

ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)



FINANCE & ADMINISTRATION

TELECOMMUNICATIONS FACILITIES PROCEDURE










Ref. No. G00.OMB.M11150.CD.1008.B

ERL Maintenance Support Sdn Bhd

Co. Reg. No. 199901023674 (498574-T)

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Release

Released:	Thomas Georg Baake	Chief Executive Officer	20.10.23	f 
Checked:	Suriani Farisa Md Isa	Human Resource	19.10.2023	
Checked:	Sukhbir Singh	Safety & Security	05.10.2023	
Checked:	Gan Lee Hong	Procurement	06.10.23	
Checked:	Raefendy Ismail	Material Management	4.10.2023	
Checked:	James Leonard Boudville	Operations	4.10.23	
Checked:	Norhandee Nordin	Drivers & Stations	04.10.2023	
Checked:	Omar Zakir Ibrahim	Operations - Control Centre	04.10.23	
Checked:	Jayarajah Savarimuthu	Maintenance	05.10.2023	
Checked:	Norazman Abu Hassan	Rolling Stock	05.10.2023	
Checked:	Noel Devan Sawnthara Pandian	Systems	3 Oct 2023	
Checked:	Abdul Halim Baharom	Infrastructure	02.10.2023	
Checked:	Mohd Hisham Badasary	Project and Engineering	29.09.23	
Checked:	Muhammad Azim Abdullah	CEO Office	27.09.2023	
Checked:	Haryati Khalil	CEO Office	27. 09.23	
Checked:	Siti Fauzana Nor Mohd	Finance & Administration	25/9/23	
Author:	Azriatushaida Ahmad	Finance & Administration	25.09.2023	
	Name	Department	Date	Signature

Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

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Change Record and Configuration Control

B	25 Sep 23	Update overall procedure to reflect current process flow Remove Dect phone usage as it is not applicable in E-MAS	Azriatushaida
A	03 Mar 21	Update overall procedure to reflect current process flow Change of department to Finance & Administration from Documentation & Administration	Azriatushaida
A	08.10.18	Revised as per new organization chart dated 1 October 2018 Change from MMA-ADM to DTA-ADM.	Azriatushaida
D	23.02.17	Removal of personal calls declaration and forms updated	Azriatushaida
C	19.08.15	Overall update to reflect current process flow	Azriatushaida
B	24.07.13	Updated clause 4.1 to include addressing claim for overseas business calls Updated clause 5.1 to include hardware allocation for fixed line phones.	Azriatushaida
A	25.4.12	Revised as per new organization chart dated 18 Jan 2012 Change of partner code to OMM. Change from FAD-ADM to MMA-ADM. This will supersedes the previously released procedure G00.OMB.M11150.CD.0003.E	Nur Hayati
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMB.M11150.CD.1008.B

Issues To Consider	Checked <i>(Please mark X)</i>				Remarks
1) Are there any negative impact?	YES		NO	x	
2) Will the integrity of QEMS be affected?	YES		NO	x	
3) Resources available?	YES	x	NO		
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	x	

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1 Purpose

This procedure covers from the initial stage of processing telecommunication facilities requisition to the issuance and return of the telecommunication facilities. In addition, this procedure will also cover the security aspects/counter measures taken to prevent any abuse or misuse of these facilities.

The Flow Chart of Telecommunications Facilities Process¹ illustrates the processes described in this procedure.

Abbreviations used:

ADM	Finance & Administration – Administration
CoS	Class of Service
CEO	Chief Executive Officer
EDMS	Electronic Document Management System
FIN	Finance & Administration – Finance
He/His/Him	Apply to both female/ male
HOD	Head of Department
HSRI	Company Hand phone/SIM Card Request & Issuance form
PABX	Private Automatic Branch Exchange
SYS-TLE	Systems – Telecommunications
*	refers to the latest revision

2 Scope, Distribution & Access

The telecommunication facilities covered by this procedure are restricted to company hand phones and fixed telephones only.

This procedure shall be read by all E-MAS staff and shall therefore be distributed company-wide. The procedure can be accessed via the E-MAS portal, under Finance & Administration procedures.

