

**The University of Hong Kong  
Computer Centre**

**Request for Technical Support Services**

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- 1) The Computer Centre will charge HK\$400.00 per hour for the technical support service provided to the departments. This rate is subject to change without prior notice.
- 2) Department is required to send a CC Order Form (CF-36) to the Computer Centre for the charges incurred upon services completion.

**Section 1: Personal Particulars**

Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Staff No: \_\_\_\_\_ Department: \_\_\_\_\_

Phone No: \_\_\_\_\_

**Section 2: Details of Request**

Type of service:

- Installation/re-installation of software  
(please specify the software to be installed/re-installed: \_\_\_\_\_)
- PC trouble-shooting
- Configuration of PC to campus network
- Others, please specify: \_\_\_\_\_

Location: \_\_\_\_\_

**Section 3: Confirmation of Order Completion (to be completed after job done)**

I confirm that the above request has been completed satisfactorily and agree to pay the Computer Centre \_\_\_\_\_ no. of hours of services provided at the hourly rate of HK\$400.00.

**Section 4: Policies & Regulations and Data Privacy Information**

I have read and understood the Policies & Regulations, Personal Information Collection Statements and Privacy Policies Statements of the Computer Centre (posted at <http://www.itservices.hku.hk/home/about/policies.htm>).

\_\_\_\_\_  
Name Signature Date

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**To be completed by the Computer Centre**

Reference No: \_\_\_\_\_ CC Order Form No: \_\_\_\_\_

Done by: \_\_\_\_\_ Date: \_\_\_\_\_