

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

**WTT HK LIMITED (“WTT”)**

**F. CALL MANAGEMENT**

*(formerly known as “One2One Call Management Services”)*

Effective date: 16/12/97, Revision date: 1/12/99, 25/9/00, 21/2/02, 28/3/02

**F1. Call Waiting**

*(formerly known as “One2One Call Waiting”)*

Call Waiting informs the Customer of an incoming call when the Customer is already on another call. The Customer must be connected to WTT’s Network and have a telephone with a hookswitch or a flash button functionality which meets Hong Kong flashing standards.

Available features:

- Basic:
- Recognition of incoming calls with a series of beeps (Call Waiting tone).
  - Answering the second call by pressing the hookswitch or the flash button once.
  - Alternating between callers as many times as the Customer wants to.
- Enhanced:
- Cancel Call Waiting or suspend Call Waiting  
The Customer will be able to turn off a Call Waiting temporarily before or during a call. Call Waiting will automatically reactivate after the call is completed.
- System
- The Customer will not be able to cancel Call Waiting permanently limitations from the Customer’s premises.
  - Only 2 calls will be available to the Customer at any one time.
  - If Call Forwarding (All Calls) is activated on the same Directory Number, it will override Call Waiting.
  - If Call Waiting and Conference Calling is activated on the same Directory Number, the active service will override or cancel the other.
  - If Personal Ringing is activated on the same Directory Number, each number will have a distinctive Call Waiting tone.
  - If Call Forwarding (Busy) is activated on the same Directory Number, Call Waiting will override it.

**F2. Call Forwarding**

*(formerly known as “One2One Call Forwarding”)*

Effective date: 17/12/01, Revision date: 01/02/02, 3/1/03, 04/09/06

Call Forwarding allows Customer to have incoming calls to the base Directory Number automatically forwarded to another predetermined destination which can be another Directory Number (international or local), cellular telephone or pager. The Customer activates the Service on any standard telephone at the physical location of the base Directory Number. The Customer must be connected to WTT’s Network.

Available Features:

- \* “All Calls”, allows forwarding of all incoming calls.
- \* “Busy”, allows forwarding of incoming calls when the base Directory Number is busy on another call.
- \* “No Answer”, allows forwarding of incoming calls that are not answered within approximately 20 seconds or 5 rings.
- \* “Remote Call Forwarding”, allows Customer to remotely forward incoming calls to the base Directory Number to another designated Directory Number, at HK\$30.00 per month.

**F3. Call Blocking**

*(formerly known as “One2One Call Blocking”)*

Call Blocking allows the Customer to restrict outgoing chargeable calls from the base Directory Number. The Customer must be connected to WTT’s Network. Call Blocking does not block Operator Assisted calls, incoming collect, Calling Card calls, call re-origination and call back services.

Available Features:

Call Blocking allows 5 options of outgoing calls which can be blocked and the Customer may choose any 1 of the 5 options:

Option	Outgoing Call Allowed	Outgoing Call Blocked
1	Local calls	Pay per call recorded information (eg. Infoline)* (General & Adult) IDD
2	Local Pay per call recorded information (General & Adult)	IDD

3	Local Pay per call recorded information (General only)	Pay per call recorded information (Adult) IDD
4	Local IDD	Pay per call recorded information (General & Adult)
5	Local IDD Pay per call recorded information (General)	Pay per call information (Adult)

\* currently not available from WTT.

#### F4. Conference Calling

(formerly known as "One2One Conference Calling")

Conference Calling allows Customer to add 2 other callers (local or overseas or cellular customers) to a single call. This Service can be provided on any standard telephone and is assigned to a Directory Number. The Customer must be connected to WTT's Network and an exchange line Customer of WTT in order to activate this service. The Customer must have a telephone with a hookswitch or a flash button functionality which meets WTT flashing standards.

Available Feature: 3 way Conference Calling which allows a maximum of 3 conferees.

