

**SERVICE TERMINATION FORM**

1. ACCOUNT INFORMATION			
Plan Type	<input type="checkbox"/> Business	<input type="checkbox"/> Residential	Last Mile Provider <input type="checkbox"/> ViewQwest <input type="checkbox"/> HSBB
Account Number			Contract Term <input type="checkbox"/> No Contract <input type="checkbox"/> 12 Months <input type="checkbox"/> 24 Months <input type="checkbox"/> 36 Months
Activation Date			Expiry Date
Service Address			
2. SUBSCRIBER'S INFORMATION			
Full Name			NRIC / Passport
Mobile No			Email
3. TERMINATION DETAILS			
Termination Request Date			Termination Effective Date
REASON OF TERMINATION			
<input type="checkbox"/> Change of Location	<input type="checkbox"/> New location not serviceable New address:	<input type="checkbox"/> Relocate to new location Relocation Case ID:	
<input type="checkbox"/> Change of Service Provider	<input type="checkbox"/> Internet Speed (Speed's performance is below the subscribed speeds) <input type="checkbox"/> Internet Performance (Frequent internet downtime) <input type="checkbox"/> Require Higher Plan Speed <input type="checkbox"/> Hardware Issue (E.g., Wi-Fi coverage does not cover the entire home)	<input type="checkbox"/> Billing Support <input type="checkbox"/> Customer Service Support <input type="checkbox"/> Technical Support <input type="checkbox"/> Price & Promotion (Other ISP offers better pricing or promotion, e.g., free TV) <input type="checkbox"/> Require other VAS bundle (E.g., Astro TV, Unifi TV, Voice Service)	
<input type="checkbox"/> Return to Home Country	<input type="checkbox"/> Expatriate return to home country		
<p>1. Upon termination, customer must return the Service Equipment to ViewQwest's office in Kuala Lumpur in good working condition, except for the customers at the applicable locations set out in the Service Application Form do not have to return the applicable Service Equipment.</p> <p>2. Termination of the Services shall take effect on the date the Customer returns the Optical Network Terminal (including the patch cable and power adaptor) in good working condition to ViewQwest. For the avoidance of doubt, the Customer shall remain liable to pay for the Services until the Optical Network Terminal (including the patch cable and power adaptor) is returned to ViewQwest.</p>			
1. HARDWARE INFORMATION			
CPE	<input type="checkbox"/> Modem ( )	<input type="checkbox"/> Adaptor <input type="checkbox"/> Patch Cord	
	<input type="checkbox"/> Router ( )		
Serial Number			Condition <input type="checkbox"/> Acceptable <input type="checkbox"/> Faulty
Signature of Customer		For and on behalf of ViewQwest (Signature)	
Customer Name	ViewQwest		
Date	Date		