



**FORMULIR PERUBAHAN JENIS LAYANAN
SERVICE TYPE CHANGING 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
E-mail: sales@cbn.net.id
Website: http://www.cbn.net.id

DATA PELANGGAN - Customer Data

No. Pelanggan - Customer ID : Username : _____

Nama pemilik rekening - Account holder : _____

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

Jenis Layanan - Current service type : _____

LAYANAN - Service

Corporate Service

Retail & Residential Solutions Service

Merubah layanan menjadi - Changing current service type to become :

- Premier service
 - _____ Kbps
 - _____ Kbps (Additional Local Bandwidth)
- Broadband service
 - XCESS SOHO - 1 Mbps / 2 Mbps / 4 Mbps / 8 Mbps / 10 Mbps / 20 Mbps
 - XCESS SOHO Wirelless - Bronze / Silver / Gold / Platinum
- Data Communication / Global Ethernet : _____ Kbps
- Financial Data Access : _____ Kbps
- ADSL Unlimited
- Others _____

Merubah layanan menjadi - Changing current service type to become :

- Anywhere - Basic / Plus / Premium / Supreme
- DirectNet PLAY - BASIC / PRO / Value / Plus / WARNET
- DirectNet MALL - Lite / Value / Basic / Plus / Premium
- DirectNet APT IRON AGE - Lite / Bronze / Silver / Gold / Platinum / Titanium
- CBN COZY
- CBN Hotspot - Voucherless POP / Voucherless SA / EDU / Residence
- CBN Fiber Broadband Lite / Bronze / Silver / Gold / Platinum / Titanium
- CBN Fiber APT Lite / Bronze / Silver / Gold / Platinum / Titanium

Petunjuk - Instruction :

Penurunan jenis layanan dikenakan biaya administrasi sebesar Rp 15.000,- + 10 PPN dan hanya dapat dilakukan di akhir bulan. Bila Pelanggan ingin merubah jenis layanan menjadi yang lebih tinggi, maka harus membayar selisih biaya Registrasi dari jenis layanan baru yang diinginkan di bulan berjalan. Untuk penurunan jenis layanan ke Anywhere Basic, apabila tidak ada konfirmasi dari Pelanggan, maka semua alamat email yang diasosiasikan di Customer ID tersebut akan dihapus. - Downgrading service will be subjected to administration fee of Rp 15.000,- + 10 VAT and can only be done at the end of the billing cycle. To Upgrade a service Type, customer has to pay registration charge of the new service type as per deducted with registraion charge already paid for the first service). For any service downgrade to Anywhere Basic, should there be no confirmation from the Customer, any associated email address within the Customer ID will be deleted.

Harap paraf apabila Anda telah memahami pernyataan di atas - Please initial that you have understood the statement stated above

Tanggal - Date _____

Bagian ini diisi oleh CBN - To be completed by CBN	
Tanggal efektif - Effective date	
Email Utama - Username	
Customer ID	
Harga belum termasuk PPN 10% - Prices excludes VAT 10%	

Tanda tangan - Signature _____