



**SERVICE APPLICATION AND AGREEMENT FORM
(FIBERNET™ RESIDENTIAL – NEW or RECONTRACT – 24 MONTHS CONTRACT)**

Subscriber's Details			
Full 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:			
Will you like to access Netflix (US) via Freedom DNS?	<input type="checkbox"/> Yes / <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 Fibernet™ Service Plans *(Please select one of the following)*

Fibernet™ 1Gbps Residential Broadband Bundle

- Monthly payment @ \$42.50/mth (~~\$49.90/mth~~) for 24months**
FREE 6 more months from 25th month onwards

Plan comes with:

- 24 Months Fibernet™ 1Gbps Subscription + 6 months FREE Fibernet™ 1Gbps Subscription (25th month onwards)
- Free Modem Rental worth \$267.50
- Free Freedom DNS for the first 3 months (optional thereafter at \$10.70/mth) worth \$32.10
- Free delivery and self-installation worth \$50
- Select **ONE** of the following hardware options:
 - FREE** NETGEAR® AC1600 Smart Wi-Fi Router (R6260) worth \$159
 - Top up \$75** for ASUS RT-AC85U worth \$199
 - Top up \$175** or
 - Top up \$8.40/month** (24 months contract) for NETGEAR® Orbi™ AC2200 Tri-Band Wi-Fi System (RBK20 – 1 Router + 1 Satellite) with free installation on Weekdays, 9am to 6pm worth \$509
 - Top up \$275** for NETGEAR® Orbi™ AC2200 Tri-Band Wi-Fi System (RBK23 – 1 Router + 2 Satellites) with free installation on Weekdays, 9am to 6pm worth \$649
 - Top up \$475** for NETGEAR® Nighthawk RAX80 with free installation on Weekdays, 9am to 6pm worth \$739
 - Additional FREE** Freedom DNS for 6 more months

Fibernet™ 2Gbps (Single Network) Residential Broadband Bundle

- Monthly payment @ \$59.90/mth (~~\$69.90/mth~~) for 24months**
FREE 6 more months from 25th month onwards

Plan comes with:

- 24 Months Fibernet™ 2Gbps Subscription + 6 months FREE Fibernet™ 2Gbps Subscription (25th month onwards)
- Free Modem Rental worth \$267.50
- Free Freedom DNS for the first 3 months (optional thereafter at \$10.70/mth) worth \$32.10
- Free OneVoice™ for 24 months with waiver of \$50 Setup Fee worth \$144.80
- Free delivery and installation on Weekdays, 9am to 6pm worth \$80
- Select **ONE** of the following hardware options:
 - FREE** NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK20 – 1 Router + 1 Satellite) worth \$429
 - Top up \$299** for NETGEAR® Nighthawk RAX80 with free installation on Weekdays, 9am to 6pm worth \$739
 - Top up \$99** for NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK23 – 1 Router + 2 Satellites) worth \$569
 - Additional FREE** Freedom DNS for 6 more months

Fibernet™ 1Gbps Raptor Gamer Residential Broadband Bundle

- Monthly payment @ \$59.90/mth for 24months**
FREE 6 more months from 25th month onwards

Plan comes with:

- 24 Months Fibernet™ 1Gbps Raptor Gamer Subscription + 6 months FREE Fibernet™ 1Gbps Raptor Gamer Subscription (25th month onwards)
- Free Modem Rental worth \$267.50
- Free Freedom DNS for the first 3 months (optional thereafter at \$10.70/mth) worth \$64.20
- Free on-demand custom routing
- Free delivery and installation of routers on Weekdays, 9am to 6pm worth \$80
- Select **ONE** of the following hardware/accessories options:
 - FREE** NETGEAR® Nighthawk® Pro Gaming WiFi Router (XR500) with DumaOS™ worth \$439
 - FREE** ASUS RT-AC5300 worth \$449
 - FREE** NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK20 – 1 Router + 1 Satellite) worth \$429
 - FREE** Arozzi Verona V2 Gaming Chair with Installation & Delivery worth \$509
 - Top up \$325** for NETGEAR® Nighthawk® Pro Gaming WiFi Router (XR700) with DumaOS™ worth \$859
 - FREE** Logitech G Bundle (G613 Keyboard, G703 Mouse, G533 Headset) worth \$547

All Fibernet™ Residential Broadband Bundle are inclusive of:

- Free Static IP Address worth \$240
- Waiver of Admin Fee of \$53.50
- NetLink Trust Service Activation Charge of \$56.71 (Applicable only for all new service address registration)

Add-Ons

Fiber-Guard Option:

- Yes (Free for first 6 months, optional thereafter at \$19.95/mth): Moderate High
 No

Note: Freedom DNS will not be applicable should subscriber choose to opt for Fiber-Guard.

