



**BBS Change of Service**  
**Business Email Service Request Form**  
 New Subscription       Existing Email Subscriber

**For existing HGC business broadband customer only. Please complete the form in English and send it by fax with your valid Business Registration to 1221. Kindly send the original by mail to the address above.**

*Please select your choice with "✓".*

|   |   |                |
|---|---|----------------|
| <b>(I) Customer Information</b> <i>(Please fill in ALL items)</i> |   |                |
| Account No.:  | Circuit No.: (For Existing Email Subscriber only) |                |
| Customer Name:  | Contact Person:                                   |                |
| Contact Tel. No.:   | Fax No.:  | Email Address: |

\*Change of Service will be effective in 5 working days upon our verification of the completed form. Please resend if no reply received.

|   |  |                     |  |                                     |                                     |             |
|---|--|---------------------|--|-------------------------------------|-------------------------------------|-------------|
| <b>(II) Service Plan</b>  |  |                     |  |                                     |                                     |             |
| <b>Email Service</b>  | <b>Office Outlook Web Access Light</b> |                     | <b>Office Outlook Web Access Premium</b> |                                     | <b>Office Outlook Full Access</b>   |             |
| Office Outlook Web  | OWA Light                              |                     | OWA Premium                              |                                     | OWA Full                            |             |
| Storage size per mailbox  | 10MB                                   |                     | 500MB                                    |                                     | 1,000MB                             |             |
| <b>Package</b><br><i>(Please select one package only for each service plan)</i> | No. of mailbox                         | Monthly Fee         | No. of mailbox                           | Monthly Fee                         | No. of mailbox                      | Monthly Fee |
|   | <input type="checkbox"/> 5 [EHL05]     | HK\$48              | <input type="checkbox"/> 5 [EHP05]       | HK\$280                             | <input type="checkbox"/> 3 [EHF03]  | HK\$375     |
|   | <input type="checkbox"/> 10 [EHL10]    | HK\$90              | <input type="checkbox"/> 10 [EHP10]      | HK\$540                             | <input type="checkbox"/> 5 [EHF05]  | HK\$600     |
|   | <input type="checkbox"/> 30 [EHL30]    | HK\$255             | <input type="checkbox"/> 30 [EHP30]      | HK\$1,560                           | <input type="checkbox"/> 10 [EHF10] | HK\$1,150   |
|   | <input type="checkbox"/> 50 [EHL50]    | HK\$400             | <input type="checkbox"/> 50 [EHP50]      | HK\$2,500                           | <input type="checkbox"/> 20 [EHF20] | HK\$2,200   |
|   | <input type="checkbox"/> 60 [EHL60]    | HK\$480             | <input type="checkbox"/> 60 [EHP60]      | HK\$3,000                           | <input type="checkbox"/> 25 [EHF50] | HK\$2,750   |
|   | <input type="checkbox"/> 70 [EHL70]    | HK\$560             | <input type="checkbox"/> 70 [EHP70]      | HK\$3,500                           | <input type="checkbox"/> 30 [EHF30] | HK\$3,300   |
|   | <input type="checkbox"/> 80 [EHL80]    | HK\$640             | <input type="checkbox"/> 80 [EHP80]      | HK\$4,000                           | <input type="checkbox"/> 35 [EHF35] | HK\$3,850   |
|   | <input type="checkbox"/> 90 [EHL90]    | HK\$720             | <input type="checkbox"/> 90 [EHP90]      | HK\$4,500                           | <input type="checkbox"/> 40 [EHF40] | HK\$4,400   |
|   | <input type="checkbox"/> 100 [EHL100]  | HK\$800             | <input type="checkbox"/> 100 [EHP100]    | HK\$5,000                           | <input type="checkbox"/> 45 [EHF45] | HK\$4,950   |
|   |  |                     |  | <input type="checkbox"/> 50 [EHF50] | HK\$5,500                           |             |
| <b>Optional Item(s)</b>   | <b>Monthly Fee</b>                     | <b>Add / Delete</b> | <b>Quantity</b>                          | <b>Total Subscription</b>           | <b>Total Monthly Fee</b>            |             |
| AntiVirus + AntiSpam <i>(OWA Light Only)</i> [AVAS]                             | HK\$10 / User                          |                     | _____ User                               | _____ User                          |                                     |             |
| Exchange ActiveSync <i>(OWA Premium Only)</i> [EPM]                             | HK\$40 / User                          |                     | _____ User                               | _____ User                          |                                     |             |
| Additional Storage [AS500]  | HK\$40 / 500MB                         |                     | _____ x500MB                             | _____ x500MB                        |                                     |             |
| <b>Activation Date</b>  | / /                                    |                     | (DD/MM/YY)                               |                                     |                                     |             |