3 Fixed Lines and Speed Dial

3.1 Class of Service [CoS]

Each staff is responsible for all calls made on the fixed telephone line assigned to him.

Each staff, where applicable, allocated with telephone access in accordance with his respective job requirements. HODs shall determine and approve the telephone access level

¹ Refer to Section 14, item 1

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known as the CoS for their respective staff. The CoS assigned will fall under the following categories:

- a) CoS 1 - International calls
- b) CoS 2 - National calls
- c) CoS 3 - Mobile calls
- d) CoS 4 - Local calls
- e) CoS 5 - Extension calls

The access of a particular CoS includes those levels that fall below it. For example, staff assigned with CoS 3 is able to access mobile lines, local calls (CoS 4) and extension calls (CoS 5).

3.2 Speed Dialing Number (*12)

A speed dialing number is a three (3) digit code assigned to a hand phone or a fixed line number. Having the speed dial number enables assigned numbers to be dialed from any company fixed line, even at a CoS 5 extension. Due to this, assignment of speed dialing number is controlled.

As a guideline, speed dial numbers should only be assigned to the following:

- i) company mobile numbers
- ii) personal mobile numbers of Supervisors and above
- iii) staff who received company hand phone allowance
- iv) numbers other than above requires email justification from HOD to FAD HOD

3.3 Five (5) Digit Pin Code

The five (5) digit pin code shall be used to lock and unlock the telephones.

- a) To lock the phone
 - lift handset or turn on speaker (handsfree)
 - press *18 followed by the five (5) digit pin code and wait for about three (3) seconds
 - put down handset or turn off speaker (handsfree)
 - immediately clear the memory by keying in different numbers five (5) times
- b) To unlock the phone
 - lift handset or turn on speaker (handsfree)
 - press # 18 followed by the five (5) digit pin code and wait for about three (3) seconds
 - put down handset or turn off speaker (handsfree)

If any situation arises whereby the extension owners are careless and forget to lock their phones, the Management shall hold the extension owner responsible for any telephone abuse on that particular extension.

If extension owners suspect that their five (5) digit pin code is compromised, they are advised to notify ADM. ADM will liaise with SYS-TLE to reassign a new five (5) digit pin code to them.

All extension owners shall be responsible to secure and maintain the confidentiality of their pin codes respectively. No one is allowed to use or possess the pin codes belonging to other

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extension owner(s) at any time. It is advisable for them to lock their phones with pin code and kept known to only themselves and the SYS-TLE (PABX administrator).

Extension owners is able to make calls from any telephone extension and charges of the call made will fall under the him. The method to call from another telephone extension is to dial *24 + five (5) digit pin code + '9' + destination number.

4 Company Hand Phones

There are two (2) categories of allocation for company hand phones:

- i) Individual; and
- ii) Pool

4.1 Individual Hand Phone Allowance and Reimbursement

A monthly hand phone line allowance is provided to selected individuals who have to be reachable at all times (Refer to clause Responsibility and Care of the Company Telecommunication Facilities).

The monthly hand phone line allowance is to cover the business calls made by staff. This allocation, which is determine by the respective HOD, requires appropriate justification via email to FAD HOD and approval by the CEO. The handphone allowance can be requested after staff has completed at least 3 months working period.

Individual hand phone allocation means that hand phones can be purchased and claimed for reimbursement once after every twenty-four (24) months completed from the last claim made

Only recipients of the monthly hand phone line allowance may claim for hand phone purchase reimbursement.

The quantum for monthly hand phone line allowance allocation and reimbursement is as follows:

a. Monthly hand phone line allowance

HOD and Project Manager	RM150.00 monthly
Supervisors	RM60.00 monthly
Non-Supervisory	RM30.00 monthly

Requisition for the monthly hand phone line allowance, shall be made by the relevant department HOD via an email to the FAD HOD. The email should state the reasons for the request and its justifications. ADM maintains tabulation of the hand phone requirement using the Justification of Handphone Allowance Entitlement form² and requires the HOD to justify the allowance given to their staff.