#### F5. Personal Ringing

(formerly known as "One2One Ringing")

Effective date: 17/4/98, Revision date: 17/12/01, 21/2/02

Personal Ringing enables the Customer to have 1 primary Directory Number plus up to 3 secondary Directory Numbers to be assigned to a WTT exchange line. A specific unique ringing pattern is assigned to each Directory Number so that the Customer can individually identify each incoming call. The Customer must be connected to WTT's Network and the Customer will need to have equipment specified by WTT.

Available Features:

Basic: Personal Ringing (1+1) - 1 exchange line assigned with 2 different Directory Numbers and each has a different ringing pattern to identify which Directory Number is called.

Enhanced:

- Personal Ringing (1+2) - 1 exchange line assigned with 3 different Directory Numbers and each has a different ringing pattern to identify which Directory Number is called.
- Personal Ringing (1+3) - 1 exchange line assigned with 4 different Directory Numbers and each has a different ringing pattern to identify which Directory Number is called.

Service	Charges (per month) (HK\$)
Call Waiting:	\$18.00 for one exchange line
Call Forwarding:	\$18.00 for one exchange line \$22.50 for a hunt group of 2 to 5 exchange lines \$56.00 for a hunt group of 6 to 10 exchange lines \$56.00 for each additional 10 lines in addition to the first 10 lines in the same hunt group
Remote Call Forwarding	\$16.00
Speed Call	\$18.00
Call Blocking:	\$13.50 for one exchange line \$22.50 for a hunt group of 2 to 5 exchange lines \$56.00 for a hunt group of 6 to 10 exchange lines \$56.00 for each additional 10 lines in addition to the first 10 lines in the same hunt group
Conference Calling:	\$18.00 for one exchange line \$22.50 for a hunt group of 2 to 5 exchange lines 56.00 for a hunt group of 6 to 10 exchange lines \$56.00 for each additional 10 lines in addition to the first 10 lines in the same hunt group
Personal Ringing (1+1):	\$26.00 for one exchange line
Personal Ringing (1+2):	\$32.00 for one exchange line
Personal Ringing (1+3):	\$40.00 for one exchange line

Minimum subscription period for each of the above services is 3 months.

#### F6. Calling Number Display

Effective date: 21/4/97

Calling Number Display service\* enables the Customer to see the calling party's telephone number, if available and not blocked by the caller, from a compatible display unit. Customers must have a compatible display unit, such as a

display telephone or a caller display unit plugging on to a telephone set, that can display or capture calling telephone numbers.

Charges: HK\$25.00 per month per telephone line. Hunting lines will be charged on a per line basis.

\*Not available to ISDN-PRI/BRI, analogue and digital trunk interface.

**F7. Calling Number Blocking**

Effective date: 21/4/97

Calling Number Blocking allows the caller to withhold the display of his/her telephone number by using either the Per Call Blocking or Per Line Blocking option. With Per Call Blocking, the Customer can choose to have his/her telephone number blocked for a particular outgoing call. With Per Line Blocking, the Customer's telephone number will be blocked from displaying to the called party whenever outgoing calls are made. The Customer can still choose to display his/her telephone number for a particular call. When any blocking option is on, the called party will not be able to see the caller's telephone number, except for calls to 999 emergency hotline.

Charges: Free of charge.

**F8. Caller Display Unit**

Effective date: 21/4/97

Caller Display Unit (CND-JA25) (the "Unit") is an add-on to the Customer's telephone if the Customer subscribes to the Calling Number Display service. It displays the calling telephone number, if available and not blocked by the caller, with date and time of calling.

