

## BBS Change of Service – Change Email Service Form

**For business customer only. Please complete the form in English and send it by fax with your valid Business Registration to 1221. Kindly send the original by mail to the address above.**

Company Name : \_\_\_\_\_ Contact Tel. No.: \_\_\_\_\_  
 Contact Person Name : \_\_\_\_\_ Fax No. : \_\_\_\_\_  
 \*Changes Request Date : \_\_\_\_\_ Circuit No. : \_\_\_\_\_

**\*Changes of Service will be effective in 5 working days upon our verification of the completed form. Please resend if no reply is received.**

### USING HGC EMAIL SERVER CHANGE EMAIL SERVICE

Service Name	Service Detail	Service Nature	Unit Price	Quantity	Total Charge
Administration Email Address	Only 1 Administration Email per Domain	Change	NIL	Email Account	HK\$ NIL
Extra Storage	Per MB	<sup>(1)</sup> Add / <sup>(2)</sup> Cancel	HK\$20 / month	MB	HK\$
Change MX Record	Per Domain Name	<sup>(1)</sup> Add / <sup>(2)</sup> Cancel	HK\$200 each	Domain Name	HK\$
Dial Up Service PNETS - HK\$1.20 per hour	Hourly Usage Fee per Dial Up Account (PNETS not included)	<sup>(1)</sup> Add / <sup>(2)</sup> Cancel	HK\$6 per hour for a maximum of HK\$138 / month	Email Account	HK\$
<sup>(2)</sup> Cancel Virus Screen Service	One Time Administration Fee		HK\$10 / domain name	Domain Name	HK\$
<sup>(2)</sup> Cancel Anti Spam Service	One Time Administration Fee		HK\$10 / domain name	Domain Name	HK\$
Email Service Amendment	One Time Administration Fee for Changes within Service Plan		HK\$100 / domain name	Domain Name	HK\$

### CHANGE EMAIL PACKAGE

Package Name	Package Detail		Service Nature	Unit Price	Quantity	Total Charge
Email Service	No. of Email	Total Storage	<sup>(1)</sup> Add / <sup>(2)</sup> Cancel	Per Month	No. of Package	HK\$
Single Email (EM01)	1	10MB	Add / Cancel	HK\$10		
5 Emails (EM05)	5	50MB	Add / Cancel	HK\$45		
10 Emails (EM10)	10	100MB	Add / Cancel	HK\$80		
20 Emails (EM20)	20	200MB	Add / Cancel	HK\$140		

### CHANGE VALUE ADDED SERVICE PACKAGE

Package Name	Package Detail		Service Nature	Unit Price	Quantity	Total Charge
Virus Screen Service	No. of Email		<sup>(1)</sup> Add / <sup>(2)</sup> Cancel	Per Month	No. of Package	HK\$
Single Email (AV01P)	1		Add / Cancel	HK\$20		
5 Emails (AV05P)	5		Add / Cancel	HK\$90		
10 Emails (AV10P)	10		Add / Cancel	HK\$160		
20 Emails (AV20P)	20		Add / Cancel	HK\$280		
Anti Spam Service	No. of Email		<sup>(1)</sup> Add / <sup>(2)</sup> Cancel	Per Month	No. of Package	HK\$
Single Email (AS01P)	1		Add / Cancel	HK\$20		
5 Emails (AS05P)	5		Add / Cancel	HK\$90		
10 Emails (AS10P)	10		Add / Cancel	HK\$160		
20 Emails (AS20P)	20		Add / Cancel	HK\$280		

### <sup>(3)</sup> EMAIL SERVICE FOR CUSTOMER NOT USING HGC EMAIL SERVER

Service Name	Service Detail	Service Nature	Unit Price	Quantity	Total Charge
Email Relay Service	Per Domain Name with 100MB Storage	<sup>(1)</sup> Add / <sup>(2)</sup> Cancel	HK\$200 / month	Domain Name	HK\$
Extra Storage	Per MB	<sup>(1)</sup> Add / <sup>(2)</sup> Cancel	HK\$20 / month	MB	HK\$

Note: For Internet Roaming Service, please make changes at [www.on-nets.com](http://www.on-nets.com) using email administration account  
<sup>(1)</sup> Please fill in Appendix I <sup>(2)</sup> Please fill in Appendix II <sup>(3)</sup> Not applicable to SOHO / Business On-Nets Plan

<b>Grand Total:</b>	<b>One Off Charge:</b>	<b>HK\$</b>	<b>Monthly Charge :</b>	<b>HK\$</b>
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Remarks: \_\_\_\_\_

Acknowledgment Signature and Company Chop: \_\_\_\_\_

Signatory Name: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

Official Use Only	Salesman Name & Code	Salesman Signature & Chop	
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## BBS Change of Service Appendix I – Add Email Service

*Add Email Relay Service		
Domain Name	Additional Storage MB	Remarks

\* Please set Secondary MX record to relay.on-nets.com.

Change of Administration Email Address												Email Domain Name :												
Login ID	Existing Administration Email Address												New Administration Email Address											

Add MX Record												Domain Name:											
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Email Account Registration												Email Domain Name:												maximum 36 characters					
Login ID	1 <sup>st</sup> Choice												2 <sup>nd</sup> Choice												Extra Email Storage (MB)	Internet Roaming Service (Y / N)	Dial Up Service (Y / N)	Virus Screen Service (Y / N)	Anti Spam Service (Y / N)
1																													
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- ^Note**
1. Minimum client environment: For Window 98/ME/2000/NT4 – Outlook Express 5.0 / Microsoft Outlook 98 or above. For MacOS 8 or above – only Outlook Express 5.02 or above.
  2. Netscape Messenger is not suggested, if used, we can only support version 6.2 or higher.
  3. Login ID should be made up of 3-12 characters with lower case alpha-numeric without symbols. Please select a-z for the first character. Login ID will be auto assigned if your preference is not applicable.
  4. Maximum size of each outgoing and incoming email is 10MB. Maximum number of recipients is 100.
  5. Maximum number of email storage for each email account is 1,000
  6. Usage charge (rounded up to the nearest minute) will be made to your account for using Internet Roaming service & Dial Up service.
    - Internet Roaming additional per minutes usage charge: HK\$0.6 or HK\$1.5 for all countries depending on locations (Please refer to [www.roaming.on-nets.com](http://www.roaming.on-nets.com) for the list of access numbers ).
    - PNETs charges for Dial Up Service: HK\$1.20 per hour.
  7. Accessibility and reliability of Internet Roaming connections will vary depending on the cities and access number they are using. HGC cannot guarantee service standard thereof.
  8. Virus Screen Service and Anti Spam Service scans users incoming emails accessible through HGC POP mail server only. HGC cannot and does not guarantee 100% the removing of ALL viruses and filtering of ALL spams. HGC is not liable to the Customer any damages or loss that might incurred.
  9. Administration Fee of HK\$10 per email account will be charged for Virus Screen Service and Anti Spam Service amendment.
  10. Administration Fee of HK\$100 per job will be charged for email changes within service plan.
- Customer Initial : \_\_\_\_\_ Company Chop : \_\_\_\_\_