|                                  |  |  |  |  |  |  |  |  |  |  |  |     |
|----------------------------------|--|--|--|--|--|--|--|--|--|--|--|-----|
| <b>(III) Email Administrator</b> |  |  |  |  |  |  |  |  |  |  |  |     |
| <b>Login ID</b>                  | Existing   |  |  |  |  |  |  |  |  |  |  | New |
| <b>Domain Name</b>               | _____ ( <input type="checkbox"/> Customer own DNS server / <input type="checkbox"/> Application/ Migration, please fill the domain name form in Appendix A)  |  |  |  |  |  |  |  |  |  |  |     |
| <b>Service Plan:</b>             | <input type="checkbox"/> Office OWA Light <input type="checkbox"/> Office OWA Premium <input type="checkbox"/> Office Outlook Full Access  |  |  |  |  |  |  |  |  |  |  |     |
| <b>Notes:</b>                    | (1) 3-12 characters with lower cases alpha-numeric without symbols & begin with a-z<br>(2) For multi domain name application, please complete additional domain name application form in Appendix B<br>(3) When using non-HGC network, it only allows authenticated user using HGC's SMTP server "email.on-nets.com" tcp port 587 for outbound emailing. The operation is not guaranteed in all cases. |  |  |  |  |  |  |  |  |  |  |     |
| <b>Remarks:</b>                  |  |  |  |  |  |  |  |  |  |  |  |     |

|                             |  |
|-----------------------------|--|
| <b>Customer Endorsement</b> |  |
| <b>Company Stamp:</b>       | <b>Authorized Signature:</b>                                       |
|                             | <b>Name</b> : _____<br><b>Title</b> : _____<br><b>Date</b> : _____ |

*Internal Use Only*

|                            |                         |
|----------------------------|-------------------------|
| <b>Sales Name &amp; ID</b> | <b>Sales Signature</b>  |
| <b>Onnet Circuit ID</b>    | <b>Email Circuit ID</b> |



**BBS Change of Service**  
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**Terms and Conditions for Business Email Service:**

1. The above offer of HGC Global Communications Limited ("HGC") Business Email Services (the "Services") is applicable to business customers only.
2. Customer agrees to subscribe for the Email Service during the minimum contract period as set out above and effect the same as from the above service request date or any other date as mutually agreed between customer and HGC. Customer acknowledges and agrees that the actual service activation date will be subject to final confirmation by HGC, and which confirmation may be affected by and subject to HGC's network coverage, capacity, credit approvals and any other reasons beyond the control of HGC. Customer acknowledges and agrees that notwithstanding the final confirmation by HGC as aforesaid, the provision of the Email Service and the quality of the Email Service provided by HGC will also be subject to and conditional upon the circumstantial factors of the environment and condition of where the Email Service are to effected and used. Customer further acknowledges and agrees that HGC may at its absolute discretion accept, reject, cancel, withdraw and/or vary customer's subscription for the Email Service, the provision of the Email Service to the customer without incurring any liability therefrom. Customers who subscribe for the Services are required to commit to the above specified contract period ("Contract Period").
3. Customer shall give at least 3 working days' advance notice to HGC for any change of the above service request date. HGC is entitled to charge customer an administration fee of HK\$600 for each re-scheduling of service request date. Estimated rescheduled service delivery lead time: 10 working days upon receipt of rescheduling request.
4. AntiVirus service scans user's incoming emails accessible through HGC POP mail server only. HGC cannot and does not guarantee 100% of removal of ALL viruses. HGC will not be liable to the customer for any damages or loss that might be incurred due to any virus.
5. HGC makes no warranties, express or implied, as to the Email Service and shall not be liable to customer or any third parties for any failure, malfunction or non-performance of the same or otherwise in relation to the use of the Email Service. HGC specifically disclaims all implied warranties, including implied warranties of merchantability, fitness for purpose, title or non-infringement of third party rights of the Email Service.
6. Provision of Email Service is conditional upon subscription of the Business Broadband Service ("BBS"). Unless otherwise specified, the terms and conditions of BBS which by their nature or otherwise should be applicable to the Email Service shall also apply upon subscription of the Email Service.
7. Unless otherwise specified, Email Service will be charged at the special monthly service fee as set out in this offer during the minimum contract period.
8. Termination of the BBS will automatically lead to termination of the Email Service as well as any value-added service subscribed for whereas the Email Service could be terminated on its own by giving one month's prior written notice to HGC.
9. Expiration date of the contract periods of both the BBS and Email Service will be aligned irrespective of whether both services are applied on the same date unless otherwise agreed between HGC and customer.

**Customer Endorsement**

**Company Stamp:**

**Authorized Signature:**

**Name** : \_\_\_\_\_

**Title** : \_\_\_\_\_

**Date** : \_\_\_\_\_