

**APPLICANT'S INFORMATION**

Applicant's/Company Name : \_\_\_\_\_

NRIC/Fin/Company Reg. No. : \_\_\_\_\_  
(Please attached a Copy)

Contact Person : ☐ Mr ☐ Ms ☐ Mrs ☐ Dr \_\_\_\_\_

Designation : \_\_\_\_\_

Billing Address : \_\_\_\_\_  
\_\_\_\_\_ Postal Code : \_\_\_\_\_

Contact No. : \_\_\_\_\_ Finance e-Mail: \_\_\_\_\_ e-Mail: \_\_\_\_\_

**TELEPHONE/MOBILE NUMBERS TO BE REGISTERED**

1		6		11		16	
2		7		12		17	
3		8		13		18	
4		9		14		19	
5		10		15		20	

\* If you wish to register for more lines, you can attach a list of numbers together with this application.

**OTHERS SERVICES**

☐ AAT 1513 ☐ BuzzLah App ☐ SIP Trunk ☐ Others \_\_\_\_\_

**MODE OF PAYMENT**

☐ Cash ☐ Cheque ☐ Giro ☐ Paypal ☐ Interbank Transfer

**AUTHORISATION**

I/We have read and hereby agree to abide by the Terms and Conditions subject to such amendments from time to time.

I/We confirmed the information provided herein in the registration form is complete, true and accurate.

Applicant's/Authorised Officer's Signature \_\_\_\_\_ Date \_\_\_\_\_ Company Stamp (Corporate) \_\_\_\_\_

**DOCUMENTS REQUIRED**

- 1 Copy of NRIC/Company ROC
- 2 Company Name Card
- 3 AAT Rate Plan (Endorse with Company Stamp)

Registration Hotline : **1800 DIAL AAT**

Please send the completed registration form together with attached documents by email to : **cs@aat.sg** or fax : **+65 6295 9227**.

**FOR OFFICIAL USE ONLY**

Sales ID : \_\_\_\_\_ Credit Approved : \_\_\_\_\_ Date : \_\_\_\_\_

Account No. : \_\_\_\_\_ Service Plan : \_\_\_\_\_

Remark : \_\_\_\_\_

## **TERMS AND CONDITIONS OF SERVICE**

The Services provided by Asia Access Telecom Pte Ltd ("AAT") from time to time to you are provided upon these terms and conditions, which may be amended, modified or varied by AAT at its sole discretion at any time:

1. Eligibility for Services - We reserve the right at our sole discretion to approve or reject your application for Services.
2. Commencement and Term - This Agreement shall commence on confirmation by us and shall continue unless terminated in accordance with this Agreement.
3. Paying for the Services -
  - a. Once the Services are made available, you are liable for the Charges incurred under your Account whether the Services are used by you or someone else.
  - b. Charges for calls will be calculated based on our records. Unless otherwise stated, it will be based on a minimum charge of 30 seconds, followed by a 6 seconds block.
  - c. We may bill you on a monthly basis or more frequently if your usage exceeds a preset limit. Each bill must be settled by the due date indicated on it. Unless otherwise stated, all Charges are payable in Singapore dollars.
  - d. If you wish to reasonably dispute any amount in your bill, you must inform us in writing, via Fax to 6295 9227 or Mail to Asia Access Telecom Pte Ltd at 155 Kallang Way, #06-25/26, Kolam Ayer Industrial Estate, Singapore 349244 before the date on which payment becomes due. Failing which it is deemed that you have accepted the amount in bill in respect of AAT's Service as true and correct and is bound to make payment. We will investigate any such dispute and provide a written response to you within 30 days from the date you notify us of such a dispute. During which, you have to pay the undisputed amount of the bill while the investigations are being carried out. Any adjustment will be credited in a subsequent bill. Our decision following our investigation shall be final save manifest error. If you have paid the bill and subsequently chooses to contest that bill, the dispute shall be raised by you in writing to us not later than 1 year from the date of payment by you.
  - e. We accept the following types of payment:-
    - i) Cheque Payment. All cheques are to be drawn on a bank in Singapore. Cheques to be crossed and made payable to "Asia Access Telecom Pte Ltd".
    - ii) GIRO Payment. You are required to complete a Direct Debit Authorisation (DDA) form to apply for usage of Inter-Bank GIRO, which is subject to the bank's approval. You shall ensure that sufficient funds are maintained in your bank account to allow for settlement of bills. You must give us at least 7 days' notice in writing if you wish to terminate your GIRO authorisation to debit your bank account, and you shall continue to be liable for any outstanding bills. If we are unable to effect a direct debit due to inadequate funds or for any reasons whatsoever, you agree to pay to us a levy of S\$10.00 and you must make payment of any outstanding amounts via bank draft or cheque in Singapore dollars drawn on a bank in Singapore within the time frame as specified by us.
  - f. You are responsible for all goods and services tax or any other applicable sales or usage tax or similar charge.
  - g. If you are late in paying or do not pay a bill, we may suspend, restrict or terminate any or all of the Services and charge you an administrative fee and interest of 1.5% per month. In the event legal action is commenced against you, you shall pay all our legal costs on a full indemnity basis.
4. Customer's Obligations - During the term of this Agreement, you shall:-
  - a. Punctually pay all amounts due to us under this Agreement without any deduction or setoff;
  - b. Inform us immediately of any changes in any particulars or information given to us in your application for the Services including any changes in address and/or telephone number;
  - c. Not use the Services for any unlawful or improper purposes or to violate anybody's rights or in any way which may affect other users' access to any Service;
  - d. Continue to be responsible for and pay all Charges relating to the period of any temporary suspension, interruption or loss of Services whether or not due to your request or resulting from your default and any disconnection and/or re-connection Charges;
  - e. Comply with all applicable laws, rules and regulations and any requirements or restrictions which we may or other Service Providers may impose on the use of the Services or any telecommunications system and equipment;
  - f. Not, without our prior written permission, resell or otherwise provide any part of the Services to third parties whether for profit or not;
  - g. Take all reasonable steps to prevent fraudulent, improper or illegal use of the Services.
5. Services - We may have to do certain things which may affect all or any part of the Services including interrupting or suspending with or without notice to you any part or all of the Services for operational reasons or because of an emergency. We will try to restore the affected Services as quickly as we can and by such means we think appropriate.
6. Equipment - We may need to install certain equipment in your premises to facilitate the performance of the Services. During the lease or loan period, the equipment shall remain our property. You are not allowed to alter, modify, perform unauthorised repairs, loan to other users, tamper with the seal/equipment or otherwise mishandle the equipment in any way. All equipment faults must be reported to us within two working days. Customer shall be liable for any damage caused to such equipment. We reserve the right to replace or recover the equipment for inspection anytime during the period of lease/loan.
7. Limitation of Liability
  - a. The Services are provided on an "as in" and "as available" basis and you agree and accept that you use the Services or rely on any information obtained through the Services at your sole risk. We expressly disclaim all warranties of merchantability, fitness for a particular purpose and non-infringement to the fullest extent allowed by law. No advice or information whether oral or written, obtained by you or through the Services will create any warranty not expressly made in this Agreement.
  - b. We expressly exclude all other liability we may have to you. This exclusion applies for our benefit and that of all other Service Providers whose network are connected to each other or to our network, all companies, directly or indirectly owned, wholly or partly owned or controlled by any of these parties, and all their officers, employees, contractors and agents or anyone else to whom these parties are responsible and whether it relates to anything caused by or resulting from anything any of us does or does not do or delays in doing, whether or not it is contemplated or authorised by any agreement you have with us.
  - c. Notwithstanding anything herein contained, we shall not be liable to you in contract, tort (including any negligence whatsoever) or otherwise in respect of any claim brought by you or any third party whomsoever for any special, indirect or consequential damages including without limitation, loss of profits, revenue, business and anticipated savings whether or not we were or should have been aware of the possibility that such damage or loss could occur.
  - d. Due to the nature of the Services and matters beyond our control, we cannot guarantee that the Services will be free from fault, error or interruption. We will not be liable or be deemed to be in default for any delay or failure in performance under this Agreement resulting from matters beyond our control. These include acts of God, requirement of any governmental or regulatory authority, war, national emergency, accident, fire, lightning, equipment failure, computer software malfunction, electrical power failure, faults, interruption or disruption of the network or of other Service Providers or of your equipment or the equipment of any third party, riots, strikes, lock-outs, industrial disputes (whether involving or not involving our employees) or epidemics of infectious diseases.
8. Assignment - You may not transfer any of your rights and/or obligations under this Agreement without our prior written consent. We may assign and/or transfer all or part of our rights and/or obligations under this Agreement to any party upon notice to you.
9. Additions, Changes and Cancellation
  - a. Unless otherwise stated in the Service Specific Terms & Conditions, you may apply for additional Services or request for changes to be made to existing Services in writing by fax or post or electronically. You agree that we may accept such applications or request made by or for you.
  - b. We may change any of these terms and conditions and/or our tariffs and price plans and/or withdraw, suspend or change any of the Services. We will notify you of such changes through written notice, electronic mail, our website or such other form as we may think appropriate. Your use of the Service after such date will be deemed acceptance of the changes.
10. Termination
  - a. This Agreement may be terminated by either party giving 30 days prior written notice to the other party.
  - b. Notwithstanding any provision herein to the contrary, we may suspend or terminate all or any part of the Services or terminate this Agreement by giving you one (1) working day's notice without compensation and without prejudice to our rights to damages for any breach by you of this Agreement, in the event of any of the following:-
    - i) you breach any of the terms in this Agreement or any other agreement you have with us;
    - ii) you become or threaten to become bankrupt or insolvent;
    - iii) you make any arrangement or composition with or assignment for the benefit of your creditors or go into either voluntary or compulsory liquidation or a receiver or administrator is appointed over your assets;
    - iv) you provide incorrect, false or incomplete information to us;
    - v) the requirement of IDA or any other authority results in us having to stop providing any of the Services or to provide any of the Services in a manner which is unacceptable to us.
    - vi) you have the intention to create imminent physical harm (such as interruption, disruption or congestion) to our network or defraud us
  - c. If and when you make good any breach or default, we may restore any suspended Services after you have paid for any restoration or re-connection Charges and reimbursed us for our reasonable costs in suspending and restoring the Services.
  - d. The end of this Agreement will not affect any rights or remedies of either party against the other before the date of termination.
11. Notices - Notices or bills to you under this Agreement will be deemed given if sent by post, fax or email to your contact details in our records. If there is any change in these details, you will inform us immediately in writing.
12. Applicable Laws - This Agreement shall be governed by and construed in accordance with the laws of Singapore. This Agreement is subject to the Act and any applicable subsidiary legislation, rules or regulations. It is also subject to any directives and orders of the IDA and to the terms and conditions of the licence (s) granted to us under the Act.
13. Confidentiality and Non-Disclosure - We shall adopt appropriate procedures to ensure that, unless you have provided authorization, we will not use your service information for the development or marketing of other goods or services, and that this information is not provided to affiliates or third parties.

