



**FORMULIR PENUTUPAN REKENING**  
**ACCOUNT CLOSING FORM**

**PT. Cyberindo Aditama**  
Cyber 2 Tower, 33rd Floor  
Jl. HR Rasuna Said Blok X5 No. 13  
Jakarta Selatan 12950  
Phone : (62-21) 299 64 900, (62-21) 5799 4500  
Fax : (62-21) 574 2481  
Website: http://www.cbn.net.id

**DATA PELANGGAN - Customer Data**

No. Pelanggan - Customer ID :

Nama pemilik rekening - Account holder : \_\_\_\_\_

Tanggal lahir - Date of birth : \_\_\_\_\_ Jenis Kelamin - Sex :  Pria - Male  Wanita - Female

No. Identitas - Identity No. (KTP/Passport/KMIS) : \_\_\_\_\_

Nama perusahaan - Company name : \_\_\_\_\_

Nomor NPWP - Tax registration number : \_\_\_\_\_

Nomor untuk dihubungi - Contact number :  
Rumah - Residence : \_\_\_\_\_ - \_\_\_\_\_ Handphone : \_\_\_\_\_ - \_\_\_\_\_  
Kantor - Office : \_\_\_\_\_ - \_\_\_\_\_ Fax : \_\_\_\_\_ - \_\_\_\_\_  
E-mail : \_\_\_\_\_

Jenis Layanan - Services type : \_\_\_\_\_

Tanggal penutupan - Effective closing date : \_\_\_\_\_

Jenis - Type :  Penutupan - Closing  
 Penutupan sementara - Temporary Closing (Maksimum 2 bulan - Maximum 2 months)

Catatan - Note : Penutupan keanggotaan (sesuai data di atas) juga akan menyebabkan tertutupnya seluruh fasilitas tambahan. - All additional facilities will be closed if the main account (as mentioned above) was closed.

Apakah Anda puas dengan pelayanan kami ? - Are you satisfied with our service ? :  Ya - Yes  Biasa saja - Neutral  Tidak - No

Alasan penutupan - Closing Reason :

Pelayanan kurang - Not satisfied with our :  Masalah koneksi - Connection issue

Call Center  Lambat - Slow / Insufficient Bandwidth

Sales & Marketing  Buruk - Bad / Unstable

Technical Support  Tidak dapat koneksi - Unable to connect

Finance & Accounting  Masalah tagihan - Billing issue

Kerusakan perangkat keras - Hardware Failure  Masalah harga - Pricing issue

Sudah tidak dipergunakan lagi - Internet connection no longer used / active

Pindah ke - Relocation to \_\_\_\_\_

Pindah Provider ke - Changing Provider to \_\_\_\_\_

Alasan lain - Other reason : \_\_\_\_\_

- \* Harap sertakan fotokopi KTP / Passport / KIMS - Please attach copy of ID / Passport / KIMS.
- \* Harap konfirmasi ulang ke nomor 500 780 setelah fax atau email formulir ini - Please reconfirm to 500 780 upon faxing or emailing this form.
- \* Permintaan penutupan maksimal diterima sebelum tanggal 1 bulan berikutnya, apabila melewati tanggal tersebut akan dikenakan biaya bulanan penuh - Closing request shall be received before the first date of the new month, failure to do so will be subjected to full monthly charge.
- \* Pelanggan berkewajiban untuk mengembalikan perangkat CBN yang digunakan selama berlangganan - Customer is under obligation for returning CBN devices, which were used during subscription period.

Saya bertanggung jawab penuh atas segala informasi yang saya berikan dan berkewajiban untuk melunasi tagihan - I shall be responsible for any information given herein dan I am obligated to pay my outstanding balance.

Tanggal - Date \_\_\_\_\_

\_\_\_\_\_  
Tanda tangan - Signature