

CUSTOMER REQUEST ITEM

***Subject required to attach support document**

- | | |
|--|---|
| <input type="checkbox"/> Change of Billing Address* | <input type="checkbox"/> Remote Support |
| <input type="checkbox"/> Change of Company Name* | <input type="checkbox"/> Onsite Maintenance |
| <input type="checkbox"/> Change of Display Caller ID Number* | <input type="checkbox"/> Upgrade Package |
| <input type="checkbox"/> Disable Telephone Line | <input type="checkbox"/> Reactive / Inactive DID Number |
| <input type="checkbox"/> Request Display Caller ID Number* | <input type="checkbox"/> Terminate Account / Others _____ |

Note: To expedite processing of your application, please attach the following supporting document.

1. Company Form 13
2. A copy of NRIC or Passport (for Personal Application)
3. Company Letter

CUSTOMER INFORMATION

Company Name	:	<input type="text"/>	Request Date	:	<input type="text"/>
Contact Name	:	<input type="text"/>	Contact No	:	<input type="text"/>
			(Handphone / Office)		

CUSTOMER REQUEST DETAIL

Description :

TERM OF SERVICE MAINTENANCE

- a) The Service Maintenance Charges and all other charges payable by customer to made full payment before the support services will be delivered.
- b) Standard Service Hours of 9.00 a.m. to 6.00 p.m., Monday to Friday excluding public holidays and any replacement holidays.
- c) All service fault or issue must be report within 7 days of date of service, otherwise the case will deemed closed.
- d) If the customer remains unpaid service maintenance charges after the due date, WEB ASP SDN BHD reserves the right to decline onsite or remote service.
- e) Repairs necessitated by software or hardware problems, or as a result of alteration, adjustment, or repair by anyone other than WEB ASP SDN BHD (or its representatives) are not included.
- f) When Services consist of repair of WEB ASP SDN BHD systems, such Services shall be those repair services that are necessary because of any existing defect or a defect occurs in materials or workmanship in the system or in any system component covered by this term and conditions. Preventive maintenance is not included.
- g) The warranty term for a spare part used in repairing Products ("Replacement Part") is 60 days from its installation in the product.
- h) For the avoidance of doubt, the warranty term of a Product is not extended after its repair or replacement
- i) The service does not cover any third party software or virus related problems
- j) Travel Charges will depend on system or customer location. Any location out of Klang Valley or Penang Island will be charges per man day job.

ACKNOWLEDGEMENT

Note: Please complete the form, stamped and signed email to billing@mobiweb.com.my

I/We confirm that all the information given by me/us in this WEB ASP SDN BHD application form as well as the supporting documents is correct , I/We also agree to be bound by WEB ASP SDN BHD Terms and Conditions which is attached with this application form and have read and understood to contents.

Name of Signature :
Designation :
Date :

Authorized Signature

Company Chop