² Refer to Section 14, item 3

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The monthly hand phone line allowance is not an allocation to staff; it may be revoked at any time by the CEO discretion It shall be disbursed via payroll together with staff monthly salary as per **Payroll and Salary Management Procedure**³.

b. Hand phone purchased reimbursement limit

CEO	Up to RM1,500.00
HOD	Up to RM500.00
Others	Up to RM250.00

For reimbursement claims, staff shall fill up the Handphone Purchase Reimbursement Form⁴ and attached the copy of the receipt for proof of purchase purposes. Staff has to prove that the hand phone is for her/his own use by submitting the original receipt for ADM sighting. Staff may retain the original receipt after sighted by ADM.

Please take note that the onus of hand phone ownership and genuine claim shall be at the staff responsibilities. The Company at its discretion may request for refund of the reimbursement claim if found false ownership declared and that the claim is not genuine or deviate from the claim condition.

All claims must be submitted within one month of the purchased date. Any submission later than one month without a valid reason will not be entertained. The approved claim will be disbursed via payroll together with staff monthly salary. Claims made before the 15th of every month will be reimburse at the end of the same month, together with the month's salary. Claims submitted on or after the 15th of each month shall receive the disbursement in the following month.

For overseas business calls while in office (not travelling), users are expected to use company fixed line. For call charges incurred during business travels, claims made only when total business calls exceed the allowance provided. Only the difference between total business calls and allowance can be claim.

Claims to be submit using Travel Expense Claim Form⁵, under subsection "Telecommunication charges" as per **Business Travel Procedure**⁶. As supporting document, the copy of the telephone bill must be submitted with ALL business calls highlighted.

The allowance shall be prorated according to the date a requisition is approve according to the date informed by the HOD and if it is a termination of allowance, ADM will refer to HRD folder for the last working day as the calculation basis.

4.2 Pool Hand Phone & SIM Card Allocation

Hand phone and SIM card may also be provided to various groups of E-MAS staff that need to be reach at all times. This is to be use by a designated group under the responsibility of a

³ Refer to Section 14, item 7

⁴ Refer to Section 14, item 2

⁵ Refer to Section 14, item 8

⁶ Refer to Section 14, item 9

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supervisor. The supervisor is accountable for the care and use of the facility assigned to his group.

It is emphasized that it is the responsibility of each staff during his shift to maintain the hand phone in good working order. The staff starting the next shift should diligently check that the hand phone is in good condition, otherwise he will be held responsible for the phone if it found to be damaged. If found damaged, the matter should be highlighted to ADM as soon as possible via email.

5 Requisition and Issuance of Telecommunication Facilities

5.1 Fixed Lines and Speed Dial

If a new, replacement or re-assign of and extension or phone (Digital Phone/ Analog) and a new application for speed dial needed by any department, the user need to submit the Telecommunications Facilities Application Form⁷ to ADM.

ADM will liaise with SYS-TLE to arrange for the installation and the assignment of the speed dial number. This task shall be undertaken and completed within five (5) working days or less, depending on the availability of parts and SYS-TLE manpower.

The type of phones allocated for the fixed lines is based on the criteria below:

- i. Digital phone - Allocated to all HOD's and CEO and few other core personnel or department only
- ii. Analog phone - Allocated to all others

Upon activation of the fixed telephone, the default level of CoS is maintained at CoS 5 unless otherwise requested by the respective HOD.

E-MAS Telephone directory⁸ and a Speed Dial Directory⁹ shall be maintained by ADM, in close cooperation with SYS-TLE. The access shall be given to all E-MAS staff.

5.2 Company Hand Phone / SIM Card - for Pool Users (Shifts)

For new, temporary or replacement of company hand phone and or SIM card for phones lines, User must fill in the Company Hand Phone/SIM Card Request and Issuance (HSRI) Form¹⁰ and justification for the request should be clearly stated in the form.

ADM will make every possible effort to have the hand phone and/ or SIM Card available within 7 working days. ADM will inform the intended recipient of the hand phone and/or SIM Card once it is available for collection. The recipient must sign the HSRI Form¹¹ upon receipt of the hand phone and or SIM card.

