

Change Request Form (CRF)

Version 1.0 | Published 19 Oct 2026

Part A - Details of Customer

Particulars	Details
Registered Legal Name	
Registered Address	
Authorised Point of Contact	
Contact Number	
Email	

Part B - Original Customer Order Form ("COF")

Particulars	Details
COF Issue Date	
Customer Platform URL	

Part C - License

Particulars	Details
License Commencement Date	(as recorded in the applicable COF)
License Term	As provided under the Terms and applicable COF.
Revision Date	
New Phase	Yes/No
Applicable Phase Activation Order (PAO)	

Note: The License Commencement Date of the original subscription shall remain unchanged. A Change Request, including a Change Request relating to a new phase, shall not reset, extend, renew or otherwise modify the License Commencement Date or License Term unless expressly permitted under the Terms.

Part D - Description of Change

Particulars	Details
Type of Change	[Addition / Reduction / Modification / New Phase / Other]
Description of Requested Change	
Reason / Business Requirement	
Affected Module / Product / Location / User / Service	
Implementation / Configuration Impact	
Commercial / Fee Impact	

Part E - Revised Commercial Terms

Particulars	Existing	Revised	Unit
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Subscription Plan			
Subscribed Location Licenses (SLL)			Locations
User Entitlements (Location / Corporate User IDs)			User IDs
Location License Subscription Fee			[Currency] per Month
Platform Add-on Fees (if any)			[Currency] per Month
Monthly Subscription Fee			[Currency] per Month
Standard Billing Cycle			Upfront
Onboarding Fee (if applicable)			[Currency] / one-time, as applicable
Other One-Time / Other Charges			[Currency]

Note: Payment and billing consequences arising from the changes recorded in this CRF shall be governed by the applicable COF, the Detailed Subscription Plan (Annexure I) and, where applicable, the Phased Roll-Out Plan & Billing Schedule.

Part F - Revised Deployment / Scope

Particulars	Existing	Revised
Locations		
Modules / Products		
User Quantity		
Phase		
Configuration Scope		
Professional Support Scope / Other Deployment Particulars		

Note: Where the change requires a new or revised Configuration Scope Sheet, Phase Activation Order or other applicable operational document, such document shall be issued or updated in accordance with the applicable documentation process. An operational document shall not, by itself, amend the COF, Terms or any other contractual document.

Part G - Documents Affected

Particulars	Affected?	Details
Customer Order Form (COF)	Yes / No	
Detailed Subscription Plan (Annexure I)	Yes / No	
Configuration Scope Sheet	Yes / No	
Phased Roll-Out Plan & Billing Schedule	Yes / No	
Phase Activation Order (PAO)	Yes / No	
Other Applicable Document	Yes / No	

Part H - Confirmation of Terms

#	Term
1	This CRF is issued pursuant to and shall be read together with the applicable COF, the Terms and the other contractual documents applicable to the Client's subscription.
2	This CRF constitutes an amendment to the COF solely to the extent expressly set out herein and, upon execution by the parties, forms an integral part of the contractual documentation governing the Client's subscription.

3	Except as expressly modified by this CRF, the COF, Terms and all other applicable contractual documents shall remain unchanged and continue in full force and effect.
4	This CRF shall be interpreted in accordance with Clause 20.1 - Order of Precedence of the Terms. This CRF shall prevail over the applicable COF only to the extent that it expressly amends a provision of the COF pursuant to an applicable change mechanism. This CRF shall not amend the Terms, Schedule I - SLA, Schedule II - Data Management & Termination Process Policy or any other contractual document unless such amendment is expressly permitted under the Terms and expressly identified in this CRF.
5	Where this CRF reduces or removes any Locations, Users, Modules, phases or other subscription components, the applicable reduction shall take effect only from the Revision Date and shall remain subject to the minimum commitments, notice requirements, billing cycle mechanics and other commercial restrictions applicable under the COF, the Detailed Subscription Plan and the Phased Roll-Out Plan & Billing Schedule, as applicable.
6	Where a Change Request results in the introduction of a new phase requiring implementation or onboarding, the applicable phase shall be documented through the Configuration Scope Sheet and activated pursuant to a Phase Activation Order in accordance with the Phased Roll-Out Plan & Billing Schedule. The applicable Phase Activation Order shall record the Confirmed Phase Commencement Date, and activation of the phase shall not reset, extend or otherwise modify the License Commencement Date or License Term unless expressly permitted under the Terms.
7	Any Professional Support arising from a Change Request shall be subject to the scope, fees, assumptions and payment terms expressly set out in this CRF and/or the applicable Professional Support document. No Professional Support shall be deemed included solely by reason of their being identified as a potential change or requirement in this CRF.

Part I - Miscellaneous

Field	Detail
Account Manager	[i]
Sales Executive	[i]

The Parties have executed this CRF in agreement of the above terms.

By [Taqtics contracting entity]	By [Client Legal Name]
Through its authorised signatoryName: [Taqtics signatory name]Designation: [Taqtics signatory designation]Date:	Through its authorised signatoryName:Designation:Date: