

Service Specific Terms and Conditions for CMLink MY

1. General

- 1.1. In addition to the Website Terms & Conditions, Consumer General Terms & Conditions, Promotional Terms & Conditions, 1-Card-Multi-Number Service Terms & Conditions and Privacy Policy (collectively, the “Terms and Conditions”) (which terms and conditions are deemed incorporated by reference), You shall be bound by the following Specific Terms & Conditions.
- 1.2. CMLink is a SIM Only Postpaid Mobile Plan with a monthly subscription (“**CMLink Mobile Plan**”). By signing up and activating the Mobile Plan, You agree to accept all Terms and Conditions related to the use of Our mobile service.
- 1.3. Unless the context otherwise requires, capitalised terms not defined in these Service Specific Terms & Conditions have their meanings set out in the:
 - (i) Consumer General Terms & Conditions;
 - (ii) 1-Card-Multi-Number Service Terms & Conditions; and
 - (iii) Website Terms & Conditions.
- 1.4. All prices stated on Our CMLink Website, CMLink WeChat Official account, JegoTrip App, or otherwise published via authorised channel partners are stated in Ringgit Malaysia (RM) and are inclusive of SST, unless otherwise stated.
- 1.5. We reserve the right to amend or modify these Terms and Conditions, Promotional Terms and Conditions from time to time, subject to the extent permitted by applicable laws and regulations. Where such amendment or modification results in an increase in charges or has a substantial and adverse impact on the Services, We shall provide You with prior written notice of not less than fifteen (15) working days (or such other period as may be permitted by the applicable laws and regulations).

2. Eligibility and Registration

- 2.1. To sign up for CMLink Mobile Plan, You must:
 - 2.1.1. be a Malaysia Citizen or a Permanent Resident of Malaysia or have a valid Passport / Work Permit Identification Card / Student Identification Card / Temporary Identity Card (MyKas) / IMM 13 / any other identification document deemed acceptable by the SKMM ; and
 - 2.1.2. be at least eighteen (18) years old.
- 2.2. You are required to provide Your details including, but not limited to, valid identification document, billing address, email address, contact number, and any supporting documents as may be required to verify Your details when applying for the Services. If You fail to provide such details, the Services may not be made available to you. If You provide incorrect, false or incomplete details to Us, We shall be entitled to suspend or terminate the Services, with or without notice, in accordance with the applicable laws and regulations, without liability to You.
- 2.3. You may register and hold a maximum of five (5) mobile lines (including any active, suspended and/or temporary numbers) at any one time to the extent permitted by the applicable laws and regulations.
- 2.4. You must qualify for registration under Our credit policy, including settling any outstanding debt You may have with Us. We reserve the right to accept or refuse a registration request at Our sole discretion, at any time, and for any reason.
- 2.5. After the submission of Your service registration request, We will verify and approve Your order request if it meets Our requirements. No refund will be issued for order request cancellation after an order request has been approved.

3. CMLink Mobile Plan

- 3.1. CMLink Mobile Plan refers to the particular package or plan that a customer subscribes to.
- 3.2. Each CMLink Mobile Plan is associated with different monthly subscription fees, voice, data and SMS entitlements.
- 3.3. The bundled voice calls and SMS are for local Malaysia usage only. A portion of the bundled data is for use in Malaysia only and a portion of the bundled data may be used in Malaysia, mainland China and Hong Kong SAR as part of the CMLink Mobile Plan.
- 3.4. Selected CMLink Mobile Plans may include additional data roaming entitlements for use in specific countries or regions, which may be offered at no additional cost. The availability, applicable plans, usage allowances, and supported destinations may change from time to time. For the most up-to-date information on eligible Plans and their roaming entitlements, please refer to Our website.
- 3.5. The full plan entitlement will be provided on the date Your CMLink Mobile Plan is activated, and will reset automatically on the first day of every billing cycle (i.e. the first day of each calendar month).
- 3.6. The CMLink Mobile Plan and any associated Data/Voice add-on package must be used solely for personal and non-commercial purposes. You must not resell these Plans or add-ons to any third party. Failure to comply with this Clause entitles Us to terminate the Agreement and the Services provided to You.
- 3.7. Promotional offers may differ from the standard CMLink Mobile Plans available.
- 3.8. CMLink Mobile Plans are available for purchase through the CMLink Website, Our CMLink WeChat Official Account, JegoTrip App, or via Our authorised channel partners. We reserve the right to change the prices or availability of plans offered on these

platforms without prior notice to the extent permitted by the applicable laws and regulations.

