

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

HKBN ENTERPRISE SOLUTIONS HK LIMITED (“HKBNES”)

O. GLOBAL CONFERENCING SERVICES

Effective date: 9/10/97, Revision date: 1/3/99, 1/8/99, 17/8/99, 1/11/99, 1/2/22

Global Conferencing service provides audio conferencing service for domestic and international use in selected countries.

Optional features:

- (a) Conference recording - a recording of the audio conference on a standard 60 minute audio sound file is provided.
- (b) instant replay - a fully automated conference playback service available 24 hours a day. This service may be accessed by dialling a Hong Kong number and then entering a security code.
- (c) Operator assisted – experienced operator can help manage the conference call with a wide range of value-added service supported.
- (d) Auto-dial out assistant – Dedicated web portal for participant to enter details prior to conference date and system will dial out to participants when the conference starts.

Charges:

The charges for Global Conferencing comprises the Service Charge, and when applicable, the Dial-Out Charge, both of which are based on the actual duration of the audio conference. Charges are on a per line, per minute basis.

- (a) (i) Service Charge (operator assisted conferencing) - covers the provision of conference service management which includes all functions performed during a conference call, including, without limitation, connection, roll call, on-line troubleshooting, announcing late participants, breakdown of large conferences into smaller groups, and adding participants at any time.
- (ii) Service Charge (automated conferencing) - no operator assistance.

	Charge* (HK\$ per minute, per line)
Service Charge (automated conferencing)	\$2.00
Service Charge (operator assisted conferencing)	\$3.00

*Note: A minimum charge for 15 minutes applies.

- (b) Dial-Out Charge - applies when the Customer elects for HKBNES's Global Conferencing centre to co-ordinate the dialling-out of participants to a conference. This charge varies according to the location of the conference participants. Customers are charged to the nearest minute.

	Country	Rate (HK\$ per line, per minute)
	Hong Kong	No charge
Band 1	Macau, South China (Guangdong, Shenzhen-Shekou)	\$4.75
Band 2	Singapore	\$8.00
Band 3	Australia, Canada, Japan, Korea, Malaysia, New Zealand, Taiwan	\$9.60
Band 4	Philippines, Thailand, UK, USA	\$11.20
Band 5	China (rest of), India, Indonesia, Pakistan, Sri Lanka	\$14.40
Band 6	France, Germany, Switzerland, Western Europe	\$16.80
Band 7	Eastern Europe, South America, South Africa	\$19.80
Band 8	Rest of world	\$20.00

- (c) Conference recording

Activity		Charge (HK\$)
Sound file	Per 60 minutes	\$400.00
Notification	Charged for 3 unsuccessful attempts to connect a participant to a Dial-Out conference	\$35.00
Participants record and advice of duration and charges		\$500.00 per call / report

- (d) Instant Replay

Activity		Charge (HK\$)
Load Charge	Loading the recording into the HKBNES system and providing tape backup of the meeting	\$6.00 per minute of recorded time
File Charge	Storing the recording	\$300.00 for first day, \$200.00

		per day thereafter
Voice Capture	Collection of caller name and contact details from callers to the Instant Replay feature (per caller)	\$20.00

- (e) Blast Voicemail - a service for delivery of the Customer's pre-recorded message to the voice mailbox destinations as designated by the Customer. This service feature includes a report detailing successful and unsuccessful delivery attempts, with reasons for unsuccessful delivery (e.g. incorrect phone number, no voice mailbox, voice mailbox full, etc.)

Activity		Charge (HK\$)
Blast Voicemail	(per delivery attempt to voice mailbox)	\$50.00
	(per set up of pre-recorded message)	\$200.00

The following Special Conditions shall apply:

- (1) The Customer shall obtain all relevant permission or authorisation to play their specified message. The Customer shall immediately notify HKBNES if any permission or authorisation to play the message is suspended, withdrawn or terminated for whatever reasons.
- (2) The Customer shall hold HKBNES harmless against any claims for losses or damages arising out of or in relation to the transmission of the message, or any claims by a third party for infringement of any rights subsisting in the message (including intellectual property rights).

- (f) Miscellaneous charges

Activity		Charge (HK\$)
Cancellation charge	Applicable if conference not cancelled with at least 72 hours notice prior to start time	\$5,000.00
Web monitoring	Per event	\$1,000.00 per call per login
Transcription services		On application
Overbooking charge	Charge per unused line if the consumption is under 80% of booked lines	\$100.00 per line
Web booking system	Reservation for automated call	\$2.00 per pin code
Auto-Dial Out Assistant		\$2000.00 per call
Event web Moderators		\$5000.00 per hour (single event)