**Service Request Form**

**Please fill the form in English. (All fields are required except the fields marked with #)**

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| **[sr.1] Customer & Order Information** | |
| **Company Name** | <xxxx> |
| **Circuit number** | <xxxx> |

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| **Email Contacts** | | | | | | |
| **Email Address 1:**  <xxxx> | | | **Email Address 2 #:** | | | |
| **Authorized Person for Service Request** (Customer’s identity need to be verified by providing below information to HGC per Service Request) | | | | | | |
| **Authorized Person Name** | <xxxx> | **Passcode** | | <xxxx> | **Contact Phone No.** | <xxxx> |
| **Authorized Person Name #** |  | **Passcode #** | |  | **Contact Phone No. #** |  |

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| **[sr.2] Fixed Endpoint Reconfiguration** | | | | |
| 1. [**The video address of the fixed end point is** SystemName.companyshortname@cvc.hgcbiz.com**.**](mailto:SystemName.companyshortname@cvc.hgcbiz.com) 2. **The format of video address (including the part of @cvc.hgcbiz.com) supports a combination of letter “a-z or A-Z”, number “0-9”, dash “-“, dot “.”, or underscore “\_” which is NOT case sensitive and max length of the part “SystemName.companyshortname” is 25 characters (with a dot).** | | | | |
| 1. **The system name is to identify the fixed end point within the cvc.hgcbiz.com video domain.** | | | | |
| Vendor | Model | System Name | Location | Reconfiguration Action |
|  |  |  |  | Add Delete Pwd Reset |
|  |  |  |  | Add Delete Pwd Reset |
|  |  |  |  | Add Delete Pwd Reset |
|  |  |  |  | Add Delete Pwd Reset |
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|  |  |  |  | Add Delete Pwd Reset |

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| **[sr.3] User Login Account Reconfiguration** | | | | |  |
| 1. **The login name will be in a format of** [**firstname.surname.companyshortname@cvc.hgcbiz.com**](mailto:firstname.surname.companyshortname@cvc.hgcbiz.com)**.** 2. **Please note that the format of firstname.surname.companyshortname supports combination of letter “a-z or A-Z”, number “0-9”, dash “-“, dot “.”, or underscore “\_” which is NOT case sensitive and maximum length for the part “firstname.surname.companyshortname” is 25 characters (with TWO dots).** | | | | | |
| 1. **The user license is per user basis, therefore, each user listed below will be assigned with one user license** 2. **V-Book is a in-call administration portal for licensee’s personal use; V-Control is the administrative portal which manage multiple VMRs of the customer.** | | | | | |
| First Name | Surname | Email | V-Control | Reconfiguration Action | |
|  |  |  | Enable | Add Delete Pwd Reset  Update user right | |
|  |  |  | Enable | Add Delete Pwd Reset  Update user right | |
|  |  |  | Enable | Add Delete Pwd Reset  Update user right | |
|  |  |  | Enable | Add Delete Pwd Reset  Update user right | |

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|  |  |  | Enable | Add Delete Pwd Reset  Update user right |
|  |  |  | Enable | Add Delete Pwd Reset  Update user right |
|  |  |  | Enable | Add Delete Pwd Reset  Update user right |
|  |  |  | Enable | Add Delete Pwd Reset  Update user right |
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|  |  |  | Enable | Add Delete Pwd Reset  Update user right |
|  |  |  | Enable | Add Delete Pwd Reset  Update user right |

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| **[sr.4] Customer Endorsement** | | |
| **Company Chop**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Authorized Signature**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Contact No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |