



FORMULIR PENUTUPAN REKENING ACCOUNT CLOSING FORM

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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
 Penutupan sementara - Temporary Closing (Maksimum 2 bulan - Maximum 2 months)

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 customer has paid off their 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