Terms and Conditions — Lite Home Internet

Lite — Home Internet · GlobalXtreme · Version 1.5 · October 2026

These Terms and Conditions ("**Terms**") form a binding agreement between **PT Internet Madju Abad Milenindo**, trading as **GlobalXtreme**, with its head office at Jl. Raya Kerobokan No. 388X, Kerobokan Kelod, Kuta Utara, Kabupaten Badung, Bali 80361 ("**GlobalXtreme**", "**we**", "**us**"), and the person or company named in the Order Form ("**Customer**", "**you**") for the internet service Lite — Home Internet. Please read them carefully before accepting. Article 17 limits our liability and Article 19 explains how we handle your personal data.

1. Definitions

1.1 In these Terms:

- "**Activation Date**" means the date the BAST is signed or, if it is not signed, the date the Service is first available for use at the Service Location.
- "**BAST**" (Berita Acara Serah Terima) means the installation and handover record signed at installation, listing the Equipment installed.
- "**Billing Period**" means one calendar month.
- "**Circuit ID**" means the unique identifier of your connection, shown on the BAST and on your bills.
- "**Demarcation Point**" means the customer-facing port of the ONU (optical network unit) at the Service Location.
- "**Equipment**" means the ONU, router and any other device we install or lend to you, as listed in the BAST.
- "**Minimum Term**" means 12 (twelve) months from the Activation Date.
- "**New Customer**" means a customer subscribing to GlobalXtreme for the first time at a Service Location, or subscribing again after an earlier agreement for that Service Location has ended.
- "**Order Form**" means the subscription form, on paper or electronic, stating your plan, speed, fees, Service Location and any special terms.
- "**Scheduled Maintenance**" means planned work on our network that may interrupt the Service, notified to you at least 3 days in advance by email, WhatsApp or the My GX app, and carried out where possible between 00:00 and 06:00 WITA.
- "**Rate Card**" means our current list of fees for additional equipment, work and services, published at docs.globalxtreme.net or provided on request.
- "**Service**" means the internet access service described in Article 3 (Lite — Home Internet).
- "**Service Location**" means the address where the Service is installed, as stated in the Order Form.

2. The Agreement and How You Accept It

2.1 The agreement between you and us (the "**Agreement**") consists of: (a) any addendum signed by both parties; (b) the Order Form; (c) these Terms; and (d) the BAST. If they conflict, they apply in that order of priority.

2.2 You accept these Terms by signing the Order Form or these Terms by hand or electronically, or by selecting "I agree" on GlobalXtreme's document service at

docs.globalxtreme.net after confirming your identity. Electronic acceptance and electronic signatures have the same legal force and effect as a handwritten signature under Law No. 11 of 2008 on Electronic Information and Transactions, as amended, and Government Regulation No. 71 of 2019.

2.3 We keep a tamper-evident electronic record of your acceptance, including the version of these Terms accepted, the date, time and IP address, and we send you a copy. That record is admissible as evidence of the Agreement.

2.4 If you accept on behalf of a company or other organisation, you confirm that you are authorised to bind it.

2.5 These Terms are made in Bahasa Indonesia and English. Both versions are binding. If there is any difference between them, the Bahasa Indonesia version prevails.

2.6 To subscribe as an individual you must be at least 18 years old and legally able to enter into contracts, or a parent or guardian must sign with you. A company must be represented by a person authorised to act for it.

2.7 We may decline an application, for example where the Service Location is outside our network coverage or we cannot verify your identity. If we decline, we refund in full anything you have paid us.

3. The Service

3.1 The Service is a fibre-optic home internet service with unlimited data, provided on a **best-effort** basis: we aim to deliver the speed of your plan, but we do not guarantee a particular speed or availability. Actual speeds depend on network conditions, the number of users, your devices and Wi-Fi, and the websites and services you use.

3.2 The Service is for personal and household use at the Service Location only. You may not resell it or share it outside your household.

3.3 Your plan, speed, fees and any promotion are set out in the Order Form. Promotions for new subscribers are available only to a New Customer, unless the promotion says otherwise. Promotional prices and benefits apply for the period stated there; we remind you before a promotion ends, after which our standard prices apply. Changing your plan during a promotion may end the promotion early, and we tell you before you confirm such a change.

