

iCOBB2U

(Please obtain the Service Order Number from the Level 1 Service Order Form)

DATE : / /

SERVICE ORDER NUMBER :

1. iCOBB2U PACKAGE

<input type="checkbox"/> POSTPAID	<input type="checkbox"/> BASIC	NO. OF LINES : <input type="text"/>	CONTRACT PERIOD : <input type="text"/> <input type="text"/> MTHS
	<input type="checkbox"/> PRO	NO. OF LINES : <input type="text"/>	
<input type="checkbox"/> PREPAID		NO. OF LINES : <input type="text"/>	

2. SERVICE DETAILS

(Please complete this section if Service Address and contact person assigned is different from Section A and B in Level 1 Service Order form)

SERVICE ADD. :

CITY/STATE : POSTCODE :

CONTACT NAME :

DESIGNATION :

NRIC / MyKAD : - - GENDER : MALE FEMALE

PHONE (Off) : - (Mobile) : -

EMAIL :

3. BILLING DETAILS

(Please complete this section if Billing Address and contact person assigned is different from Section A and C in Level 1 Service Order form)

BILLING ADD. :

CITY/STATE : POSTCODE :

CONTACT NAME :

NRIC / MyKAD : - - GENDER : MALE FEMALE

PHONE (Off) : - (Mobile) : -

EMAIL : ITEMISED BILLING: YES NO

4. PAYMENT DETAILS

(Please complete this section if Payment details are different from Section D in Level 1 Service Order form)

MODE : CASH BANK DRAFT / CHEQUE CREDIT CARD MOBILE WALLET OTHERS :

CREDIT CARD PAYMENT

NAME : TYPE : MASTER VISA

CARD NO. :

EXPIRY DATE : / SIGNATURE :

5. DECLARATION

I hereby declare that I wish to subscribe to the service(s) provided by Level 1 Communications (M) Sdn Bhd, and that all the above information is true and complete. I have read, understood and agree to be bound by the Terms & Conditions overleaf and Level 1's other Terms & Conditions and/or any amendments made thereto. I agree to accept joint and several liability for all amount arising from the use of Level 1 services. I authorise Level 1 to verify the information above 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 Level 1 Communications (M) Sdn Bhd.

CUSTOMER'S SIGNATURE _____ DATE / /

CUSTOMER'S OFFICIAL BUSINESS STAMP

FOR OFFICE USE ONLY

iCOBB2U PHONE NO. 1 :	<input type="text"/>	SERIAL NO. 1 :	<input type="text"/>
iCOBB2U PHONE NO. 2 :	<input type="text"/>	SERIAL NO. 2 :	<input type="text"/>
iCOBB2U PHONE NO. 3 :	<input type="text"/>	SERIAL NO. 3 :	<input type="text"/>
iCOBB2U PHONE NO. 4 :	<input type="text"/>	SERIAL NO. 4 :	<input type="text"/>
APPROVED :	<input type="checkbox"/> YES <input type="checkbox"/> NO (Reasons) : _____		
SOLUTION MANAGER :	<input type="text"/>		
ACCOUNT NUMBER :	<input type="text"/>		
PROCESSED BY :	<input type="text"/>	DATE : <input type="text"/> / <input type="text"/>	
PACKAGE DETAILS :	<input type="text"/>		

