

## Termination Order Form – Always-on Broadband Service

*Please complete the following in BLOCK letter and fax to **2250 4339**. Your termination request will be proceed only when we receive this completed form.*

Customer Information	
Company Name : _____	
Business Registration / Certification of Incorporation No. : _____	
Installation Address : _____ _____	
Contact Person : _____	Email : _____
Tel : _____	Fax : _____

Line Information	<input type="checkbox"/> Please tick for the appropriate
Line Type : <input type="checkbox"/> Broadband	
NID : _____ Bandwidth : _____	
Contract Term <sup>1</sup> : <input type="checkbox"/> Yes , expiry date is _____ <input type="checkbox"/> No	
Router onloan <sup>2</sup> : <input type="checkbox"/> Yes <input type="checkbox"/> No	
Domain Name : _____ Termination Required Date <sup>3</sup> : _____	

Customer Feedback and Comment		<input type="checkbox"/> Please tick for the appropriate			
<b>Termination Reason</b>					
<input type="checkbox"/> Switch to other Internet Service Provider (please specify) :					
<u>Name of ISP</u> <input type="checkbox"/> CPCNet <input type="checkbox"/> Pacific Supernet <input type="checkbox"/> HK Broadband Network <input type="checkbox"/> HKNet <input type="checkbox"/> WorldCom Others ISP : _____	<input type="checkbox"/> Poor customer service <input type="checkbox"/> Poor technical support <input type="checkbox"/> Poor account servicing <input type="checkbox"/> Poor performance on email service <input type="checkbox"/> Slow bandwidth <input type="checkbox"/> Company close down <input type="checkbox"/> Internet is not useful to the company <input type="checkbox"/> Others ; _____				
<u>Service type:</u>					
<input type="checkbox"/> Broadband Service (LAN Base) <input type="checkbox"/> Broadband Service (Dial up Base) <input type="checkbox"/> Broadband Service (Dial up LAN Base) <input type="checkbox"/> Leased Line Service					
<b>Quality Rating on PCCW IMS</b>					
	Very good	Quite good	Average	Not very good	Poor
Account Servicing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fault Restoration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hotline Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other Comments:</b> _____ _____					

Note: 1. If the termination date is within the contractual service period or minimum subscription period, you have to pay the balance as equivalent to the remaining total monthly fees up to the expiry date of the contract or minimum subscription.  
 2. On-loan router to be collected by PCCW IMS Ltd on the date of termination.  
 3. 1-month prior notification is required for the termination of service.

Authorized Signature and Company Chop  
 Name : \_\_\_\_\_  
 Date : \_\_\_\_\_