

Service Support Request Form

(For TrueCONNECT, GlobalCONNECT, China Internet Access Services Only)

ON-SITE SUPPORT SERVICE ONE TIME CHARGE	OFFICE HOURS	NON-OFFICE HOURS
<p>All these charges are subject to change by CITIC Telecom CPC without prior notice, and should be confirmed at the time of ordering for support services.</p>		
<p>Hong Kong / Singapore / China Area 1 / Taiwan Area 1 Include 2 hours on-site support services</p>	<p>US\$200 per 2 hours</p>	<p>US\$350 per 2 hours</p>
<p>Tokyo Include 2 hours on-site support services</p>	<p>US\$600 per 2 hours</p>	<p>NA</p>
<p>China Area 2 / Taiwan Area 2 Include 4 hours on-site support services</p>	<p>US\$600 per 4 hours</p>	<p>NA</p>
<p>China Area 3 / Taiwan Area 3 Include 8 hours on-site support services</p>	<p>US\$1,000 per 8 hours</p>	<p>NA</p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. All requests are subject to CITIC Telecom CPC's acceptance. 2. All charges are exclusive of VAT and TAX. 3. Subject to 8.3% additional surcharge if billed in RMB in China. 4. Subject to 10% additional surcharge if billed in NTD in Taiwan. 5. Charge is counted upon arrival of the engineer. 6. Each additional support hour will be charged on pro-rata base. 7. China/Taiwan areas classification details please refers to Field Support Service Level for China and Taiwan. 		

Service Support Request Form

Ticket # (if any): _____

Ref.# (CITIC Telecom CPC Use) : _____

Point of Contact																															
	Administrative / Technical Contact																														
	Billing Contact																														
Company																															
Name																															
Title																															
Installation Address																															
Telephone																															
Pager / Mobile																															
Email Address																															
Please specify Customer ID (for existing customer use): _____																															
Notes: 1. <u>Scope of Service</u> : only cover problem fixing and functional testing of the equipment installed by CITIC Telecom CPC. 2. <u>Office Hour</u> : Monday to Friday, 9:00am to 5:00pm excluding public holiday(s) of relevant country 3. <u>On-site Request</u> : Received after 4:30pm (Mon-Fri) will be treated as non-office hour service.																															
<table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">On-site Services #1,2,3</td> <td style="width: 15%;">Location</td> <td style="width: 15%;">Office Hour #4</td> <td style="width: 30%;">Non-Office Hour</td> </tr> <tr> <td><input type="checkbox"/> Router Installation, Configuration/ Re-configuration & System Integration</td> <td>Hong Kong</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> Voice Gateway Support: Customer relocation, port re-assignment, IP address change, onsite inspection etc.</td> <td>Singapore</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>Tokyo</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>China / Taiwan – Area 1</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>China / Taiwan – Area 2</td> <td><input type="checkbox"/></td> <td>NA</td> </tr> <tr> <td></td> <td>China / Taiwan – Area 3</td> <td><input type="checkbox"/></td> <td>NA</td> </tr> </table>		On-site Services #1,2,3	Location	Office Hour #4	Non-Office Hour	<input type="checkbox"/> Router Installation, Configuration/ Re-configuration & System Integration	Hong Kong	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Voice Gateway Support: Customer relocation, port re-assignment, IP address change, onsite inspection etc.	Singapore	<input type="checkbox"/>	<input type="checkbox"/>		Tokyo	<input type="checkbox"/>	<input type="checkbox"/>		China / Taiwan – Area 1	<input type="checkbox"/>	<input type="checkbox"/>		China / Taiwan – Area 2	<input type="checkbox"/>	NA		China / Taiwan – Area 3	<input type="checkbox"/>	NA		
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Equipment On-loan / Rental Service #2 (A separate Equipment Loan Form has to be filled in for Equipment On-Loan service)																															
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Customer Declaration	CITIC Telecom CPC Use Only																														
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#Special Terms and Conditions:

1. Please refer to price table in page 1 for on-site support service.
2. CITIC Telecom CPC reserves the right to accept or reject router / voice gateway on-loan request.
3. CITIC Telecom CPC reserves the right to accept or reject on-site or any service request.
4. Applicable to customer's own equipment only.

Form#: CS/onsite/1222