- 3.9. **Automatic Renewal:** Unless You notify Us in writing to terminate Your Services, the CMLink Mobile Plan that You have subscribed will be renewed automatically at the beginning of the next billing cycle, which occurs on the first day of the following month.
- 3.10. 5G service may be included in selected CMLink Mobile Plans or made available as an add-on for eligible Plans. For the most up-to-date information on 5G service availability and applicable charges, please refer to Our website.
- 3.11. **Option Not to Receive International Calls and SMS:**
- 3.11.1. As part of our telecommunications services, You will be provided with the **Option Not to Receive International Calls and SMS**. This option is available to You at no additional cost.
- 3.11.2. To activate or deactivate this option, please refer to the instructions provided on Our website or JegoTrip App, which will include the steps required and any applicable verification procedures.
- 3.11.3. Any request to activate or deactivate this option will be processed within **twenty-four (24) hours** from the time of submission.
- 3.11.4. We will provide sufficient information regarding the activation and deactivation process to ensure that You can make an informed decision. Please ensure that You follow the required steps as per Our instructions to activate or deactivate the option successfully.
- 3.12. **Mobile Numbers:** When We allocate any mobile number to You, You do not and will not have any rights to these numbers except for the sole purpose of using the Services in accordance with the Terms and Conditions. You may not sell or agree to transfer these mobile numbers to anyone without obtaining Our prior written approval. You must not apply or try to apply for registration of these mobile numbers as trademarks, whether on their own or together with any word or mark. We may revoke the mobile number where the Services are terminated or where You are in breach of any Terms and Conditions, unless the mobile number has been ported. We may reallocate, withdraw or change such mobile number as a result of applicable laws and regulations, or instructions from the governmental and regulatory authorities including, but not limited to SKMM, but We will endeavour to take reasonable steps to reduce disruption. If a SIM card and/or mobile number is not activated within 3 days from the date of delivery, We reserve the right to suspend, withdraw and recycle the SIM card and/or mobile number in accordance with applicable laws and regulatory requirements.

4. Voice and SMS

- 4.1. You can buy voice add-on package(s) when You subscribe to one of Our CMLink Mobile Plans.
- 4.2. The voice add-on package(s) will be activated upon purchase and is valid until the last day of the activation month.
- 4.3. Voice add-on packages purchased will not be pro-rated; You will enjoy the full voice bundle regardless of when the add-on package is activated.
- 4.4. Pay-per-use is activated for voice services in the CMLink Mobile Plan; in the absence of any purchased voice add-on package(s), excess charges will apply after the talktime bundled in Your CMLink Mobile Plan is exhausted; please refer to clause 4.7 for rates on excess charges.
- 4.5. Local call usage is deducted from the bundled talktime minutes in the CMLink Mobile Plan and, if applicable, the voice add-on package(s).
- 4.6. Local outgoing voice calls will be deducted from the bundled talktime based on per minute block. Any calls of shorter duration will be rounded up and charged as a complete per minute block.
- 4.7. Local airtime deduction will apply for calls made to “. Additional international airtime deduction will also apply for calls made to “800” international toll-free service numbers registered outside Malaysia.
- 4.8. No refund will be issued for unused add-on packages purchased.

