

Service Application Form - Residential

See reverse side of this form for service eligibility requirements and a summary of the Terms & Conditions.



Alpha Networks Solution Pte. Ltd.

UEN: 201332385C

Personal Details

Name as in NRIC/FIN (Mr/Miss/Mrs/Mdm/Dr)			
Sex (Male / Female)	Date of Birth	Nationality	Singaporean <input type="checkbox"/> PR <input type="checkbox"/> Foreigner <input type="checkbox"/>
NRIC/FIN		Expiry Date	
Service Address		Postal Code	
Billing Address		Postal Code	
Contact No. (mandatory) Home		Mobile	
Email (mandatory)		Building HDB/Condo <input type="checkbox"/> Landed <input type="checkbox"/>	
Coverage	Home Reached/Reconnect <input type="checkbox"/> Home Passed <input type="checkbox"/> Not Covered <input type="checkbox"/> 2nd TP Installation <input type="checkbox"/> InService <input type="checkbox"/>		

Alpha Network Fibre Broadband Plans

PLAN DETAILS	<input type="checkbox"/> Ultra	<input type="checkbox"/> Gamer	<input type="checkbox"/> Pure	<input type="checkbox"/> Others (specify):
	Contract Length: <input type="checkbox"/> 24 months <input type="checkbox"/> Others (specify):			Other Specifics e.g. Promotion Stickers/Code
	One time Sign-up, Activation, Installation Fee** \$			
	Monthly Subscription Price \$			
** If one's Netlink Trust Termination Point (TP) has not yet been installed, additional charges may apply. See reverse for List of One-Time charges.				Customer Initial

		Setup Fee	Monthly Price
ADD-ONS	Home Voice# (Standard plan)	\$0	\$0
	Home Voice Starter Pack	—	\$2.10
	Includes Voice mail, Caller ID, Call Forwarding, Call Waiting		
	Home Voice Premium Pack	—	\$4.10
	Includes Caller ID, Call Waiting, Call Forwarding, Voice Mail		
	3-way calling, 60 mins of IDD calls		
	<input type="checkbox"/> IDD 60 Pack (60mins free*, standard rates after)	—	\$1.99
	<input type="checkbox"/> IDD 150 Pack (150mins free*, standard rates after)	—	\$2.99
	<input type="checkbox"/> IDD 500 Pack (500mins free*, standard rates after)	—	\$9.99
	<input type="checkbox"/> Private Number (Call Out Non-ID)	—	\$3.10
	<input type="checkbox"/> 3-Way Calling (Talk to 2 other people on the same call, requires Call Waiting VAS to work)	—	\$2.10
	<input type="checkbox"/> Number Porting (requires separate form to be filled)	\$19.50	—
	<input type="checkbox"/> Static IP	\$51.00	—
	<input type="checkbox"/> MySafe Lite Parental Control (6 months free trial)	—	\$0.60
	<input type="checkbox"/> Others		

ROUTER	Router Model	Price/Other Specifics	Customer Initial
!Note: Only routers provided by Alpha Networks will be installed by our engineers. Installation for other models are D.I.Y			

- #Home Voice does not come bundled with a phone.
- * Free IDD calls to landlines in 6c/min destinations including China, India, USA, UK, Hong Kong, Malaysia, etc. Full IDD rates are published on MyAccount and alphanetworks.com.sg 1-min block charging applies.
- Individual VAS of Voice Mail, Caller ID, Call Forwarding and call Waiting is each available at \$2.10/month through MyAccount.
- A charge of \$5.10 per line applies to every VAS change after signing up for fibre broadband. This excludes adding IDD packs.
- If the Home Voice service is terminated, and the associated number was previously ported in from another service provider, a \$50 number return fee will be payable unless the number is ported out to another service provider prior to termination of the Home Voice Service.

Payment mode

Payment By Credit Card ☐ Debit Card ☐ Bank Transfer ☐

If you are paying by credit or debit card, your payment information will be collected via our secure electronic payment platform. An SMS will be sent to you with the electronic payment link for your necessary input of credit/debit card details.

Customer's Acknowledgement

By signing this Application Form, I acknowledge and agree to be bound by the Terms and Conditions for the Alpha Networks set out above. These Terms and Conditions are published in full at alphanetworks.com.sg, and are deemed incorporated by reference. A summary of some of the key terms is set out on the reverse side of this form. I confirm that I have provided full and accurate information to Alpha Networks. I warrant and undertake that I am the Customer named above.

Signature

Date

For Official Use Only

Channel ID:	Customer ID:
Remarks	Sales Order:
	NetLink Trust Date/Time:
	Alpha Network Date/Time

Summary of Alpha Networks Service Terms and Conditions

•Prices are inclusive of GST.

•You must be at least eighteen (18) years of age.

•An original of your identification document must be presented with this Agreement (NRIC, passport, employment pass or work permit).

•All foreigners are required to submit proof of billing address and any of the following: Employment Pass / S Pass / Diplomatic Pass / Entrepass / Training Visit Pass / WorkPermit / Student Pass, Dependent Pass / Long Term Social Visit Pass (with minimum validity of 6 months) when you sign up for MyRepublic services.

•For foreigners who are not holding an Employment Pass or S Pass, a deposit of \$150 is required.