Additional Hardware Purchase:

- | | |
|---|---|
| <input type="checkbox"/> \$349 for Arozzi Verona V2 Gaming Chair (inclusive of delivery and installation) <i>worth \$509</i> | <input type="checkbox"/> \$399 for Logitech G Bundle (G613 Keyboard, G703 Mouse, G533 Headset) <i>worth \$547</i> |
| <input type="checkbox"/> \$599 for NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK23) with Free Installation on Weekdays, 9am to 6pm | <input type="checkbox"/> \$429 for NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK20) with Free Installation on Weekdays, 9am to 6pm |
| <input type="checkbox"/> \$159 for NETGEAR® AC1200 Smart WiFi Router (R6260) | <input type="checkbox"/> \$449 for NETGEAR® Nighthawk® X8 - AC5300 Smart WiFi Router (R8500) |
| <input type="checkbox"/> \$439 for NETGEAR® Nighthawk® Pro Gaming WiFi Router (XR500) | <input type="checkbox"/> \$369 for ASUS RT-AC88U Dual Band Wireless-AC3100 Gigabit Router |

Value Added Services

OneVoice™

- | | |
|---|---|
| <input type="checkbox"/> Monthly payment of \$3.95 + Setup 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. | <input type="checkbox"/> Annual Payment of \$47.40 + Setup 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:

- | | |
|--|--|
| <input type="checkbox"/> Monthly payment of \$5.35 | <input type="checkbox"/> Annual payment of \$64.20 |
|--|--|

Onsite Installation Upgrade Options

1Gbps Bundle

- \$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

1Gbps Raptor Gamer Plan and 2Gbps (Single Network) Bundle

- \$80 per trip for Mon to Fri, 6pm to 8pm
 \$80 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

Monthly Instalment (24-month contractual period) for Fibre Termination Point Installation

- \$6.69/mth for High Rise \$12.04/mth for Landed

One Time Registration Fee

Admin Fee @ \$53.50 (Waived)

Note: Admin Fee is waived for all plans, and is not applicable for Re-contract customers

NetLink Trust Service Activation Charge @ \$56.71

Note: This is a service activation charge of \$56.71 (inclusive of GST) for all new service address by NetLink Trust starting 1 Jan 2018.

Comments

1) Terms of Service – ViewQwest Fibernet™ Residential 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 annual payment in accordance with the relevant service package; and
 - iv. Other miscellaneous charges as determined by ViewQwest
- c. For all Fibernet™ Residential Broadband bundle, 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 installation on Weekdays 9am-6pm	\$80
1Gbps installation on Weekdays 6pm-8pm or Saturday 9am-6pm	\$120
1Gbps Raptor Gamer and 2Gbps installation on Weekdays 6pm-8pm or Saturday 9am-6pm	\$80
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

Description of Miscellaneous Charges (if applicable)	Charges (Inclusive of 7 % GST)
Installation of NetLink Trust Fiber Termination Point (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
Technical Onsite Case Visit that yielded no technical issue or hardware found on any ViewQwest supported hardware/devices	\$150
Technical Onsite Case Visit to resolve hardware/networking issues not provided or not supported by ViewQwest	\$150
Replacement of Analog Telephone Adaptors used for provision of OneVoice™ services	\$150
Replacement of Optical Network Unit in cases of loss, defects, damage, misuse, acts of God, accident or unauthorised alteration/repair	\$267.50