3.4 Plan summary:

- Service level: best effort, no guaranteed speed or availability (Article 11)
- IP addressing: Dynamic IP address (public IP not included)
- Data: unlimited
- Billing: monthly in advance (prepaid)
- Minimum Term: 12 months, then month to month
- Technician visits: free for faults in our network; Rp100,000 (plus VAT) per visit for issues on your side
- Temporary hold: available (Article 10)

4. Installation and Activation

4.1 You pay the installation fee stated in the Order Form. It covers a standard installation up to the Demarcation Point. It does not include additional devices (such as extra access points, LAN cabling or switches), cable runs beyond the standard length,

or the subscription fee.

4.2 The installation fee is non-refundable once installation has been completed. If we cannot complete the installation for reasons on our side, including lack of network coverage, we refund in full everything you have paid us for that installation.

4.3 You are responsible for obtaining any permission needed from the owner or manager of the Service Location (for example a landlord, building management or housing estate) and for any fees they charge. You must give our technicians safe access at agreed times.

4.4 At installation, you and we sign the BAST. Please check it carefully: it records the Equipment installed and the Activation Date.

4.5 We schedule the installation with you after payment. If installation has not been completed within 30 days of your payment for reasons on our side, you may cancel your order and we refund in full everything you have paid.

5. Term

5.1 The Agreement starts when you accept it. The Minimum Term is 12 (twelve) months from the Activation Date.

5.2 After the Minimum Term, the Agreement continues from month to month until either party ends it under Article 15 or 16.

6. Fees, Billing and Payment

6.1 Subscription fees are charged monthly in advance (prepaid). Your first month's fee and the installation fee must be paid on or before the installation day.

6.2 We send your billing statement by email, normally on the 25th of the month before the Billing Period. It shows the amount due, the due date and how to pay. Not receiving the email does not extend the due date, but you can always see your bills in the My GX app or ask our customer service. Please keep your email address up to date.

6.3 Additional equipment, services or work you request (for example extra devices, LAN work, or technician visits chargeable under Article 11) are charged at Rate Card prices or as quoted to you, and are payable before the work is carried out.

6.4 You can pay by:

- bank transfer to your BCA or Mandiri virtual account number shown on your bill;
- e-wallet (GoPay, DANA, OVO or ShopeePay) or credit card, through the payment link on your bill or the My GX app;
- cash, debit card or credit card at a GlobalXtreme office; or
- any other method we announce on your bill or in the My GX app.

Transfers from other banks may take up to 3 business days to reach us. A payment counts as made when it is received in our account.

Pay only through these official channels. Never pay cash to a technician or other staff member outside our offices, or into any account other than the virtual account shown on your bill. Such payments are not payments to GlobalXtreme. We will never ask you to pay into a personal account; if anyone does, please report it to us.

6.5 Payments are applied first to the oldest unpaid invoice. Any amount paid in excess of the invoices due is held as credit and applied automatically to your next invoices.

6.6 All fees are subject to value added tax (VAT) and any other taxes or government levies at the rates in force from time to time.

6.7 If you believe a bill is wrong, tell us within 30 days of receiving it. We will investigate and reply within 14 days. You must pay the undisputed part on time; we will not suspend the Service for the disputed amount while we investigate.

7. Late Payment and Suspension

7.1 We send a payment reminder before the due date. If full payment has not been received in our account by the due date, the Service may be suspended automatically by our system.

7.2 Once full payment of the overdue amount and a reconnection fee of Rp300,000 (plus VAT) has been received in our account, the Service is restored automatically, at the latest within 1 x 24 hours.

7.3 Failure to pay amounts due is a breach of the Agreement. If any amount remains unpaid for 3 (three) consecutive months, we may end the Agreement by written notice. You then remain liable for all unpaid amounts and any early termination fee under Article 16, and you must return the Equipment under clause 9.6.

8. Tax Invoices (Faktur Pajak)

8.1 We issue tax invoices (faktur pajak) to customers entitled to receive them under the tax regulations. To receive one, give us your taxpayer details (NPWP or NIK, and the name and address as registered with the tax authority) when you register, or submit the Tax Invoice Request Form in Appendix A.

8.2 Tax invoices are issued electronically through the tax authority's system (Coretax) in the name you have registered, normally within 7 business days after full payment has been received.

