



**SERVICE APPLICATION AND AGREEMENT FORM
(FIBERNET™ RESIDENTIAL - NO CONTRACT)**

| Subscriber's Details | | | |
|--|--|--------------|---|
| Name of Individual: | <input type="checkbox"/> Select if you are an existing customer | | |
| NRIC/Passport No/Foreign Identity No: | | Nationality: | |
| Date of Birth: | DD/MM/YYYY | Gender: | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Service Address: | | Postal Code: | S |
| Email: | | | |
| Mobile: | | Home Number: | |
| NRIC and Name of Subscriber who referred you: | | | |
| Previous Internet Service Provider: | | | |
| Do you watch Netflix: | <input type="checkbox"/> Yes (<input type="checkbox"/> Netflix USA / <input type="checkbox"/> Netflix Singapore) <input type="checkbox"/> No | | |
| How did you first get to know about ViewQwest? | <input type="checkbox"/> Google <input type="checkbox"/> Facebook <input type="checkbox"/> Website <input type="checkbox"/> Word of Mouth <input type="checkbox"/> Retail Outlets <input type="checkbox"/> Brochure <input type="checkbox"/> Roadshows Others: | | |
| ViewQwest Service Plans | | | |
| Fibernet™ 1Gbps - No Contract <input type="checkbox"/> \$69.90/mth | Comes with: <ul style="list-style-type: none">• Free Modem Rental• Free delivery and self-installation | | |
| Fiber-Guard Option: <input type="checkbox"/> Yes (Free for first 6 months, optional thereafter at \$19.95/mth): <input type="checkbox"/> Moderate <input type="checkbox"/> High <input type="checkbox"/> No | | | |
| Add-Ons | | | |
| Routers | | | |
| <input type="checkbox"/> Top up \$599 for NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK40) with Free Installation on Weekdays, 9am to 6pm | <input type="checkbox"/> Top up \$109 for NETGEAR® AC1200 Smart WiFi Router (R6220) | | |
| <input type="checkbox"/> Top up \$389 for NETGEAR® Nighthawk® X4S - AC2600 Smart WiFi Gaming Router (R7800) | <input type="checkbox"/> Top up \$449 for NETGEAR® Nighthawk® X8 - AC5300 Smart WiFi Router (R8500) | | |
| <input type="checkbox"/> Top up \$439 for NETGEAR® Nighthawk® Pro Gaming WiFi Router (XR500) | | | |

Value Added Services

OneVoice™

Monthly payment of \$3.95 + Setup Charge of \$50
Note: One Time Charge of \$50 is not applicable for customers who are currently subscribed to OneVoice™ service. Number porting is not supported.

Annual Payment of \$47.40 + Setup Charge of \$50
Note: One Time Charge of \$50 is not applicable for customers who are currently subscribed to OneVoice™ service. Number porting is not supported.

Top up for Number Non-Display:

Monthly payment of \$5.35

Annual payment of \$64.20

Freedom DNS

Freedom DNS @ \$10.70/mth

Onsite Installation

1Gbps

\$80 per trip for Mon to Fri, 9am to 6pm

\$120 per trip for Mon to Fri, 6pm to 8pm

\$120 per trip for Sat, 9am to 6pm

Subscribers without Fibre Termination Point

One Time Payment for Fibre Termination Point Installation

\$160.50 for High Rise

\$288.90 for Landed

One Time Registration Fees

✓ No-Contract Setup Fee @ \$133.75

✓ NetLink Trust Service Activation Charge @ \$56.71
Note: There is a service activation charge of \$56.71 (inclusive of GST) for all customers by NetLink Trust starting 1 Jan 2018

