

## DOMAIN NAME SERVER (DNS) UPDATE REQUEST FORM

Please complete the following in **BLOCK** letter and fax back to **25193715**

**HKT**

### Customer Information

Company Name: \_\_\_\_\_

Account No.: \_\_\_\_\_ Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Email: \_\_\_\_\_

Technical Contact: \_\_\_\_\_ Domain Name to be updated<sup>1</sup>: \_\_\_\_\_

### Service Instruction

	Record Type	Preference <sup>2</sup>	New IP Address <sup>3</sup>	Hostname <sup>4</sup>	Action <sup>5</sup>
e.g.	A	-	203.198.1.129	www.acb.com.hk	Delete
e.g.	MX**	10	203.198.1.129	mail1.acb.com.hk	Add
e.g.	PTR	20	203.198.1.129	mail2.acb.com.hk	Add
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

#### \*\* Service Option(s) for Mail Server Pointing out of PCCW (MX records)

Please select as appropriate:

- ☐ Remove email account but keep email domain 'netvigator.com'/'hkstar.com'/'biznetvigator.com'/'biznetvigator.net' with Business NETVIGATOR.
- ☐ Keep email login for other value-added service login of Business NETVIGATOR.
- ☐ Remove email account and email storage

Service Request Date and Time<sup>6</sup>: \_\_\_\_\_ (DD/MM/YY HH:MM e.g. 30/12/00 17:30)

Remarks: \_\_\_\_\_

### Service Charge

Domain Name Server Setting Modification<sup>7</sup>  
Reverse Lookup Entry<sup>4</sup>  
Office Hour: Mon-Fri 09:00-18:00; Sat: 09:00-13:00

Office Hour  
HK\$100 per request/domain  
HK\$50 per IP address (max. charge \$500)  
\*\* OT surcharges at HK\$200/hours (min. 2 hours)

### Terms and Conditions

1. Only apply to domain name hosted by Hong Kong Telecommunications (HKT) Limited.
2. This column is for "MX" record types only
3. For MX record, PCCW will not accept other ISP mail server.
4. For PTR, PCCW will not accept IP of other ISP; for MX PTR, PCCW will not be charged for IP of PCCW.
5. Only alpha-numeric and hyphens (-) are permitted. For MX's pointing, only domain hosted by PCCW will be accepted.
6. For change requests, please fill in two rows, one for an "add" and another one for a "delete" action.
7. Minimum service processing lead-time is 5 calendar days.
8. First time pointing charge will be waived for domain creation/migration.

### Declaration

We understand that the PCCW will not bear any responsibility or liability to any type of loss and / or service interruption during this migration.  
I understand that my request is subject to the final approval and at the entire discretion of Business NETVIGATOR as stated. The signing of the request form below constitutes an acceptance of the service Terms and Conditions set out on this form and I accept and fully understand those terms and conditions.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized Signature & Company Chop

### For Official Use Only

AM / Salesman Name: _____	Source Code / Staff No.: _____	Segment: <u>BB/CC/GG/CCS/CSL/Others</u>
Tel: _____	Fax: _____	
Approved by: _____	Name: _____	Title: _____
	Dept: _____	Order Date: _____