

參考編號 Ref. No.:

CN:

日期 Date:

Form Ref: BBP-AMD/1209

客戶紀錄 CUSTOMER RECORD

公司名稱 Company Name (中文/English) _____ (“Customer”)
商業登記號碼 / 香港身份證號碼 BR / HKID No. _____
公司聯絡人 Contact Person of Company _____ 聯絡電話號碼 Contact No. _____

更改客戶資料 CHANGE CUSTOMER INFORMATION (請以英文正楷填寫新地址)

☐ 新地址 (郵寄 / 聯絡) _____
New Address (Billing / Contact) 室 Room/Flat 樓 Floor 座 Block 大廈 Building Name 香港 / 九龍 / 新界 HK/KLN/NT
屋邨 Estate 街號 Street No 街名 Street Name 地區 District
☐ 新聯絡電話號碼 New Contact No. _____ ☐ 新流動電話號碼 New Mobile Phone No. _____
☐ 新傳真號碼 New Fax No. _____ ☐ 新聯絡人 New Contact Person _____
☐ 新電子郵件信箱 New E-mail Address _____

服務更改 / 取消詳細資料 SERVICE AMENDMENT / TERMINATION REQUEST DETAILS

申請編號 Application No. _____ 服務申請編號 Service Order No. _____ 此欄由本公司填寫 For Office Use Only
最短服務期間 Minimum Service Period: _____ 月 Month (NA/12/18/24)

電話號碼 Line No. _____
☐ 終止服務 (不適用於轉回其他網絡商) 請於服務終止後 30 天內歸還 NetTalk 電話機盒, 否則香港寬頻企業方案將收取 HK\$1,800 作為賠償 ☐ 增加 IDD 服務 Add IDD Service

Termination of Service (not applicable for porting back to other operators) The NetTalk Telephony Phone Adaptor must be returned to HKBNES within 30 days after Service termination, otherwise HKBNES has the right to charge HK\$1,800 from the Customer as compensation.

☐ 增加 / 更改 / 取消功能 *^# Add / Change / Delete Feature(s) *^# 月費 Monthly Charge: HK\$ _____
☐ 增加 / 更新 / 取消電話號碼查詢表 *@ Add / Update / Delete Telephone Enquiry Listing *@ ☐ 增加/取消 IDD 服務 Add/Delete IDD Service
☐ 更改電話號碼# 由 from _____ 至 to _____ ☐ 增加/取消完全停止示號功能 Add/ Delete Per Line Blocking
Change of Telephone No.# (HK\$150) 電話號碼 Line No. _____

更新安裝地址 / 服務# Update Installation Address / Service#

☐ 遷往同一座大廈 Internal Removal (HK\$150) (within same building) ☐ 遷往另一座大廈 External Removal (HK\$475) (to another building) ☐ 內部移位 Internal Relocation (HK\$150) 電話號碼 Line No. _____
☐ 更改安裝地址(如尚未完成安裝) Change of Installation Address (if not complete installation) ☐ 更新安裝地址(由客戶自行搬遷及安裝) Update Installation Address (self-relocation by Customer) ☐ 增加額外電話插座 Additional Socket (HK\$150) 數量 Qty _____

新安裝地址 New Installation Address 室 Room/Flat 樓 Floor 座 Block 大廈 Building Name 香港 / 九龍 / 新界 HK/KLN/NT

屋邨 Estate 街號 Street No 街名 Street Name 地區 District
☐ 取消申請 Cancellation of Application
☐ 更改寬頻電話盒設定 Change of IAD Configuration (服務費 HK\$150 Service Fee HK\$150) 寬頻服務供應商 Broadband Provider: _____
☐ 更改服務生效日期 / 時間為 Change RFU Date / Time to: _____ 更改上門服務日期 / 時間為 Change On-site Service Date / Time to: _____
☐ 更改優惠計劃 Change PID to: _____ / Program Offer: _____ 生效日期 Effective Period: _____
☐ 重印賬單 Re-print invoice (服務費每份 HK\$10 Service Fee HK\$10 per copy)
☐ ManagedBiz 網上服務管理系統 ManagedBiz online Service management portal
電郵(將用作管理賬戶的登入名稱) Email address (will be used as login name of Admin account): _____
☐ 其他 Others _____