Comments



1) Terms of Service – ViewQwest Fibre Broadband Bundle

1.1 Service Application

- a. Subscriber must be 18 years old and above to be eligible for the services.
- b. The following original documents must be submitted to ViewQwest at sales@viewqwest.com:
 - i. Service Application Form, duly completed and signed
 - ii. Photocopy / Scanned copy of your photo identification document (front and back) as indicated in this form (if the subscriber is a Singaporean or a Permanent Resident)
 - iii. If the subscriber is a foreigner, the subscriber must be an Employment Pass Holder, Work Permit Holder, Student Pass Holder, Long-Term Visit Pass or Dependent Pass Holder (with a minimum validity period of 12 months)
- c. ViewQwest reserves the right to modify or amend the Terms and Conditions in the Service Application and Agreement Form and any other agreements made with the subscriber.
- d. ViewQwest's General Terms & Conditions can be downloaded from our website, http://www.viewqwest.com/subscribercare/Viewqwest_TermsAndConditions.pdf.

1.2 Fees and Charges

- a. All amounts quoted in this contract are in Singapore dollars, and include prevailing GST or other government charges.
- b. By registering for ViewQwest service, subscriber is liable for the following charges, unless expressly waived by ViewQwest:
 - i. One-Time Registration Fees (if any); and
 - ii. Any relevant taxes payable on the service(s) including without limitation, service tax or goods and service tax or other taxes and charges and shall indemnify ViewQwest for payment of the same; and
 - iii. If the service package is bundled with an equipment, subscriber is subjected to monthly or upfront payment in accordance with the relevant service package; and
 - iv. Other miscellaneous charges as determined by ViewQwest
- c. For all Fibre Broadband plan, subscriber will be charged any miscellaneous fees, including without limitation the following, where applicable and may be incurred by subscriber, in respect of each Service Address:

| Description of One Time Service Charges | Charges (Inclusive of 7 % GST) |
|---|--------------------------------|
| 1Gbps No Contract installation on Weekdays 9am-6pm | \$80 |
| 1Gbps No Contract installation on Weekdays 6pm-8pm or Saturday 9am-6pm | \$120 |
| Failure to submit all documentation and to confirm an installation date within 2 weeks from submission of this form | \$150 |
| Successful Installation of non-ViewQwest supported router | \$80 |
| Reactivation Charge | \$79.25 |
| Relocation Charge | \$163.71 |
| Dispatch service to perform 1-to-1 exchange for ViewQwest TV Media Player at the subscriber's premises (per trip) | \$50 |

| Description of Miscellaneous Charges (if applicable) | Charges (Inclusive of 7 % GST) |
|--|--------------------------------|
| Installation of NetLink Trust FTP Charge (High-Rise Residential Building) | \$160.50 |
| Installation of NetLink Trust FTP Charge (Landed Residential Premise) | \$288.90 |
| Cancellation/ Modification of confirmed NetLink Trust FTP Appointment (High-Rise Residential Building) | \$160.50 |
| Cancellation/ Modification of confirmed NetLink Trust FTP Appointment (Landed Residential Premise) | \$288.90 |
| Cancellation of Fibre less than 6 days prior to the installation date (High-Rise Residential Building) | \$160.50 |
| Cancellation of Fibre less than 6 days prior to the installation date (Landed Residential Premise) | \$288.90 |
| Replacement of ONU in case of damage/failure to return upon contract termination | \$267.50 |
| Late payment charge due to 3 consecutive declined charges by credit card within a 1 month period | \$5 |
| Failure to confirm onsite installation date within 30 days after NetLink Trust activation date | \$160.50 |
| Cancellation of confirmed ViewQwest onsite installation appointment after NetLink Trust activation | \$160.50 |
| Failure to be available during ViewQwest onsite installation appointment | \$160.50 |
| Failure to receive the equipment within 5 days after last delivery attempt by Courier Service | \$160.50 |
| Installation of NetLink Trust FTP Charge (High-Rise Residential Building) | \$160.50 |

- d. ViewQwest shall be entitled to revise the charges shown above without prior notice.

