



New Service Subscription Form

Dear Customer,

This form consists of three (3) sections - Section A, B and C.

Completed form can be submitted to td.123@egc.gov.bn

Section A - Details of Customer

Agency Name/Ministry/Department/
(Hereafter referred to as the
"Customer");

Address:

Billing address:

Contact details of the agency:
(can be more than one)

Name:
Section/Division:
Email:
Phone:
Mobile:

Section B : Profile of the Service / Project

Name of the Service / Project:

Overview of the Service / Project:

Please include any supporting document(s) of this service / project (Kick-off document, etc)



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Section C : New Service Requirement Details

No. of estimated call received per day: *This will be monitored in a period of 3-month with Telbru/Comquest*

Nature of call: ☐ Complaints ☐ Information ☐ Enquiries others: _____

Operation hours: ☐ 24 by 7 ☐ 7.45 - 4.30 others: _____

Current mechanism and process for handling enquiries and complaints:

Current software application in place for tracking complaints / enquiries (if any):

Report format for reporting mechanism (if any):

List of possible complaints received (E.g. Application not working, unable to login, Content is inappropriate, etc)

Call coverage: ☐ Brunei Muara ☐ Tutong ☐ Kuala Belait ☐ Temburong

***Please include the following documents together with this form :-**

Documents	Checklist
FAQs for general enquiries	<input type="checkbox"/>
FAQs for the system	<input type="checkbox"/>
User Guide of the system	<input type="checkbox"/>
TPOR docs (if any)	<input type="checkbox"/>
Other docs:	