5. Data

- 5.1. You can only buy data add-on packages when You subscribe to one of Our CMLink Mobile Plans. By activating the data add-on package, You are entitled to enjoy the relevant CMLink Mobile Plan on 5G network subject to this Clause 5 (especially Clause 5.3 below).
- 5.2. **5G Add-on** is a recurring service that will renew automatically with Your monthly plan and the local data is valid for use only in Malaysia.
- 5.3. You will need a 5G compatible mobile handset and install any necessary software updates on the relevant device to access 5G network.
- 5.4. The data add-on packages will be activated upon purchase and is valid until the last day of the activation month.
- 5.5. Data add-on packages purchased will not be pro-rated; You will enjoy the full data bundle regardless of when the add-on package is activated.
- 5.6. Pay-per-use is deactivated for data services in Our CMLink Mobile Plans; in the absence of any purchased data add-on package(s),

data service will stop once You have fully utilised the data entitlements from Your CMLink Mobile Plan. To continue using data service, You will need to purchase an additional data add-on package.

- 5.7. Usage of bundled data, as well as data add-on package is computed in blocks of 100KB, even if less than 100KB is used.
- 5.8. All unused data from Your CMLink Mobile Plan will not be carried forward to next month's bill cycle.
- 5.9. If You have purchased a data add-on package, Your data usage will be deducted from the data add-on package first, followed by the data bundle entitlement in Your Base Plan.
- 5.10. Your local data usage will be deducted from the local data entitlement in Your Base Plan, followed by the roaming data entitlement in Your Base Plan.
- 5.11. For local data usage, Your speed and coverage may vary depending on Your location, weather conditions and other factors.
- 5.12. No refund will be issued for unused add-on packages purchased.

6. Roaming

- 6.1. Roaming refers to the use of CMLink and/or Our partners' network when You are outside of Malaysia; You will need to activate Your International Roaming service before You are able to roam.
- 6.2. Roaming services will be charged at rates published on Our website from time to time and Our list of supported roaming countries is also published on Our website.
- 6.3. Roaming charges include Our prevailing roaming rates for overseas use of mobile data, SMS, voice calls and additional Charges for voice calls made/received, even if such voice calls are not connected, remain unanswered or are unsuccessful for any reason whatsoever and howsoever caused. For the avoidance of doubt, additional Charges may apply where an announcement is triggered by an unsuccessful call.
- 6.4. Roaming voice calls are charged on a per minute basis and all voice calls below 1 minute are charged a minimum of 1 minute.
- 6.5. You can only buy Roaming add-on package when You subscribe to one of Our CMLink Mobile Plans. The add-on package will be activated upon purchase and is valid for use until the expiry of the add-on package or the end date of Your CMLink Mobile Plan, whichever is earlier.
- 6.6. Data roaming services will cease once You have fully utilised the entitlement in the Data Roaming add-on package and You will need to purchase additional data roaming add-on package to continue data usage.
- 6.7. Once You have successfully purchased the Roaming add-on package, no cancellation is allowed, and the roaming charge is non-refundable.
- 6.8. Each type of data roaming add-on package has an associated expiry condition; multiple data add-on packages of the same type purchased on the same day are subject to the same expiry condition. For example, a customer purchased two data roaming add-on packages of the same type on 6-May, if the add-on package has a validity period of thirty (30) days, both add-on packages will expire on 4-June 23:59.
- 6.9. If Your plan includes data entitlements for roaming regions, and You have purchased a Roaming Add-On Package for the same regions, Your data usage will be deducted in the following order:
 - 6.9.1. **Roaming Add-On Package:** Data usage will first be deducted from your Roaming Add-On Package
 - 6.9.2. **Base Plan Data Entitlement:** Any remaining data usage will be deducted from your base plan's data entitlement for the applicable region.
- 6.10. Roaming charges incurred will be included in the following month's invoice.
- 6.11. Roaming voice charges or usage details may not be immediately available, as We rely on Our roaming partners to provide this information. There may be a delay between Your actual usage and when it is reflected in Your bill.
- 6.12. We do not guarantee that all call details will be reflected in Your bill when You use Our Roaming Services. You agree that certain details of Your call will not be reflected on Your bill, for instance:
 - (i) the telephone number of the calling party of any incoming call;
 - (ii) the telephone number of the party sending the SMS; and/or
 - (iii) the telephone number of the party receiving the SMS.
- 6.13. Data roaming speed while roaming overseas always depend on the network You are connected to and 4G/5G network speeds may not always be available. We are not responsible for the speed or coverage outside Malaysia.