1.3 ViewQwest Fibre Broadband – No Contract Fibre Broadband Plan

- a. This promotion is not available to existing ViewQwest subscribers who are less than 24 months into their contract.
- b. Purchased router is non-exchangeable. Price difference between all the router options is non-exchangeable for billing credits or any other products and services.
- c. Selected items will be delivered within 1 month of signup subjected to availability. In any case of stock shortage, another appointment will be scheduled to deliver the items. ViewQwest reserves the right to replace the router model with another model of same value.
- d. Purchase of NETGEAR® Orbi™ RBK40 AC2200 Tri-Band WiFi System comes with free installation of ViewQwest fibre broadband service and NETGEAR® Orbi™ RBK40 AC2200 Tri-Band WiFi System on weekdays, 9am to 6pm. Onsite installation will be chargeable at \$80 for weekdays (6pm to 8pm) and Saturday (9am to 6pm). Free installation offered for NETGEAR® Orbi™ RBK40 AC2200 Tri-Band WiFi System will be voided upon customer's decision to self-install the hardware.
- e. Kaira Technologies Pte Ltd (authorised distributor of NETGEAR® products in Singapore) is the partner of ViewQwest of this promotion and is responsible for all device warranty. Warranty for all NETGEAR® products is 3 years carry in to Kaira RMA Service Centre at the following address:
 - i. RMA Service Centre: 178 Paya Lebar Road #02-02 S(409030)
 - ii. Contact Number: 64944879
 - iii. Operating Days and Hours: Monday to Friday (Excluding Public Holidays), 9am to 6pm
- f. ViewQwest reserves the right to amend the Terms & Conditions and reject any application without prior notice.
- g. Requests stated in the Comments section are subjected to management approval and shall be rejected without prior notice.
- h. Other Terms & Conditions apply.

1.4 Service Package

- a. Subscriber is required to make an advance payment for any One Time Registration Fees stated in the Service Application and Agreement Form. The One Time Registration Fees is non-refundable upon cancellation or termination of the contract, regardless of remaining subscription period.
- b. Subscribers may terminate their service with no penalty fee 1 month after the service has been activated.
- c. The penalty fee for termination before 1 month is full payment of the first month of service
- d. Subscribers may upgrade their service to a contract plan of 1Gbps or higher at no penalty fee. Once the upgrade is approved and processed, the original contract period will end and reset. The new contract period will commence from the date of service activation of the upgraded service for another 24 months.
- e. All Value Added Services (except those with contractual period) can be subscribed to/terminated, at any point, regardless of the period of ViewQwest Fibre Broadband Service contract. Termination of any service has to be sent in to cs@viewqwest.com. Any verbal instruction shall not be honoured.
- f. From time to time the premium may be out of stock on the day of installation of the service. In such cases, ViewQwest undertakes to obtain the item and provide it to the subscriber within a reasonable time. Service provision and billing will be unaffected by this delay.
- g. ViewQwest will not be liable for any damages including loss of profits, revenue, business and anticipated savings for any service interrupted due to reasons beyond ViewQwest's control but not limited to any event of force majeure.

1.5 NetLink Trust and ViewQwest Service Installation

- a. Should there be issues with the Fibre Termination Point, ViewQwest undertakes to liaise with NetLink Trust to resolve the issues, but is not responsible and accountable for any delay in delivery of ViewQwest service as a result of the issues.
- b. Should the issue pertaining to Fibre Termination Point persists more than 15 days from the day the issue is reported, customer can choose to cancel ViewQwest service with no penalty fee.
- c. Should customer choose to cancel ViewQwest service upon successful Netlink Trust activation and prior to ViewQwest installation, he or she shall be liable to pay for the total monthly subscriptions for the remaining contract and the cost price of all the freebies given to the customer
- d. ViewQwest pays Netlink Trust upfront for the FTP installation and the subscriber commits to reimburse ViewQwest through the "Fibre Termination Point installation – Monthly installment plan", if selected instead of the one-time payment. In the event that the subscriber terminates their subscription before the end of this contract, the remaining charges shall apply.
- e. If no onsite installation is confirmed prior to NetLink Trust activation, ViewQwest onsite service installation date must be booked within 30 days of the NetLink Trust activation date. Failure to confirm on the onsite installation date will subject subscriber to the miscellaneous charge as stated in Table 1(b).
- f. If installation has been selected, subscriber or authorized representative has to be present during the scheduled installation appointment date and time at the service installation address. Failure to be available on the date of ViewQwest onsite installation appointment will result in subscriber being subjected to the miscellaneous charge stated in Table 1(b).
- g. There are no Sunday installations available.