8.3 Requests or changes to your tax details received after the 10th of a month take effect from the following month's invoice. Corrections to a tax invoice already issued must be requested before the 15th of the following month; after that, a correction may no longer be possible under the tax regulations.

8.4 If you are required to withhold income tax (PPh Article 23) on our fees, you must send us the withholding slip (bukti potong) within the period required by the tax regulations. Individuals who are not withholding agents do not need to do this.

9. Equipment

9.1 The Equipment remains the property of GlobalXtreme unless you have bought it from us. You must use it only for the Service, keep it at the Service Location, not open, modify or relocate it, and take reasonable care of it.

9.2 If Equipment is lost, stolen or damaged other than through normal wear and tear or a defect (for example by being dropped, struck or exposed to water, or a cut fibre pigtail), you pay the repair or replacement cost on the Rate Card.

9.3 We strongly recommend grounding (earthing) and a voltage stabiliser or surge

protector at the Service Location. Damage to Equipment caused by lightning, power surges or unstable power where these protections are not in place is treated as damage under clause 9.2.

9.4 Devices you buy from us come with a 12-month replacement warranty against manufacturing defects from the date of purchase. The warranty does not cover damage caused by misuse, accidents, power surges or lightning.

9.5 For the best experience we recommend that your own devices meet the specifications we recommend.

9.6 When the Agreement ends, we will agree with you a time during business hours, within 14 days, to collect the Equipment, and you must give our staff access to the Service Location for that purpose; alternatively you may return it to our office. If the Equipment is not returned within 30 days after the Agreement ends, you must pay its replacement value on the Rate Card.

9.7 **Equipment charges.** If Equipment is lost, stolen or damaged as described in clause 9.2, or is not returned within 30 days after the Agreement ends under clause 9.6, you pay the following charge for each item instead of the Rate Card price:

- ONU (optical network unit): Rp200,000 (plus VAT)
- Wi-Fi router: Rp500,000 (plus VAT)

If damaged Equipment can be repaired, you pay the actual repair cost instead, up to the charge above. Nothing is charged for normal wear and tear, for defects, or for Equipment returned on time.

10. Changes to Your Service

10.1 **Plan changes.** You can move to another GlobalXtreme plan without an administration fee:

- Upgrade: takes effect once you have paid the difference for the current Billing Period.
- Downgrade: tell us before the end of the current Billing Period; it takes effect from the next Billing Period.

Moving to a different type of plan requires you to accept the terms for that plan. You are responsible for choosing a plan that suits your needs.

10.2 **Relocation.** If you move, the new address must be within our network coverage. The relocation fee depends on the new location and the work needed, starting from Rp300,000 (plus VAT); we tell you the exact fee before you confirm the relocation. If the new address is outside our coverage, we will tell you whether and when we can serve it. If we cannot, you may end the Agreement; the early termination fee under Article 16 applies unless your Order Form says otherwise.

10.3 **Repositioning.** Moving the Equipment within the same address costs Rp300,000 (plus VAT).

10.4 **Temporary hold.** You may ask us to put the Service on hold (inactive status):

- during the first 12 months of your subscription: once, for up to 3 months;
- after that: as you need, with at least 7 days' notice.

A hold fee of Rp100,000 (plus VAT) per month applies while the Service is on hold. The Minimum Term is extended by the length of any hold that falls within it.

10.5 **Change of account holder.** The account may be transferred to another person or company only with the consent of the current account holder. A fee of Rp100,000 (plus VAT) applies, and: (a) the Service must be active; (b) there must be no unpaid amounts; (c) the Service must remain at the same Service Location; and (d) the current and new holders must complete and sign our account transfer form, which we verify. From the transfer date the new holder is bound by the Agreement.

11. Service Levels and Support

11.1 Our responsibility covers our network from the Demarcation Point up to our upstream international gateway (Singapore). We are not responsible for networks or services beyond that point (for example a website or game server that is slow or unavailable), although we will help where we can.

11.2 Your local area network ("**LAN**") — the cabling, Wi-Fi access points, routers you own, switches, computers, phones, cameras, servers and other devices on your side of the Demarcation Point — is your responsibility. If you ask us to install or repair your LAN, this is a separate chargeable service; we are responsible for the quality of our workmanship, but not for later faults in your LAN or devices, nor for loss of items at the Service Location after our technicians have left unless caused by them.