AUTHORISED SIGNATURE & OFFICIAL BUSINESS STAMP

iCobb2u Terms and Conditions

1. The Service, which includes the supply of one set of Equipment, shall only be available to the subscribers of designated premises in Malaysia as may be specified by Level 1 Communications (M) Sdn Bhd (Level 1) from time to time. Subscriber shall have subscribed and expressly agrees to make available to LEVEL 1 at the installation address a valid broadband service (not included by the Service) with unlimited access time provided by any broadband Internet access service providers in Malaysia and fulfilled such technical requirements stipulated by LEVEL 1 from time to time to enable LEVEL 1 to provide the Service for the use of Subscriber. The provision of Service and the manner in relation to any such provision shall be subject to the sole discretion of LEVEL 1.
2. The Broadband Phone Unit and the accessory equipment thereof shall be collectively referred to as the "Equipment".
3. Subscriber shall at its own costs and expenses make available unlimited broadband Internet connection with the following conditions and other conditions as may be stipulated by LEVEL 1 from time to time for the use of the Service:
 - a. Stable broadband Internet connections with a minimum of 1.5Mbps bandwidth;
 - b. A network that supports 10/100 Base TX interface; compatible with all ADSL, VDSL and Ethernet services;
 - c. Provision of a public IP address by DHCP/PPPoE or static assignment;
 - d. A network that does not require any kind of login except PPPoE;
 - e. In case where Local Area Network (LAN) is used, LAN environment with no firewall configured;
 - f. A network that is NOT operating behind Network Address Translation (NAT);
 - g. Broadband Internet connections with a minimum of 130Kbps upload and 130Kbps download speed;
 - h. PC installed with a LAN card with a RJ45 socket (for installation configuration);
 - i. RJ45 plug; and Phone set with RJ11 interfaceLEVEL 1 is not liable in any way for the consequences/effects on the broadband service and/or speed of bandwidth that maybe caused by the Service otherwise and/or failure of Service if Subscriber cannot make available the above conditions and other conditions as stipulated by LEVEL 1 from time to time.
4. As a Level 1 customer you agree that you will:
 - a. pay for all goods and services we provide to you including Service Tax and Stamp Duty of RM10 as well as for Itemized billing of RM3 should you opt for it.
 - b. comply to the contract agreement as stipulated by Level 1 and in the event of you breaching the contract, the payment for the remaining months within the contract period need to be paid. Level 1 will rightfully collect the payment for all the unpaid and remaining months of the contract period as stipulated should you terminate the service before the end of the contract period.
 - c. pay each bill by the due date for payment shown on the customer invoice. If you do not, a charge of 5% per month on the overdue amount from the due date until payment of the relevant amount has been made may be imposed. We may also recover from you all legal and other costs incurred by us arising from the collection of any amount which you owe to us and which you do not pay to us when due.
 - d. in the case of genuine dispute in relation to amounts we have charged, pay the undisputed charges and notify us immediately you become aware of any disputed charges. You must provide full details of the reason you are disputing the charges and must give us evidence of the grounds for dispute. Any on-going dispute will be arbitrated by a person agreed between you and Level 1, the cost of which will be borne by the party deemed responsible for the costs by the arbitrator.
 - e. ensure that all of the information you give to Level 1 is correct and complete.
 - f. comply with any legal requirements concerning the use of our services.
 - g. comply with any requirements of any other carrier in relation to the use of its network.
 - h. do everything necessary to enable us to use and take over responsibility for your telephone and facsimile numbers to the extent that this is necessary or desirable to enable Level 1 to provide its service to you.
 - i. provide reasonable access to our employees and contractors and representatives authorized by us or any other carrier to carry out any work required for the commencement, operation and continuance of our service to you, and the maintenance of our network or the network of any other carrier.
 - j. if required by us, provide Level 1 with evidence of your ability to pay our charges.
5. Subscriber acknowledges and accepts that the Service may temporarily fail, or be interrupted, delayed or suspended in case of power failure or such any other situation beyond reasonable control of LEVEL 1. LEVEL 1 shall in any such case resume the provision of the Service as quickly as practicable. In the event the Service is suspended due to power failure or otherwise, calls may temporarily not be able to be connected to emergency numbers through the Service. LEVEL 1 makes no warranty as to the quality and availability of the Service and accepts no legal liability in relation thereto. LEVEL 1 shall in no circumstance be held liable for any direct or indirect loss and damage arising out of such failure, interruption, delay and suspension.
6. Subscriber shall notify LEVEL 1 in writing according to LEVEL 1's customer service procedures for change of its registered installation address and for updating of its new installation address in LEVEL 1's record, failing which, Subscriber runs the risk that its new installation address cannot be traced and LEVEL 1 shall assume no liability for any consequence in connection with such failure of Subscriber.
