

## DIGITAL CERTIFICATE (DC) SERVICE REQUEST FORM

**Instructions:**

Please accomplish this form for every DC service request. Print the completed form on an **A4 paper** (size 8.27 inches x 11.69 inches) and have it signed by the **authorized Participant Main Contact**. The printed form may be submitted through e-mail at [helpdesk@wesm.ph](mailto:helpdesk@wesm.ph) or fax to (02) 634-0985.

**A. SERVICE REQUEST**

*Please select one (1) of the following:*

- Installation of first DC
- Renewal of DC
- Installation of additional DC
- Re-Installation of existing DC
- Transfer of existing DC (to another computer)
- Update of DC user information (same user)
- Change of user of existing DC
- Change of password
- Revocation/Suspension of MPI/MPR access
- Re-activation of MPI/MPR access

*Note: If an existing DC is to be transferred to another computer and will be used by a different user, please select both Change of User and Transfer of Existing DC).*

**B. SUBSCRIBER INFORMATION**

Market Participant Name	
MP Short Name	
Membership and Category	
Authorized Participant Main Contact	
Designation/Position	
Telephone Number	
Facsimile Number	
E-mail Address	
Office Address	

**C. SUBSCRIBER INTERFACE FACILITIES**

Item	WESM Specifications <i>(Minimum Requirements)</i>	Subscriber Specifications	Availability <i>(Y or N)</i>
Hardware Processor	Pentium IV min. 2.6 GHz or latest		
Hardware Memory	512MB RAM		
Operating System	Windows XP		



**C. SUBSCRIBER INTERFACE FACILITIES**

Item	WESM Specifications (Minimum Requirements)	Subscriber Specifications	Availability (Y or N)
Internet Explorer version	ver. 6.0 (fully supported) ver. 7.0 (limited functionalities) ver. 8.0 (limited functionalities)		
Hard disk space	20 GB		
Internet service provider	Any ISP		
Internet connection speed	Broadband/DSL connection		

**D. USER DETAILS**

MP User			
Designation/ Position			
MP User Login ID (for existing DCs)			
User Type (please choose one)	<input type="checkbox"/> Full Access User <input type="checkbox"/> Read Only User <ul style="list-style-type: none"> <li>• submission of bids/offers</li> <li>• revision of registration details</li> <li>• report viewing</li> </ul> <ul style="list-style-type: none"> <li>• report viewing only</li> </ul>		
Office Address			
Telephone Number			
Facsimile Number			
Mobile Number			
E-mail Address			

**E. BILLING INFORMATION (for new DCs only)**

The corresponding fee for every additional digital certificate is **P9,520.00** (inclusive of VAT). Please supply the required information below for billing purposes. The DC will only be installed after the payment is received.

Billing Contact Person	
Telephone Number	
Facsimile Number	
Billing Address	
Company TIN	

**F. GENERAL TERMS AND CONDITIONS**

PEMC's Digital Certificate (DC) services are provided under the following terms and conditions:

1. Request for any DC service by the Subscriber can only be processed once all the necessary information is provided. PEMC reserves the right to reject a request for a DC service.
2. Each digital certificate (DC) issued is for the exclusive use by the Subscriber and shall not be shared

**F. GENERAL TERMS AND CONDITIONS**

*and/or disclosed to anyone else. The Subscriber shall be responsible for ensuring that this is strictly followed by its user.*

3. *Upon receipt, the security and safety of the issued DC shall be the sole responsibility of the Subscriber. The Subscriber shall not hold PEMC liable for any damage or loss as a result of misuse, disclosure or loss of the DC already in the possession.*
4. *A Subscriber shall be issued one (1) DC as part of the registration fee. The DC shall be installed in one (1) PC or workstation and for one (1) user. No identical DC shall be allowed to be installed simultaneously in two (2) or more PC or workstation. However, two (2) or more DCs can be installed in a single PC or workstation but they shall be with different user profile or operating systems (e.g. PCs or workstations with multi-user, multi-boot, multi-virtual machines, etc.).*
5. *During installation, the serial number of the PC or workstation where the DC is installed as well as the user profile, operating systems or virtual machines shall be recorded and shall be referenced by PEMC during maintenance or technical support. The Subscriber shall notify PEMC in case the DC needs to be transferred to another PC or workstation by submitting a duly accomplished Digital Certificate (DC) Service Request Form. PEMC shall not provide technical support to any DC installed other than what was recorded by PEMC.*
6. *Installation, re-installation and transfer to new computers can only be performed by the assigned ISTD personnel. Users are not allowed to perform these activities. For this purpose, the requesting subscriber shall be required to bring the computer to which the certificate will be installed at the PEMC offices in Ortigas Center, Pasig City, or, on pre-set dates at the PEMC offices in Cebu City. Upon prior request by the subscriber and approval by ISTD, the ISTD personnel may also perform the services on-site or at the offices of the requesting subscriber.*
7. *PEMC will take all reasonable care to ensure that the requested DC service is carried out properly.*
8. *PEMC will communicate to all Subscribers any proposed changes to the status of the DC service.*
9. *The Subscriber acknowledges that*
  - 9.1. *It is the Subscriber's responsibility to ensure that the DC is renewed; and*
  - 9.2. *the Subscriber releases, indemnifies, and holds PEMC harmless against any claim for damage or loss arising from any failure of DC renewal by the Subscriber.*
10. *The Subscriber must immediately notify PEMC of:*
  - 10.1. *any change of information included in his or her DC or any change in circumstances which would make the information in his or her DC misleading or inaccurate; and*
  - 10.2. *known or suspected loss, disclosure or other compromise of his or her DC*
11. *In the event of one of the matters in (6), the Subscriber must:*
  - 11.1. *immediately request that the DC be revoked; and*
  - 11.2. *request that a new DC be created/generated.*

By submitting this form, I certify that all information entered herein is accurate and correct. I acknowledge that I have read, understood and agree to be bound by the above terms and conditions and to comply with the requirements.

**Authorized Participant Main Contact**

Printed Name and Signature	Date