⁷ Refer to Section 14, item 4

⁸ Refer to Section 14, item 10

⁹ Refer to Section 14, item 11

¹⁰ Refer to Section 14, item 5

¹¹ Refer to Section 14, item 5

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6 Movement of Telecommunication Facilities

6.1 Fixed Lines and Speed Dial

User or representatives of respective departments shall notify ADM of any movement, allocation or relocation of fixed line and change of speed dial number or handphone number by submitting the Telecommunications Facilities Application Form¹². Only the portion for Facilities Movement/ Amendment need to be fill in and approved by HOD.

ADM will then notify SYS-TLE, who will then coordinate, relocate the extension number(s) to the new designated location and update the system, if necessary. Completion of movement by SYS-TLE will depend on availability of parts, manpower and complexity of the wiring/cabling works.

ADM shall update the changes in the directory as per Clause 10 Maintenance of Telecommunication Directory .

6.2 Company Hand Phone/SIM Card

Any movement or change of user for company hand phones and/ or SIM card shall be done through the Company Hand Phone/SIM Card Request and Issuance (HSRI) Form¹³.

Movement includes return of the hand phone and/ or SIM cards due to service or replacement needs. If the user finds that his company hand phone and/ or SIM card needs servicing or require any type of maintenance, he shall inform ADM to arrange a replacement hand phone and/ or SIM card.

ADM shall update the changes in the directory as per Clause 10 Maintenance of Telecommunication Directory. ADM will send the justification of Handphone & SIM card entitlement form¹⁴ as and when necessary for record purposes.

6.3 Failure of Telecommunication Facilities

For failures of any type of telecommunication facilities, user shall immediately inform ADM via call or e-mail for further action.

ADM will act based on the following:

Failure type	ADM Action
Fixed line	liaise with SYS-TLE to rectify failure
Hand phone	arrange replacement hand phone
SIM card	liaise with mobile service provider and arrange replacement if necessary

¹² Refer to Section 14, item 4

¹³ Refer to Section 14, item 5

¹⁴ Refer to Section 14, item 6

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7 Loss of Telecommunication Facilities

Any user who lost his telecommunication facility such as hand phone is required to inform ADM immediately. The staff shall then submit a written report via email to ADM and copy to their immediate supervisor.

It is the responsibility of the immediate supervisor to investigate and determine if the loss of aforementioned item is genuine. An investigation report will have to be submitted to ADM and copy to the relevant HOD.

ADM reserves the right to conduct its own investigation into the loss of any telecommunication facilities. If it is discovered that the loss and report received by ADM is inconsistent, appropriate action as determined by the CEO will be impose to the user and the immediate supervisor. Action taken will be depending on the severity of the misuse in line with the **Industrial Relations Procedure**¹⁵.

Replacement cost, including re-activation fee for hand phone lines, arising from loss due to negligence will be borne by the user. For the pool hand phones, the Supervisor shall investigate and identify the responsible staff that caused the loss or damage.

To apply for replacement, refer to the processes outlined in Clause 5 Requisition and Issuance of Telecommunication Facilities.

8 Monitoring of Personal Calls Usage

ADM reserves the right to conduct random checks on user's handphone billings and if evidence of abuse detected, the HOD will be notified for further action. The telecommunication facilities provided by the company shall be use in orderly manner and ensuring that the calls made are for work and office related matters only.

If any staff found to have misused the telecommunication facilities provided by the Company, the decision for disciplinary action will largely depend on the severity of the case. All staff are reminded to adhere to the **Employee Handbook**¹⁶ and **Industrial Relations Procedures**¹⁷.

9 Return of Telecommunication Facilities

Telecommunication facilities shall be return to ADM when the following situation applies:

- a) Cessation of employment with E-MAS or end of contract period for contract staff and consultants
- b) Upon request from ADM or E-MAS Management
- c) At the end of the agreed temporary issuance period

Return of the fixed line telephones will be acknowledge in the Telecommunications Facilities Application Form¹⁸ while return of hand phones and/or SIM cards are acknowledge in the HSRI Form¹⁹.

¹⁵ Refer to Section 14, item 12

¹⁶ Refer to Section 14, item 13

¹⁷ Refer to Section 14, item 12

¹⁸ Refer to Section 14, item 4

¹⁹ Refer to Section 14, item 5

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10 Maintenance of Telecommunication Directory

ADM maintains and updates the directories for fixed lines, hand phones and speed dial numbers in EDMS according to the below:

Fixed line and hand phones	E-MAS Telephone Directory	G00.OMB.M25120.BL.1005.*
Speed dial numbers	E-MAS Speed Dial Directory	G00.OMB.M25120.BL.1006.*

11 Misuse of Telecommunication Facilities

Examples of misuse of Telecommunication Facilities are as follows:

- a) Unauthorized usage of the 5-digit pin codes belonging to another extension owner.
- b) Using unlawful methods to obtain confidential information such as 5-digit pin codes;
- c) Using unlawful methods to circulate confidential information such as 5-digit pin codes;
- d) Making regular personal calls
- e) Damaging/Stealing the telephone/hand phone or any other related equipment;
- f) Repetitive acts of misplacing or loss of telephone-/hand phone or any other related equipment due to carelessness intentionally or otherwise;
- g) Making calls through the fax machine using the fax line(s) and unlawful transferring of the calls to telephone line(s).

If any staff found to have committed any of the above or any similar acts of abusing the telecommunication facilities provided by the Company, the decision to uphold reimbursement and disciplinary action will largely depend on the severity of the case. All staff is reminded to adhere the **Employee Handbook**²⁰ and **Industrial Relations Procedures**²¹.

12 Responsibility and Care of the Company Telecommunication Facilities

Users are fully responsible for the company telecommunication facilities issued to them. They are expected to:

- a) Report any damage or loss to ADM as soon as practical.
- b) Use them for company business call purposes only
- c) includes during office hours and after office hours ie. annual leave, rest day, off day, public holiday, etc.

²⁰ Refer to Section 14, item12

²¹ Refer to Section 14, item13

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13 Zero-Tolerance Against Bribery and Corruption (MACC Act 2009)

ADM takes a zero-tolerance position against all forms of bribery and corruption within the department. This is in line with the Malaysian Anti-Corruption Commission Act 2009 (MACC Act 2009).

We are committed to act professionally in all our relationships and business dealings and will continue to stand by our values of honesty and moral responsibility.

Employees are prohibited from making an offer or pay anything of value or accepting any gratification for any improper purpose whether directly or indirectly to influence any act or decision. Employees are also prohibited from asking or soliciting gifts from external parties.

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14 Reference to Document Referred

No	Document Name	Reference Number	Document Type
1	Flow Chart of the Telecommunications Facilities Process	G00.OMB.M11150.CD.1007.*	Procedure
2	Handphone Purchase Reimbursement Form	G00.OMB.M10501.JM.1025.*	Form
3	Justification of Handphone Allowance Entitlement form	G00.OMB.M10500.JM.1001.*	Form
4	Telecommunication Facilities Application Form	G00.OMB.M10501.JM.1024.*	Form
5	Company Hand Phone/SIM Card Request and Issuance (HSRI) Form	G00.OMB.M10501.JM.1023.*	Form
6	Justification Of Handphone / Sim Card Entitlement Form	G00.OMB.M10500.JM.1002.*	Form
7	Payroll and Salary Management Procedure	G00.OMH.M11760.ZP.0001.*	Procedure
8	Travel Expense Claim Form	G00.OMB.M11715.JM.1010.*	Form
9	Business Travel Procedure	G00.OMB.M11715.CD.1004.*	Procedure
10	E-MAS Telephone directory	G00.OMB.M25120.BL.1005.*	List
11	Speed Dial Directory	G00.OMB.M25120.BL.1006.*	List
12	Industrial Relations Procedure	G00.OMH.M11780.ZP.0001.*	Procedure
13	Employee Handbook	G00.OMH.M11750.ZG.0001.*	Procedure

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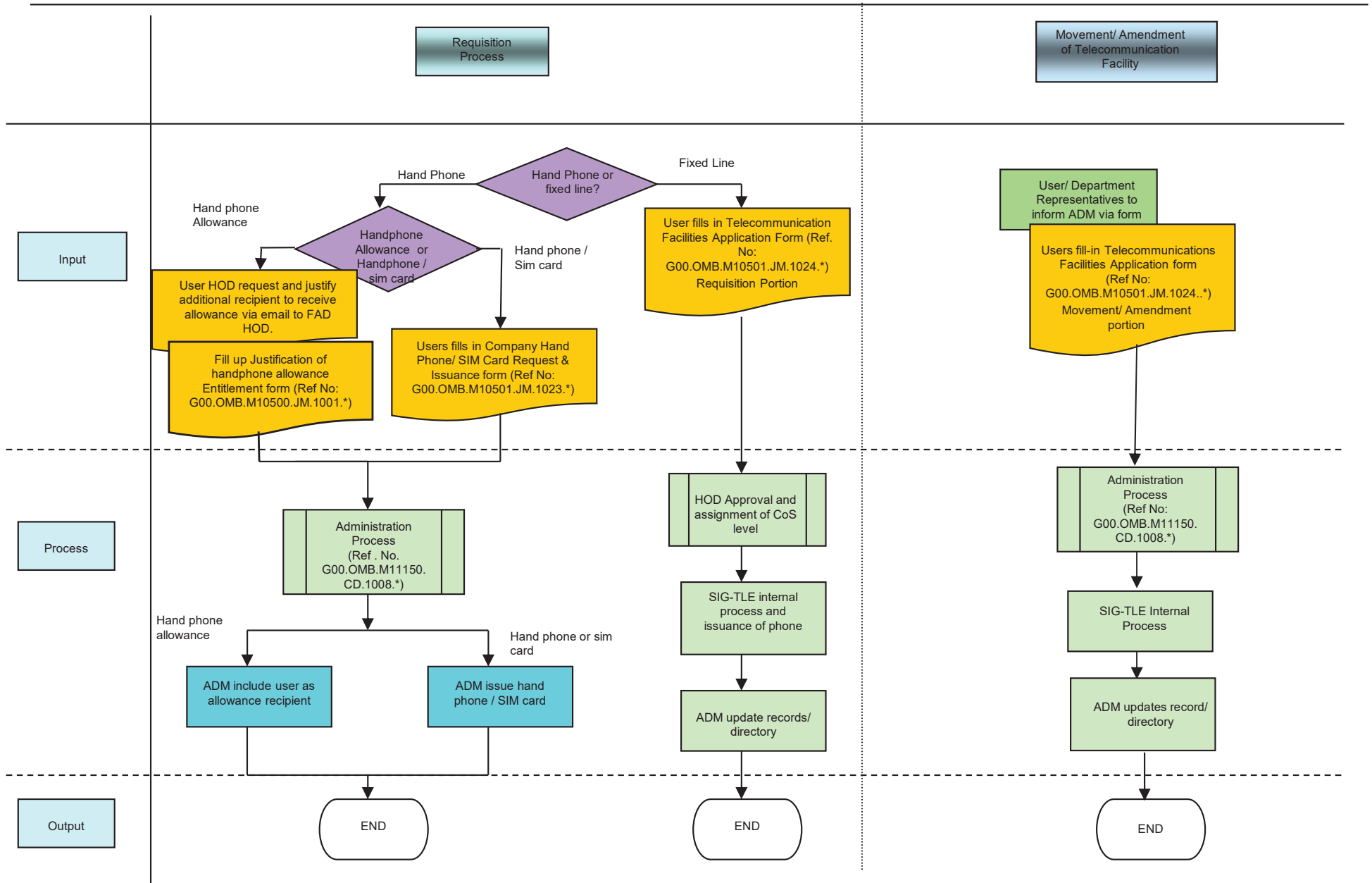
APPENDICES**Appendix A - Flow Chart of the Telecommunications Facilities Process**

(Ref. No.: G00.OMB.M11150.CD.1007.*)

- Attached next page -

Flow Chart of Telecommunication Facilities Procedure

Ref No: G00.OMB.M11150.CD.1007.B



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Appendix B - Handphone Purchase Reimbursement Form

