



## SERVICE APPLICATION AND AGREEMENT FORM – RELOCATION (RESIDENTIAL)

Date:			
<b>1. Subscriber's Details</b>			
Customer Name:			
NRIC/Passport No/Foreign Identity No:			
New Address:		Postal Code:	S
Existing Address:		Postal Code:	S
Email:			
Mobile:		Home Number:	
<b>2. Relocation Service Details</b>			
Please indicate the service required:			
Fibernet Residential	<input type="checkbox"/> Relocation at \$163.71* <small>*Price includes NetLink Trust Service Activation Charge of \$56.71 (inclusive of GST), which is compulsory for all customers by NetLink Trust starting 1 Jan 2018</small>		
Requested Activation Date	DD/MM/YYYY		
<b>3. Remarks</b>			



4. Terms of Service

- a) Any field in this form that is not filled in clearly may delay the activation of the service.
- b) Customer must counter sign against the service they selected.
- c) Normal estimated lead time for relocation as follows:
  - Fibernet Residential = 21 working days
- d) For technical help, ViewQwest’s technical hotline is +65 3102 0000 or you may choose to email us at [residential.support@viewqwest.com](mailto:residential.support@viewqwest.com).
- e) Onsite Technical Support by ViewQwest engineer is chargeable at \$80 per hour, subject to ViewQwest’s terms and conditions.
- f) ViewQwest will not be responsible for routers purchased from third parties nor internal wiring related to the provision of ViewQwest services.
- g) Relocation charges do not cover the cost of installing a Fiber Termination Point (FTP) at the new address if there is not one installed already. NetLink Trust will charge the customer directly for the costs associated with installing the new FTP.
- h) Billing will be monthly in advance. All charges stated here are in Singapore Dollars and subjected to GST or other government charges. The Client hereby agrees to pay ViewQwest Pte Ltd for all charges incurred on their monthly invoice. All charges are calculated and billed as per listed here (valid at the time signing this form).
- i) ViewQwest Pte Ltd may cancel or suspend the Customer’s use of the service, without notice, should the Customer become negligent for improper use of the service or for failing to pay their outstanding invoice charges. A reactivation charge equivalent to OTC must be paid in advance should the services be required again.
- j) ViewQwest’s General Terms & Conditions can be obtained from can be downloaded from our website, [http://www.viewqwest.com/customercare/Viewqwest\\_TermsAndConditions.pdf](http://www.viewqwest.com/customercare/Viewqwest_TermsAndConditions.pdf).

I have read ViewQwest’s General Terms & Conditions and specific terms of service listed here and agree to adhere to them once this order has been accepted by ViewQwest Pte Ltd. I confirm that the information given herein is true and correct.

Customer

For and on behalf of ViewQwest

Signature of Customer

ViewQwest Pte Ltd (Signature)

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_