7. IDD Services

- 7.1. **International Direct Dial (IDD)** refers to the use of CMLink Services to call an overseas telephone number while You are in Malaysia.
- 7.2. IDD Services will be charged at rates published on Our website from time to time and Our list of supported countries is published on Our website.
- 7.3. IDD calls will only be permitted where sufficient IDD minutes are available under Your subscribed Mobile Plan or purchased add-on. Where no IDD minutes are available, IDD calls will not be completed.

- 7.4. IDD calls must be made using the '+' prefix followed by the relevant country code and destination number. Only destinations supported under Your subscribed IDD plan or add-on will be eligible for IDD calls.
- 7.5. All IDD calls are charged on a per minute basis and all calls below 1 minute are charged a minimum of 1 minute.

8. Mobile Number Portability

- 8.1. Your request to port the mobile number is subject to the following:
- 8.1.1. the mobile number that You requested for porting is in the range of mobile number as approved by the SKMM from time to time;
 - 8.1.2. existing geographic numbering requirements;
 - 8.1.3. only active mobile number is eligible for porting;
 - 8.1.4. a non-refundable porting fee, if any; and
 - 8.1.5. requirements in the Mobile Number Portability Industry Business Rules implemented by the SKMM must be met before You may port the mobile number;
- 8.2. If You are porting-in from another Mobile Service Provider, You hereby agree to the release of all relevant information to a third-party central number portability service provider, or Your existing mobile service provider, as relevant, for the purpose of activating this Port-In service. You are responsible for identifying supplementary mobile number that You wish to port along with Your primary mobile number and to provide all information necessary for Us to proceed with the porting request.
- 8.3. Upon commencement of porting-in Service, You agree that Your request to port the mobile number represents a notice to terminate Your existing contract / subscription with Your current mobile service provider without prejudice to Your current mobile service provider's existing rights. You agree that You are responsible for resolving with Your current mobile service provider any issues arising from Your request to Port-In, including but not limited to all outstanding charges and early termination fees, until successful commencement of the Port-In Service with CMLink.
- 8.4. Your service commitment period shall commence on Your SIM card (both physical SIM Card and eSIM card) temporary number activation date, pending the porting-in of Your existing mobile number into the Service.
- 8.5. If Your port-In service request is rejected by Us for any reason, You must resolve any issues related to the rejection with Your current mobile service provider. Your request to port may also be rejected if the Mobile Number Portability Industry Business Rules requires the request to be rejected or if We cannot otherwise provide porting for that mobile number in the circumstances.
- 8.6. We will not be liable for any losses or damages You may incur or sustain arising from any delay or failure to Port-In Your existing mobile number to CMLink.
- 8.7. We will not be liable for the recovery of terminated port-in number(s) that have been returned to the original mobile operator of the number-level allocated by the SKMM.
- 8.8. Where You request to port out the mobile number obtained from Us to another mobile service provider, You agree with the following:
- 8.8.1. You may only port the mobile number after You have settled all outstanding contractual obligations including but not limited to all outstanding charges and early termination fees;
 - 8.8.2. any balance of credit will be forfeited;
 - 8.8.3. You may only port the mobile number (of which You are the authorised holder), and not the Services;
 - 8.8.4. Your Agreement with Us and the Services will be deemed terminated when the SIM Card is deactivated.