(Ref. No.: G00.OMB.M10501.JM.1025.*)

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HANDPHONE PURCHASE REIMBURSEMENT FORM



EMPLOYEE DETAILS					
Employee Name (In full)		Employee No.	Department		Designation
EXPENSE DESCRIPTION					
Date	Description	Receipt No	Amount (RM)	Claimant	HoD
				The above claims are correct, genuine and in accordance with Company Regulations. Date:	Date:
ADM USE ONLY					
Reimbursement Amount (RM)	Date of Last Purchase	Original Receipt Sighted	Sign/Date	Checked	Verified By (HoD)
REIMBURSEMENT LIMIT					
CEO	Up to RM1,500	HoD	Up to RM 500	Others	Up to RM 250
FIN USE ONLY					
Cost Centre			Business Area		

Note:

- 1) Receipt that come in various sizes are to be glued on an A4 size paper.
- 2) Claim not organised into A4 size paper or with incomplete documentation will be rejected.
- 3) Do not fill in the shaded areas

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Appendix C - Justification of Handphone Allowance Entitlement form

(Ref. No.: G00.OMB.M10500.JM.1001.*)

- Attached next page –

JUSTIFICATION OF HANDPHONE ALLOWANCE ENTITLEMENT

XXX Department
 Status as of XXX



Confirmation by Department HOD				To be filled by FAD-ADM	
No.	Name of Staff	Job Designation	Justification of Allowance Entitlement	Effective Date	Monthly Allowance Entitlement (RM)

Request and justification by (relevant HoD)

Confirmed and recommended by (FAD-HOD)

Approved by (Chief Executive Officer)

_____ Date :
 Remarks (if any)

_____ Date:
 Remarks (if any)

_____ Date:
 Remarks (if any)

Legend:

** New recipient /removal of recipient in this justification

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Appendix D - Telecommunication Facilities Application Form

(Ref. No.: G00.OMB.M10501.JM.1024.*)

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TELECOMMUNICATIONS FACILITIES APPLICATION FORM



REQUISITION	FACILITIES MOVEMENT/AMENDMENT												
<input type="checkbox"/> Digital <input type="checkbox"/> Analog <input type="checkbox"/> DECT <input type="checkbox"/> Speed Dial	<input type="checkbox"/> Digital <input type="checkbox"/> Analog <input type="checkbox"/> DECT <input type="checkbox"/> Speed Dial												
Intended user / pool :	Intended User / pool :												
Responsible person : (for pool)	Responsible person : (for pool)												
Staff ID :	Staff ID :												
Department :	Department :												
CoS Level : (<input checked="" type="checkbox"/> approved CoS) <input type="checkbox"/> CoS 1 – International <input type="checkbox"/> CoS 2 – STD (national) <input type="checkbox"/> CoS 3 – Mobile <input type="checkbox"/> CoS 4 – Local <input type="checkbox"/> CoS 5 – Extensions only	CoS Level Amendment <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"><u>Current CoS Level</u></td> <td style="width: 50%; border: none;"><u>New CoS Level</u></td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> CoS 1 – International</td> <td style="border: none;"><input type="checkbox"/> CoS 1 – International</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> CoS 2 – STD (national)</td> <td style="border: none;"><input type="checkbox"/> CoS 2 – STD (national)</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> CoS 3 – Mobile</td> <td style="border: none;"><input type="checkbox"/> CoS 3 – Mobile</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> CoS 4 – Local</td> <td style="border: none;"><input type="checkbox"/> CoS 4 – Local</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> CoS 5 – Extensions only</td> <td style="border: none;"><input type="checkbox"/> CoS 5 – Extensions only</td> </tr> </table> (Kindly <input checked="" type="checkbox"/> where appropriate)	<u>Current CoS Level</u>	<u>New CoS Level</u>	<input type="checkbox"/> CoS 1 – International	<input type="checkbox"/> CoS 1 – International	<input type="checkbox"/> CoS 2 – STD (national)	<input type="checkbox"/> CoS 2 – STD (national)	<input type="checkbox"/> CoS 3 – Mobile	<input type="checkbox"/> CoS 3 – Mobile	<input type="checkbox"/> CoS 4 – Local	<input type="checkbox"/> CoS 4 – Local	<input type="checkbox"/> CoS 5 – Extensions only	<input type="checkbox"/> CoS 5 – Extensions only
<u>Current CoS Level</u>	<u>New CoS Level</u>												
<input type="checkbox"/> CoS 1 – International	<input type="checkbox"/> CoS 1 – International												
<input type="checkbox"/> CoS 2 – STD (national)	<input type="checkbox"/> CoS 2 – STD (national)												
<input type="checkbox"/> CoS 3 – Mobile	<input type="checkbox"/> CoS 3 – Mobile												
<input type="checkbox"/> CoS 4 – Local	<input type="checkbox"/> CoS 4 – Local												
<input type="checkbox"/> CoS 5 – Extensions only	<input type="checkbox"/> CoS 5 – Extensions only												
Speed Dial Code Phone number to assign code : Owner of number :	Facilities Movement / Amendment (<input checked="" type="checkbox"/> appropriate) <input type="checkbox"/> Current User <input type="checkbox"/> Speed Dial Number : _____ <input type="checkbox"/> New User <input type="checkbox"/> Speed Dial Number : _____												
Justification :	Justification :												
Approved by (HOD) Signature : Date :	Approved by (HOD) Signature : Date :												
Details													
Work Done on: <u>Telephone/DECT Phone Details</u> Extension/DECT No : Model :	<u>Verification of CoS level :</u> 1 / 2 / 3 / 4 / 5 <u>Speed Dial Details:</u> <input type="checkbox"/> Assigned <input type="checkbox"/> Return Number: _____												
RETURN													
Returned by (user) Signature : Date : Remarks :	Received by (FAD-ADM) Signature : Date : Remarks :												

