. <input type="checkbox"/> Yes <input type="checkbox"/> No, it would be ready by _____ (DD/MM/YYYY)
Postal Code:	

Billing Details	
* Billing Address: <input type="checkbox"/> check here if same as Registered Address	Name of Billing Contact Person, as in NRIC / Passport / FIN:
	Contact Details of Billing Contact
	Office Number:
	Mobile Number:
Postal Code:	Email Address:

**Please attach:**

1. Your ACRA BizFile or Registration of Company (ROC)
2. If the authorised officer is not listed in the ACRA BizFile or Registration of Company (ROC), an authorisation letter on company's letterhead giving authority to authorized officer to act on behalf of company for installation
3. A copy of Identification Card (IC) or passport of the authorised officer

**Broadband Service Description**

Business Fibre Broadband		OTC	MRC	
Service Package	<input type="checkbox"/> 50Mbps <input type="checkbox"/> 100Mbps <input type="checkbox"/> 200Mbps <input type="checkbox"/> 500Mbps <input type="checkbox"/> 1Gbps <input type="checkbox"/> Other (please specify): _____			
	<input checked="" type="checkbox"/> 99.95% Uptime Service Level Assurance <input checked="" type="checkbox"/> FREE MyRepublic Fibre Modem Service <input type="checkbox"/> FREE 1 Usable Static IPv4 Address FREE Service Router/Device: <input type="checkbox"/> One (1) ASUS N56U Dual-Band Gigabit Wireless Router <input type="checkbox"/> One (1) Ubiquiti EdgeRouter Lite, 3 Port + one (1) Ubiquiti UniFi AP <input type="checkbox"/> Others (specify in additional service remarks)			
	Contract Length	<input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> Other (please specify): _____		
	Add-on Services	<b>Product/Service Name</b> <input type="checkbox"/> Block of 8 Static IPv4 Addresses (5 Usable) <input type="checkbox"/> Block of 16 Static IPv4 Addresses (13 Usable) <input type="checkbox"/> Block of 32 Static IPv4 Addresses (29 Usable) <input type="checkbox"/> Reverse DNS <input type="checkbox"/> Others (specify in additional service remarks)	OTC	MRC
<b>Service Device / Router Upgrade</b> <input type="checkbox"/> Ubiquiti Edge Router Lite, 3 Ports + Ubiquiti UniFi AP <input type="checkbox"/> ASUS AC88U <input type="checkbox"/> Ubiquiti Edge Router 8 Port		OTC	MRC	

**Broadband Service Total Charges (Before GST)**

Additional Service Remarks:  
*Relocation Fee : \$750*

**Business Voice Service Description**

Business Voice		Quantity	OTC	MRC
Service Package	<input checked="" type="checkbox"/> FREE Unlimited Local Incoming Calls <input checked="" type="checkbox"/> FREE Call Waiting/Forwarding <input checked="" type="checkbox"/> FREE One (1) Level 6 DDI Number <input checked="" type="checkbox"/> FREE Voice-to-Email <input checked="" type="checkbox"/> FREE Caller ID <input checked="" type="checkbox"/> FREE 3-way Conference			
	Contract Length	Same as above Business Fibre Broadband plan		
Add-on Services	<input type="checkbox"/> Level 6 Number Porting (requires separate application form) <input type="checkbox"/> Private Number / Caller Number Non Display (CNND) <input type="checkbox"/> Other (please specify): _____			
	Add-on Hardware	<input type="checkbox"/> Yealink SIP-T19P E2 – Entry Level IP Phone POE without PSU <input type="checkbox"/> Yealink SIP-T41P – Ultra-elegant IP Phone POE without PSU		

**Business Voice Total Charges (Before GST)**

Additional Service Remarks:

**Business SIP Trunking Service Description**

	<b>Business SIP Trunking</b>	<b>OTC</b>	<b>MRC</b>
<b>Service Package</b>	<input checked="" type="checkbox"/> FREE Unlimited Local Incoming Calls <input checked="" type="checkbox"/> FREE One (1) Level 6 DDI Number per Trunk <input checked="" type="checkbox"/> FREE Caller ID and Call Forwarding <input type="checkbox"/> Standard SIP Trunking <input type="checkbox"/> Dedicated SIP Trunking (Dedicated Fibre) <input type="checkbox"/> 5 Channels <input type="checkbox"/> 10 Channels <input type="checkbox"/> 30 Channels		
<b>Contract Length</b>	<input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> Other (please specify): _____		
<b>Add-on Services</b>	<b>Description</b> <span style="float:right"><b>Quantity</b></span> <input type="checkbox"/> Additional SIP Trunking Channel/s <input type="checkbox"/> Additional Block of 10 DDI (Direct Dial-in Number) <input type="checkbox"/> Level 6 Number Porting (Requires Separate application form) <input type="checkbox"/> Private Number / Caller Number Non Display (CNND) on entire Trunk <input type="checkbox"/> Others (please specify): _____		
<b>Business SIP Trunking Total Charges (Before GST)</b>			
<b>Additional Service Remarks:</b>			

**Business Hosted PBX Service Description**

	<b>Cloud Business Voice (Hosted PBX)</b>	<b>Quantity</b>	<b>OTC</b>	<b>MRC</b>
<b>Service Package</b>	<input checked="" type="checkbox"/> FREE Unlimited Local Incoming Calls <input checked="" type="checkbox"/> FREE One (1) Level 6 DDI Number <input checked="" type="checkbox"/> FREE Access to all MyRepublic's Hosted PBX Features			
<b>Contract Length</b>	Same as above Business Fibre Broadband plan			
<b>Add-on Services</b>	<input type="checkbox"/> Level 6 Number Porting (requires separate application form) <input type="checkbox"/> Private Number / Caller Number Non Display (CNND) <input type="checkbox"/> Others (please specify): _____			
<b>Add-on Hardware</b>	<input type="checkbox"/> Yealink SIP-T19P E2 – Entry Level IP Phone POE without PSU <input type="checkbox"/> Yealink SIP-T41P – Ultra-elegant IP Phone POE without PSU			
<b>Hosted PBX Total Charges (Before GST)</b>				
<b>Additional Service Remarks:</b>				

### Customer's Installation Contact Details

**Name of Contact Person:**  
(For On-site Installation & Provisioning)

#### Contact Details of Contact Person

Office Number:

Mobile Number:

Email Address:

### Customer's Post-sales Support Contact Details

**Name of Contact Person**  
(For Troubleshooting and Maintenance Notification)

#### Contact Details of Contact Person

Check here if same as Installation Contact

Office Number:

Mobile Number:

Email Address:

### Additional Information or Remarks

(Attach additional sheets if space is insufficient)

### Payment Mode

Payment By  Credit Card  Debit Card  GIRO\*  CHEQUE

#### Credit/Debit Card Details\*\*

Card No.  -  -  -  Card Type  Visa  Mastercard

Name on Credit Card:  Expiry Date:

Card Holder Signature

\* Must attach a completed and signed GIRO form, otherwise no installation will be carried out.  
\*\* Customer must give seven (7) days notice to MyRepublic if credit card details are to change.

