

ICT2U Portal

Terms and Conditions

Please accept the following terms and conditions prior to submission of ICT2U order:

1. PETRONAS reserves the right to amend these terms & conditions for the Services defined herein at its discretion. In case of any amendments, all User(s) will be informed accordingly.
2. User(s) are to understand and comply with the updated PETRONAS Information Security Policy and PETRONAS Security Baseline accessible at <https://ict.petronas.com>
3. In the event of any security breach, User(s) must report to IT Security, PETRONAS ICT immediately at 03-2331 33333 / 8-351-3333 (PETRONET).
4. This ICT2U Portal contains material(s) which is/are owned by or licensed to PETRONAS. The material(s) include but is/are not limited to, the design, layout, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
5. Unauthorized use of this ICT2U Portal and/or the Services provided may give rise to a claim for damages and/or constitute a criminal offence.
6. Laws of Malaysia shall be applicable to this ICT2U Portal.
7. User(s) shall adhere to all the security measures prescribed by PETRONAS policies and procedures at all time. In the event of any breach of confidentiality or any other related agreement(s) signed between PETRONAS and the User(s), disciplinary or legal action may be taken as deemed fit.
8. Orders placed for the Services under the ICT2U Portal will be billed by PETRONAS to the HCU's / OPU's billing cost centre as indicated by the requestor, unless otherwise specified.
9. The Master Services Agreement between Petroliaam Nasional Berhad (PETRONAS) and PETRONAS ICT Sdn Bhd dated 22 March 2018 ("MSA") shall be applicable to all Services provided under the ICT2U Portal. In the event of any dispute and/or inconsistency, the terms and conditions of the MSA shall prevail over the ICT2U Portal.
10. User(s) shall view and agree to the prices for Services as available in the <https://ict2u.petronas.com/CatalogueV2> which can be amended from time to time.
11. User(s) may terminate the Services at any time for any reason whatsoever before the request is approved by User(s)'s Approving Authority. However, should User(s) wish to terminate the Services after the request has been approved, User(s) must pay the charges imposed as the approved order details in full.

"User(s)" means all PETRONAS users

"Services" means any IT services requested under this ICT2U Portal