



ZONE1511

Service Application Form (Home User)



Member No: _____
(for official Use)

Co. Reg. No.: 200001768Z

1. Personal Information (Please complete ALL fields)

Surname:		Given Name:		<input type="checkbox"/> Dr <input type="checkbox"/> Mr <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Mdm	
NRIC/FIN Number:		FIN Card Expiry Date :		(D)	(M)
Billing Address: (no PO Box):		Date of Birth:		(D)	(M)
Postal Code:		<i>(Minimum age 21 years to apply for service)</i>		(Y)	
Contact Tel Number:		Contact Fax Number:			
Email Address (for receiving invoice):		Email Address (for correspondence):			

2. Services Subscription

Phone numbers including mobile phone (SingTel Mobile, M1 and StarHub Mobile) that will use ZONE1511.
(Please tick for fax line. 1511FAX plan is recommended for fax transmission and 1511FAX rates are different.)

1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>
6	<input type="checkbox"/>	7	<input type="checkbox"/>	8	<input type="checkbox"/>	9	<input type="checkbox"/>	10	<input type="checkbox"/>

3. Payment Method (Please tick one)

(A) <input type="checkbox"/> Credit Card Option (Standard Credit Limit: \$300.00) Credit Card Type: <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express Credit Card Number: Name of Credit Card Holder: Expiry Date (Minimum two months validity): (Month) (Year)	(B) <input type="checkbox"/> GIRO Option (Standard Credit Limit: \$300.00) Bank Name: Branch: Bank Account Number: Name of Account Holder:
(C) <input type="checkbox"/> Cheque / Cash Option (Standard Credit Limit: \$150.00)	

4. Document Required

- Mandatory:
- (1) Signed application form
 - (2) A photocopy, front & back, of your NRIC (for local) or FIN (for foreigner)
- GIRO Option: (3) Original GIRO Form to be mail to ZONE Telecom Pte Ltd
- Cheque Option: (4) For foreigner, a security deposit of S\$150 payable to ZONE Telecom Pte Ltd via cheque. Please indicate your Membership No. at the back of your cheque. (Your credit limit of ZONE1511 service will be equivalent to your deposit.)

5. Service Plan

Your default service plan is **123FREE**. 123FREE is the service plan for home users, where every 4th minute of your IDD call is free (excluding Inmarsat and UK-NTS locations).

6. Declaration

By signing below I hereby confirm that the above information is correct and accept that the services provided to me will be subject to and used in accordance with the Services Terms and Conditions as presented and updated from time to time in the ZONE1511 web site: www.zone1511.com.sg.

7. Signature

Applicant's Signature: Date:	Signature of Credit Card Holder if different from Applicant: Date:
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7. Internal Use Only

Agent / Referral Code:	Processed by:	Date:
Date of Receipt:	Fulfilled by:	Date:

ZONE Telecom Pte Ltd
 51 Goldhill Plaza #18-01 Singapore 308900
 Customer Service Hotline: 6259 9453 Fax No: 6222 1511

IMPORTANT : PLEASE READ THESE TERMS AND CONDITIONS OF USE CAREFULLY

1. GENERAL

- 1.1 The User agrees that the access to this Site, use of the services contained in this Site and/or the ZONE1511 Service are governed by these Terms and Conditions.
- 1.2 The User agrees and acknowledges that
- 1.2.1 these Terms and Conditions may be revised by ZONE Telecom in such manner and at such times as ZONE Telecom shall in its sole discretion deem fit. Such revisions shall take effect immediately upon publication on this Site, or by notification to the User via e-mail, facsimile or post;
 - 1.2.2 by continuing to use the ZONE1511 Service, the User is conclusively deemed to accept the revisions; and
 - 1.2.3 the description of the ZONE1511 Service and such other service available in this Site shall be read subject to Terms and Conditions.
- 1.3 The User further agrees and acknowledges that the respective terms and conditions of the Telecommunication Brand selected by the User for the use of the ZONE1511 Service are binding on an applicable to the User, and the User undertakes to abide by the said terms and conditions. Copies of the terms and conditions of the respective Telecommunication Brand are available from ZONE Telecom at the cost of the User.

2. DEFINITIONS

2.1 The User agrees that the following words and expressions shall have the meanings set forth below:-

"Fees"	Means the fees and charges for the use of and access to the ZONE1511 Service as may be charged by ZONE Telecom from time to time including (i) any registration fee, monthly subscription fee and IDD charges of any Telecommunication Brand for the use of the ZONE1511 Service; and (ii) any other fees, taxes, tariffs and charges as may be imposed by the relevant authorities from time to time.
"Telecommunication Brand"	Means the Infocommunication Development Authority of Singapore Act and Telecommunications Act, together with the regulations enacted thereunder, and all other legislation, subsidiary legislation, rules and by-rules governing the ZONE1511 Service
"Authority"	Means the Infocommunication Development Authority of Singapore and such other authority empowered under the Act to regulate the services contemplated under the ZONE1511 Service.
"Registration Form"	Means the registration form in the Site which the User may submit electronically through the internet, through mail or facsimile, in connection with his application to use the ZONE1511 Service.
"Site"	Means the web site at which Users access the ZONE1511 Service.
"Telecommunication Brand"	Means any telecommunication company and/or carrier providing IDD service through the ZONE1511 Service.
"Terms and Conditions of Use"	Means the terms and conditions of use contained herein and any subsequent modification, addition or alteration thereto.
"ZONE Telecom"	Means ZONE Telecom Private Limited, its successors and assigns.
"ZONE1511 Service"	Means an e-commerce solution which will empower business and residential telecom customers to register and choose Telecommunication Brands freely and easily through the Site and access different IDD services with a unified IDD dialing access number.
"User"	Means the persons who access, use the services in this Site and/ or the ZONE1511 Service.

