



webvisions

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Plesk Incident Support Request

This form is to be used for any request related to troubleshooting of Plesk application panel by Webvisions' customers

1) Customer Fax Information

From: _____ (Webvisions Billing) To: _____
Phone: +65 - 6773 - 9388 Phone: _____
Fax: +65 - 6773 - 9389 Fax: _____

Please complete the information below (Please Print Clearly) and faxed back to us at your convenience.
PLEASE NOTE: an incomplete or illegible form can and will result in a delay of your service request.

2) Customer Billing Information (Please Print Clearly)

Company Name : _____ Contact Name : _____
Email Address : _____ Company Stamp : _____
Contact Number : _____ Fax Number : _____

On-Site Request : I am requesting the Plesk Incident Support Request
Payment : Bill to my account Charge to credit card Visa Master Amex
Card No : _____ Expiration : _____
Name on Card : _____

3) Customer Work Request (Please Print Clearly)

No. of Plesk Incidents Requested: _____ (1 x Plesk Incident is \$250 for up to 5 hours)
 Using Pre -Purchase Plesk Incident (State Pre-Purchase Code: _____)

Domain Name : _____ VPS Customer ID/ ServerID: _____

Type of Server : Win2K (VPS) Linux (VPS)
 Win2K (Dedicated Server) UNIX (Dedicated Server)

Description of Problem: _____

By signing below I understand that I am contracting with Webvisions for the work listed above for a minimum of \$250 or up to the maximum number of hours listed in the "Customer Billing Information". There will be an additional minimum \$50 for Transportation levied on the On-Site Support Request. I also understand that turnaround time on a non-emergency work order can take up to 10 (ten business days) to complete. Emergency service constitutes any labour performed after normal business hours or done as a priority during normal business hours. I also understand that Webvisions will not be liable for any damages, either incidental or consequential, loss of data, down time, loss of business or any consequence or any other direct or indirect damages as a result of performing this work order for me. Webvisions Pte . Ltd. make no warranties of any nature regarding the work request and hereby expressly and disclaims any and all conditions and warranties, expressed or implies, with respect to the item(s), including, without limitation, the implied conditions and warranties or merchantability and fitness for all particular purpose.

Customer Signature : _____ Date : _____

This Section to be completed by Webvisions

For Official Use :

Received by Sales Department : _____

Acknowledged by Billing Department : _____

Work Completed by: _____ Date: _____ Charge _____ Hrs @ \$ ____/hr

Comments: _____