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Appendix E - Company Hand Phone/SIM Card Request and Issuance (HSRI) Form

(Ref. No.: G00.OMB.M10501.JM.1023.*)

- Attached next page -

COMPANY HAND PHONE/SIM CARD REQUEST AND ISSUANCE (HSRI) FORM



HAND PHONE		SIM CARD	
REQUISITION			
Intended pool user :		Intended pool user :	
Responsible person :		Responsible person :	
Department :		Department :	
Justification :		Justification :	
Applied by Signature :		Applied by Signature :	
Date :		Date :	
Approved by (HOD) Signature :		Approved by (HOD) Signature :	
Date :		Date :	
ISSUANCE			
Issued by (FAD-ADM) Signature :		Issued by (FAD-ADM) Signature :	
Date :		Date :	
Remarks :		Remarks :	
Received by (User) :		Received by (User) :	
Signature :		Signature :	
Date :		Date :	
RETURN			
Returned by (user) :		Returned by (user) :	
Signature :		Signature :	
Date :		Date :	
Received by (FAD-ADM) Signature :		Received by (FAD-ADM) Signature :	
Date :		Date :	
Remarks :		Remarks :	
DETAILS (FAD-ADM Use Only)			
Hand phone model :		Provider :	
Serial / IMEI No. :		SIM Card No. :	
Accessories : <input type="checkbox"/> Charger <input type="checkbox"/> Case <input type="checkbox"/> Batteries		Mobile No. :	
		User Category :	
		Credit Limit of Line : RM	

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Appendix F - Justification Of Handphone / Sim Card Entitlement Form

(Ref. No.: G00.OMB.M10500.JM.1002.*)

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JUSTIFICATION OF HANDPHONE / SIM CARD ENTITLEMENT

Department:
Status as of Date



No.	Name of Staff / Name of Group	HP Model	Hand Phone Serial/ Imei No	Sim Card Y/N	Battery Y/N	Charger Y/N	Justification to Hand Phone / SIM Card Entitlement
TOTAL							

Justification Made by (relevant HoD)

Details Confirmed by (HOD-FAD)

Acknowledged by (Chief Executive Officer)

Date :

Remarks (if any)

Date:

Remarks (if any)

Date:

Remarks (if any)
