

PART A: Reporting Part Identification

Customer Name: _____ Account No: _____
Unit Address: _____
Date: _____ Phone No: _____ Fax No: _____

PART B: Termination Questionnaires - IE.Voice

1. Call Quality Level
 Very Poor Poor Average Good
2. Connectivity of Line
 Very Poor Poor Average Good
3. Ease of Use
 Very Poor Poor Average Good
4. Ratings
 Very Poor Poor Average Good

5. Reasons for Termination

PART C: Termination Questionnaires - IE.Data

1. Broadband Connectivity
 Very Poor Poor Average Good
2. Speed
 Very Poor Poor Average Good
3. Stability
 Very Poor Poor Average Good
4. Ratings
 Very Poor Poor Average Good

5. Reasons for Termination

PART D: Declaration

I hereby declare that I am authorized to sign on behalf of the above to terminate of the service(s) provided by Extiva Communications Sdn Bhd and the information provided is true and valid.

Authorized Signatory:

_____ Name: _____

PART E: Extiva Office Use Only

Outstanding Balance RM: _____

Returned:
 IP Phone Cash/Cheque Receipt IP Phone Acknowledgement Receipt

Approved & Acknowledged By:

_____ Name: _____