備註 Remarks

*請刪去不適用者 Delete where appropriate
請參考服務收費表內之詳情 (可能不時修訂) Please refer to tariff table for details (may amend from time to time)
^ 請參考香港寬頻企業方案“線路資料表格” Please refer to HKBNES “Line Definition Form”
@ 請參考“電話號碼查詢表” Please refer to “Directory Enquiry Information Update Form”

此服務聯絡人 (電話號碼)

Contact Person (Tel No.): _____ ()

備註 Remarks:

NetTalk 商業寬頻電話服務 Business NetTalk Broadband Phone Service

- 有關申請 NetTalk 商業寬頻電話服務之增值服務, 請填妥相關之線路資料附加表格。For VAS subscription, please fill in the “Line Definition Form”.
- 如客戶於安裝前取消 NetTalk 商業寬頻電話服務申請, 客戶須繳付香港寬頻企業方案有限公司(“香港寬頻企業方案”)每線 HK\$650 之行政費用及香港寬頻企業方案有可能蒙受的損失。If Customer cancels Business NetTalk Broadband Phone Service (“Service”) before installation, Customer is required to pay HKBNES Enterprise Solutions Limited (“HKBNES”) an administration fee of HK\$650 per telephone line and any losses and damages as may be suffered by HKBNES.
- 如客戶於自行終止、或因服務欠費而被終止後要求重開服務, 香港寬頻企業方案將有權收取 HK\$475 之行政費用。HKBNES shall be entitled to charge a reconnection administration fee of HK\$475 to re-activate the Customer's account with HKBNES if the Customer's account is terminated.
- 如客戶因更改地址而要求重設 NetTalk 電話機, 客戶須繳付香港寬頻企業方案每線 HK\$475 之手續費。If NetTalk Broadband Phone needs to be re-configured due to change of Customer's address, Customer is required to pay relocation fee of HK\$475 per line.
- 香港寬頻企業方案將於最短服務期間以免費租用形式租借 NetTalk 電話盒給客戶。香港寬頻企業方案保留 NetTalk 電話盒的擁有權。客戶必須於終止服務後立即交還該 NetTalk 電話盒給香港寬頻企業方案, 否則香港寬頻企業方案有權在 30 天後收取客戶 HK\$1,800 之賠償費用。HKBNES shall grant to Customer a licence to use the NetTalk Phone Adaptor at no charges during the Minimum Service Period. HKBNES retains the ownership of the NetTalk Phone Adaptor. Upon termination of Service, such NetTalk Phone Adaptor must be returned to HKBNES forthwith, failing which HKBNES shall be entitled to charge Customers HK\$1,800 as compensation after the lapse of 30 days.
- 申請攜帶電話號碼之客戶, 當接受申請後, 資料需交到原網絡商以保留客戶沿用之電話號碼。For port-in number Customer, upon accept of application, please send the information to existing operator in order to retain existing numbers.
- 為免影響客戶之電話服務, 請繼續繳交原網絡商之電話費直至收到正式通知終止服務。To avoid affecting Customer's telephone service, Customer has to pay the telephone bill of existing operator until Customer receives termination notification.

