

TELKOMCEL POSTPAID REGISTRATION FORM



Services Request:

- | | |
|--|--|
| Activation: | Deactivation: |
| <input type="checkbox"/> New Contract | <input type="checkbox"/> Migration from |
| <input type="checkbox"/> Migration to Postpaid | <input type="checkbox"/> Postpaid |
| <input type="checkbox"/> Feature Changes | <input type="checkbox"/> Full Deactivation |

Proposed Postpaid Number:

- _____
- Feature : Balance Limit International Roaming
 Internet Other: _____

Note: - Balance Limit is default/main feature for telkomcel postpaid
 - Free 100 Mb Internet Package every month
 - International roaming feature only applicable for country or operator that already had cooperation with Telkomcel
 - Abonement fee (\$7.5/month) is counted by using Prote-rate method

Customer Profile:

Full Name : _____
 Sex : Male Female
 Place of Birth : _____
 Date of Birth : dd/mm/yyyy __/__/__
 ID Card : Employee Card Passport Other: _____
 ID No : _____
 Phone Number : _____
 Email : _____

Main Feature:

Package Class	Balance Limit	Request
<input type="checkbox"/> Class A *	<\$50	_____
<input type="checkbox"/> Class B *	\$50<x<\$150	_____
<input type="checkbox"/> Class C *	\$150<x<\$300	_____
<input type="checkbox"/> Class D **	>\$300	_____

* Warning notification will be informed when the balance almost reach the limit
 ** Further evaluation will be done by Telkomcel before approving this package class request

Company Profile:

Comp. ID : _____
 Name : _____
 Address : _____
 Phone Number : _____
 PIC : _____
 Name : _____
 Position : _____
 Phone Number : _____
 Email : _____

Internet Feature:

Package	Price	Duration
<input type="checkbox"/> 40 Mb	\$1	7 Days
<input type="checkbox"/> 90 Mb	\$2	7 Days
<input type="checkbox"/> 500 Mb	\$8	1 Month
<input type="checkbox"/> 1.2 Gb	\$18	1 Month
<input type="checkbox"/> 2.5 Gb	\$30	1 Month
<input type="checkbox"/> 8 Gb	\$70	1 Month

Note:
 Internet package will be registered only for the first period and will consume appropriate existing user balances. For the next periods, internet package can be registered automatically by activate auto renewal feature.
 Internet package denomination only valid for the current. Denomination changes can be happened in the future without early notification.
 Auto renewal internet package feature

DEACTIVATION

Reason : _____
 Deactivation request : Migration to Hybrid Migration to Prepaid Full Deactivation
 Paiment evidence : OK NOK

Note: Usage in the running month would be charged to customer and become an obligation that need to be paid. Payment process can be done in the nearest Telkomcel Plaza.

_____, _____
 Customer,

 Account Manager,

Approved by:
 Enterprise Sales Manager,

 Name:

 Name:

 Name:

TERM & CONDITION IN SUBSCRIBING TELKOMCEL



By signing this contract, customer can be considered agreed with all of subscription terms and conditions in this document which are written below:

Article 1: Preliminaries

- "TELKOMCEL" is a company that operates cellular phone telecommunication system with GSM (Global System for Mobile Communication) system.
- "Customer" is a person, corporate, government institution that use TELKOMCEL network or service based on contract
- TELKOMCEL SIM (Subscriber Identity Module) card is a card that allows customer to access TELKOMCEL cellular phone network by inserting the card into a handset or similar device. .
- Subscription Requirements" are several requirements that must be fulfilled by customer to be bounded in this contract, i.e. administration requirements, validation requirements, and field survey.

Article 2: General Terms

- This contract is valid if all subscription requirements have been fulfilled and approved by TELKOMCEL.
- This contract can be valid for individual, corporate, or government institution and must be signed by the person concerned or the person who delegate legitimately.
- Customer will give all the document and information that are asked by TELKOMCEL as it had been mentioned in the beginning and must be based on the terms in this contract.
- TELKOMCEL will provide facility to communicate on the TELKOMCEL network and if there is an available access to other networks, it will be based on certain rates..
- The using of telecommunication service on TELKOMCEL network will be noted by TELKOMCEL
- This contract cannot be transferred to other party, except with TELKOMCEL consent.
- A customer whose contract has been terminated will be considered as a new applier if he/ she wants to subscribe again and must fulfill all the terms of subscription requirements.
- Alteration of customer's address must be reported in writing to TELKOMCEL Customer Service, 1 week before the moving at the latest.
- TELKOMCEL has the right to raise or lower customer's credit limit based on the policies that apply in TELKOMCEL, if the phone usage by customer or usage fee is considered beyond reasonable usage limit, in which the usage fee has reached 75% of the credit limit that has been given in less than 7 days of usage.
- Credit limit will apply based on customer credit limit package for all of services.
- Customer is obligated to update data if there is any alteration, including address, phone number, or other alterations.

