

DATE: \_\_\_\_\_  
 ATTENTION: \_\_\_\_\_  
 SUBJECT: SERVICE REQUEST / ACKNOWLEDGE SERVICE RATES

Our valued customer:

PARTICULARS	SERVICERATE ( P H P V A T E X C L U S I V E )			
	Inside Metro Manila		Outside Metro Manila	
<b>Minimum eight (8) hours, including travel time</b>				
Weekdays (Mondays to Fridays)	PHP	28,000	PHP	30,000
Weekends & Holidays (Saturdays, Sundays & Holidays)	PHP	30,000	PHP	34,000
<b>Beyond eight (8) hours and/or after 5:00pm</b>				
Weekdays (Mondays to Fridays)	PHP	3,500	PHP	4,000
Weekends & Holidays (Saturdays, Sundays & Holidays)	PHP	4,000	PHP	4,500

Please Check PLANT LOCATION: ( ) Inside Metro Manila ( ) Outside Metro Manila

<b>Exact Address/ Area /Line:</b>
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**NOTES:**

- Above rates are for troubleshooting and engineering services only; modules and/or materials needed is not in the scope of supply and engagement.
- The work should be done earlier, the minimum amount shall be billed, i.e. Eight (8) hours.
- Computation of time billed is as follows: from GRAM office to Plant site + Actual working hours + Travel time from Plant site back to Gram office.
- Scheduling is subject to availability of our engineers and programmers; you would be notified within twenty four (24) hours upon receipt of your SIGNED SRF
- Service means assessment and troubleshooting ONLY and limited to the Siemens, IFM and Delta brands.
- Output is report and recommendations including program uploaded provided these are not password protected.
- Documentation to be sent after the service.

**TERMS OF PAYMENT**

- Cash on delivery.
- Commencement of work shall start upon mutually agreed schedule after receipt of a signed SRF or a Purchase Order.
- Plane fare and appropriate hotel accommodation is not included and should the job require such logistics, this will be billed separately.

**TOOLS AND EQUIPMENT**

- Siemens Simatic Field PG or a laptop with the appropriate Siemens Software/s.
- Appropriate IFM Electronic, or Delta Software.
- Electrical tools.
- Standard PPE; please advise us immediately if special PPE's are required.

**CONFORME:**

\_\_\_\_\_  
 Signature over printed name

\_\_\_\_\_  
 POSITION

PLEASE EMAIL / FAX THE FILLED OUT FORM AS CONFORMATION

To: **GRAM INDUSTRIAL INC.**

**TSG ASSIGNED:**

Email: [al.pestano@gram.com.ph](mailto:al.pestano@gram.com.ph)  
[michael.santos@gram.com.ph](mailto:michael.santos@gram.com.ph)  
[customer.support@gram.com.ph](mailto:customer.support@gram.com.ph)

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Fax no: (02) 8807-2084

Mobile No: (+63) 917 – 554 – 2862

Attention: **MICHAEL C. SANTOS**  
 Technical Service Group

**ALFONSO N. PESTAÑO**  
 Technical Service Group

**ROFEMMEL E. SAGUN**  
 Customer Support