



## NGNBN Subscription Application – Residential Users

### Subscriber's Particulars

Full Name of Subscriber as in Identification Document (Please underline surname)		Identification Document # (NRIC/Passport/FIN)
Nationality <input type="checkbox"/> Singaporean <input type="checkbox"/> Permanent Resident	Date of Birth (Day / Month / Year)	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female

### Site Address

Installation Address          Postal Code <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>		
Phone Number at Installation Address	Mobile Phone No	Email Address

### Alternate Contact for Installation Appointment (if applicable):

Name:	Telephone / Mobile:	Relationship to Subscriber:
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Has the Fiber Termination Point (FTP) been installed at the above installation address?

- Yes  
 No

Note: If FTP cannot be found within the installation site or has not yet been installed, the FTP installation fee of \$235.40 (inclusive GST) will be levied in addition to the One-time activation charge and a delay to the service ready date will result.

S/N	Subscription Plan	Price (w/GST)	PIs Select
1	24-month subscription to SuperInternet Basic Residential Service -100Mbps Internet Access Service over NGNBN on best effort basis*	\$1,284.00	
	Amount to be paid in monthly installments of \$53.50 <b>via GIRO</b> over the duration of the subscription with 1st GIRO payment adjusted to bring billing to calendar month boundary.		
	One-time activation charge	\$214.00	
2	12-month subscription to SuperInternet Basic Residential Service -100Mbps Internet Access Service over NGNBN on best effort basis*	\$834.60	
	Amount to be paid in monthly installments of \$69.55 <b>via GIRO</b> over the duration of the subscription with 1st GIRO payment adjusted to bring billing to calendar month boundary.		
	One-time activation charge	\$214.00	
3	24-month subscription to SuperInternet Home Premium Service -100Mbps Internet Access Service over NGNBN on best effort basis*, inclusive of 1 Static IP address (IPv4)	\$3,210.00	
	Amount to be paid in monthly installments of \$133.75 <b>via GIRO</b> over the duration of the subscription with 1st GIRO payment adjusted to bring billing to calendar month boundary.		
	One-time activation charge	\$374.50	
4	12-month subscription to SuperInternet Home Premium Service -100Mbps Internet Access Service over NGNBN on best effort basis*, inclusive of 1 Static IP address (IPv4)	\$1,605.00	
	Amount to be paid in monthly installments of \$133.75 <b>via GIRO</b> over the duration of the subscription with 1st GIRO payment adjusted to bring billing to calendar month boundary.		
	One-time activation charge	\$374.50	



Activation Date	
<input type="checkbox"/> As soon as possible. (Typical leadtime for service provisioning is 4 -6 weeks.)	<input type="checkbox"/> I would like to delay activation to a later date. Preferred Activation Date :

\*CPE and onsite support are not included as part of subscription

Please check on <http://rollout.opennet.com.sg> to confirm that your address is Fiber Ready before submitting this form.

The following documents (original) must be submitted and received by SuperInternet before order processing can commence:

- This Service Application Form, completed and signed
- GIRO application form (on Page 3), completed and signed
- A Photocopy / Scan of your Identification Document as indicated above in this form.
- Payment for One-time activation charge (via Cheque or Paypal or NETS)

S/N	Value Added Services (VAS)	Price (w/GST)	PIs Select
1	<b>VAS : IPv6 Addresses</b> 24-month subscription to Additional IPv6 address with SuperInternet Basic Residential Service, c/w: - Globally routable IPv6 address - 65536 addresses allocated  Amount to be paid in monthly installments of \$10.70 <b>via GIRO</b> over the duration of the subscription with 1st GIRO payment adjusted to bring billing to calendar month boundary.	\$256.80	
	One-time activation charge	\$32.10	
2	<b>VAS : IPv6 Addresses</b> 12-month subscription to Additional IPv6 address with SuperInternet Basic Residential Service, c/w: - Globally routable IPv6 address - 65536 addresses allocated  Amount to be paid in monthly installments of \$10.70 <b>via GIRO</b> over the duration of the subscription with 1st GIRO payment adjusted to bring billing to calendar month boundary.	\$128.40	
	One-time activation charge	\$32.10	
3	<b>VAS : IPv6 Addresses</b> 24-month subscription to Additional IPv6 address with SuperInternet Home Premium Service, c/w: - Globally routable IPv6 address - 65536 addresses allocated  Amount to be paid in monthly installments of \$5.35 <b>via GIRO</b> over the duration of the subscription with 1st GIRO payment adjusted to bring billing to calendar month boundary.	\$128.40	
4	<b>VAS : IPv6 Addresses</b> 12-month subscription to Additional IPv6 address with SuperInternet Home Premium Service, c/w: - Globally routable IPv6 address - 65536 addresses allocated  Amount to be paid in monthly installments of \$5.35 <b>via GIRO</b> over the duration of the subscription with 1st GIRO payment adjusted to bring billing to calendar month boundary.	\$64.20	