- 2.2 The User further agrees that unless the context otherwise requires, the singular include the plural and vice versa; and words importing any gender include every gender and references to persons include bodies corporate and unincorporate.
- 2.3 The headings if any are inserted for convenience only and shall not affect the construction and interpretation of this Terms and Conditions.

3. Registration

- 3.1 In submitting the Registration Form, the User warrants and represents that
- 3.1.1 In the case of an individual user, he or she is of sufficient legal age, not a bankrupt and is capable of being bound by the obligations arising from the use of this Site and/ or the ZONE1511 Service;
 - 3.1.2 The information provided in the Registration Form is accurate, complete and up to date.
- 3.2 Upon submission of the Registration Form, ZONE Telecom, shall make available to the User the ZONE1511 Service, **PROVIDED ALWAYS THAT ZONE TELECOM MAY IN ITS SOLE DISCRETION**
- (a) impose such limitations and restrictions on the ZONE1511 Service until such time as ZONE Telecom deems fit or has had the opportunity of obtaining further information and documentation from the User;
 - (b) refuse to avail the ZONE1511 Service to the User altogether.

4. ZONE Telecom's Obligations

- 4.1 Subject to the User complying with these Terms and Conditions and paying the Fees as they fall due, ZONE Telecom will use its reasonable endeavours to provide, maintain and avail the ZONE1511 Service to the User.
- 4.2 ZONE Telecom shall
- 4.2.1 require that the Telecommunication Brand publish their IDD rates on the site and immediately update their respective published IDD rates as and when they are revised;
 - 4.2.2 provide a system that will *inter alia*
 - a. enable the User to select a basket of Telecommunication Brand of his choice for the provision of the IDD services; and
 - b. automatically routes the User's call to a Telecommunication Brand within the User's basket of Telecommunication Brand based on the criteria of availability, IDD rates, and transmission and reception quality at the time and in respect of the User's call destination.
 - 4.3 Save as aforesaid, the User agrees and acknowledges that
 - 4.3.1 ZONE Telecom shall maintain and avail the ZONE1511 Services on an "as is" basis without any express or implied warranties;
 - 4.3.2 the IDD rates are determined by the respective Telecommunication Brand and may be revised from time to time by the Telecommunication Brand without prior notice;
 - 4.3.3 ZONE Telecom is not responsible for the accuracy of the IDD rates published herein; and
 - 4.3.4 ZONE Telecom cannot and does not guarantee nor warrant the service quality or performance of any Telecommunication Brand.

5. User's Obligations

- 5.1 The User agrees and undertakes to
- 5.1.1 safeguard and keep confidential any password which ZONE Telecom provides to the User;
 - 5.1.2 be responsible for the payment of all Fees arising from the use of the User's password, regardless of whether the use were authorised by the User;
 - 5.1.3 be responsible for the safekeeping of all telephone number(s) designated by the User as authorised to use the ZONE1511 Service on the User's Account, including the payment of all Fees arising from such access and use, regardless of whether the access or use were authorised by the User;
 - 5.1.4 inform ZONE Telecom immediately of any changes or updates to the information provided in the Registration Form;
 - 5.1.5 to pay all Fees in accordance with the manner provided below;
 - 5.1.6 to comply with these Terms and Conditions and the requirements of the Authority on the use of ZONE1511 Service;
 - 5.1.7 to comply with the Act and all applicable laws in Singapore and any other relevant jurisdiction relating to the use of ZONE1511 Service or any third party service;
- 5.2 The User undertakes to immediately notify ZONE Telecom in writing in the event that the User believes or has reason to believe that password or designated telephone number has been stolen or being accessed by a non-authorised person.

6. Use of ZONE1511 Service

- 6.1 The User acknowledges that ZONE Telecom may, in its sole discretion and with or without notice:-
- 6.1.1 vary, add, subtract from the services available on the ZONE1511 Service;
 - 6.1.2 add or subtract to the number of Telecommunication Brand available on the ZONE1511 Service including such Telecommunication Brand as may have been selected by the User for his basket; and
 - 6.1.3 temporarily discontinue the ZONE1511 Service or any part thereof.