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

1.3 ViewQwest Fibre Broadband – Fibernet™ 1Gbps Bundle (New and Re-contract)

- a. Should subscribers terminate their subscription, for any reason, from the day of NLT installation to contract expiry date, they shall be liable for total monthly subscriptions for the remaining contract, and all remaining free months and free bill rebate that was given as part of the promotion.
- b. The bundles listed in this form are not available to existing ViewQwest subscribers who are less than 22 months into their existing contract.
- c. Customers will be entitled to the bundles listed in this form when they sign up within the promotional period as indicated by ViewQwest.
- d. Customer is entitled to one free unit of NETGEAR® AC1600 Smart Wi-Fi Router (R6260) as part of the bundle promotion for 1Gbps Monthly Fibre Broadband Bundle. The free promotional item is final, and is non-exchangeable or non-redeemable for cash, billing credits or any other form of products and services, except for the specified hardware or equipment listed in this form for the specified bundle.
- e. Upgrade to the NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK20) or (RBK23), comes with free installation of ViewQwest fibre broadband service and NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK20) or (RBK23), 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™ AC2200 Tri-Band WiFi System (RBK20) or (RBK23) will be voided upon customer's decision to self-install the hardware.
- f. The contract duration of the monthly payment of NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK20) top-up is 24months. No months of the instalment will be waived, even in the event of recontract or upgrade to another ViewQwest Fibre Broadband Bundle.
- g. Selected items will be delivered for new 1Gbps Fibre Broadband Bundle sign-up. For 1Gbps Fibre Broadband Bundle re-contract customers, the items will be delivered within 1 month of sign-up 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.
- h. Kaira Technologies Pte Ltd (authorised distributor of NETGEAR® products in Singapore) is the partner of ViewQwest for this promotion and is responsible for all Netgear® and Logitech G hardware warranties. Warranty for all NETGEAR® products is 3 years based on 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
- i. Warranty for Netgear® and Logitech G hardware is valid with show of purchase of active and valid ViewQwest monthly invoice or Service Notification Letter for the current ViewQwest contract
- j. 3 months Freedom DNS is given free with every sign-up of 1Gbps Monthly and Annual Payment Fibre Broadband Bundle. They are non-transferable, non-exchangeable or non-redeemable for cash, billing credits or any other form of products and services. Freedom DNS is optional at \$10.70/month upon end of the free trial. Monthly subscription will continue automatically upon end of free trial. Customers have to inform ViewQwest before end of the free trial should they wish to discontinue with the subscription.
- k. NetLink Trust Service Activation Charge of \$56.71 is applicable for all new service address activation.
- l. ViewQwest reserves the right to amend the Terms & Conditions and reject any application without prior notice.
- m. Requests stated in the Comments section are subjected to management approval and could be rejected without prior notice.
- n. Other Terms & Conditions apply.

1.4 ViewQwest Fibre Broadband – Fibernet™ 1Gbps Raptor Gamer Plan (New and Re-contract)

- a. Should subscribers terminate their subscription, for any reason, from the day of NLT installation to contract expiry date, they shall be liable for total monthly subscriptions for the remaining contract, and all remaining free months and free bill rebate that was given as part of the promotion.
- b. The bundles listed in this form are not available to existing ViewQwest subscribers who are less than 22 months into their existing contract.