Other Charges		
The following charges shall be billed to you as and when the corresponding services are requested. Please ensure that you have in writing any subsequent agreement for waiver of those charges. Unless otherwise stated, the indicated charges are on a Per Line basis.		
No.	Description	Charges (SGD before GST)
1.	Onsite technical support - During office hours - After office hours/weekend	\$80 per hour (minimum 2 hrs) \$150 per hour (minimum 2 hrs)
2.	Relocation of line to different address	\$500.00
3.	Relocation of line within same address	\$200 - \$1,000 estimated. Subject to Site survey.
4.	Transfer of Contract to a different subscriber – same address	\$50.00
5.	Re-Activation of Service after Suspension (Next Business Day)	\$100.00
6.	Express Re-Activation of Service after Suspension (within 2 hrs)	\$350.00
7.	Late Payment, Reminder Charge	\$5.00
8.	Unsuccessful GIRO Deduction	\$10.00

**Note :**

- All prices listed are subject to prevailing GST rates.
- Service start date shall be approximately 4 weeks from receipt of order but may extend to 8 weeks in some circumstances.
- NGNBN Fibre is required for this service. Where Fibre Termination Point (FTP) is not already installed within the customer's premises, additional installation charges will apply.
- Kindly note that a 2<sup>nd</sup> deployment charge of S\$80.00 will apply if a schedule change request is received less than 24 hours from the original scheduled date for Onsite Troubleshooting service.
- Any handwritten notes purportedly modifying any clause or term or condition in this form shall be of no effect at the sole discretion of SuperInternet
- Services are provided subject to our standard terms and conditions as published at <http://www.super.net.sg/tncs.htm>
- Any other charges levied on SuperInternet by OpenNet, whether directly or through Nucleus Connect, whether due to action or inaction on your part, shall be charged back to you at cost + 8%. Please refer to Annex 6 section 2 of the Nucleus Connect ICO as found on the IDA website at [http://www.ida.gov.sg/doc/Policies%20and%20Regulation/Policies\\_and\\_Regulation\\_Level3/20100503153659/Mastupper\\_ICO.pdf](http://www.ida.gov.sg/doc/Policies%20and%20Regulation/Policies_and_Regulation_Level3/20100503153659/Mastupper_ICO.pdf) for more details

Agreed By: (Name/Signature)	Referred By :
	Date:

For Official Use Only :					
Plancode : S_NGNBN100M_Resi_MG-2010Q4					
Order accepted & approved by :			Remarks :		
<input type="checkbox"/> AM/CAM Verified		<input type="checkbox"/> Deployment Date		<input type="checkbox"/> DB Updated	
<input type="checkbox"/> Prep Inv		<input type="checkbox"/> Eqm Allocated		<input type="checkbox"/> Apvd to deploy	
<input type="checkbox"/> Fin/Adm Apvd		<input type="checkbox"/> Acct created			
<input type="checkbox"/> Line Ordered		<input type="checkbox"/> Cfg Tested			



## APPLICATION FORM FOR INTERBANK GIRO

Kindly complete & return original form to SuperInternet Access Pte Ltd

<b>PART 1: FOR APPLICANT'S COMPLETION</b>			
Date	Customer's Name		
To: Name of Financial Institution	Email		
Branch	GIRO Customer Reference (Allocated by SuperInternet)		
(a) I/We hereby instruct you to process SuperInternet Access instructions to debit my/our account. (b) You are entitled to reject SuperInternet Access debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly. (c) This authorisation will remain in force until terminated by your written notice sent to my/our address last known to you or upon receipt of my/our written revocation through SuperInternet Access.			
My/Our Name(s) As in Bank Account	My/Our Contact (Tel/Fax) Number(s):		
My/Our Bank Account Number:	My/Our Company Stamp/Signature(s)/Thumbprint(s)* (As in Financial Institution's Records)		
<b>PART 2: FOR SUPERINTERNET ACCESS COMPLETION</b>			
Bank	Branch	SuperInternet Access Account No.	GIRO Customer Reference
7 1 7 1 0 0 2		0 0 2 9 0 0 3 2 9 0	
Bank	Branch	Account No. to be debited	
<b>PART 3: FOR FINANCIAL INSTITUTION'S COMPLETION</b>			
To:			
This Application is hereby REJECTED (please tick) for the following reason(s):			
<input type="checkbox"/> Signature/Thumbprint# differs from Financial Institution's records		<input type="checkbox"/> Wrong account number	
<input type="checkbox"/> Signature/Thumbprint# incomplete/unclear #		<input type="checkbox"/> Amendments not countersigned by customer	
<input type="checkbox"/> Account operated by signature/thumbprint #		<input type="checkbox"/> Others: _____	
Name of Approving Officer	Authorised Signature	Date	
<small>* For thumbprints, please go to the branch with your identification. # Please delete where inapplicable</small>			