

**UNIFIED CARRIER LICENCE
TELECOMMUNICATIONS ORDINANCE (Chapter 106)**

WTT HK LIMITED (“WTT”)

A18. Cloud Voice Service

Effective date: 8/07/11, Revision date: 18/06/12, 28/1/14

The Service provides converged voice and data services and features over WTT’s managed Internet Protocol (“IP”) Network. To enjoy the Service, the Customer must concurrently subscribe to WTT’s Business Broadband Service at the same installation address for the Service. Unless otherwise stated, the Customer must use the IP telephone from WTT. Minimum subscription for the Service is 5 lines.

The Service provides the Customer access to the following:

- Incoming and outgoing calls using the Network
- A directory number
- A free directory listing
- 4-digit Extension Dialing
- Caller Number Display, Conferencing, Call Waiting, Call Transfer, Call Forwarding, Call Pickup, Distinct Ring, and Call Hold
- International direct dial (“IDD”) service unless specific call barring options are invoked [call charges apply]
- General service restoration during WTT’s Business Hours
- Emergency 999 service access

Subject to the applicable tariff(s), terms and conditions, the Customer subscribing to the Service may also subscribe to the following services offered by WTT:

- 001/ 002/ 007 IDD services and IDD Call Plan, Diskette Billing and Authorization Code Billing
- Call Management services
- Change Number Announcement service
- Dual Access service

Service/Activity	Charges (HK\$)
Monthly Rental	\$500/ line
Basic IP Phone Terminal Equipment Monthly Rental	\$500/ line
Video Call Monthly Rental	\$200/ line
Installation Charge per line (per order / per visit)	\$1,000/ line
Relocation within the same building (per order/ per visit) ^{Note 1}	\$1,000/ line
Relocation not within the same building (per order/ per visit) ^{Note 1}	\$1,000/ line
Reconnection of Service disconnected (per line) ^{Note 2}	\$1,000/ line
Project Management Charge (per project)	\$6,000/ line
Usage Charge (per minute) ^{Note 3}	\$0.05/ line
Outbound or Inbound Call Attempt (Successful or Unsuccessful)	\$0.05/ call attempt
Monthly Traffic Measurement Charge	\$450/ customer
Standard Traffic Report	\$450/ customer
Number Port-in Charge	\$300/ number
Number Change Service	\$200/ number
Change of Caller Name Display	\$400 per number per request
Change of Corporate Directory Entry	\$400 per number per request
Change of SIM-Ring Mobility Destination	\$400 per number per request
Change of Email Address or Mobile Phone Number	\$400 per number per request
Change of Hunting Group Sequence	\$400 per number per request
3-digit Dialling	\$1,950/ group
Change of Company Logo	\$2,000/ request
Charge for feature change:	
• where on site visit is required (per line)	\$400.00 per feature per line per request
• where on site visit is not required (per line)	\$400.00 per feature per line per request
Training session ^{Note 4}	
• during WTT’s Business Hours (1 hour session)	\$1,000
• outside WTT’s Business Hours (1 hour session)	\$2,000
Fast Track Order Service [Lead Time less than five (5) Business Days]	\$1,000/ line
Setup of IP Phone Wallpaper Download ^{Note 5, Note 6}	HK\$ 2,000/ Request
Setup of New Music Source for Music-on-hold ^{Note 5, Note 6}	HK\$ 2,000/ Request

Change service setting	\$400 per number per request
Change line type / Change service charge	\$800 per number per request

Value-added Service	Charges (HK\$)
VoiceMail (30 messages with 1 minute duration)	\$100/ month
VoiceMail (99 messages with 1 minute duration)	\$500/ month
Corporate Directory	\$500/ month
Sim-Ring Service	\$100/ month
Extension Mobility Service	\$100/ month
Hunting Service	\$100/ month
Multiple Line Appearance – SCA	\$100/ month
Multiple Line Appearance – MCA	\$100/ month
Meet-me Conference	\$1,000/ month
Voice Memo Recording	\$100/ month
IP Phone Wallpaper Download (One Wallpaper per each Customer) <small>Note 5, Note 6</small>	\$1,000/ month
New Music Source for Music-on-hold (One Music per each Customer) <small>Note 5, Note 6</small>	\$3,000/ month

Notes:

- 1 If the Customer requests for relocating part of the Service, the minimum charges for the Service at each installation address will be based on a minimum number of 5 lines irrespective of the actual number of lines installed.
- 2 The Customer requesting for Reconnection of Disconnected Service must ensure that its registered name and the installation address of the Service must remain unchanged before and after the reconnection. Applications for Reconnection of Disconnected Service will not be accepted after Service has been disconnected for 3 months or more.
- 3 The actual amount of Usage Charge payable by the Customer will be calculated according to WTT's records and based on the minutes accrued between the seizure of a circuit and the release of the circuit.
- 4 Each training session is up to 1 hour duration and for a maximum of 25 trainees at a time and venue specified by WTT.
- 5 The Service is subject to the Customer's equipment(s), inter alias, IP phone set, software, audio- and/or visual-featured file(s), and/or Internet connectivity meeting the relevant specifications for supporting the Services.
- 6 The Customer is fully responsible for its audio- and/or visual-featured file(s) provided to WTT for uploading to the Customer's equipment(s) or platform for supporting the Service. The Customer shall provide, if requested by WTT, proof of authorization of use granted by the owner(s) of the audio- and/or visual featured file(s). The Customer shall indemnify WTT against any claims arising directly or indirectly from the use or uploading of the audio- and/or visual-featured provided by the Customer to WTT for the purpose of the Service.

In addition to WTT's General Terms and Conditions of Service, the following special conditions will apply to the Service:

1. The provision of the Service is subject to WTT's Network coverage and the delivery lead time to the installation address.
2. Minimum subscription period for the Service is 3 months unless otherwise specified in the Order Confirmation.
3. The Customer shall not use the Service for any purposes not authorized by WTT or for any purposes that contravene the laws of Hong Kong and shall indemnify WTT for any losses or damages sustained.
4. The Customer shall be liable for any additional charges incurred due to regulatory changes or changes in interconnection charge arrangement between WTT and other service provider(s).
5. The Service does not support any lifeline devices and is not a telephone line-powered service.
6. The Customer fully understands that WTT will not be able to ascertain or provide the geographic location of the caller to the emergency services authorities in case of emergency call made via the Service. The Customer must specifically advise the geographic location to emergency service authorities during emergency call and shall indemnify and hold harmless WTT against any liability, claim, loss, damage, or expense arising from any event of emergency call from the Service.