11.3 Support is available 24 hours a day, 7 days a week by phone (0361) 736811, by email info@globalxtreme.net or through the My GX app. Please quote your Customer ID or Circuit ID.

11.4 **Technician visits.** Visits to fix faults in our network or Equipment are free. Visits you request for issues on your side of the Demarcation Point, or that turn out to be caused by your LAN, devices or misuse, cost Rp100,000 (plus VAT) per visit plus any materials.

11.5 **Service level.** The Service is provided on a best-effort basis, without a guaranteed speed or availability. We monitor our network 24/7 and work to restore faults as quickly as possible. Scheduled Maintenance may briefly interrupt the Service.

11.6 **Outage compensation.** If an outage in our network leaves your Service completely unavailable for more than 24 consecutive hours, you are entitled, on request, to a free upgrade to the next higher plan for one Billing Period for each such outage. Each outage is counted separately; outages are not added together. Please request the compensation within 3 months after the outage.

12. IP Addresses

12.1 The Service uses dynamically assigned IP addresses, which may be private addresses behind carrier-grade NAT. A public or static IP address is not included unless stated in your Order Form.

12.2 You are responsible for activity carried out through your connection, and you must keep your devices and Wi-Fi secured.

13. Acceptable Use

13.1 You must use the Service lawfully, and you must not, and must not allow others to:

- access, store or distribute content that is unlawful under Indonesian law, including content that infringes copyright or other intellectual property rights;
- send spam or unsolicited bulk messages;
- attack, scan, probe or gain unauthorised access to any system or network, or carry out denial-of-service attacks;
- distribute malware;
- interfere with our network or with other customers' use of it; or
- resell the Service or provide it to third parties except as allowed in clause 3.2.

13.2 As a licensed internet service provider we must comply with Indonesian law, including government instructions to block access to certain content and lawful requests from authorities. Complying with them is not a breach of the Agreement.

13.3 We do not monitor the content of your communications, except where required by law or necessary to protect our network (for example automatic filtering of attacks and malware).

13.4 The Service has no data quota and no speed reduction after a usage limit. To keep the network fast and secure for everyone, we may apply reasonable, non-discriminatory traffic management during network congestion, attacks or emergencies, or where required by law. We do not block or slow lawful services because of their content.

14. Your Other Obligations

14.1 You must:

- keep your account and contact details accurate and up to date;
- keep the passwords for your account, Wi-Fi and Equipment secure — you are responsible for use of the Service by anyone using your connection;
- not tamper with the Equipment, fibre cables or our network; and
- report faults to us promptly.

15. Suspension or Termination by GlobalXtreme

15.1 We may suspend the Service immediately and, if the matter is not resolved, end the Agreement by written notice, if:

- a competent authority (for example the police, a court or a ministry) orders or lawfully requests us to do so;
- you seriously breach Article 13 (for example attacks or spam from your connection), or the Service is used in a way that threatens the security of our network or other customers; or
- you remain in breach of another obligation 14 days after we have notified you of it in writing.

15.2 We may also end the Agreement for non-payment under clause 7.3.

15.3 Where possible we will tell you before suspending the Service, and why. Fees continue to accrue during a suspension caused by your breach.

15.4 If we stop offering the Service at your Service Location (for example because we withdraw from an area), we may end the Agreement with at least 60 days' notice. No early termination fee applies, and we refund any fees paid in advance for the period after termination.

16. Ending the Agreement

16.1 After the Minimum Term, you may end the Agreement at any time with at least 30 days' notice, by submitting the termination form at a GlobalXtreme office, by email to info@globalxtreme.net, or through the My GX app.

16.2 During the Minimum Term, you may end the Agreement with 30 days' notice, but you must pay an early termination fee equal to the total monthly subscription fees for the rest of the Minimum Term: the monthly fee you are paying when you give notice, multiplied by the number of months remaining from the end date until the end of the Minimum Term (a part month is counted pro rata). Fees you have already paid in advance for that period count towards it. No early termination fee is payable if you end the Agreement because of our material breach, under clause 20.2, or because Force Majeure lasts more than 30 days (clause 18.3).