Article 3: TELKOMCEL SIM Card

- TELKOMCEL SIM card will remain as TELKOMCEL property, but the customer is responsible for all TELKOMCEL SIM card usage by another party
- The right of TELKOMCEL SIM card usage can be transferred to another party based on TELKOMCEL requirements.
- Customer is responsible for all the bills relating to their TELKOMCEL SIM card usage
- Customer upon its policies has the right to replace a lost or broken SIM card and has defined:
 - o Administration fee that has been determined
 - o Other fees
- A migration of TELKOMCEL SIM card will be performed by TELKOMCEL after all the subscription requirements have been fulfilled by customer
- Customer whose TELKOMCEL SIM card has been lost or stolen (with or without the handset) can immediately report it to TELKOMCEL Customer Service by phone and in writing. TELKOMCEL will immediately block that TELKOMCEL SIM card. The cost of TELKOMCEL SIM card usage that arises before customer makes the report to TELKOMCEL will be customer's full responsibility

Article 4: Blocking

- TELKOMCEL has the right to perform a blocking if:
 - Phone usage by customer or usage fee has exceeded the credit limit that is given by TELKOMCEL
 - Customer's bill has exceeded payment due that has been set by TELKOMCEL
 - Customer did not fulfill subscription requirements (based on field survey result)
 - There is an official request from authorized institutions
 - There is one of customer's TELKOMCEL numbers with the bill that is already due and the payment has not been processed yet (applies for customer with more than one TELKOMCEL number)
 - There is an indication of TELKOMCEL SIM card misuse by any means that is harmful to TELKOMCEL or other customer.

Article 5: Termination of Contract

- TELKOMCEL has the right to terminate this contract instantly or terminate service to the customer any time if:
- There is an overdue or other fees that have not been paid
 - Customer conduct a violation to the contract.
 - Customer is, as stated by law, in a state of bankruptcy
 - Customer gives an invalid or incorrect information
 - Urgent situation occurs
 - Customer has passed away (by the heir's request)
 - Telkomcel and the client agrees that for termination of this contract is not necessary to the court.
 - If this contract has been terminated by one of the causes above, the total amount indebted by customer will be paid immediately and all at once, either by the customer of his/her successors based on the applicable laws.

Article 6: Payment

- For TELKOMCEL SIM card activation, customer is obligated to pay all fees/ bills that are charged by TELKOMCEL and based on what has been determined by the applicable government regulations that TELKOMCEL may have to charge it to the customer, including but not limited to :
- Connection installment/ activation fee.
 - Monthly subscription fee.
 - Minimum usage fee per month as has been listed in this Registration Form or based on other promo package usage that will exist in the future
 - Usage fees that include talk time, active roaming, additional facility, and air time.
 - Other fees, such as TELKOMCEL SIM card replacement fee, migration fee, reconnection fee, etc.
 - Every tax that must be charged to the fees above
 - TELKOMCEL will send a monthly billing to customer for the service that has been provided by TELKOMCEL to the customer and the customer is obligated to pay the bill in full within the specified time
 - Billing, as has been mentioned in point number 2 above, will be sent by TELKOMCEL in electronic bills (site or email). If customer wants printed bills, then the customer will be charged an applicable TELKOMCEL billing rate.
 - If there is a difference of billing amount between customer's printed bill and the billing that is listed in TELKOMCEL, then the bill that will be used as guidance is the one that is listed in TELKOMCEL
 - If customer terminates his/ her membership as TELKOMCEL customer, customer must pay in full and pay off all his/ her obligations first based on contract and terms in this contract, which will still be valid until all of customer's obligations to TELKOMCEL have been fulfilled
 - Customer gives the right to TELKOMCEL to transfer customer's credit card payment system to become auto pay, to the bank that issued the credit card, including but not limited to if there is an alteration in credit card or credit card number or credit card valid period.
 - All the costs that arise from customer's number usage will become customer's responsibility, including if there is an overdue and its penalty or other additional fees, also the taxes that will be charged to the customer's number

Article 7: Urgent Situations

- Urgent situations are exceptional events that cause TELKOMCEL service cannot be used, in which the events are out of TELKOMCEL control, that include but not limited to:
- Natural disaster, such as earthquake, storm, accident, flood, war, and riot
 - Other party's action/ deed/ situation that causes TELKOMCEL not be able to delivers service to the customer
- In urgent situations, TELKOMCEL is released from any liability

Article 8: Miscellaneous

- TELKOMCEL is not responsible for a claim that is related with the use of TELKOMCEL SIM card or its service, or the use of landline or other infrastructures or devices relating to the provided service, for physical injury, disease, health risks or other damages that occur to the customer or to others.
- If there is any dispute in the interpretation and implementation of the provisions of this contract, the parties agree to initially resolve it deliberately and consensually.
- If consensus is not reached, the parties in this contract agree to settle legal problems under the laws which are in force in Timor Leste.
- TELKOMCEL is not responsible for every damages that occur as an effect of a postpaid card misuse by other irresponsible party
- Customer agrees that the terms in this subscription form can change at any time and will apply after there is a prior notice to the customer in 30 days through a letter or other ways that is considered appropriate by TELKOMCEL

Sample of Customer Billing Period



Customer

Name: _____