NETWORK COMPLAINT REQUEST (NCR- FORM F)

Axis Technologies Solutions (M) Sdn Bhd (494180-A)

KUALA LUMPUR Unit 3A-08, Block D, Pusat Dagangan Phileo Damansara 1, No.9, Jln 16/11, Off Jln Damansara, 46350 Petaling Jaya, Selangor

PENANG Block 368-02-07, Bellisa Row, Burmah Road, Pulau Tikus, 10350 Penang

JOHOR BAHRU 31-02, Jalan Sri Perkasa Dua/1, Taman Tampoi Utama, 81200 Johor Bahru, Johor

IMPORTANT

1. Application must be made by an authorised officer of the company
2. Please write in CAPITAL letters and tick (X) where applicable
3. Please allow a maximum of three (3) days for the new amendment to take effec
4. Submmissions must be made before the next billing date to incorporate any amendments
5. For enquiries, please contact our Customer Service Centers, Central Office - K.L. (03) 7960 3000, Northern Office - PG (04) 226 9900, o Southern Office - JB (07) 241 260(
6. Please complete the information and fax to Central Office - K.L. (03) 7960 3300, Northern Office - PG (04) 226 9901, or Southern Office - JB (07) 241 29

Penang ☐ **Kuala Lumpur** ☐ **Johor** ☐

Date ___-___-20__

Company's Name

Customer Account ____/____

Person In Charge

Telephone ___-_____ **Fax** ___-_____

Mobile Phone ___-_____ **Person complaint**

Postpaid ☐ **Prepaid** ☐ **Office / House Phone** ☐ **Public Phone** ☐ **Mobile Phone** ☐

Date & Time of Calls Made ____ ____ 20__ ____ AM / PM

Destination Number

Type of Service

Nature of Problem

Cannot call / fax to this Number ☐	Cannot access to gateway ☐	Cannot go through ☐
Engaged tone ☐	Call Disconnected ☐	Hardly can listen ☐
Call Volume very low ☐	Echo ☐	Others, please state ☐

Remarks

FOR OFFICE USE ONLY

Business Development

Sales person acknowledgement

Date

Network Engineering

Date Receive from Customer Care

Acknowledgement

Customer Support Department

Date Receive

Acknowledgement

Date/ Time Start ___/___/20___ @ ___(hours) ___(min) AM/PM

Date/ Time End ___/___/20___ @ ___(hours) ___(min) AM/PM