### **DEFINITIONS**

**"Account"** - any account of a Customer with us with respect to the provision of any Service. **"Act"** - the Telecommunications Act as may be changed from time to time. **"Agreement"** - the agreement between you and us comprising the General Terms & Conditions, the Service Specific Terms & Conditions, any documents referred to in these terms and conditions, any Customer Service Warranty applicable to the Service and any application or order form (in our standard format) that you may have signed and has been accepted by us. **"Bill"** - any bill, invoice or statement issued or rendered by us of any charge, fee or other sum stated therein as due or payable to us and/or of the sum or sums or balance due or payable to or from us in respect of any Service or on any Account. **"Charges"** - all connection, re-connection, usage, cancellation and administrative charges and other fees to be paid by you for or relating to the Services. The Charges will be in accordance with the rates in our prevailing tariff tables available at our offices. **"Customer"** - any person who applies or subscribes for or utilises any Service. **"Equipment"** - any equipment which we may sell or lease to you, maintain for you or which is otherwise needed for the provision of the Services **"IDA"** - Info-Communication Development Authority of Singapore or its successor. **"Services"** - any info-communication services which we provide to you including any value-added features but excluding the provision, lease and/or maintenance of Equipment. **"Service Provider"** - any network operator or telecommunication service provider. **"us"** or **"we"** or **"our"** - Asia Access Telecom Pte Ltd **"you"** or **"your"** - the person whose application to enter into this Agreement is accepted by us and anyone appearing to us to be acting with that person's authority or permission.