

Customer Agreement Form

Validity Period: 1 July - 31 December 2014

General

- This Agreement and/or Plan shall be applicable to all customers ("Customer").
- Blacklisted customers and/or Non-Malaysians are subject to a deposit equivalent to their monthly credit limit, payable upon registration.
- This Agreement and Plans are valid from the above date and shall continue to be valid until further notification by red ONE ("Plan Period"). Any extension thereof shall be subject to red ONE's sole discretion.
- red ONE reserves the rights to amend any part of this Agreement and the customer agrees to be bound by such amendments.
- This Addendum shall supersede and replace all prior agreements or understandings entered between the Customer and red ONE.

Plans and Tariffs

Plan Details		redONE					
<i>(Please Select)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minimum Usage/ Month		RM8	RM58	RM88			
Calls (Voice & Video)	To redONE users / min	Unlimited					
	To all other networks / min	0.15 sen	0.12 sen	0.10 sen			
SMS	To redONE users / SMS	0.05 sen					
	To all other networks / SMS	0.10 sen					
MMS	To all networks / MMS	0.20 sen					
FREE Data		-	200MB	500MB			
Data / Service Options <i>(Please select)</i>							
BlackBerry (BIS)	<input type="checkbox"/>	RM25					
EzzyDuoSIM	<input type="checkbox"/>	RM5					
Data Bundles	<input type="checkbox"/>	100MB <input type="checkbox"/> RM5	1GB <input type="checkbox"/> RM25	1GB+ <input type="checkbox"/> RM30			
		500MB <input type="checkbox"/> RM15	2GB <input type="checkbox"/> RM40	2GB+ <input type="checkbox"/> RM45			
			3GB <input type="checkbox"/> RM60	3GB+ <input type="checkbox"/> RM65			
			5GB <input type="checkbox"/> RM90	5GB+ <input type="checkbox"/> RM95			
PPU Data	<input type="checkbox"/>	RM0.10 / MB					
NO Data	<input type="checkbox"/>	-					
Internet Billing		FREE					
Registration Fee		RM10 per line					
Default Credit Limit		RM50	RM100	RM100	RM200	RM200	RM300
Deposit		RM25	RM50	RM50	RM100	RM100	RM150
Minimum Contract Period		12 months					
Early Termination Penalty		RM50	RM100	RM150			
International Roaming Deposit	<input type="checkbox"/>	RM300					
Total amount collected							

Customers will be billed in the following manner:

Items	redONE		
	RM8	RM58	RM88
	1st Month Bill		
Stamp Duty (Master Account only)	RM10	RM10	RM10
Commitment Fee (CF)	Up to RM8	Up to RM58	Up to RM88
TOTAL	CF pro-rated + Stamp Duty + Usage ¹		
	2nd Month Bill onwards		
Commitment Value	RM8	RM58	RM88
TOTAL	CV + Usage ¹		

1. Usage refers to charges that are incurred which in totality exceed the minimum commitment amount.
2. The total amount does not include 6% service tax or additional VAS subscribed to by customers.
3. Pro-rated Commitment Fee (CF) is charged in the customers' 1st month bill if the customer subscribes to the above Plans before the billing cycle date, which falls on the 1st of every month.
4. In the event of early termination, the customer shall still be charged according to the additional voice and SMS tariffs if usage exceeds the pro-rated Commitment Fee.
5. Unlimited voice calls to other redONE users is subject to our Fair Use Policy, which may be implemented if exceeding 100 hours a month. Full details can be found at www.redONE.com.my.
6. Calls will be charged based on blocks of 30 seconds. Calls less than 30 sec in duration will be charged based on one call block (rounding off).
7. Customers can change or add any of the mobile Data options at any time, but Data given will only be valid until the end of the bill cycle (calendar month) in which the option was activated.
8. All Data bundles and PPU charges listed are only valid when used domestically within redONE's network only. Usage on other networks will be based on our roaming data charges as determined by our overseas partners. Please refer to www.redONE.com.my for a complete listing of Data roaming charges.
9. The minimum monthly commitment can be shared among a group of subscribers, provided all lines are registered under one Master account, with all charges billed to that Master account. The Master account will be responsible for paying the monthly bill for all lines registered under that Master account. If the Master account line is interrupted due to credit action by redONE Network, all lines registered under that Master account will also be affected.

By signing this form, I hereby confirm that I have read, understood, and agreed to the aforesaid Plans, and Terms and Conditions in this Agreement.

(Customer Signature)
Customer Name:
NRIC (New):
Date:

In the presence of
Name:
NRIC (New):
Date:

Service Centre/Agency Name:

Account Manager:

F. Supplementary Info

NOTE: If MNP, verify that the supp line is from same DNO as Primary line.

Supp Line (1) Mobile Number

Supp (1) Plan _____ Data Plan _____ Other _____

SIM Serial
No. (Sticker)

Supp Line (2) Mobile Number

Supp (2) Plan _____ Data Plan _____ Other _____

SIM Serial
No. (Sticker)

Supp Line (3) Mobile Number

Supp (3) Plan _____ Data Plan _____ Other _____

SIM Serial
No. (Sticker)

Supp Line (4) Mobile Number

Supp (4) Plan _____ Data Plan _____ Other _____

SIM Serial
No. (Sticker)

Supp Line (5) Mobile Number

Supp (5) Plan _____ Data Plan _____ Other _____

SIM Serial
No. (Sticker)

Supp Line (6) Mobile Number

Supp (6) Plan _____ Data Plan _____ Other _____

SIM Serial
No. (Sticker)

G. Customer Declaration

I declare that all the above information is true and complete. I have read, understood and agree to be bound by the Terms & Conditions overleaf. I also agree to be severally liable for all fees and charges. I authorise REDtone Mobile Sdn Bhd to verify the information given herein from whatever sources as may be required and to release such information as may be obtained without further reference to me. I agree to provide additional information / documentation when requested by redONE Network Sdn Bhd.

I authorise redONE Network Sdn Bhd until further notice to charge my credit card of the payment that may become due thereunder. (Applicable to credit card auto payment subscription only).

Authorised Signatory Signature

Date - -
d d m m y y y y

Company Stamp

H. Sales Agent Information

Agent ID

Agent Name

Contact No. -

I. For Office Use Only

Customer ID

VIP Code

Primary Mobile Number

SIM Serial No.
(Affix Primary Line
SIM Card Sticker)

Supp Line (1) Mobile Number

Acc Number

Supp Line (2) Mobile Number

Acc Number

Supp Line (3) Mobile Number

Acc Number

Supp Line (4) Mobile Number

Acc Number

Supp Line (5) Mobile Number

Acc Number

Supp Line (6) Mobile Number

Acc Number

Documentation Checklist

1 Completed and signed Registration Form

5 Signed Customer Agreement Form

2 Photocopy of MyKad / Passport

6 MNP - Other Telco Bill

3 Copy of Business Registration Forms

7 Deposit Received

4 Perform Blacklist Check

8 Others: _____

Processed by,

Initial & stamp _____ Date _____

Checked & Verified by,

Initial & stamp _____ Date _____