

# Wharf T&T eBusiness Limited

## Service Termination Form



Customer Support: cs@web-123.com Fax: 2112-0077

SRF Serial No. \_\_\_\_\_  
Total Page(s) including attachment(s) \_\_\_\_\_

<For internal use only>	
Account No.:	Customer No.:
Order No.:	Type:      Activation Date:

We wish to terminate the WeB-eM service(s) provided by Wharf T&T eBusiness Limited, details as follows:

<b>Customer Information (* Please delete the inappropriate)</b>		<b>Account No.:</b> _____
<b>Company Name:</b> _____	<b>Contact Person: (Mr/Mrs/Ms*)</b> _____	
<b>Email Address:</b> _____	<b>Daytime Contact No.:</b> _____	
<b>Service(s) to be terminated:</b>		
<input type="checkbox"/> Monthly Plan		
<input type="checkbox"/> One Time Purchase Plan		
<b>Preferred termination date:</b> _____ (30-day written notice is required)		
<b>Postal Address for Future Correspondence (if different from the current one):</b>		
<b>Reasons for disconnection (Please specify the details):</b>		
<input type="checkbox"/> Q: Dissatisfied with service quality	<input type="checkbox"/> J1: Business downsizing	
<input type="checkbox"/> H: Dissatisfied with hot-line services	<input type="checkbox"/> J2: Company close down	
<input type="checkbox"/> S: Dissatisfied with sales services	<input type="checkbox"/> K: Company merge / Group under Head Office, which used other operator services	
<input type="checkbox"/> F: Dissatisfied with fault handling	<input type="checkbox"/> G: Project completion	
<input type="checkbox"/> F1: Maintenance Fault	<input type="checkbox"/> P: Switch to other operator for better products	
<input type="checkbox"/> D: Dissatisfied with billing	<input type="checkbox"/> E: Switch to other operator for diversity purpose	
<input type="checkbox"/> O: Switch to other operator for better offers		
<input type="checkbox"/> Z: Others (please specify) _____		

Remarks \_\_\_\_\_

<b>Customer's Signature and Company Chop</b>	
Date:	Tel No.:

<b>Salesman Signature (Print Name &amp; Sales Code)</b>	
( _____ )	
Date:	Tel No.:

<b>For internal use only</b>	
<input type="checkbox"/> Within contract period / Minimum Service Period* (End date _____ )	
<input type="checkbox"/> Other contract terms (please specify, _____ )	
<b>Approved by:</b>	
_____	
Signature & Date	
_____	
Print Name	

If you wish to withdraw or cancel your service disconnection request, please provide Wharf T&T eBusiness with a 7 working days notice.