



# FORMULIR PENUTUPAN REKENING ACCOUNT CLOSING FORM

PT. Cyberindo Aditama  
E-mail: [customercare@cbn.net.id](mailto:customercare@cbn.net.id)  
Website: [www.cbn.id](http://www.cbn.id)



Regional : \_\_\_\_\_

## 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

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

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 1500 780 setelah mengirim lewat email formulir ini - Please reconfirm to 1500 780 upon emailing this form.
- \* Permintaan penutupan akun CBN Fiber maksimal diterima sebelum tanggal cetak tagihan, apabila melewati tanggal tersebut akan dikenakan biaya bulanan penuh - CBN Fiber account closing request shall be received before the next invoice date, failure to do so will be subjected to full monthly charge.
- \* Permintaan penutupan akun CBN Business maksimal diterima 30 hari sebelum tanggal cetak tagihan, apabila melewati tanggal tersebut akan dikenakan biaya bulanan penuh - Account closing request shall be received 30 days before the next invoice date, failure to do so will be subjected to full monthly charge.
- \* Permintaan penutupan akun CBN hanya dapat diproses apabila pelanggan sudah melakukan pelunasan tagihan CBN. CBN account closing request can only be processed if the customer has paid off the CBN bill.
- \* 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