### One-Time Service Charges

What is This?	When or why does it apply?	Charges (excluding 7% GST)
NetLink Trust Termination Point (TP) installation for Business Premises	Almost always if a TP is not yet installed on the premises. You could choose to engage another 3 <sup>rd</sup> party to provide this installation.	SGD 533
Service sign-up, activation & ONT installation for Business	Covers NetLink Trust service provisioning cost + on-site installation visit	SGD 460
On-site Service Call (additional equipment/material charges will be quoted on site)	For an on-site visit and provision of technical support	SGD 50
Cancellation of NetLink Trust TP installation appointment for Business customers	Once your appointment is scheduled in NetLink Trust's workplan, a NetLink Trust charge will apply if the appointment is cancelled by you	SGD 533
Early Termination Fee	If you terminate your contract before the end of the contract's term	Total sum of monthly charges for the remaining contract period
Relocation Fee	To relocate current service contract to a new address	SGD 750
Payment Default Fee	For every unsuccessful GIRO / Debit Card / Credit Card deduction	SGD 9.35
Billing Cycle Change	Administrative fee for every requested change in one's billing date	SGD 18.69
Suspension of Service and Reactivation	If your late payment caused the service to be suspended	SGD 158
Lost or damaged ALU ONT / Power Adapter / Patch Cord for OpCo customers	If the ALU ONT / Power Adapter/ Fibre or LAN Patch Cord is damaged on your premises / Fibre or LAN Patch Cord is damaged on your premises	SGD 140.19 / SGD 9.35 / SGD 9.35 respectively
Lost or damaged NC ONT / Power Adapter / Patch Cord for NC customers	If the NC ONT / Power Adapter/ Fibre or LAN Patch Cord is damaged on your premises / Fibre or LAN Patch Cord is damaged on your premises	SGD 300 / SGD 9.35 / SGD 9.35 respectively
Number Porting Charges (per number) (if you are transferring/transferred your existing phone number to MyRepublic Voice)	Completion of Number Port application	SGD 45.80
	Rejection of Number Port application by other telco	SGD 17.76
	Termination of Number Port service without porting number from MyRepublic	SGD 45.80
Voice Service Setup, Equipment + Installation	Covers cost of provided equipment + service activation cost	SGD 45.80 per line
Voice Early Termination Fee	If you terminate your Voice Service within 6 months of your installation	SGD 45.80 per line
Modification of Business Voice number (cost per number)	To change your Business Voice number to a different number, before any Silver/Gold number charges.  Note: Changing from a 3 series to 6 series number is free. If you already own a silver/gold 3 series number, you can choose a new golden/silver number free of charge.	SGD 23.36  (silver/gold number charges are on top of this charge)
Private Number	Covers set-up & activation cost	SGD 5.00/month
Sip Trunk Installation	Covers set-up & activation cost	SGD 49 per channel
DDI Set-up Charge	Covers set-up & activation cost	SGD 70.00
Channels Set-up Charge	Covers set-up & activation cost	SGD 49.00
Number Porting Charges (if you are transferring/transferred your existing phone number to MyRepublic Voice)	Completion of Number Port application	SGD 45.80
	Rejection of Number Port application by other telco	SGD 17.76
	Termination of Number Port service without porting number from MyRepublic	SGD 45.80
Caller Number Non Display (CNND) a.k.a. Private Number	Covers set-up & activation cost	SGD 70.00

### Summary of MyRepublic Service Terms & Conditions

- MyRepublic service is available only at premises which are NBN fibre-ready. At all times, the availability and provision of service is subject to prevailing NBN coverage, service availability and availability of all relevant resources.
- You acknowledge and agree that under certain circumstances, the service activation date quoted you by MyRepublic will change without any liability to MyRepublic.
- There can be no rescheduling of NetLink Trust appointments for installation of service under any circumstances, with NetLink Trust treating these as early cancellation which activates NetLink Trust cancellation charges.
- All Charges quoted are subject to change according to the application terms and conditions of MyRepublic and do not include GST or any other applicable sales or use tax or similar charge.
- Cancellation charges are applied by NetLink Trust for any withdrawal of application before activation of service.
- We are not responsible for CPE not supplied by us. You are welcome to use your own router although you are required to configure it yourself. In this case, the point of demarcation for our responsibility is up to the point of the ONT and we recommend you use the MyRepublic router as back-up. You must pay us our prevailing on-site support charges when we provide you with any on-site support if the fault does not lie with our network. Charge for on-site service call is listed in One-Time Service Charges.
- We do not warrant or give any guarantee on data transfer speed or any other aspect of the service. We hereby exclude all warranties, whether express or implied by law, regarding the use of the service (including without limitation the accessibility, reliability or accuracy of the service) and the performance and/or condition of the network.
- You should read MyRepublic's Terms and Conditions at [www.myrepublic.net.sg/legal](http://www.myrepublic.net.sg/legal) before registering and/or using our services. These terms and conditions are deemed incorporated by reference. Use of MyRepublic's services will constitute acceptance of these terms and conditions and any amendments thereto.
- End user can only hold MyRepublic installation and activation up to a period of one month after NetLink Trust installation is completed. Billing cycle and contract will start and EU will be billed regardless of MyRepublic Activation is completed.