9. 1-Card-Multi -Number (1CMN)

- 9.1. CMLink 1-Card-Multi-Number ("1CMN") is a Service designated to provide Mobile-Terminated voice call forwarding service and/or Mobile-Terminated SMS forwarding service of a China Mobile Communications Corporation ("CMCC") and/or China Mobile Hong Kong ("CMHK") mobile number to a CMLink Malaysia number.
- 9.2. **Product Description:**
- (a) You may link Your existing active CMCC and/or CMHK mobile number to a CMLink Malaysia number, or apply for a new CMCC and/or CMHK number via Our website.
 - (b) Only one CMCC and one CMHK number may be linked to a single CMLink Malaysia number at any given time.
 - (c) Your CMCC and/or CMHK number must be disabled or switched off for voice calls and/or SMS to be successfully forwarded to the linked CMLink Malaysia number.
 - (d) CMCC and/or CMHK numbers applied for via Our website do not include any physical SIM Card or eSIM, mobile data services, or the capability to make outgoing calls or send SMS. Any voice call and/or SMS will be forwarded or received via your Malaysia CMLink number.
 - (e) The forwarded voice call and/or SMS service under the subscribed 1CMN service is subject to the Mobile-Terminated voice call/SMS service status of Your Malaysia CMLink number.
- 9.3. You may subscribe to the 1CMN service only if You are an active subscriber to one of Our CMLink Mobile Plans. To apply for a

- new CMCC or CMHK number, You must have been an active subscriber for at least one (1) month prior to the application.
- 9.4. Your application for the Product is subject to Clauses 9.2 and 9.3 above and We may reject Your application at Our absolute discretion. You are required to upload the front and back of Your identity document and record a six (6)-second video holding the document for verification purposes.
- 9.5. To link Your existing CMCC or apply for a new CMCC number, one of the following valid identity documents must be submitted for authentication:
- (a) Home Visit Permit for Hong Kong and Macau Residents;
 - (b) Taiwan Compatriot Permit; or
 - (c) Passport of any nationality.
- 9.6. To link Your existing CMHK or apply for a new CMHK number, one of the following valid identity documents must be submitted for authentication:
- (a) Hong Kong Identity Card; or
 - (b) Passport of any nationality.
- 9.7. Unless terminated by You, the Product will automatically renew on a monthly basis.
- 9.8. **Fees and Billing:**
- (a) A monthly subscription fee will be charged for each associated number upon activation. We reserve the right to modify the subscription fee at its discretion.
 - (b) Upon activation of the Product, the subscription fee for each CMCC and/or CMHK number will be billed for a full month, regardless of the bill cycle of Your CMLink Mobile Plan.
 - (c) The subscription fee is non-pro-ratable, and no refund will be provided for early termination of the Product within the subscribed month.
- 9.9. **Termination:**
- (a) If Your Malaysia CMLink number is terminated, the subscribed Product will also be terminated automatically.
 - (b) If the Product is terminated for any reason except in accordance with Clause 9.9 (a), any corresponding CMCC or CMHK number applied via Our Website will also be terminated and will not be available for reconnection thereafter.
- 9.10. **Subscription of 1CMN:** If You submit a new subscription request, a full monthly subscription fee will apply for each associated number.
- 9.11. Full 1 - Card- Multi- Number Service Terms and Conditions are available at: my.cmlink.com/legal-terms/

10. Change of Plan

- 10.1. Change of plan refers to the upgrade or downgrade of any existing CMLink Mobile Plan.
- 10.2. For CMLink prepaid plan, change of plan requests will take effect only upon the expiry of Your existing plan. For example, if You request to change Your plan from the RM50 CMLink Mobile Plan to the RM100 CMLink Mobile Plan and the change request is successful, the new plan shall take effect on the calendar day immediately following the expiry of your existing plan.
- 10.3. Change of plan is not applicable when Your service is pending activation, under suspension, or has been terminated.

11. Transfer of Ownership

- 11.1. This refers to a change in the registered owner for an existing CMLink number, from the current owner to another person.
- 11.2. CMLink does not support the transfer of ownership for CMLink services.

12. Temporary Suspension of Mobile Line Services

- 12.1. This refers to a temporary suspension of mobile services, upon the request of the customer, and to retain the mobile number for a specified period.
- 12.2. CMLink currently does not provide temporary suspension of Your mobile service.