- c. Customers will be entitled to the bundles listed in this form when they sign up within the promotional period as indicated by ViewQwest.
 - d. Customer is entitled to one free unit of NETGEAR® Nighthawk® Pro Gaming WiFi Router (XR500) as part of the promotion for 1Gbps Raptor Gamer Fibre Broadband Bundle. The free promotional item is final, and is non-exchangeable or non-redeemable for cash, billing credits or any other form of products and services, except for the specified hardware or equipment listed in this form for the specified bundle.
 - e. Selected items will be delivered or scheduled for installation for new 1Gbps Raptor Gamer Fibre Broadband Bundle sign-up. For 1Gbps Raptor Gamer Fibre Broadband Bundle re-contract customers, the items will be delivered within 1 month of sign-up 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.
 - f. Kaira Technologies Pte Ltd (authorised distributor of NETGEAR® products in Singapore) is the partner of ViewQwest for this promotion and is responsible for all device warranties. Warranty for all NETGEAR® products is 3 years based on 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
 - g. 3months Freedom DNS is given free with every sign-up of 1Gbps Raptor Gamer Fibre Broadband Bundle. They are non-transferable, non-exchangeable or non-redeemable for cash, billing credits or any other form of products and services. Freedom DNS is optional at \$10.70/month upon end of the free trial. Monthly subscription will continue automatically upon end of free trial. Customers have to inform ViewQwest before end of the free trial should they wish to discontinue with the subscription.
 - h. NetLink Trust Service Activation Charge of \$56.71 is applicable for all new service address activation.
 - i. ViewQwest reserves the right to amend the Terms & Conditions and reject any application without prior notice.
 - j. Requests stated in the Comments section are subjected to management approval and shall be rejected without prior notice.
 - k. Other Terms & Conditions apply.
- 1.5 ViewQwest Fibre Broadband – Fibernet™ 2Gbps – Single Network Bundle (New and Re-contract)**
- a. Should subscribers terminate their subscription, for any reason, from the day of NLT installation to contract expiry date, they shall be liable for total monthly subscriptions for the remaining contract, and all remaining free months and free bill rebate that was given as part of the promotion.
 - b. The bundles listed in this form are not available to existing ViewQwest subscribers who are less than 22 months into their existing contract.
 - c. Customers will be entitled to the bundles listed in this form when they sign up within the promotional period as indicated by ViewQwest.
 - d. Customer is entitled to one Free unit of NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK20). The free promotional item is final, and is non-exchangeable or non-redeemable for cash, billing credits or any other form of products and services, except for the specified hardware or equipment listed upgrade listed in this form for the specified bundle.
 - e. Upgrade to the NETGEAR® Orbi™ AC2200 Tri-Band WiFi System (RBK23) or NETGEAR® Orbi™ AC3000 Tri-Band WiFi System (RBK53), comes with free installation of ViewQwest fibre broadband service and all relevant equipment 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™ AC2200 Tri-Band WiFi System (RBK20) or NETGEAR® Orbi™ AC3000 Tri-Band WiFi System (RBK53) will be voided upon customer's decision to self-install the hardware.
 - f. Selected items will be delivered and/or scheduled for installation for new 2Gbps Single Network Fibre Broadband Bundle sign-up. For 2Gbps Single Network Fibre Broadband Bundle re-contract customers, the items will be delivered or scheduled for installation within 1 month of sign-up subjected to availability. In any case of stock shortage, another appointment will be scheduled. ViewQwest reserves the right to replace the router model with another model of same value.
 - g. Kaira Technologies Pte Ltd (authorised distributor of NETGEAR® products in Singapore) is the partner of ViewQwest for this promotion and is responsible for all device warranties. Warranty for all NETGEAR® products is 3 years based on 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
 - h. 3 months Freedom DNS is given free with every sign-up of 2Gbps Single Network Fibre Broadband Bundle. They are non-transferable, non-exchangeable or non-redeemable for cash, billing credits or any other form of products and services. Freedom DNS is optional at \$10.70/month upon end of the free trial. Monthly subscription will continue automatically upon end of free trial. Customers have to inform ViewQwest before end of the free trial should they wish to discontinue with the subscription.
 - i. 24 months of OneVoice™ is given free with waived setup fee of OneVoice™ setup fee for every sign-up of 2Gbps Single Network Fibre Broadband Bundle. It does not come with Number Non-Display, which can be an additional top-up option. OneVoice™ service is non-transferable, non-exchangeable or non-redeemable for cash, billing credits or any other form of products and services. OneVoice™ is optional at \$3.95/month upon end of the free trial. Monthly subscription will continue automatically upon end of free trial. Customers have to inform ViewQwest before end of the free trial should they wish to discontinue with the OneVoice™ subscription.
 - j. NetLink Trust Service Activation Charge of \$56.71 is applicable for all new service address activation.
 - k. Requests stated in the Comments section are subjected to management approval and shall be rejected without prior notice.
 - l. Other Terms & Conditions apply.
- 1.6 Service Package**
- a. The One Time Registration Fees are non-refundable upon cancellation or termination of the contract, regardless of remaining subscription period.
 - b. Unless other specified by us, ViewQwest Fibre Broadband Bundle will be provided to subscriber for 24 months, and thereafter the monthly subscription as selected in this application form will continue automatically upon subscription expiry. ViewQwest is not liable for the subscription amount upon subscription expiry should subscriber choose not to re-contract after 21 months into the contract.
 - c. Contract period will commence upon date of service activation.
 - d. Subscribers may upgrade their service before 21st month of the contract period, only to a plan with a higher monthly subscription fee. Subscribers are not allowed to downgrade their service during the contract period. Once the upgrade is approved and processed, the original contract period will end and reset. Any remaining bill rebate, free subscriptions or any other freebies will be forfeited and replaced by those offered with the new contract. The new contract period will commence from the date of service activation of the upgraded service for another 24 months.
 - e. Subscribers may re-contract their service after 21st month of the contract period, to a plan of a same or higher monthly subscription fee. Once the re-contract is approved and processed, the original fibre broadband 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.
 - f. Subscribers may downgrade only after completing the whole contract period.
 - g. 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.
 - h. 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.
 - i. 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.
 - j. ViewQwest will not be responsible for the performance of the subscriber's wireless connection speed. The wireless connection is subjected to environmental factors within the home, which include but not limited to walls, electronic devices, pillars and mirror. Wireless connection may fluctuate due to the factors mentioned above, which are not within ViewQwest's control. ViewQwest shall not be liable for any loss or damage due to such fluctuation. Subscriber is solely responsible for providing necessary equipment at his or her own cost to extend wireless coverage should the need arise.
- 1.7 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 free promotional items 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 or recontract or upgrade 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 is no NetLink Trust installation on Sundays.
 - 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 Optical Network Unit (ONU) aka Modem 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 at \$267.50.
- 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 existing on-premise cabling related to the provision of ViewQwest services.
- o. In the event that a subscriber opts to use an existing router that is supported, ViewQwest undertakes to install it free of charge, if it's part of the broadband bundle. 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. ViewQwest installation and delivery are not available during Singapore Public Holidays.
- q. Self-installation of equipment for 1Gbps Fibre Broadband Bundle sign-up:
 - i. After NetLink Trust activation date, relevant equipment will only be delivered to customer's service address for self-installation. Onsite installation (i.e. ViewQwest engineer will be sent to premise to assist with installation) is chargeable at \$80 per trip for weekdays (9am to 6pm), \$120 for weekdays (6pm to 8pm) and Saturday (9am to 6pm).
 - 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 should it be a genuine faulty equipment. Otherwise, a delivery fee of \$50 will be imposed to the customer.
 - iv. ViewQwest will charge a technical onsite case fee of \$150 if an onsite is scheduled by the subscriber for rectification of issues that are not supported by ViewQwest.
 - 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@dpex.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 support 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.