### Business Voice Terms & Conditions

- Local outgoing calls will be charged at 0.80 cents for weekends, public holidays and weekdays 6pm to 8am, and charged 1.5 cents for weekdays 8am to 6pm. All rates exclude 7% GST.

### SIP Trunk Terms & Conditions

- Local outgoing calls will be charged at 0.75 cents for weekends, public holidays and weekdays 6pm to 8am, and charged 1.5 cents for weekdays 8am to 6pm. All rates exclude 7% GST.
- Minimum 12 months contract term, standard SGD 490 termination penalty per trunk applies if terminating within 12 months from installation.
- DDI numbers when added, need to be in place for at least 12 months before they can be released again. Early termination fee per block of 10 numbers would be SGD 35.00
- Customers may increase and decrease the number of channels via their portal, as long as they remain over the minimum number of channels. Increasing channels will incur the set up fee per channel, and the minimum rental period is 1 month. The customer may reduce the number of channels via the portal as well at any time, but the rental is charged per month.
- Quality of voice cannot be guaranteed if SIP trunk runs over different ISP broadband network.
- IDD dialing prefix: 1550 or 000 or +.

### Hosted PBX Terms & Conditions

- Local calls will be charged at 0.75 cents for weekends, public holidays and weekdays 6pm to 8pm, and charged 1.5 cents for weekdays 8am to 6pm. All rates exclude 7% GST.
- Customers will be granted login access to the Hosted PBX Portal to view and reconfigure their voice settings.
- The fully configurable feature list of Hosted PBX functionalities can be requested from our enterprise sales representative

### Business Static IPv4 details

Below are some details about the Static IPv4 Add-On:

1. The default 1 static IPv4 address provided is meant for achieving a stable high performance internet access only.
2. This default 1 static IPv4 address provided should be configured at router level for an optimised bandwidth throughput.
3. Customers who have advance internet requirements must purchase a block of IPv4.
4. For customers purchasing an add-on block of static IPv4 Address, please refer to the MyRepublic Business Block of Static IPv4 Address Application Form for the full terms and condition.
5. MyRepublic will only provide simple setup and technical support for configuring our provided router.
6. MyRepublic does not provide any support or configuration such as port-forwarding for equipment or software that utilises the Static IPv4 addresses.
7. MyRepublic reserves the right to handle all requests for IPv4 address changes at its discretion.
8. MyRepublic reserves the right to blackhole any IPv4 addresses upon any detection of abuse or in cases where an address is being targeted by any Denial of Service attacks for a period of minimum 24 hours or longer depending on the actual attack duration.
9. All Static IPv4 usage has to be within MyRepublic's Acceptable Use Policy which can be found at <http://www.myrepublic.net.sg/legal>
10. For any breach of the stipulated Terms and Conditions and Acceptable Use Policy, MyRepublic reserves the right to terminate the service.



### Customer Acknowledgement

We hereby apply for the services set out in this form.

By signing this Application Form, we acknowledge and agree to be bound by the Terms and Conditions for the MyRepublic service set out above. We confirm that I have provided full and accurate information to MyRepublic.

I warrant and undertake that I am a duly authorised signatory of the Customer named above.

\_\_\_\_\_  
Printed Name of Authorised Officer

\_\_\_\_\_  
Signature of Authorised Officer

\_\_\_\_\_  
Date (dd/mm/yyyy)

\_\_\_\_\_  
Company Stamp

### For Official Use Only

Channel ID \_\_\_\_\_

Remarks

Sales Order: \_\_\_\_\_

NetLink Trust Date/Time: \_\_\_\_\_

MyRepublic Date/Time: \_\_\_\_\_

Deposit collected: \_\_\_\_\_

Customer ID: \_\_\_\_\_