



1340188-A
DM SOLUTION VENTURE SDN BHD
12E, Jalan Arratoon,
10050 Georgetown Penang.
O : 04-210 7777
F : 04-210 7778

Principle Product

1. Principle products are products or services (Such as Streamyx, Unifi, Celcom etc..) offered by principle (Such as TM, Maxis, Time, Astor etc..) whereby **broadbandzone2u.com** has the authority to handle, manage the registration, operation and payment of the products.
2. **broadbandzone2u.com** provides an online platform for **broadbandzone2u.com** to manage principle products and to communicate with business partner.
3. Registration, operation and payment of any principle products is solely managed by **broadbandzone2u.com** .
4. All sales and applications submitted by business partner must be genuine and comply with all laws, rules and regulations by any relevant authority.
5. All applications or sales submitted by business partner are compulsory to have complete set of documents uploaded according to the principle product requirement.
6. Business partner shall not quote a product price, promotion package on behalf of **broadbandzone2u.com** other than those approved by **broadbandzone2u.com** and/or the related product principle.
7. It is business partner's responsibility to ensure that all customer information keyed in to the system is correct.
8. Business partner shall not mislead or provide incorrect information to the customers or applicants.

Payment

1. Commission will be paid to business partner according to both the terms and conditions of principle product and **broadbandzone2u.com**
2. Commission payout will be following **broadbandzone2u.com** commission rate and **broadbandzone2u.com** reserves the right to amend the commission rate from time to time.
3. **broadbandzone2u.com** reserves the right to forfeit business partner's commission if business partner fail to submit complete set of documents.



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4. Payment will be made once a weeks according to principle claim list and the supporting document submitted.

5. **broadbandzone2u.com** reserves the right to amend payment date and payment method from time to time.

6. All payee name must same as registration name during register as agent.

(example: agent registration name **Abdullah joseph**, bank payee name must same as **Abdullah joseph**)

7. If the sales register and without document, commission will be deducted, and penalty will be imposed, base on Principal Penalty Fee.

Showcause Letter Penalty From Principle

1. Business partner shall reply ShowCause letter from principle within 3 days if found any.
2. Failure to reply show cause letter may lead to serious penalty from principle.
3. **broadbandzone2u.com** shall not bear any losses arising from misconduct of business partner's sales practices.
4. Debit note will be issued to business partner if **broadbandzone2u.com** receives Debit Note from the principle for the related applications or sales.
5. Penalty will be issued to the business partner if **Broadbandzone2u.com** receives penalty from the related principle for the related applications or sales.



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Clawback Commission

1. **Clawback commission will claw base on the Principal report(TM, TIME, MAXIS AND ETC)**
2. **Common claw Back issue: termination within 6 months, re-subscribed customer, customer no payment, customer denied subscription and others.**
3. **If the downline commission clawback and owing company, The Upline need as guarantor and bare the clawback.**