16.3 When the Agreement ends, you must pay all amounts due up to the end date and return the Equipment under clause 9.6. We refund any fees paid in advance for the period after the end date, less any amounts you owe us.

16.4 To subscribe again later, you pay a new installation fee and any amounts still outstanding.

16.5 The end of the Agreement does not affect rights and obligations that arose before it ended, or clauses intended to continue, including Articles 9, 17, 19 and 22.

17. Liability

17.1 We are not liable for:

- loss caused by your use of the Service in breach of the Agreement or the law, including unlawful downloading or uploading;
- loss of data, profits, revenue, business or goodwill, or any indirect or consequential loss;
- faults in your LAN or devices, or in networks and services beyond our responsibility under clause 11.1; or
- content or services provided by third parties over the internet.

17.2 Our total liability to you in connection with the Agreement in any 12-month period is limited to the total subscription fees you paid us for the Service in the 3 months before the event giving rise to the claim.

17.3 Nothing in the Agreement limits or excludes liability for death or personal injury caused by negligence, for loss caused by wilful misconduct or gross negligence, or any liability that cannot be limited under Indonesian law, including your rights as a consumer under Law No. 8 of 1999 on Consumer Protection.

17.4 You are liable for loss or damage you cause to our Equipment or network, and for third-party claims arising from your breach of Article 13.

18. Force Majeure

18.1 Neither party is liable for delay or failure to perform caused by events beyond its reasonable control that could not reasonably have been foreseen or avoided ("**Force Majeure**"), including natural disasters (such as earthquakes, floods, landslides and

storms), fire, war, riots, strikes, rebellion, epidemics, government action or changes in law that directly affect the Agreement, and damage to our network by third parties (such as cable cuts or vandalism).

18.2 The affected party must notify the other promptly and take reasonable steps to limit the effects and resume performance. We will restore damaged infrastructure as quickly as reasonably possible.

18.3 On request, we credit the subscription fee pro rata for any period of more than 24 consecutive hours during which the Service is completely unavailable because of Force Majeure. If Force Majeure prevents performance for more than 30 consecutive days, either party may end the Agreement by written notice without an early termination fee.

19. Personal Data Protection

19.1 We process your personal data as a data controller in accordance with Law No. 27 of 2022 on Personal Data Protection (the "**PDP Law**"), Government Regulation No. 71 of 2019 and other applicable regulations.

19.2 **Data we collect.** We collect:

- identity and contact data: name, identity card (KTP) or passport number, taxpayer number (NPWP), address, phone number and email address;
- account and billing data: customer ID, plan, invoices and payment records;
- installation data: the Service Location, its coordinates and photographs of the installation;
- technical data: IP addresses assigned to you, connection and session logs, Equipment identifiers, usage volumes and fault tickets;
- communications with us: call recordings, chats and emails with our staff; and
- records of your acceptance of documents: the date, time, IP address and device used.

We do not collect or store the content of your internet communications.

19.3 **Why we use it, and on what basis.** We process personal data:

- to install, provide, maintain and support the Service, and to bill and collect payment — to perform the Agreement;
- to comply with our legal obligations, including tax, telecommunications regulations and lawful requests from authorities — legal obligation;
- to protect our network and customers, prevent fraud and abuse, and establish or defend legal claims — our legitimate interests; and
- to send you information about our products and promotions — only with your consent, which you may withdraw at any time without affecting the Service.

19.4 **Sharing.** We share personal data only as needed with: (a) our service providers (such as banks, payment processors, email and cloud providers, and installation partners), under written agreements requiring them to protect it and use it only on our instructions; (b) government authorities and law enforcement where required by law; and (c) a successor in a merger or transfer of our business, in accordance with the PDP Law. We do not sell your personal data.

19.5 **Transfers outside Indonesia.** Some of our service providers may process data outside Indonesia (for example cloud email). We transfer personal data abroad only in

accordance with the PDP Law, to countries or organisations that provide an equivalent or adequate level of protection, or with appropriate safeguards.

19.6 **Retention.** We keep personal data while the Agreement lasts and afterwards only as long as needed for the purposes above or as required by law — for example, tax records are kept for 10 years. After that it is deleted or anonymised.