7. Fees and Payments

- 7.1 The User agrees as follows:-
- 7.1.1 to pay ZONE Telecom the Fees in the manner selected by the User on the Registration Form as and when they become due and payable without set-off or deduction.
 - 7.1.2 that the records of ZONE Telecom shall be final and conclusive in respect to the calculation of Fees, the User's access time and use of IDD services, save and except for any manifest errors.
 - 7.1.3 to pay the Fees within the time period stipulated on ZONE Telecom's invoice failing which ZONE Telecom may
 - (i) immediately suspend, restrict or terminate the User's access to and use of the ZONE1511 Service; and
 - (ii) charge interest at the rate of 1.5% per month on the outstanding amount until payment has been made in full.
 - 7.1.4 in addition to the interest stipulated in sub-clause 7.1.3(ii) above, to pay administrative charge of S\$ 3.00 for any GIRO payment that is rejected.
 - 7.1.5 to pay administrative charge of S\$ 5.00 for each invoice requested to be printed and mailed to the User at the User's address.

8. Disclaimer and Limitation of Liability

- 8.1 The User agrees that ZONE Telecom is entitled to disclaim
- 8.1.1 all and any representation, warranty or responsibility
 - a. in relation to the operational quality or performance of the ZONE1511 Service;
 - b. that the ZONE1511 Service will be uninterrupted or error free;
 - c. on the services, operational quality or performance which may be offered by any Telecommunication Brand; and
 - d. on the fitness for a purpose, merchantability or standard or quality of the ZONE1511 Service, Telecommunication Brand and any content, goods or services contained in this Site.
 - 8.1.2 all liability for any loss or damage arising out of the access to this Site, use of the Services on this Site, the ZONE1511 Service and/ or the IDD service of any Telecommunication Brand, including
 - a. any damage to or loss of data suffered by the User;
 - b. any claim based in contract, tort or otherwise for loss of revenue, profits or consequential loss whether of an economic nature or not;
 - c. any disruption or suspension of this Site, ZONE1511 Service or part thereof, or the Telecommunication Brand;
 - d. any error, inaccuracy, or computer virus introduced into the User's computer system;
 - e. any claim relating to content, goods or services supplied, provided, sold or made available in this Site or by ZONE Telecom, and
 - f. all and any loss and damage attributable to an event or circumstance beyond ZONE Telecom's control, including but without limitation, acts of God, war, flood, fire explosion, civil disobedience, governmental action, legislation not in force at the time of these Terms and Conditions of Use, restraints imposed by governments or any other regulatory authorities, labour disputes, trade disputes or delays of parties.
- 8.2 The User agrees that in the event ZONE Telecom is found to be liable to the User for any loss or damage howsoever caused as a result of the use of the ZONE1511 Service, the Telecommunication Brand and such other services or facilities found on this Site, ZONE Telecom's liability shall in any event not exceed the total fees paid by the User to ZONE Telecom for the 180 days immediately preceding the event giving rise to the right to claim

9. Personal Data and Cookies

- 9.1 All personal data held by ZONE Telecom will be kept confidential and in accordance with the ZONE Telecom Privacy Statement, and the User agrees ZONE Telecom may disclose or provide such data to the following parties :-
- 9.1.1 subsidiaries, holding companies, associated companies or affiliates or companies controlled by or under common control with ZONE Telecom;
 - 9.1.2 any other person who is under a duty of confidentiality to ZONE Telecom who has undertaken to keep such information confidential;
 - 9.1.3 any financial institutions, charge or credit card issuing companies, credit information or reference, or collection agencies necessary to establish and support the payment of any services being requested; and
- 9.2 During the User's use of the Site, ZONE Telecom may issue to and request from your computer blocks of data known as "cookies." The User must not alter any cookies sent to the User's computer from the Site and the User must ensure that the User's computer sends correct and accurate cookies in response to any relevant request from the Site. Cookies enhance the Site's performance by providing a secure method for user identification and improving Site navigation. User privacy and security are not compromised when a User accepts a cookie from the Site.
- 9.3 The ZONE Telecom [Privacy Policy Statement](#) is incorporated into and forms part of these Terms and Conditions of Use.

10. Termination

Either the User or ZONE Telecom may without assigning any reason terminate the use of the ZONE1511 Service by prior written notice of one month, provided always that the User remains responsible for the payment of all outstanding Fees and fulfillment of obligations provided in the Terms and Conditions herein.

11. Assignment

- 11.1 This agreement may be assigned by ZONE Telecom at any time without the consent of the User.
- 11.2 The User shall not assign, transfer, convey, license or otherwise dispose of its rights and obligations under the Terms and Conditions of Use to any other party without the prior written consent of ZONE Telecom.

12. Notices

- 12.1 All notices required to be given in writing may be given by either party via facsimile or post, and the time of receipt of the notice shall be deemed as follows:-
- 12.1.1 if by facsimile: upon the successful transmission by the transmitting party; and
 - 12.1.2 if by post: at the expiry of two days from the date of posting.
- 12.1.3 if by electronic mail, the electronic mail shall be deemed received by
- i. the User upon ZONE Telecom's despatch of the electronic mail in the manner as defined in section 15(1) of the Electronic Transactions Act;
 - ii. ZONE Telecom upon ZONE Telecom's acknowledgement by return electronic mail, facsimile or post to the User.

13. Applicable Law

These Terms and Conditions are governed by the laws of Singapore and the parties hereby submit to the non-exclusive jurisdiction of the courts of Singapore.