Commercial in Confidence



**Certis Technology (Singapore) Pte Ltd**

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Website: [www.certisgroup.com](http://www.certisgroup.com/)  Email: security@certisgroup.com

Co. Reg No.: 199001878M /GST Reg No.: MR-8500083-1

|  |  |
| --- | --- |
| Service Report  Incident Number  Date Time In  Date Time Out  Attended By  Employee ID | **: {SRNumber}**  **: {busObPublicId}**  : {AppointmentDate}  : {AppointmentEndDate}  : {ReportedBy}  : {UserInfoID} |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name : {Title}  Site Code : {SiteCode}  Site Address : {SiteAddress}  Requestor Name : {ReportedBy}  Telephone : {Telephone} | | | | | | | | |  |  | |
| **1. Services** | | | | : {IncidentManagementTypeName} | | |  | | | |  | |  | |
| Service Description | | | | : {Description} | | |  | | | |  | |  | |
| **2. System Type and Equipment (Involved in this service)** | | | | : | | |  | | | |  | |  | |
| System Type | |  | | : {SystemType} | | |  | | | |  | |  | |
| Equipment | |  | | : {Equipment} | | |  | | | |  | |  | |
| Cause of Fault | |  | | : {CauseOfFault} | | |  | | | |  | |  | |
| **3. Findings** | |  | | : | | |  | | | |  | |  | |
| Actual problem | |  | | : {ActualProblem} | | |  | | | |  | |  | |
| Solution | |  | | : {Resolution} | | |  | | | |  | |  | |
| Equipment Status | |  | | : {EquipmentStatus} | | |  | | | |  | |  | |
| Required Action  4. **Billing Amount** | |  | | : {RequiredAction} | | |  | | | |  | |  | |
|  | **Description** | | **Qty** | | **Unit Price** | **Location** | | **Price** | | | | | |
|  | {#\_details}{Description} | | {Qty} | | $ {UnitPrice} | {Location} | | $ {Price}{/\_details} | | | | | |

Parts used : $ {PartsUsed}

Transport : $ {Transport}

Amount before GST : $ {AmountBeforeGST}   
Method of Payment : {ModeOfPayment}

For clients without maintenance contracts or valid warranty immediately payment is required for charges below $200. \*All amounts wil be subjected lo prevailing GST.

# 5. Customer Acknowledgement

The above work was carried out to my satisfaction.

I/We agree that the personal date provided in this fom shall be kept and managed hy Certis In accordance to the Certis Personal Data Protection Act Policy. The policy can be found at https://www.certisgroup.com/privacy-policy

Name : {ReportedBy}  
Date : {AppointmentDate}  
Email : {Email}

**6. Customer Feedback** : No Commercial in Confidence

This Is a computer generated service report. No signature is required from provider



# LABOUR CHARGE

1. Adhoc Service

Standard labour charges apply for adhoc services requested by customers. This service includes identification of fault(s) and minor rectification(s).

|  |  |  |
| --- | --- | --- |
| **Office hours: 0830 - 1800 hours** | **After office hours: 1800 - 0830 hours** | **Weekends and Public Holidays** |
| $190 upon activation for the first 2 hours | 1380 upon activation for the first 2 hours | $150 for every subsequent hour |
| $490 for same day response for the first 2 hours |  |  |

Support will be next business day (NBD), subject to resource availability. For same day response, calls have to be made within office hours. If the call is made after office hours, support will be the next business day.

The subsequent follow-up work, i.e. rectifying of faulty wiring, relocation of equipment, should be quoted to the client by the Engineer as in item 2 below -

## 2. Retrofitting Service

This refers to services not covered in item 1:

1. Relocate equipment
2. Rectify or re-run wiring
3. Repair or replace faulty equipment
4. Install additional equipment
5. Isolate or re-configure system

Separate quotation will be provided.

3. **All charges quoted exclude Goods and Service Tax (GST).**

# WARRANTY PERIOD

|  |  |  |
| --- | --- | --- |
| **No** | **Description** | **Warranty Period** |
| 1 | Installation or replacement with new equipment | 1 year |
| 2 | Re-conditioned or repaired equipment | 3 months |
| 3 | Repeated fault or symptom | 1 month |

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