



BBS Change of Service Circuit Relocation Form

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.

Please select your choice with "✓".

(I) Customer Information (Please fill in All items)			
Account No.:		Circuit No.:	
Customer Name:		Contact Person:	
Contact Tel. No.:	Fax No.:	Changes Request Date: (DD/MM/YY)	

*Change of Service will be effective in 20 working days upon our verification of the completed form. Please resend if no reply is received.

(II) Circuit Relocation			
Service Name	Bandwidth	Service Nature	Unit Price
<input type="checkbox"/> Relocation Within Building	<input type="checkbox"/> 100M or below BBS	<input type="checkbox"/> Same Flat / <input type="checkbox"/> Different Flat	HK\$900
	<input type="checkbox"/> 100M or above FTTO	<input type="checkbox"/> Same Flat / <input type="checkbox"/> Different Flat	HK\$3,000
<input type="checkbox"/> External Relocation	<input type="checkbox"/> 100M or below BBS	<input type="checkbox"/> Dynamic IP Plan	HK\$1,200
		<input type="checkbox"/> Fixed IP Plan^	HK\$1,800
	<input type="checkbox"/> 100M or above FTTO	<input type="checkbox"/> Dynamic IP Plan	HK\$3,600
		<input type="checkbox"/> Fixed IP Plan^	HK\$4,000
Grand Total:		One Off Charge:	HK\$

^The existing IP address range will change because of the relocation. (Please amend Domain Name Service record, if any)

(III) Preferred Installation Time				
Office Hour	<input type="checkbox"/> 0900 – 1100	<input type="checkbox"/> 1100 – 1300	<input type="checkbox"/> 1300 – 1500	<input type="checkbox"/> 1500 – 1700

(IV) Installation Information	
On Site Contact Person:	Contact Tel. No.:
New Installation Address:	

(V) Change of Account Information	
Change of Address	
New Business Registration Address: <input type="checkbox"/> Same as relocation address, or: _____	
New Mailing Address: <input type="checkbox"/> Same as relocation address, or: _____	

Note:

- The above relocation fee only cover standard installation work which refers to installation work conducted by HGC Global Communications Limited ("HGC") using common facilities available from the building, which includes cable, trunking, raiser etc., with permission to use these facilities without additional charge to HGC. HGC reserves the right to charge customers on top of the above relocation fee of the installation work outside the scope of standard installation work which is not planned or beyond normal provision of the services, including but not limited to high-platform setup, opening ceiling, fixing promat, special internal wiring, dedicated trunking, internal trunking, civil works, wayleave dues, customer premise equipment, maintenance or site visit for non HGC network, any surcharges imposed by the building management office, incorporated owner of committee, contractor or any third parties for the provision of the services, etc. The charge is subject to the cost, complexity, effort involved and the availability of resources.
- Customer agrees to subscribe from HGC for the relocation of broadband services and all other related value added service as set out above (collectively the "Services") and effect the same as from the above service request date or any other date as mutually agreed by Customer and HGC. Notwithstanding that, Customer acknowledges and agrees that the availability and actual activation date of the Services shall be subject the final confirmation by HGC, and which confirmation shall be affected by and subject to HGC's network coverage, capacity, internal trunking within building, site constraints, site survey results, approvals from building management offices (BMO) (if any), licenses from various relevant Government bodies (if any), 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 installation services for effecting the Services, the provision of the Services and the quality of the Services provided by HGC shall actually be subject to and conditional upon the circumstantial factors of the installation sites and/ or the environment and condition of where the Services are to effected and used. Customer further acknowledges and agrees that HGC shall reserve its sole and absolute discretion to decide to accept, reject, cancel, withdraw and/or vary Customer's subscription for the Services or otherwise, the provision of the Services to the Customer without incurring any liability therefrom.
- Customer shall give at least 3 working days' advance notice to HGC for any change of the above requested effective date. HGC is entitled to charge customer an administration fee of HK\$600 for each re-scheduling. Lead-time for re-installation is 10 working days.

Remarks: _____

Customer Endorsement	
Company Stamp: _____	Authorized Signature: Name : _____ Title : _____ Date : _____

<i>Internal Use Only</i>			
Sales Name & ID	HGC / PCCW / Others	Sales Signature	VCN
Internal Relocation	BBS/SBBS: IR00 / FTTO: IR04	External Relocation	BBS/SBBS: Dyn: ER02 / Fixed: ER00 / FTTO: Dyn: ER06 / Fixed: ER04