



Business Voice Change of Services / Customer Information Form

Please complete the form in BLOCK letters and send it by fax with your valid Business Registration to 1221. (Please select your choice with "✓")

Customer Information	
Account No.:	*Changes Request Date: (DD/MM/YY)
Customer Name:	Contact Person:
Contact Tel. No.:	Fax No.:

* Please resend to 1221 if no confirmation is received in 5 working days.

Change of Account Information	
<input type="checkbox"/> Change of Address	
New Business Registration Address:	
New Mailing Address:	
<input type="checkbox"/> Change of Contact	
New Contact Person:	New Contact Tel. No.:
New Email Address:	New Fax No.:

Change of Service		
<input type="checkbox"/> Apply	Phone No.:	
<input type="checkbox"/> Delete	From existing:	Change to:

Change of Installation Address			
	External Relocation Fee (Per Line)	Internal Relocation Fee (Per Line)	HK\$
Integrated Digital Access	(Standard HK\$2,700) ____ X ____ Line(s)	(Standard HK\$1,350) ____ X ____ Line(s)	
Other Telephone Lines	(Standard HK\$300) ____ X ____ Line(s)	(Standard HK\$200) ____ X ____ Line(s)	
	Total HK\$		
Phone No.:			
New Installation Address:			
On Site Contact Person:		Contact Tel. No.:	
Preferred Installation Time: <input type="checkbox"/> 09:00 – 11:00 <input type="checkbox"/> 11:00 – 13:00 <input type="checkbox"/> 13:00 – 15:00 <input type="checkbox"/> 15:00 – 17:00			

Others / Remarks: _____

Note:

- The above relocation fees only cover standard installation work which refers to installation work conducted by 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 monthly service fee and installation 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 change from HGC for the voice services and/or installation address as set out above (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 to 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 be 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.
- The Customer agrees to install and activate the services within such period as be mutually agreed. In the event that the Customer postpones the commencement of the services with HGC, HGC reserves the right to charge the Customer an administration charge (HK\$600 per line) to compensate HGC in connection with the preparation for the provision of such services.

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

Internal Use Only	Sales Name & ID	Sales Signature
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