Web ASP Sdn. Bhd. (832475-W)

SST ID No: W10-1808-31015402

Penang Office: Unit 1-3-31, i-Avenue, No. 1, Jalan Tun Dr Awang, 11900 Bayan Lepas, Penang, Malaysia Tel: +604-642 0621 | Fax: +604-611 5620

KL Office: No.B-2-7, Block B Kuchai Exchange, Jalan Kuchai Maju 13, Kuchai Lama, 58200 Kuala Lumpur, Malaysia Tel: +603-2780 3880 (Line 1) | Tel: +603-7980 1388 (Line 2) | Fax: +603-7980 2388 | Hotline: 1800 87 7061

Your Application Service Provider (ASP/23/2009)

SUPPORT NUMBER

Name : Designstion : Date :

WEB ASP (KL) Tel : 03-7980 1388 / Fax: 03-7980 2388 WEB ASP (Penang) Tel : 04-642 0621 / Fax: 04-611 5620

Service Request Form

Contact Name :				_					
Contact No. : (Mabile No./ Direct Line) 2.0 Customer Request Item Please tick the below boxes 1.0n Site Service (Business Hours)	1.0 Customer Information								
### Please tick the below boxes 1.0n Site Service (Business Hours)	Com	oany Name	:		Customer ID	:			
Please tick the below boxes 1.0n Site Service (Business Hours) First 2 Hours Charges RM250.00 Subsequent hours Charges RM250.00 2.0n Site Service (After Business Hours) Min 1 hours Charges RM 80.00 2.1 Customer Request Item Pescription: 2.2 Term of Service a) The Service Maintenance Charges and all other charges payable by customer shall be paid within 3 working days of the date of Invoice. b) Standard Service Hours of 9.00 a.m. to 6.00 p.m., Monday to Friday excluding public holidays and any replacement holidays. c) All service fault or issue must be report within 7 days of date of service, otherwise the case will deemed closed. d) remote service. e) Repairs necessitated by software or hardware problems, or as a result of alteration, adjustment, or repair by anyone other than WEB ASP SDN BHD (or its representatives) are not included. f) When Services consist of repair of WEB ASP SDN BHD systems, such Services shall be those repair services that are necessary because of any existing defect or a defect occurs in materials or workmanship in the system or in any system component covered by this term and conditions. Preventive maintenance is not included. g) The warranty term for a spare part used in repairing Products ("Replacement Part") is 90 days from its installation in the product. For service does not cover any third party software or virus related problems Travel Charges will depand on system or customer location. Any location out of Klang Valley or Penang Island will be charges per man day job. Please complete the form , stamped, signed and Fax back to 03-7980 2388 or 04-646 8367 Service Requested By: Service Date :	Conta	act Name	:		_	:			
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Service By (Full Name) :	Servi	ce Requested By :			Service Date	:			
					Service By (Full Name)	:			

For WEB ASP Use :

3.0 Service Report

Description [Fault Description / Scope of Work / Variation to Original Request]:-										
4.0 Material (Additional Charges)										
No.	Description	Quantity	Unit Price	Total						
			Grand Total RM							
		Total Service Charges RM	:							
Service Requested By :		Service Date	:							
		Time from	:							
		Time to	:							
Name : Designstion : Date :		Service By (Full Name)	:							