•Fibre-ready, type-approved residential gateway is required to access the Service. Whether or not equipment is supplied together with the Service, such equipment is covered by the warranty provided by the relevant manufacturer, and MyRepublic will not be responsible for any defects in any such equipment.

• Due to the nature of the Internet, you understand that MyRepublic shall not be responsible for any interruption, disruption or deterioration in the quality or reliability of the Service, or any technical issues that arise in relation to the Service.

• MyRepublic reserves the right to revise these Terms and Conditions (including pricing) at its sole discretion without prior notice.

• Use of MyRepublic's Services will constitute acceptance of these Terms and Conditions and any amendments thereto.

• MyRepublic's Specific Terms and Conditions for the Service and Fixed Broadband General Terms and Conditions (which are published in full at our Website), are deemed incorporated by reference. If there is any conflict or inconsistency between the Service Specific Terms and Conditions and the General Terms and Conditions, such conflict or inconsistency will be resolved in a manner most favourable to MyRepublic, as determined by MyRepublic in its sole and absolute discretion.

• If this Service Application form has been signed and submitted, a binding contract is made and all cancellations prior to scheduling installation are subject to a \$48.60 termination fee. This includes cases of delayed installations.

Summary of Home Voice terms & Conditions

•Home Voice is automatically enabled for all MyRepublic subscribers and the contract term for Home Voice is tied to that of your MyRepublic fibre broadband plan (i.e. the contract term for both services will end at the same time).

•IDD calls are automatically enabled. Log in to your MyAccount page to disable IDD calls.

•You will be charged the full month price of any IDD packs purchased at the point of purchase i.e. IDD packs will not be prorated.

•Changes to Value-Added Services (VAS) will not be prorated and you will be charged the full monthly amount.

• Under no circumstances will MyRepublic be liable for lost profits, revenue, business or anticipated savings, or any special, incidental, indirect, consequential or punitive damages, losses, costs or expenses, even if such damages, losses, costs or expenses were caused wilfully, recklessly, or negligently.

•Default monthly spend is limited to \$150 to protect customers from potential fraud. To request an extension of this credit limit, please call Customer Care at 6436 6638. No additional one-time set-up fee is required.

•Telephone numbers are allocated subject to resource availability.

•If you terminate your Home Voice service and had your number ported in from another provider previously, there will be a \$49.45 charge (to offset the number return fee charged by the authorities) unless you port your number to another provider before termination.

Standard One-Time Charges for Residential Plans

What is this?	When or why does it apply?	Charges (incl. 8% GST)
Fibre Broadband Service Activation & Installation charge	Covers NetLink Trust service provisioning cost + on-site visit	\$54
NetLink Trust TP installation for High-Rise Residential Premises	Only if you declined or missed the initial offer by NetLink Trust to install the Termination Point (TP) in your home	\$162
NetLink Trust TP installation for Landed Residential Premises		\$291.60
NetLink Trust internal cabling that exceeds 15m from the point of entry to the 1st TP	If you want to extend the fibre throughout your premises	\$2.16 per 5m segment
On-site Service Call (additional equipment/ material charges will be quoted on site)	For an on-site visit and provision of technical support	\$54
On-Site Visit Weekend / Evenings Surcharge	For on-site visits by a MyRepublic technician during Saturday or evening hours (i.e. 6pm - 8pm) including visits for service installation and maintenance	\$50.47
Maintenance Visit	When the fault is determined to not be MyRepublic's	\$54
New Order Cancellation	If you have placed a new order and cancel your order before your appointment is confirmed with NLT	\$48.60
	If you have placed a new order and cancel your order after your appointment is confirmed with NLT for Non-landed / High-Rise Residential Customers	\$219.24
	If you have placed a new order and cancel your order after your appointment is confirmed with NLT for Landed Residential customers	\$348.84
Early Termination Fee	If you terminate your contract before the end of the contract term	Total sum of monthly charges for the remaining contract period.
Payment Default Fee	For each unsuccessful GIRO / Debit / Credit Card deduction	\$10.10
Billing Cycle Change	Admin fee for each requested change in one's billing date	\$20.19
Relocation / Change of Residential Service Address (contract must run at the first address for at least 6 months and continue at the new address for at least 12 months)	To continue your existing contract at your new address. Cost to deactivate old service + installation at new place. Does not apply to customers who are both relocating and recontracting	\$58.85
Suspension of Service and Reactivation	If your late payments caused your service to be suspended	\$48.60
Temporary Suspension	If you wish to suspend your MyRepublic service temporarily (up to 3 months)	\$48.60
Lost or damaged ONT / Power Adapter / Patch Cord	If the ONT / Power Adapter / Fibre Patch Cord / LAN Patch Cord provided to you is lost or damaged	\$151.41/\$10.10/\$10.10 respectively
Static IP installation and cancellation	Cancellation fee only applies for cancellation of Static IP within 1 year of installation	\$51 for installation \$51 for cancellation
Number Porting Charges per number or DDI's (if you are transferring /transferred your existing phone number to Alpha Network Voice)	Successful Number Port Application	\$19.17
	Termination of NP service without porting out from Alpha Network to other ISP	\$49.45
Home Voice Early Termination Fee	If you terminate Voice Service before your fibre broadband contract ends	\$49.45 per line