19.7 **Security and breaches.** We protect personal data with appropriate technical and organisational measures, including access controls, encryption in transit and confidentiality obligations for our staff. If a personal data breach occurs, we notify you and the relevant authority in writing within 3 x 24 hours of becoming aware of it, as required by the PDP Law.

19.8 **Your rights.** Under the PDP Law you have the right to: obtain information about how we process your data; access and obtain a copy of it; have inaccurate data corrected; request that it be deleted or destroyed (subject to our legal retention obligations); withdraw consent you have given; object to decisions based solely on automated processing; and request that processing be restricted or suspended. You may also complain to the authority responsible for personal data protection.

19.9 **Contact.** Send requests about your personal data to our Personal Data Protection Officer at info@globalxtreme.net (subject: "Personal Data") or to our head office. We respond within the time limits set by the PDP Law.

20. Changes to These Terms and Our Prices

20.1 We may change these Terms or our prices:

- where required by law or regulation, with as much notice as reasonably possible; or
- for other reasons, with at least 30 days' notice by email and on docs.globalxtreme.net, explaining what will change.

20.2 If a change of the second kind is to your material disadvantage (including a price increase other than taxes and government levies), you may end the Agreement before the change takes effect, without paying an early termination fee.

20.3 Every published version of these Terms is kept unchanged at docs.globalxtreme.net with its version number, so you can always see the version you accepted. We may ask you to confirm your acceptance of a new version.

20.4 Changes to your Order Form require the agreement of both parties, which may be given electronically.

21. Notices

21.1 We send notices to the email address (and, where relevant, the phone or WhatsApp number) on your account. A notice is treated as received when sent, unless we receive a delivery failure. You send notices to info@globalxtreme.net or to our head office. Please tell us promptly if your contact details change.

22. Complaints, Disputes and Governing Law

22.1 The Agreement is governed by the laws of the Republic of Indonesia.

22.2 If you have a complaint, contact our customer service first. We acknowledge complaints within 1 x 24 hours and aim to resolve them within 14 days. Any dispute is first to be settled amicably by consultation (musyawarah) for at least 30 days.

22.3 If the dispute is not resolved by consultation, you may submit it to the Consumer Dispute Settlement Body (BPSK) or to the District Court with jurisdiction over the Service Location, in accordance with Law No. 8 of 1999 on Consumer Protection.

23. General

23.1 The documents listed in clause 2.1 are the entire agreement between us about the Service and replace earlier proposals on the same subject. Matters not covered may be agreed in a written addendum signed by both parties, which then forms an inseparable part of the Agreement.

23.2 If any provision is found invalid or unenforceable, the rest of the Agreement remains in force, and the parties will replace that provision with a valid one that comes as close as possible to its purpose.

23.3 A failure or delay in exercising a right is not a waiver of it.

23.4 You may not transfer the Agreement without our consent, except under clause 10.5. We may transfer it to an affiliate or a successor to our business by notice to you, provided your rights are not reduced.

23.5 Our system records of usage, availability and billing are evidence of the matters they record, unless you prove otherwise.

23.6 To the extent permitted by law, the parties agree that the Agreement may be ended in accordance with its terms without a court decision, and waive the provisions of Articles 1266 and 1267 of the Indonesian Civil Code to that extent.

Acceptance

By signing or accepting electronically, you confirm that you have read, understood and agree to these Terms, including Article 17 (Liability) and Article 19 (Personal Data Protection), and that the information in your Order Form is true.

Customer
Name: .....

Signature: .....
Date: .....

GlobalXtreme — For and on behalf of PT Internet Madju Abad Milenindo
Name: .....
Title: .....

Signature: .....
Date: .....

Appendix A — Tax Invoice Request Form

I request that GlobalXtreme issue tax invoices (faktur pajak) for my bills using the details below, and I confirm that they are correct and match the details registered with the tax authority.

Requester

- Name: .....
- ID card (KTP) number: .....
- Address: .....
- Phone: .....

Acting on behalf of (if a company)

- Company name: .....
- Company address: .....
- NPWP: .....
- Customer ID: .....

I understand Article 8 of the Terms and Conditions, including the deadlines for requests and corrections, and, if I am a withholding agent, my obligation to send the PPh Article 23 withholding slip.

Place and date: ..... Signature: .....