

**Business Telephony Service
Amendment / Termination Form**

**商業客戶
Business Customer**

參考編號 Ref. No.:

CN: 日期 Date:

Form Ref: C-AMD/1008

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) Room/Flat 室 Floor 樓 Block 座 Building Name 大廈

Estate 屋邨

Street No 街號

Street Name 街名

District 地區

香港 / 九龍 / 新界
HK/KLN/NT

☐ 新聯絡電話號碼 New Contact

☐ 新流動電話號碼 New Mobile Phone

☐ 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.

此欄由本公司填寫
For Office Use Only

服務申請編號 Service Order No.

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) 數量 Qty

Termination of Service (not applicable for porting back to other operators)

☐ 增加 IDD 服務

數量 Qty

Add IDD Service

電話號碼 Line

☐ 增加 / 更改 / 取消功能 *^#

Add / Change / Delete Feature(s) *^# 月租 Monthly Rental: HK\$

☐ 取消 IDD 服務

數量 Qty

☐ 增加 / 更改 / 取消電話號碼查詢表 *@

Add / Change / Delete Telephone Enquiry Listing *@

Delete IDD Service

電話號碼 Line

☐ 增加 / 取消租用電話器材 *#

數量 Qty

型號 Model

Add / Remove Phone Rental *#

月租 Monthly Rental: HK\$

☐ 完全停止示號功能

電話號碼 Line

☐ 更改電話號碼#

由 from

Per Line Blocking

Change of Telephone No#

至 to

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

☐ 遷往同一座大廈

☐ 遷往另一座大廈

☐ 內部移位

電話號碼 Line

Internal Removal (HK\$280)
(within same building)

External Removal (HK\$475)
(to another building)

Internal Relocation (HK\$280)

☐ 更改安裝地址(如尚未完成安

☐ 增加額外電話插座

數量 Qty

Change of Installation Address (if not complete installation)

Additional Socket (HK\$150)

新安裝地址 New Installation Address

Room/Flat 室

Floor 樓

Block 座

Building Name 大廈

Estate 屋邨

Street No 街號

Street Name 街名

District 地區

香港 / 九龍 / 新界
HK/KLN/NT

☐ 取消申請 Cancellation of Application

☐ 更改服務生效日期 / 時間為 Change RFU Date / Time

Change LAL Date / Time to:

☐ 更改優惠計畫 Change PID

/ Program Offer:

Effective Period:

☐ 重印賬單 Re-print invoice

(服務費每份\$10 Service Fee \$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

如客戶於安裝前取消綜合話音通訊服務申請，客戶同意繳付香港寬頻企業方案有限公司（“香港寬頻企業方案”）每條電話線 HK\$650 之行政費用及香港寬頻企業方案有可能蒙受之損失。

如客戶要求香港寬頻企業方案技術人員上門檢查、維修服務，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會收取 HK\$150 之手續費或不時訂定之檢查及維修費用。

If Customer cancels the Business Telephony Service before installation of the service, Customer agrees to pay to HKBN Enterprise Solutions Limited (“HKBNES”) an administration fee HK\$650 per telephone line and any losses and damages suffered by HKBNES.

An administration fee of HK\$150 or any amount as shall be determined by HKBNES from time to time shall be charged if Customer requests HKBNES to provide on-site inspection/maintenance service, unless any failure/problem is due to the default of the system or equipment/accessories of HKBNES.

* 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.): ()

本人 / 公司茲授權香港寬頻企業方案更改上述資料及決定其生效日期及時間。

本人 / 公司確認以上提供（及附頁，如有）的資料正確及完整，本人 / 公司同意接納綜合話音通訊服務的條款及細則，香港寬頻企業方案保留權利隨時修訂有關條款及細則。按本人 / 公司要求，條款及細則會寄往本人 / 公司予以參考。

若客戶終止香港寬頻企業方案固網服務，該電話號碼登記之所有其他服務，包括 IDD 009 國際長途電話服務即會被取消。以上安排並不適用於申請保留電話號碼及轉移至其他網路商，除客戶特別指示外，該電話號碼登記之所有其他服務，包括 IDD 009 國際長途電話服務將不會被取消。

綜合話音通訊服務如遇電力故障可能暫時中斷，香港寬頻企業方案將儘快恢復提供該服務。

如客戶於最短服務期間內終止電話服務(包括申請保留電話號碼並轉移至其他網路商)，必須即時繳清所有未繳之月租及有關費用及剩餘最短服務期間內之所有月費。最短服務期間屆滿後，除客戶另有指示外，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。

客戶需於 1 個月前通知香港寬頻企業方案有關終止其電話固網服務之申請，包括申請保留電話號碼並轉移至其他網路商，並需繳付月租直至終止服務日期:-

a) 如終止電話固網服務，客戶需填寫香港寬頻企業方案提供之服務更改 / 取消表格。

b) 若客戶申請保留電話號碼並轉移至其他網路商，客戶需填寫其他網路商提供之客戶終止服務通知書，而無需再填寫香港寬頻企業方案提供之服務更改 / 取消表格。

香港寬頻企業方案可能聯絡客戶，以便給予香港寬頻企業方案所提供其他產品或服務資料。如客戶不欲獲得此等資料，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。停止此等服務，並不收取任何費用。

客戶同意香港寬頻企業方案有權委任及/或任用香港寬頻網絡有限公司及/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，客戶服務及代收款項及其他客戶賬戶相關等服務，如適用。

I / We hereby authorise HKBNES to effect the above amendments on such date and time as shall be determined by HKBNES.

I / We confirm that the information given above (and the attached sheet, if any) is correct and complete. I / We agree that acceptance of Business Telephony Service shall be subject to the terms and conditions of HKBNES, as may be amended from time to time. A copy of which has been published and can be sent to me / us upon request.

Upon termination of HKBNES fixed line services, all other services that are registered under the fixed line number(s) including IDD 009 services will be terminated. The above arrangement is not applicable to porting of telephone number to other operators and all other services that are registered under the fixed line number(s) including IDD 009 services will not be terminated, unless otherwise instructed by Customer. In case of power failure, Business Telephony Service may be temporarily suspended. HKBNES shall resume the provisioning as quickly as possible.

Should Customer terminates or ports Customer's telephone line service to other network providers before the expiry of Minimum Service Period, Customer is required to settle all rentals and charges incurred and the aggregate monthly charges for the remaining Minimum Service Period. After expiry of Minimum Service Period, unless otherwise instructed by Customer, the service will be automatically continued and charged at normal monthly rental according to standard tariff.

Customers may terminate or port out the telephone line services by giving HKBNES not less than 1 month's prior notice to take effect at any time, and pay the service rental until the date of service termination: -

a) For terminating the telephone line service, Customer is required to fill-in the service amendment form provided by HKBNES.

b) In case of porting out the telephone number, the application will be automatically processed after customer has filled in the “Notification of Service Disconnection Form” provided by the newly appointed service provider, while the service amendment / termination form of HKBNES is not necessary. HKBNES may contact Customer to provide HKBNES's corresponding products and services information. If Customer do not wish to receive such information, please write to HKBNES, and HKBNES will cease to use Customer's personal data for such purposes without any charge to Customer.

Customer agrees that HKBNES may appoint and/or engage Hong Kong Broadband Network Limited 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.

此欄由本公司填寫 For Office Use Only	
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	
<input type="checkbox"/> Migration from TDM to NGN Site	
<input type="checkbox"/> Migration from NGN to TDM Site	

X
 客戶簽署及公司蓋印
 Authorized Signature of Customer
 with
 Company Chop

日期 Date:
 姓名 Name:
 職位 Position:

商業客戶服務熱線
 Business Customer
 Service Hotline 128 180

商業客戶服務傳真
 Business Customer
 Service Fax 2133 2366