- h. To postpone ViewQwest onsite installation, subscriber will have to notify ViewQwest 5 working days in advance of the confirmed ViewQwest onsite installation appointment date. Subscriber is allowed to postpone the onsite installation date, as long as it is within 30 days of the initial onsite installation appointment date. Postponing of onsite installation for more than 30 days of the initial onsite installation date is subjected to management's approval. Should the postponement be approved, it will be at the discretion of ViewQwest to charge the subscriber the monthly subscription for the uninstalled period.
- i. Cancellation of confirmed ViewQwest onsite installation appointment after NetLink Trust activation date will subject subscriber to the miscellaneous charge as stated in Table 1(b).
- j. Should there be any additional installation or material required, it will be at the discretion of the subscriber and are not reimbursable by ViewQwest.
- k. Subscriber is to provide ViewQwest authorised personnel with assistance, co-operation, facilities and environmental conditions for installation of ViewQwest service. Such facilities include but not limited to housing of equipment, secure and constant electrical supply, back-up electrical supply and electrical necessities needed to enable the installation and activation of ViewQwest service.
- l. The ONU is under warranty for the entire duration of the subscription. In case of loss, defects, damage, misuse, acts of God, accident or unauthorised alteration/repair, replacement of the ONU will be chargeable.
- m. ViewQwest reserves the right to replace any hardware, with an equivalent in terms of performance, without prior notice to the subscriber.
- n. ViewQwest will not be responsible for routers purchased from third parties nor internal wiring related to the provision of ViewQwest services.
- o. In the event that a subscriber opts to use an existing router that is supported (please refer to a list of supported routers: <http://faq.viewqwest.com>), ViewQwest undertakes to install it free of charge. If the router is not a supported model, ViewQwest undertakes to install it on a best-effort basis, and will charge a fee upon successful installation. A successful installation is defined as the availability of Internet access via the router's Ethernet port(s) as well as internet access via Wi-Fi (if available on the router).
- p. Self-installation of equipment for 1Gbps Fibre Broadband sign-up:
 - i. After NetLink Trust activation date, relevant equipment will be delivered to customer for self-installation. Onsite installation is chargeable at \$80 per trip for both weekdays and Saturday (i.e. ViewQwest engineer will be sent to premise to assist with installation).
 - ii. Should there be any high-loss issue (indicated by a red alarm light), customers are to call in to inform ViewQwest. ViewQwest will then arrange for an onsite visit to check on the issue. There will not be any onsite installation charge should it be genuine high loss issue.
 - iii. If equipment is faulty upon delivery, ViewQwest will arrange to replace the equipment. Arrangement to replace the equipment will not be chargeable.
 - iv. It will be at the discretion of ViewQwest to charge an onsite fee if the onsite is scheduled by the subscriber for rectification of issues that are not due to ViewQwest's fault.
 - v. Customers will have to receive the equipment within 5 working days after the last delivery attempt by courier service. Failure to receive the items within 5 working days after last delivery attempt by courier service will subject subscriber to the miscellaneous charge stated in Table 1(b). Should customers wish to proceed with the installation, the equipment will have to be self-collected at ViewQwest Main Showroom.
 - vi. DPEX is the official courier service of ViewQwest for the delivery of the items. Should you have any enquiries regarding the delivery of your item, kindly contact DPEX at sin.cs@dpx.com or call +65 6781 8888.
 - vii. Tracking ID will be available for your information after your item is received by DPEX.
 - viii. ViewQwest only provides support for routers indicated in the Service Application and Agreement Form. No assistance will be provided for any other unsupported routers.
 - ix. Billing will start 1 day after successful delivery of the relevant equipment.
 - x. ViewQwest will not be responsible whatsoever for delays in the delivery as handled by courier service.