1.8 Billing and Payments

- a. Subscriber will be charged according to the service subscribed and upon activation of the service. ViewQwest will bill the subscriber according to the billing cycle relevant to the subscriber's account.
- b. Monthly payment of \$42.50 for 1Gbps Monthly Payment Fibre Broadband Plan is effective for the 24month upon service activation, followed by 6 months of free subscription after. Customers will be billed \$49.90/mth for 1Gbps Monthly Payment Fibre Broadband Plan after the 6 free months of subscription. Unless this contract is replaced by a new service upon re-contract, or by a new service of greater value if the contract duration is less than 22 months.
- c. Monthly payment of \$59.90 for 1Gbps Raptor Gamer Fibre Broadband Plan is effective for the 24month upon service activation, followed by 6 months of free subscription after. Customers will be billed \$59.90/mth for 1Gbps Raptor Gamer Fibre Broadband Plan after the 6 free months of subscription. Unless this contract is replaced by a new service upon re-contract, or by a new service of greater value if the contract duration is less than 22 months.
- d. Monthly payment of \$59.90 for 2Gbps Single Network Fibre Broadband Plan is effective for the 24month upon service activation, followed by 6 months of free subscription after. Customers will be billed \$69.90/mth for 2Gbps Single Network Fibre Broadband Plan after the 6 free months of subscription. Unless this contract is replaced by a new service upon re-contract, or by a new service of greater value if the contract duration is less than 22 months.
- e. Billing for Monthly Payment Plans will be done monthly and 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 as at the time signing this form).
- f. 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.
- g. 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.
- h. 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.
- i. If there is any dispute in the fees 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.
- j. 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.

1.9 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 of \$79.25 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 for the 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.

1.10 Hardware and Equipment Warranties

- a. Kaira Technologies Pte Ltd (authorised distributor of NETGEAR® products in Singapore) is a partner of ViewQwest for this promotion and is responsible for all Netgear® and Logitech G hardware warranties. Warranty for all NETGEAR® products is 3 years based on 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

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Email: sales@viewqwest.com

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- b. Warranty for Netgear® and Logitech G hardware is valid with show of purchase of active and valid ViewQwest monthly invoice or Service Notification Letter for the current ViewQwest contract
- c. Avertex (authorised dealer of Asus Router in Singapore) is a partner of ViewQwest of this promotion and is responsible for all ASUS devices warranties for 2 years upon successful activation of service
- d. Avertex is responsible for all Arozzi product warranties for 2 years upon successful delivery of product
- e. All warranties are subjected to stock availability upon the time of request
- f. All dealers reserve the right to replace the item with another item of similar value

2) Terms of service – OneVoice™ Residential

- a. Selected payment plan (i.e. monthly or annual billing) for OneVoice™ is effective at the published rate in this form until upon subscription expiry or termination. Termination request is to be submitted via email to cs@viewqwest.com.
- b. All incoming and outgoing local calls are free.
- c. IDD services are activated on OneVoice™ plans by request.
- d. 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.

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. Request to switch the Netflix routing can take up to 2 business days.
- 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 <https://www.viewqwest.com/faq>.

Consent for Marketing Communication

Subscriber agrees that ViewQwest may collect, use and disclose your personal data, which has been provided on this form, for providing marketing material that the Subscriber agreed to receive, in accordance with the Personal Data Protection Act 2012 and ViewQwest's data protection policy (available at <https://viewqwest.com/data-protection>)

Please tick the relevant boxes if the Subscriber agrees to receive the following:

- Re-contract, new product, services and relevant information sent via email by ViewQwest

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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