7. It shall be Subscriber's responsibility to deliver the faulty Equipment to LEVEL 1's or its authorized agent's service centre for repair and the collection thereafter of the repaired or replaced Equipment (as the case may be). The Subscriber shall collect the repaired or replaced Equipment (as the case may be) within 30 days from the notification by LEVEL 1 or its authorized agent (which may be through telephone calls, facsimile, or otherwise) for such collection; otherwise, LEVEL 1 or its authorized agent reserves the right to dispose of the uncollected Equipment after the said 30-day period. LEVEL 1 reserves the right to continue to charge the Subscriber the monthly service fee while the Equipment is being repaired and/or in LEVEL 1's or its authorized agent's custody.
8. It shall not be LEVEL 1's responsibility to repair or carry out any maintenance if the Equipment or any part thereof is beyond repair.
9. In the event of malfunctioning, breakdown or damage to and of the Equipment, LEVEL 1 shall not be liable to repair or replace the Equipment or any part or component if such arises from or is occasioned by fair wear and tear, any misuse, negligence, willful damage, or damage on the part of the Subscriber or its agents or employees, by breach of the terms herein, any accident beyond the control of LEVEL 1, force majeure or any use of the Equipment outside Malaysia.
10. Subscriber shall not permit/cause the Equipment to be repaired, serviced/otherwise attended to except by an authorized representative/agent of LEVEL 1.
11. LEVEL 1 will not be liable to the Subscriber for:
 - a. Any fault in other equipment the Subscriber uses;
 - b. Any fault in the Equipment whether or not caused by Subscriber tampering with it;
 - c. Subscriber's negligence or failure to follow LEVEL 1's instructions;
 - d. Subscriber's use of the Equipment with any other equipment LEVEL 1 does not authorize;
 - e. Subscriber's use of the Equipment away from the registered installation address in Malaysia.
12. All conditions, warranties and representations implied by law in relation to the provision of the Equipment and the Services by LEVEL 1 are excluded unless otherwise specified herein. To the extent permitted by law, LEVEL 1 and third party supplier/service provider shall not be liable whether or not in contract, tort, statute or otherwise for any cost, claim, special, direct, indirect or consequential loss or damage suffered, sustained or incurred by the Subscriber or any person from or out of or relating to the Service and/or the Equipment.
13. To the extent permitted by law, LEVEL 1 and any third party provider of the Service, together with their respective directors, employees/agents expressly disclaim any liability for:
 - a. any damage to/loss of data, voice/other information arising from the Subscriber's use of the Service/Equipment/in connection with any incorrect record, omission, transmission, communications, mixing, divulging or destruction of any communication sent or received using the Service or the Equipment;
 - b. any claim relating to the Service and/or any content accessible through the Service, or Equipment supplied, provided, sold/made available by/through the Service (or any failure or delay to so supply, provide, sell or make available);
 - c. any disruption or suspension or degradation of the Service or Equipment of any part thereof;
 - d. any failure, delay, malfunction or non-performance of the Service or the Equipment;
 - e. any damage which is attributable to events/circumstances beyond LEVEL 1's control (Force Majeure Event). Force Majeure Event includes but not limited to acts of God, war, civil disobedience, explosion, fire, flood, government/any regulatory authorities, labor/trade disputes/delays of third parties over which LEVEL 1 has no control.
14. Subscriber acknowledges and agrees that LEVEL 1 disclaims any liability for (i) any damage to/loss of data, software and/or hardware installed in Subscriber's computer/other equipment; (ii) any claim from Subscriber/any third party for any direct/indirect loss and all relevant claims due to, arising from/in connection with the Service/the Equipment.
15. LEVEL 1 does not warrant/guarantee the Service to be continuous/uninterrupted throughout the Subscription Period. Subscriber accepts the Service and the Equipment are provided on an "as is and/or available" basis. Subscriber accepts that the provision of the Service is contingent upon the reliability and stability of the Internet, which may be out of LEVEL 1's control.
16. Subscriber shall at all times fully comply with all legal and regulatory requirements applicable to the use of the Service and the Equipment and shall observe all instructions or guidelines as may be imposed by LEVEL 1 from time to time. Subscriber further undertakes not to use/allow others to use the Service/the Equipment for any purpose, which LEVEL 1 considers improper, immoral, defamatory, fraudulent or otherwise unlawful.
17. Subscriber shall not in any event resell the Service.
18. Subscriber understands and accepts that Service provided is based on the VOIP technology. Hence, the Service will be affected by stability and confidentiality of Internet. LEVEL 1 reserves all its rights and final discretion to determine the methods and delivery route for the provision of the Service to Subscriber and LEVEL 1 may alter such methods and routes from time to time as it shall deem appropriate without prior notice and/or giving any reason thereof.
19. Subscriber understands that value added services are subject to availability and discretion of LEVEL 1.
20. These Special Terms&Conditions shall be subject to the General Terms&Conditions of LEVEL 1 and Special Terms&Conditions for Fixed Network Services current from time to time. If there is any inconsistency among them, the Special Terms&Conditions herein shall prevail and take the precedence over the others in the order, namely, the General Terms&Conditions of LEVEL 1 and the Special Terms&Conditions for Fixed Network Services.