1.6 Billing and Payments

- a. Subscriber will be charged according to the service subscribed and ViewQwest will bill the subscriber according to the billing cycle relevant to the subscriber's account.
- b. Monthly subscription will commence upon date of service activation.
- c. Subscription of \$69.90 for 1Gbps No Contract Fibre Broadband Plan in the endorsed Service Application and Agreement Form is effective on a monthly basis, unless this contract is replaced by a contract plan.
- d. Billing will be monthly in advance for subscriber who opted for the monthly payment plan. The subscriber hereby agrees to pay ViewQwest 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).
- e. Subscriber is required to check the invoices sent to the registered email periodically. However, issuance of invoice is not compulsory for subscriber to make payment to ViewQwest.
- f. Bills are to be settled full within 7 net days from the bill date, as stated in the invoice. Failure to do so will result in suspension or termination of service registered under the subscriber's account, until full payment is made.
- g. Subscriber is responsible for verifying the accuracy of the bill and informing ViewQwest of any discrepancy within 7 net days from the bill date, failing which subscriber will be deemed to have accepted the bill as correctly rendered and final.
- h. If there is any dispute in the feels stated in the bill, subscriber must inform ViewQwest's billing department in writing within 7 net days from bill date. Upon acknowledging the dispute, ViewQwest will investigate the dispute and provide a response to the subscriber as soon as possible, and the decision will be conclusive and binding upon the subscriber. If the dispute is resolved in favour of ViewQwest, subscriber is liable to pay the disputed amount immediately.
- i. Subscriber is responsible for verifying the accuracy of the payment. Payment is done through deduction of subscription from the submitted Credit or Debit Card, or such other mode of payment as may be made available by ViewQwest from time to time.
- j. For customers with a "port disconnection fee" in their previous contract plan that has not been paid for, the port disconnection fee will continue to be valid and payable if switched over to the "Fibernet™ 1Gbps - No Contract" plan. The amount payable will be the same of the previous fee required.

1.7 Service Suspension and Termination

- a. Service Suspension
 - i. Service registered under the subscriber may be suspended due to non-payment or request by the customer.
 - ii. If subscriber fails to settle 2 bills consecutively, an email will be sent to the subscriber as a reminder for the missed payment.
 - iii. Subscriber may request to extend the due date or pay on a later date as reviewed and approved by ViewQwest on a case to case basis.
 - iv. If subscriber fails to settle the total amount within 3 days from the date of email or fails to pay on the later date, ViewQwest will contact the subscriber to inform about the suspension.
 - v. If there is no response by the subscriber, the service registered under the subscriber's account will be suspended without prior notice.
 - vi. If no payment is made within 14 days after the suspension, the service registered under the subscriber will be terminated with no prior notice and subscriber shall not have objection to the termination. ViewQwest might undertake necessary legal action against the subscriber to recover the amount due by the subscriber.
 - vii. The service registered under the subscriber will be fully restored only after subscriber has paid fully the total amount owing to ViewQwest.
 - viii. Subscriber may choose to suspend the service for no more than six months within the contract term, after which the monthly subscription plan charges will resume as per normal.
 - ix. There will be a recurring charge of \$16.05 (after GST) per month to the monthly bill during the requested suspension period.
 - x. The remaining contract term will be extended by the number of months the service was suspended.
 - xi. More Terms and Conditions can be found on the Temporary Suspension of Services Application Form.
- b. Service Termination
 - i. Service registered under the subscriber may be terminated with no prior notice due to non-payment, due to notice from subscriber to terminate the service with ViewQwest or any other reasons as a result of subscriber's negligence for the improper use of the service.
 - ii. Should there be any remaining free months of subscription in the case of early termination, subscriber will not be entitled to those months and is liable to reimburse ViewQwest for the total monthly subscriptions.
 - iii. A reactivation charge must be paid in advance should the services be required again.
 - iv. Subscriber who wishes to terminate the service shall inform ViewQwest's Customer Service 7 days in advance of termination. The termination will be done within 3 to 5 working days upon return of all hardware or equipment provided (ONU, Patch Cable and Power Adaptor) in good working order and condition to ViewQwest's Main showroom, failing which ViewQwest may in its option deem the service (and any plans thereof) to be continuing at the full stipulated charges.
 - v. Subscriber who wishes to terminate the service before the 24th month will be liable to early termination charges such as port disconnection fee, total monthly subscriptions for the remaining months and termination penalties if applicable.
 - vi. Subscriber shall return all leased hardware or equipment (ONU, Patch Cable and Power Adaptor) in good working order and condition to ViewQwest, failing which, the equipment will be considered lost and the subscriber shall be liable to pay the applicable charges as stated herein.
 - vii. In the event subscriber terminates the Fibre Broadband Service registered under the subscriber, all Value Added Services shall also automatically be terminated. Subscriber shall be liable to pay all termination charges involved, if applicable.