Charges: HK\$248.00 per Unit

Special Conditions:

- (a) WTT warrants the Unit to be free from defect in workmanship and material under normal use for one year from the date of purchase ("Warranty"). During the Warranty period WTT will at its own option and cost replace or repair the Unit. Repair may include use of reconditioned replacement parts or materials. Replacement may include provision of reconditioned Unit. The Warranty does not cover defects resulting from accidents, alterations, failure to follow instructions, fire, flood, acts of God, repair by any person other than WTT or WTT's authorised agent, any part not approved by WTT has been used in connection with the Unit, and the serial number on the Unit has been removed, defaced or altered.
- (b) WTT does not warrant the Unit to be compatible with telephone lines provided by third party, with all types of telephone equipment, or with Customer's equipment. Shipping costs to and from authorised service centres are not covered.
- (c) The Warranty is the Customer's sole and exclusive warranty and is in lieu of all other warranties, express or implied, including those of fitness for a particular purpose and merchantability. WTT will not pay for loss of time, inconvenience, loss of use of the product, or property damage caused by the Unit or its failure to work, telephone company service calls, or any other incidental or consequential damages.
- (d) Risk of loss or damage to the Unit shall pass to the Customer on delivery to Customer. Title shall not pass until full payment is received by WTT.

**F9. Messaging Waiting Indication Service**

Effective date: 28/11/97

Messaging Waiting Indication service is an additional feature to the Call Management Services portfolio. With this service, an indication lamp or symbol will be shown on the customer premises equipment\* to alert customers of unretrieved voice messages.

Charge: HK\$5.00 per month per line.

\* Customers will need to have WTT's recommended customer premises equipment to use this service.

**F10. Call Enhancer Packages**

Effective date: 1/8/99, Revision date: 25/9/00, 17/12/01, 23/2/05, 04/09/06

The following Call Management service feature packages are now available with WTT fixed line services:

- (a) Call Enhancer 1: comprises the features of (1) Call Waiting; and (2) Call Forwarding, at \$12 per line per month
- (b) Call Enhancer 2: comprises the features of (1) Calling Number Display; (2) Call Waiting; and (3) Call Forwarding, at \$28 per line per month
- (c) Call Enhancer 3: comprises the features of (1) Call Answer; (2) Calling Number Display; (3) Call Waiting; and (4) Call Forwarding, at \$42 per line per month

- (d) Call Enhancer 4: allows Customer to use both Call Forwarding and Remote Call Forwarding features simultaneously, at \$25 per month (except Hunting lines)
- (e) Call Enhancer 5: comprises the features of (1) Call Forwarding; (2) Remote Call Forwarding; and (3) Calling Number Display, at HK\$39.00 per line per month
- (f) Call Enhancer 6: comprises the features of (1) Call Waiting; (2) Conference Calling; and (3) Calling Number Display, at \$45 per line per month
- (g) Call Enhancer 7: comprises the features of (1) Call Waiting; (2) Call Forwarding; (3) Remote Call Forwarding; and (4) Calling Number Display, at HK\$48 per line per month
- (h) Call Enhancer 8: with Call Waiting, Call Forwarding, Remote Call Forwarding and Speed Call at HK\$33.00 per month
- (i) Call Enhancer 9: with Call Forwarding, Remote Call Forwarding and Speed Call, Personal Ringing (1+1) & Conference Calling at HK \$45 per month
- (j) Call Enhancer 10: with Call Answer and Call Conference at HK\$30 per month (except Hunting lines)
- (k) Call Enhancer 11: with Call Forwarding, Call Waiting & Speed Call at HK\$ 30.00 per month

The existing CMS feature packages (namely, Call Enhancer 1, 2 and 3) will not be available to new subscribers.

**F11. Block-the-block**

Effective date: 28/3/02

Charge: HK\$8.00 per month

**F12. Voice Mail**

Effective date: 3/1/03

Charge: HK\$50 per month

**F13. New Call Management Services**

Effective date: 17/11/03

Service/Activity	Charge (HK\$)
Appointment Reminder	HK\$25 per month
Do-Not-Disturb	HK\$25 per month (inclusive of the charge for setting up the initial password; for each subsequent request to change the password, HK\$50 will be charged)

**F14. Call Answer**

Effective date: 25/9/00, Revision date: 04/09/06

Charge: HK\$28.00 per month.