13. Bill and Payment

- 13.1. You agree to pay the Charges when they are due, without any counterclaim, set off, deduction, or withholding whatsoever. Your bill will state the date on which payment is due.
- 13.2. Your bill will be generated and issued on the 1st day of the month and will include the following items:
- (a) Monthly CMLink Mobile Plan Fees (in advance);
 - (b) Previous month's CMLink Mobile Plan Fees, and the pro-rated fee for first month (if any);
 - (c) Add-on fees from the previous month (if any);
 - (d) 1CMN fees (if any) from the previous month;

- (e) Excess usage charges for local, international roaming, international calls and SMS (if any) from the previous month;
- (f) such other information as may be required under the General Consumer Code of Practice for the Communications and Multimedia Industry Malaysia implemented by the SKMM;

- 13.3. All Charges are payable in Malaysia dollars. The bill shall serve as conclusive evidence of the accuracy, completeness and truth of all matters stated in it.
- 13.4. You are responsible for all taxes. If You are required by any law to deduct or withhold any sum as Taxes imposed on Charges due to Us, You are responsible for such deduction or withholding as required and the amount payable to Us shall be increased by such amount necessary to ensure that We receive payment equal to the amount which We would have received in absence of such deduction or withholding.
- 13.5. **Credit Limit on Charges:** We may impose, at Our sole discretion, a credit limit on Charges, including any roaming Charges and mobile data Charges, incurred under Your account. Services may be suspended in the case of non- payment, or if this limit is exceeded.
- 13.6. You consent to receive Your bill from Us electronically. We will notify You via SMS and email (to the email address provided in Your application) when Your bill is ready for viewing. The invoice will be accessible by logging in to Your CMLink account on Our CMLink website. You are responsible for ensuring the email address provided to Us is accurate and kept up to date. You remain liable for payment of all bills, regardless whether You have access to Your email or have deactivated the email account.
- 13.7. You can pay for the Charges via Our Wechat Official Account "小移在马来西亚" or CMLink Website through WeChat Pay, AliPay, Union Pay, VISA or MasterCard. You can also opt in to have the bill paid automatically every month through binding Your credit card on CMLink's Website. Do note that some overseas credit card issuing bank may impose an additional service charge when You use a credit card to perform a top- up, SIM card purchase or recurring payment.
- 13.8. If You wish to dispute any current Charges, You should notify Us before the due date for payment of those Charges. If You wish to dispute any Charges which You have already paid, You should notify Us as soon as possible after payment. We will investigate any genuine disputes to determine, in good faith, the accuracy of the Charges and respond to You within thirty (30) days after receiving notice of Your dispute. If We agree with all or part of Your dispute, We will make the required adjustments in Your subsequent invoice. If We are required to retrieve and review a substantial volume of historical records to investigate the dispute and determine, in good faith, that the dispute was unfounded, then We may charge You a reasonable administrative fee. Our records, as well as the records of Our wholesalers, suppliers, and international call roaming partners shall be accurate and binding, except for instances of fraud, computer failure, or manifest error.
- 13.9. **Payment Terms & Consequences of Non-payment:**
 - (a) We will issue invoices on the 1st of each month; payment is due by the 14th of that month. Each party shall bear its own bank charges imposed by the Party's bank(s). The intermediate bank charges (if any) shall be borne by the payor.
 - (b) If payment is not received by the due date, We may suspend your Services immediately in accordance with Section 15.1.3(c). You will continue to be liable for all Charges during suspension
 - (c) If payment remains overdue for more than 60 days from the invoice date, we may terminate your Services and this Agreement with immediate effect, pursuant to Section 15.3.2(b).

14. Loss or Theft

- 14.1. If You lose Your SIM card, it is Your duty to inform Us by contacting Our customer service team immediately at the telephone number published on Our Website. You shall be responsible for the Charges incurred prior to You notifying Us of such loss.
- 14.2. Each replacement of a physical SIM Card or eSIM will incur a SIM Replacement Fee of RM10.00 (inclusive of SST) or such other fees as may be determined by Us from time to time at Our sole discretion. For the latest SIM Replacement Fee, please refer to the information provided on Our Website or on the SIM replacement page.

