**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**.**
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 |
|   |   |   |   |  [ ] 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****.**
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  |

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