

Your Application Service Provider (ASP/23/2009)

## SUPPORT NUMBER

WEB ASP (KL) Tel : 03-7980 1388 / Fax: 03-7980 2388

WEB ASP (Penang) Tel : 04-642 0621 / Fax : 04-646 8367

## Service Request Form

### 1.0 Customer Information

Company Name : \_\_\_\_\_ Customer ID : \_\_\_\_\_

Contact Name : \_\_\_\_\_ Contact No. : \_\_\_\_\_  
(Mobile No./ Direct Line)

### 2.0 Customer Request Item

Please tick the below boxes

1. On Site Service (Business Hours)   
First 2 Hours Charges RM250.00  
Subsequent hours Charges RM 50.00

3. On Site Service (Business Hours)   
Per Day Charges RM1500.00

2. On Site Service (After Business Hours)   
Min 1 hours Charges RM450.00  
Subsequent hours Charges RM 50.00

4. On Site Service (After Business Hours)   
Per Day Charges RM1800.00

**\*\* Travel Charges will depend on system or customer location. Any location out of Klang Valley or Penang Island will be charges per man day job.**

### 2.1 Customer Request Item

Description :-

Please complete the form , stamped, signed and Fax back to 03-7980 2388 or 04-646 8367

Service Requested By : \_\_\_\_\_ Service Date : \_\_\_\_\_

Service By (Full Name) : \_\_\_\_\_

\_\_\_\_\_  
Name :  
Designstion :  
Date :

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
<b>Grand Total RM</b>				

Total Service Charges RM : \_\_\_\_\_

Service Requested By :

Service Date : \_\_\_\_\_

Time from : \_\_\_\_\_

Time to : \_\_\_\_\_

\_\_\_\_\_  
Name :

Service By (Full Name) : \_\_\_\_\_

Designation :

Date :