15. Suspension and Termination

- 15.1. We can suspend Your Services or Agreement with immediate effect if:
 - (a) You breach Our Agreement;
 - (b) You provide inaccurate, false, misleading, or incomplete information to Us;
 - (c) You do not pay any Charges by the due date;
 - (d) You exceed any credit limit in place;
 - (e) You have caused or likely to cause harm, including but not limited to failure, interruption, disruption, or congestion of Our network or any other telecommunications network, system or services;
 - (f) We have reasonable grounds to believe that Your use of the Services may violate applicable laws or regulatory requirements;
 - (g) We are acting in compliance with the requirement of any relevant regulatory authority, government agency or law enforcement body; or
 - (h) We (or Our agents, wholesalers, contractors or suppliers) need to carry out any planned or emergency maintenance,

configuration, repairs or improvements to any part of the Services or Our Network.

- 15.2. You will remain liable for Charges during this period of suspension.
- 15.3. We can terminate Your Services or Our Agreement with immediate effect and without notice to You if:
- (a) You breach Our Agreement and continue to do so despite receiving notice from Us to stop doing so;
 - (b) Charges are outstanding for over sixty (60) days;
 - (c) You exceeded any credit limit in place and fail to make sufficient payments to restore Your credit limit within sixty (60) days of Us notifying You that You have exceeded Your credit limit;
 - (d) You are abusive to Us or Our agents or You make abusive, offensive, malicious or nuisance calls or communications, or use any of the Services in an offensive way;
 - (e) You have caused or are likely to cause harm, including but not limited to failure, interruption, disruption or congestion of Our Network or any other telecommunications network, system or services;
 - (f) We can reasonably demonstrate that You, or any person on Your Account have used the Services, or that You allowed another person, to use the Services for an unlawful or fraudulent purpose;
 - (g) We have reasonable grounds to believe that Your use of the Services may violate applicable laws, rules or regulations;
 - (h) We are acting in compliance with the requirement of any relevant regulatory authority, government agency or law enforcement body;
 - (i) Your credit standing has deteriorated, We believe that there is a risk of non- payment of outstanding Charges or both;
 - (j) You refused to pay the required advance payment, deposit or both;
 - (k) You become (or We can reasonably demonstrate that You are likely to become) insolvent; or
 - (l) We have been directed to do so by any court, relevant regulatory authority, government agency or law enforcement body.
- 15.4. Suspension or termination of the Services shall not affect any other rights We may have under Our Agreement.
- 15.5. Unless otherwise stated, You will be liable for all Charges incurred (without pro-ration) and such Charges shall be immediately due and payable upon Service termination. You will not obtain a refund on any Charges paid regardless of effective date of termination.
- 15.6. In the event if You wish to terminate Your Services with CMLink, please contact Our customer service team at the telephone number published on Our Website. Service termination will take effect on the same day as requested.
- 15.7. Upon successful termination of Your CMLink plan, it can no longer be reinstated.

16. Corporate Individual Scheme (CIS)

- 16.1. CIS is open to all eligible CIS companies (as may be determined by Us at Our absolute discretion from time to time) and their employees for a period of twelve (12) months. In addition, We reserve the right to determine the eligibility of each applicant under CIS at Our absolute discretion.
- 16.2. All eligible CIS employees must sign up with a valid corporate email account. We reserve the right to request from eligible CIS employees and CIS applicants in general for other supporting information and documents for verification as may be determined by Us in Our absolute discretion.
- 16.3. CIS plan is not valid with any other offers, promotions, discounts, schemes and/or programmes which We may offer to Our customers from time to time.
- 16.4. CMLink will contact customers via their corporate email, when the twelve (12) months period is due to expire, to renew their CIS benefits, Customers are required to respond to CMLink with an email acknowledgement, failing which the CIS benefits will not be renewed.
- 16.5. We reserve the right to change (whether in part or in whole), suspend or terminate CIS including these terms and conditions and/or any of the CIS service offerings, at any time without notice and liability.