8. 申請攜帶電話號碼之客戶，若因客戶所致之原因包括但不限於客戶未能提供最近三個月之電話費單或提供不完整或錯誤資料，或香港寬頻企業方案無法控制的原因，以致香港寬頻企業方案於成功安裝 NetTalk 商業寬頻電話服務 60 日內未能成功攜帶客戶之原有號碼至香港寬頻企業方案，香港寬頻企業方案有權當作客戶取消 NetTalk 商業寬頻電話服務及收取每線 HK\$650 之行政費用。HKBNES reserves the right to deem that Customer has cancelled the Business NetTalk Broadband Phone Service and to charge the administration fee \$650 per line for Customer who requests but fails to port-in his number to Business NetTalk Broadband Phone Service on / after 60th day after signing the contract due to Customer's reason, including without limitation, Customer unable to provide the last 3 months phone bill or Customer has provided incorrect or incomplete information, or other reasons which HKBNES is unable to control.
9. 如轉線到香港寬頻企業方案，客戶可能需要重新登記其他公司的國際長途電話服務。For number(s) porting to HKBNES, Customer may need to register IDD services of other operators again.
10. NetTalk 電話盒必須於香港境內使用，如客戶於香港境外使用，香港寬頻企業方案將收取海外通話費用每分鐘 HK\$0.5。NetTalk Phone Adaptor must be used within Hong Kong territory. If Customer uses the Service outside Hong Kong, HKBNES shall charge overseas roaming usage fee of HK\$0.5 per minute.
11. 客戶不可或容許其他人使用服務以傳送未經受話人許可的促銷電話、傳真、廣告資料或任何種類的大量通訊資料。Customer shall not use the Service or allow the Service to be used for sending unsolicited promotional call or fax, spam, other unsolicited advertising material or bulk messages of whatever kind.
12. 客戶明白及接受此服務建基於寬頻技術，會受到寬頻或互聯網服務之不穩定及保密程度等各種因素影響，香港寬頻企業方案並不保證 NetTalk 商業寬頻電話服務支援其他服務包括但不限於撥號調解器、傳真機、信用卡繳費機、投注寶、平安鐘及救命鐘等。香港寬頻企業方案在任何情況下均不須對使用該等服務所導致的任何損失負責。客戶確認平安鐘使用者不會使用此服務，而此服務亦不會連接至平安鐘。Customer understands and accepts that the Service is based on Internet technology and shall be affected by the reliability, security or other factors of the underlying broadband or internet Service. HKBNES does not warrant that the Service can suitably be used for devices including but not limited to dial-up modems, fax machines, credit card terminals, HKJC's betting terminals, life bells or emergency bells, etc. HKBNES will not be responsible for any loss due to failure to use these devices under any circumstances. Customer confirms that the Service will not be used by lifeline user or connected with lifeline devices.
13. 客戶之任何登記服務於最短服務期間內因違反合約規定而被香港寬頻企業方案暫止服務，包括傳送未經受話人許可的促銷電話或傳真或廣告資料或任何種類的大量通訊資料，客戶仍須繳付服務暫止期間之所有相關服務費用。If HKBNES suspends any service due to breach of contract by the Customer (which includes sending unsolicited promotional call or fax, spam, other unsolicited advertising material or bulk messages of whatever kind) during the contract period, the Customer will continue to be liable for all service charges during the period of suspension.
14. 客戶之任何登記服務於最短服務期間內因違反合約規定(包括傳送未經受話人許可的促銷電話或傳真或廣告資料或任何種類的大量通訊資料)而被香港寬頻企業方案終止服務，客戶仍須繳付於提早終止費用，即剩餘最短服務期間內之所有月費及其他相關費用，包括但不限於已豁免之費用。所有已預繳費用及未享費用將不獲發還及不得轉讓。If HKBNES terminates any Service due to breach of contract by the Customer (which includes sending unsolicited promotional call or fax, spam, other unsolicited advertising material or bulk messages of whatever kind), the Customer will be liable for early termination charges being the aggregate monthly charges for the remaining Minimum Service Period and other related charges including but not limited to originally waived charges if termination occurs before the expiry of the Minimum Service Period. Any prepaid or unused amount will not be refunded or transferred.
15. 客戶不可以任何形式或組件轉售或轉移以上服務予其他人作任何用途。Customer is not allowed to resell or transfer the Service or any part thereof in whatever form to any person for any purpose.
16. 客戶明白以上服務可能受到其他因素影響，包括但不限於電力、寬頻或互聯網服務連接時發生的連線失敗、干擾或延誤、電腦或防火牆裝設。就上述等因素直接或間接導致客戶之任何損失或損壞，香港寬頻企業方案將不負上任何法律責任。Customer acknowledges that the provision of Service may be affected by factors including but not limited to failure, interruption or delay in power supply or internet connectivity, PC configuration or configuration of network firewall. HKBNES shall not be liable to Customer for any direct or indirect loss or damages arising out of the foregoing.
17. 最短服務期間後，除客戶另有指示外，NetTalk 商業寬頻電話服務將自動延續，而服務月費將按當時之正價月費計算。客戶每次須預繳 3 個月服務月費。After Minimum Service Period, unless otherwise instructed by Customer, Service will be automatically continued and charged at normal Monthly Charge according to standard tariff. Customers are required to pay 3 months' Monthly Charge in advance in every payment.
18. 客戶必須裝置寬頻服務並同意香港寬頻企業方案可利用在香港提供的無時間限制的寬頻服務，香港寬頻企業方案有權依據其方式提供服務。NetTalk 商業寬頻電話服務暫不適用於使用以網上登入方法之寬頻服務客戶。客戶明白及接受客戶之寬頻速度可能受到 NetTalk 電話盒或其他因素影響，就此可能導致客戶之任何直接或間接損失，香港寬頻企業方案將不會負上任何法律責任。Customer must install broadband service and agrees for HKBNES to make use of Customer's data unlimited broadband service in Hong Kong to provide the Business NetTalk Broadband Phone Service. Business NetTalk Broadband Phone Service cannot be provided over those broadband lines requiring web login access. Customer understands and accepts that the speed of Customer's broadband may be affected by NetTalk phone adaptor or other factors, HKBNES shall not be liable to Customer for any direct or indirect loss that may be caused.
19. 客戶必須提供正確之聯絡地址以作登記之用。客戶如更改聯絡地址須先向香港寬頻企業方案更新客戶記錄，以便香港寬頻企業方案在處理緊急事故時就政府機構要求提供客戶撥出電話之正確位置。Customer must provide correct correspondence address for service registration. If Customer changes the correspondence address, he must inform HKBNES in advance to update the customer record. This will be used by government organizations to identify Customer's correct location in case of emergency.

條款及細則 Terms and Conditions:

1. 服務合約生效日期為成功安裝服務之日。Minimum Service Period shall be effective upon successful installation of Service.
2. 如客戶在最短服務期間更改任何服務計劃，客戶須支付香港寬頻企業方案提早終止費用，即(i) 剩餘最短服務期間內之所有月費及(ii)其他相關費用，包括但不限於原先豁免之費用；同時，所有優惠將被自動取消及所有預繳費用將不獲退還或作為繳付其他服務月費；而已更改之服務將按當時之正價月費計算。If Customer changes any service plans during the Minimum Service Period, Customer shall pay HKBNES early termination charges for the existing service plans being the aggregate monthly charges for the remaining Minimum Service Period and other related charges including but not limited to originally waived charges, and all offers will be cancelled and any prepaid amount will not be refunded or applied for other service charges. The amended service plan will be charged according to standard tariff.
3. 如客戶於最短服務期間內終止服務或申請保留電話號碼並轉移至其他網絡商，客戶須繳付香港寬頻企業方案取消費用相當於剩餘最短服務期間內之所有月費、HK\$400 手續費以支付已送贈之禮品（如適用）及其他有關費用包括但不限於原先豁免之費用。任何預繳費用將不獲退還。If Customer terminates or ports the telephone line service to other network providers before the expiry of Minimum Service Period, Customer shall pay HKBNES cancellation charges being the aggregate monthly charges for the remaining Minimum Service Period, HK\$400 handling charge for the welcome gift (if applicable) and other related charges including but not limited to originally waived charges. Any prepayment made upon application of Service will not be refunded.
4. 如客戶要求香港寬頻企業方案技術人員上門檢查或維修，而有關故障或問題並非由香港寬頻企業方案的系統、儀器或配件造成，香港寬頻企業方案將收取 HK\$150 之手續費或不時訂定之費用。An administrative fee of HK\$150.00 or such other amount as may be determined by HKBNES from time to time shall be charged if Customer requests HKBNES to provide on-site inspection or maintenance service, unless any failure / problem is due to default of the system or equipment or accessories of HKBNES.
5. 除非客戶於最短服務期間屆滿前不少於 1 個月通知香港寬頻企業方案停止服務，否則服務將自動延續，而服務月費將按當時之正價月費計算。Unless Customer should terminate the Service by giving HKBNES not less than 1 month's notice before the expiry of Minimum Service Period, the Service will be automatically continued and charged according to standard tariff.
6. 最短服務期間屆滿後，客戶可於不少於 1 個月前通知香港寬頻企業方案終止服務或申請保留電話號碼並轉移至其他網絡商，並須繳付月費直至服務終止之日。After the expiry of Minimum Service Period, Customer may terminate or port out the telephone line Service by giving HKBNES not less than 1 month's prior notice and must pay the Monthly Charge up to the date of Service termination.
7. 如終止服務，客戶須填寫香港寬頻企業方案提供之服務更改／取消表格。如申請保留電話號碼並轉移至其他網絡商，客戶只須填寫其他網絡商提供之相關表格。sFor termination of Service, Customer is required to fill-in the service amendment / termination form provided by HKBNES. For porting out the telephone number, Customer is only required to fill-in the prescribed form of the newly appointed network provider.
8. 若客戶終止香港寬頻企業方案的電話服務，該電話號碼登記之所有其他服務，包括 IDD 009 國際長途電話服務會被取消。以上安排並不適用於申請保留電話號碼並轉移至其他網絡商，除非客戶另有指示。Upon termination of HKBNES's fixed line services, all other services registered under the fixed line number(s) including IDD 009 services will be terminated. The above arrangement is not applicable to porting out telephone numbers to other operators, unless otherwise instructed by Customer.
9. 是否提供服務，將會視乎服務供應情況、地點及其他有關情況而定。香港寬頻企業方案及第三方服務供應商(包括但不限於香港寬頻網絡有限公司("香港寬頻")並不保證提供任何服務。Service provision is subject to availability, geographical location and other relevant circumstances. HKBNES and/or the third party provider (including but not limited to Hong Kong Broadband Network Limited ("HKBN")) do not guarantee the provision of any Service.
10. 如遇有電力故障，服務可能暫時中斷，香港寬頻企業方案將盡快恢復提供服務。In case of power failure, the Service may be temporarily suspended. HKBNES shall resume Service provision as soon as possible.
11. 香港寬頻企業方案保留權利於任何時候：- (a) 更改月費或取消任何優惠；及／或 (b) 將客戶轉移至其他更合適的服務。香港寬頻企業方案將以書面通知客戶有關上述變更，而客戶於獲通知後繼續使用服務則該些變更即對客戶具約束力。HKBNES reserves the rights: - (a) to change the tariff for monthly fee or cancel any discount; and/or (b) to transfer Customer to more suitable alternative service at any time upon giving notice in writing and such revision shall be binding on Customer if Customer continues to use the Service after the notice.
12. 香港寬頻企業方案可能聯絡客戶，提供其他產品或服務資料，如客戶不欲獲得該等資料，請致函香港寬頻企業方案。香港寬頻企業方案將停止使用客戶的個人資料作此等用途，並不收取任何費用。HKBNES may contact Customer to provide their corresponding products and Services information. If Customer does not wish to receive such information, please write to HKBNES who will then cease to use Customer's personal data for such purposes without any charge.
13. 有關服務受香港寬頻企業方案一般條款及細則和香港寬頻企業方案個人資料及私隱聲明（刊登於 <http://hkbnes.net> 或可根據客戶要求提供有關副本）管制。就上述所有條款及細則香港寬頻企業方案可不時作出修改而毋須作另行通知。Provision of the Services are subject to HKBNES's General Terms and Conditions and HKBNES's Personal Data & Privacy Statement which have been published on <http://hkbnes.net/> and can be sent to you upon request. HKBNES may amend the aforesaid terms and conditions from time to time without notice.
14. 客戶同意香港寬頻企業方案有權委任及/或任用香港寬頻及/或其他第三方服務供應商向客戶提供任何或全部服務、售前及售後服務，包括但不限於推廣、提供設備、發送賬單，客戶服務及代收帳項及其他客戶賬戶相關等服務，如適用。Customer agrees that HKBNES may appoint and/or engage HKBN and/or any other third party provider(s) to provide any or all services, pre-sale and after-sale services to Customer, including but not limited to marketing, provision of equipment, invoicing, customer services, collection of payment and other Customer's account related services if applicable.

客戶聲明 Customer's Declaration			此欄由本公司填寫 For Office Use Only			
本公司授權香港寬頻企業方案決定上述申請的生效日期及時間。本公司確認以上提供的資料（包括任何附頁內的資料）為正確無誤及完整。本公司代表已閱讀過（或：香港寬頻企業方案之銷售代理已向本公司代表解釋）此表格的內容及條款而本公司確認接受該些內容及條款。We hereby authorize HKBNES to effect the above application on such date and at such time as shall be determined by HKBNES. We confirm that the information given above (and the attached sheet, if any) is correct and complete. We confirm that we have read (or have been explained by HKBNES's sales agent of) the terms set out above and hereby confirm our acceptance thereof.			SID:		DC:	
			Attachment: Y/N (pg)			
			Site Code:			
			LAL:			
			RFU:		RFU CD: 01 / 02 / 03	
			Order No.:			
			Order Checked by CPS:			
			(For External Relocation Order Only) Migration from:			
			<input type="checkbox"/> TDM to NGN Site <input type="checkbox"/> NGN to TDM Site			
			請傳真至:		2133-2366	
Authorized Signature with Company Chop 獲授權簽署及公司蓋印			Please Fax to:			
姓名 Name:	職位 Position:	日期 Date:				