2) Terms of service – OneVoice™ Residential

- a. All incoming and outgoing local calls are free.
- b. IDD services are activated on OneVoice™ plans by request.
- c. New customers taking up OneVoice™ will be given a new number as number porting from other service providers is not supported. New number will be generated on a random basis.
- d. In the event that a subscriber decides to take up the OneVoice™ service despite having less than 12 months remaining in their ViewQwest contract, the subscriber is still liable to pay the remainder of the OneVoice™ contract service fee upon termination of the subscription.

3) Terms of Service – Freedom DNS

- a. Freedom DNS grants access to certain geo-blocked websites around the world. ViewQwest neither owns nor is responsible for content on said websites. Content may be added/removed at any point at the discretion of the respective website/app owners.
- b. ViewQwest shall not be responsible for any fees incurred or subscriptions to any website/app accessed through Freedom DNS.
- c. The listed websites/apps accessible through Freedom DNS are subject to change. ViewQwest reserves the right to add/remove support for any website/app at any time without prior notification.
- d. Subscribers will not be able to access Netflix Singapore titles should they opt for Netflix USA.
- e. Termination of Freedom DNS after the trial period, if any, has to be sent in to cs@viewqwest.com. Any verbal instruction shall not be honoured.



4) Terms of Service – Fiber-Guard (Internet Parental Control)

- a. Subscriber needs to indicate in the Service Application and Agreement Form if Fiber-Guard (Internet Parental Control) is required.
- b. Fiber-Guard is intended to block undesirable websites and content only. Freedom DNS will not be applicable should subscriber choose to opt for Fiber-Guard.
- c. If subscriber opts for Fiber-Guard, the first 6 months will be given free and is optional thereafter at \$19.95/mth. The monthly subscription will continue automatically upon end of free trial. Subscriber will have to email in to cs@viewqwest.com to request for termination.
- d. “Moderate” and “High” refer to the number of different categories of websites that are being blocked – for more information and the full list of categories being blocked, please visit <http://www.viewqwest.com/faq.html>.

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.

| | |
|-------------------------------|-------|
| Agreed By: (Name / Signature) | Date: |
|-------------------------------|-------|

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Debit/Credit Card Account Details

Debit/Credit Card Authorisation (*This authorisation form supersedes any previous instructions*)

I authorise ViewQwest Pte Ltd to charge the agreed upon amount to my debit/credit card account to these services.

Name of Cardholder:

Card Number:

| | | | | | | |
|----------------------|---|----------------------|---|----------------------|---|----------------------|
| <input type="text"/> | - | <input type="text"/> | - | <input type="text"/> | - | <input type="text"/> |
|----------------------|---|----------------------|---|----------------------|---|----------------------|

Mastercard Visa American Express

Address of Cardholder:

Same as Service Address

Issuing Bank:

Card Expiry Date
(MM-YYYY):

| | | |
|----------------------|---|----------------------|
| <input type="text"/> | - | <input type="text"/> |
|----------------------|---|----------------------|

Signature of
Cardholder:

If debit/credit card holder differs from subscriber's name; please complete the below details:

Subscriber Name:

NRIC Number: