

UNIFIED CARRIER LICENCE
TELECOMMUNICATIONS ORDINANCE (Chapter 106)

HKBN Enterprise Solutions Limited (“HKBNES”)

Name of Tariff:

Business Broadband (“the Service”)

Description of Tariff:

It allows the Customer using Fast Ethernet/Gigabit Ethernet to access broadband network services provided by HKBNES.

Service Plan – Note 1

Service Plan	Downstream/Upstream Transmission	Monthly Service Fee (HK\$) for 12-month Minimum Service Period	No. of IP Address
Asymmetric Bandwidth Always-on Plan			
1.5M/640K	1.5Mbps / 640Kbps	\$1,923	N/A
6M/640K	6Mbps / 640Kbps	\$2,249	
Symmetric Bandwidth Always-on Plan			
2M	2Mbps / 2Mbps	\$4,425	N/A
4M	4Mbps / 4Mbps	\$6,300	
6M	6Mbps / 6Mbps	\$9,600	
8M	8Mbps / 8Mbps	\$12,000	
10M	10Mbps / 10Mbps	\$13,500	
20M	20Mbps / 20Mbps	\$22,500	
50M	50Mbps / 50Mbps	\$29,250	
100M	100Mbps / 100Mbps	\$36,563	
200M	200Mbps / 200Mbps	\$45,703	
300M	300Mbps / 300Mbps	\$57,129	
500M	500Mbps / 500Mbps	\$71,411	
1000M	1000Mbps / 1000Mbps	\$89,264	
Single User Plan (Dynamic IP Address Plan)			
10M	10Mbps / 10Mbps	\$900	1 (Dynamic)
25M	25Mbps / 25Mbps	\$1,200	
50M	50Mbps / 50Mbps	\$1,600	
100M	100Mbps / 100Mbps	\$2,000	
200M	200Mbps / 200Mbps	\$2,300	
300M	300Mbps / 300Mbps	\$2,500	
500M	500Mbps / 500Mbps	\$2,800	
1000M	1000Mbps / 1000Mbps	\$4,000	
Single User Plan (Fixed IP Address Plan)			
10M	10Mbps / 10Mbps	\$1,800	1 (Fixed)

25M	25Mbps / 25Mbps	\$2,400	
50M	50Mbps / 50Mbps	\$3,100	
100M	100Mbps / 100Mbps	\$4,000	
200M	200Mbps / 200Mbps	\$4,600	
300M	300Mbps / 300Mbps	\$5,000	
500M	500Mbps / 500Mbps	\$5,600	
1000M	1000Mbps / 1000Mbps	\$7,800	
Multi User Plan			
10M	10Mbps / 10Mbps	\$8,000	8 (Fixed)
25M	25Mbps / 25Mbps	\$11,000	
50M	50Mbps / 50Mbps	\$14,000	
100M	100Mbps / 100Mbps	\$18,000	
200M	200Mbps / 200Mbps	\$21,000	
300M	300Mbps / 300Mbps	\$23,000	
500M	500Mbps / 500Mbps	\$25,000	
1000M	1000Mbps / 1000Mbps	\$35,000	
Dedicated Internet Access (Share Pool) Plan			
10M	10Mbps / 10Mbps	\$8,000	8 (Fixed)
25M	25Mbps / 25Mbps	\$11,000	
50M	50Mbps / 50Mbps	\$15,000	
100M	100Mbps / 100Mbps	\$21,000	
1000M	1000Mbps / 1000Mbps	\$29,000	
Dedicated Internet Access (Dedicated) Plan			
10M	10Mbps / 10Mbps	\$13,000	8 (Fixed)
25M	25Mbps / 25Mbps	\$18,000	
50M	50Mbps / 50Mbps	\$25,000	
100M	100Mbps / 100Mbps	\$35,000	
1000M	1000Mbps / 1000Mbps	\$49,000	
Dedicated Internet Access (16 Fixed IP) Plan			
1M	1Mbps / 1Mbps	\$4,875	16 (Fixed)
2M	2Mbps / 2Mbps	\$9,750	
3M	3Mbps / 3Mbps	\$12,975	
4M	4Mbps / 4Mbps	\$16,200	
5M	5Mbps / 5Mbps	\$19,425	
6M	6Mbps / 6Mbps	\$22,650	
7M	7Mbps / 7Mbps	\$25,875	
8M	8Mbps / 8Mbps	\$29,100	
9M	9Mbps / 9Mbps	\$32,325	
10M	10Mbps / 10Mbps	\$35,550	
15M	15Mbps / 15Mbps	\$42,000	
20M	20Mbps / 20Mbps	\$52,500	
25M	25Mbps / 25Mbps	\$63,000	

30M	30Mbps / 30Mbps	\$73,500	
40M	40Mbps / 40Mbps	\$97,200	
50M	50Mbps / 50Mbps	\$119,250	
60M	60Mbps / 60Mbps	\$140,700	
70M	70Mbps / 70Mbps	\$162,000	
80M	80Mbps / 80Mbps	\$183,750	
90M	90Mbps / 90Mbps	\$205,200	
100M	100Mbps / 100Mbps	\$226,800	
200M	200Mbps / 200Mbps	\$250,000	
300M	300Mbps / 300Mbps	\$350,000	
500M	500Mbps / 500Mbps	\$450,000	
600M	600Mbps / 600Mbps	\$650,000	
800M	800Mbps / 800Mbps	\$800,000	
1000M	1000Mbps / 1000Mbps	\$950,000	
Premium Dedicated Internet Access Plan			
10Mbps	10Mbps / 10Mbps	\$18,000	8 (Fixed)
25Mbps	25Mbps / 25Mbps	\$25,000	
50Mbps	50Mbps / 50Mbps	\$35,000	
100Mbps	100Mbps / 100Mbps	\$50,000	
1000Mbps	1000Mbps / 1000Mbps	\$70,000	
10Gbps	10000Mbps / 10000Mbps	\$100,000	

Dedicated International Bandwidth

Service Plan	Downstream/Upstream Transmission	Monthly Service Fee (HK\$) for 12-month Minimum Service Period
International Bandwidth	Additional 1Mbps / 1Mbps	\$1,500
China Bandwidth	Additional 1Mbps / 1Mbps	\$2,000
Asia Pacific Bandwidth	Additional 1Mbps / 1Mbps	\$2,000
Europe Bandwidth	Additional 1Mbps / 1Mbps	\$1,500
United States Bandwidth	Additional 1Mbps / 1Mbps	\$1,500

Installation & Reconfiguration Charges – Note 2

User Plan	1 - 100Mbps (per location) (HK\$)	200 - 800Mbps (per location) (HK\$)	1000Mbps (per location) (HK\$)	10Gbps (per location) (HK\$)
Asymmetric Bandwidth Always-on Plan	\$4,000	N/A	N/A	N/A
Symmetric Bandwidth Always-on Plan	\$7,000	\$10,000	\$15,000	N/A
Single User Plan (Dynamic IP Address Plan)	\$7,000	\$10,000	\$15,000	N/A
Single User Plan (Fixed IP Address Plan)	\$7,000	\$10,000	\$15,000	N/A

Multi User Plan	\$8,000	\$10,000	\$16,000	N/A
Dedicated Internet Access (Share Pool) Plan	\$8,000	N/A	\$16,000	N/A
Dedicated Internet Access (Dedicated) Plan	8,000	N/A	16,000	N/A
Dedicated Internet Access (16 Fixed IP) Plan	8,000	10,000	16,000	N/A
Premium Dedicated Internet Access Plan	20,000	N/A	25,000	30,000

Relocation Charges – Note 2

User Plan	Per Order Fee (HK\$)
Asymmetric Bandwidth Always-on Plan	\$2,000
Symmetric Bandwidth Always-on Plan	\$3,000
Single User Plan (Dynamic IP Address Plan)	\$3,000
Single User Plan (Fixed IP Address Plan)	\$3,000
Multi User Plan	\$6,000
Dedicated Internet Access (Share Pool) Plan	\$6,000
Dedicated Internet Access (Dedicated) Plan	\$6,000
Dedicated Internet Access (16 Fixed IP) Plan	\$6,000
Premium Dedicated Internet Access Plan	\$10,000

Miscellaneous

Additional IP Address (only available to Multi-user Plan)	HK\$1,000 / month for 16 IP Addresses HK\$2,000 / month for 32 IP Addresses HK\$4,000 / month for 64 IP Addresses HK\$8,000 / month for 128 IP Addresses HK\$10,000 / month for 256 IP Addresses
Domain name registration or migration	HK\$600 per year
Router on loan rental	HK\$3,000 per month
Service Re-activation	HK\$1,500 / Order
Global Domain (*.com/*.net/*.org)	HK\$350 / Order
Local Domain (*.com.hk)	HK\$300 / Order
Local Domain (*.hk)	HK\$350 / Order
Additional Sub-Domain (*.corp.com.hk)	HK\$300 / Order
Yearly Parking Fee (Global and Local Domain)	HK\$800 / year
Yearly Parking Fee (additional Sub-Domain)	HK\$350 / year
Client Workstation Connection Setup (MS Windows)	HK\$600 / PC
Onsite Visit (Not due to HKBNES Facility Issues)	HK\$500 / visit
Separate / Combine Billing	HK\$300 / Order
Add/Delete Email address	HK\$100 / Order
Roaming service activation	HK\$100 / email

DNS Alternation	HK\$300 / Order
Port Forwarding Alternation	HK\$300 / Order
Router Re-Configuration	HK\$800 / Order
On-site Maintenance	HK\$300 / Order
Remove Domain record	HK\$300 / Order
Amend Sub-domain name admin fee (*:corp.com.hk)	HK\$300 / Order
Non-Office Hour additional charge (Office hours: Monday to Friday 9:00am – 5:00pm)	HK\$2,000 per hour (minimum 2 hours)
Loss/Damage/Replacement/Failure of return of Equipment	HK\$5,000 / set
Service Reactivation	HK\$7,000 / order
IP Broadcasting (Per Class C)	HK\$4,000/ month

Note 1:

Throughput limits apply to all user plans. The maximum throughput of each circuit is equal to the bandwidth subscribed for each circuit. Unless otherwise specified, International Internet access of each subscribed IP address is limited to 20Mbps maximum. The actual throughput for each subscribed circuit can be affected by usage levels, network configuration, coverage and extraneous uncontrollable factors. HKBNES may take appropriate actions from time to time on customer subscribed circuits as it sees fit to ensure that the throughput does not exceed the aforementioned limits.

Note 2:

The installation and relocation fee does not include one-time or recurrent additional charges, if any, payable to the Building Management Office (BMO) of Customer's premises for any extra installation works specifically required by the Building Management Office, and any related cost (included but not limited to Road Opening, Extra Equipment) incurred during installation and relocation.

Special Terms and Conditions of Business Broadband

1. Definition
 - 1.1 Unless otherwise provided, words and expressions used herein shall have the same meaning ascribed to them in the General Terms and Conditions.
2. The Service
 - 2.1 HKBNES shall use reasonable efforts to make the Service available to the Customer. HKBNES may suspend the Service in whole or in part or limit access to the Service at any time without notice but HKBNES shall use reasonable efforts to minimize such suspension or limitation. The Customer shall be liable for all Charges during the period of suspension or limitation unless otherwise specified by HKBNES.
 - 2.2 HKBNES reserves the right at all times to expand or reduce the Service, amend the Charges or introduce new charges payable by the Customer, amend any of the terms and conditions of this Agreement, alter, modify and/or delete any of the Service or the Content without prior notice to Customer.
 - 2.3 HKBNES reserves all its rights and final discretion to determine the methods and delivery route for the provision of the Service to Customer and HKBNES may change such methods and routes from time to time as it shall deem appropriate without prior notice and/or giving any reason therefor;
 - 2.4 HKBNES may provide email Service to the Customer. The Customer acknowledges and agrees that any e-mail address provided by HKBNES is licensed to the Customer in connection with the Service. The Customer shall not acquire any title or right whatsoever in such e-mail address.
3. Suspension and Termination of Service
 - 3.1 HKBNES reserves all its the rights and final discretion to suspend and/or terminate provision of the Service without prior notice and/or giving any reason therefor.

4. PIN and Password

- 4.1 HKBNES may assign a PIN and/or Password to the Customer to access the Service.

5. Customer Equipment

- 5.1 The Customer shall be responsible for obtaining, providing and paying for all telecommunications equipment, computer equipment, software or any other access devices as may be necessary for the use of the Service (collectively "Customer Equipment").

- 5.2 The Customer shall ensure at all times that the Customer Equipment be approved for connection to the Service by the relevant government department or other competent authority and the Customer shall at all times comply with the conditions of such approval. HKBNES reserves the right to suspend the Service without notice if the Customer does not fulfill its obligations under this clause or if in the opinion of HKBNES such Customer Equipment has or is likely to cause the death of, or personal injury to, any person engaged in the running of HKBNES's network or damage to the property of HKBNES or impair the quality of any of the Service or any other telecommunications service provided by means of HKBNES's network or otherwise.

6. Installation of Equipment

- 6.1 HKBNES may provide to the Customer the relevant Equipment (including but not limited to Cable Modem, Network Card, Router, NAT Device and/or Antenna and Accessories) for the use of the Service in consideration of a rental fee to be payable by the Customer to HKBNES. The said rental fee shall be determined by HKBNES at its sole discretion from time to time.

- 6.2 The Customer shall: (a) provide suitable physical and operating environment for the Equipment; (b) provide adequate security to protect the Equipment from theft, damage or misuse and to use reasonable care in the use of the Equipment; (c) use the Equipment solely for the purposes provided; (d) obtain any consents or approval required for the installation and connection of the Equipment (where applicable); (e) notify HKBNES as soon as reasonably practicable of any damage, fault, theft or loss of the Equipment; (f) not assign, transfer, convey or otherwise dispose of the relevant Equipment and/or Software without the prior written consent of HKBNES; (g) not, or shall permit any other person to alter, remove, add to, or otherwise interfere with the Equipment or any identifying marks or numbers on the Equipment without HKBNES's prior written consent; (h) use and operate the Equipment in a proper manner and in accordance with HKBNES's instruction to be given from time to time and the relevant user guide; (i) pay HKBNES an installation fee of the Equipment, the amount of which shall be determined by HKBNES at its sole discretion; (j) not use any other equipment in place of the Equipment without the written consent of HKBNES.

- 6.3 The Customer must observe HKBNES's requests for the remove or return of the Equipment upon termination of the Service. Upon termination of the Service, the Customer shall at its own costs and expenses return the Equipment to HKBNES within the period specified by HKBNES in good condition (fair wear and tear excepted). Should Customers request HKBNES to perform on-site service at the premise(s) for collecting the equipment, HKBNES will make the arrangement within 2 weeks after receipt of Customer's written notice, and may charge an equipment collection fee of HK\$300 or any other amount as HKBNES shall deem appropriate from time to time.

- 6.4 If the Customer fails to return the Equipment within the specified period or the Equipment is loss or damaged, the Customer shall indemnify HKBNES for all loss or damage to the Equipment on a full indemnity basis (including the costs incurred by HKBNES for the recovery of the Equipment).

- 6.5 The use of the Equipment by the Customer shall terminate upon the termination of the Broadband Service. HKBNES reserves the right to terminate the use of the Equipment by the Customer at any time and for whatever reasons. HKBNES will endeavour to give 30 days' prior notice for such termination.

7. Customer's Responsibility

- 7.1 Customer will not use and/or allow others to use the service simultaneously through more than

the maximum number of computer connections as subscribed from time to time, failing which HKBNES reserves the right to charge the Customer the then service fee for using the Service through such number of computer connections;

- 7.2 Customer will not in any event resell the service without the prior consent of HKBNES;
- 7.3 Customer acknowledges that relocation of the address for the service shall, subject to HKBNES's approval, be subject to a relocation charge as HKBNES shall stipulate from time to time;
- 7.4 Customer will comply with directions given by HKBNES from time to time in relation to modifications required to any apparatus at the installation address or such other action as necessary to eliminate any interference, impediment or impairment to the Service or HKBNES's network.

8. Reconfiguration of Computer and Repair of Equipment

- 8.1 The Customer acknowledges that the provision of the Service is subject to the reconfiguration of the Customer's computer and the installation of the relevant Customer Equipment, Equipment and/or Software.
- 8.2 The Customer shall authorize HKBNES or its authorized agents to reconfigure the Customer's computer to allow access to the Service and install the relevant Equipment and/or Software by signing a separate Installation Order Form.
- 8.3 It will be the Customer's responsibilities prior to installation or reconfiguration of any Equipment and/or Software to back up any data stored in his computer and inform HKBNES if any reconfiguration or installation by HKBNES is likely to invalidate any support arrangements and/or other functions of the computer and HKBNES shall not in any event be liable for any loss or damages of Customer or any third party caused in the course of such installation and/or reconfiguration.
- 8.4 The Customer authorizes HKBNES or its authorized agents to disable any Local Area Network (LAN) card installed in Customer's computer for the provision of Service and/or install the Equipment and/or Software.
- 8.5 HKBNES reserves the right not to reconfigure the Customer's computer or install the related Equipment or Software as HKBNES deems appropriate and at HKBNES's discretion.
- 8.6 Any reconfiguration and/or installation activities for the provision of the Service shall be subject to the Customer's computer meeting the basic requirement for reconfiguration as specified in the registration form.
- 8.7 The Customer shall be liable for all Charges for the provision of the Service by HKBNES notwithstanding the Customer may not be able to use the Service for any reason whatsoever which is not due to the fault of HKBNES including without limitation incompatibility, incompetence or failure of Customer Equipment or failure of the Customer's computer to meet the basic reconfiguration requirements.
- 8.8 HKBNES will upon the reasonable request of the Customer effect all necessary repairs or reconfiguration or relocation of Equipment or on-site support to the relevant Equipment. It is expressly agreed by HKBNES and the Customer that HKBNES shall not be subject to any liability or responsibility by reason of any delay in effecting such repair or reconfiguration or Equipment relocation or on-site maintenance. The Customer shall be responsible for the relevant costs as shall be notified by HKBNES unless any failure or problem is due to the default of HKBNES.

9. Deposit and Prepayment

- 9.1 HKBNES shall have the right to require the Customer to prepay service fee upon registration of the Service (the amount of which shall be determined by HKBNES at its sole discretion) and/or at any time to require the Customer to pay a deposit as security for the due performance and discharge by the Customer of its obligations and liabilities relating to the provision of the Service or the relevant Equipment or otherwise under this Agreement. The amount of the deposit shall be determined by HKBNES at its sole discretion. HKBNES reserves the right to increase the amount of the deposit from time to time. The deposit shall be retained by HKBNES free of any interest to the Customer and shall not be transferred to the Customer's other account for the Service.
- 9.2 Any unused access/usage time as specified in the relevant Service Plan selected by the Customer will not be carried forward to the following month and HKBNES will not give any credit or refund in respect of any failure, suspension or interruption of all or part of the Service for any reasons

whatsoever. 10. Customer's Warranties

- 10.1 Customer will abide by this Agreement for using HKBNES Service and any amendments and supplement thereto stipulated by HKBNES and any terms and conditions set out by third party service providers who provide any services accessible by or through using the Service;
- 10.2 Customer will submit true and complete information to HKBNES and must notify HKBNES promptly in writing of any changes to his details as provided to HKBNES and whatsoever information requested by HKBNES;
- 10.3 Customer will not use or allow others to use the Service to circulate, publish, transmit, distribute, or any unsolicited promotional or advertising information or any content that is seditious, obscene, defamatory, indecent, threatening, offensive, liable to incite racial hatred, discriminatory, menacing, objectionable or for mail-spamming, junk mail and/or bulk transmission of messages to Internet users, providers or newsgroup;
- 10.4 Customer will not act, nor allow others to, act in such a way that may jeopardize or impair the provision of the Service in Hong Kong or elsewhere;
- 10.5 Customer will ensure that either he/she owns the computer or he/she has obtained the consent of the owner of the computer for HKBNES to conduct any reconfiguration and/or installation activities for the provision of the Service.

11. Miscellaneous

- 11.1 The Customer acknowledges and agrees that the obligations of HKBNES under this Agreement may be performed by other companies in line with HKBNES. HKBNES shall further have the rights to sub-contract any of its obligation to a third party. HKBNES shall be entitled to assign or transfer its rights hereunder to any third party.
- 11.2 Customer acknowledges and agrees that HKBNES will send promotional material and/or information about related services provided by HKBNES or any third party to Customer by post or email from time to time. Customer shall notify HKBNES in writing if he/she does not want to receive any such material or information and HKBNES will not charge any fee for this request.
- 11.3 Any notice required to be given by HKBNES to the Customer may be given by HKBNES by post, facsimile, email or any other means at the sole discretion of HKBNES. Any such notice shall be deemed to have been received and given at the time when in the ordinary course of transmission, it should have been delivered at the address to which it was sent.
- 11.4 HKBNES reserves the right to the final decision on any dispute regarding the terms and conditions herein stated.
- 11.5 These Special Terms and Conditions shall be subject to the General Terms and Conditions of HKBNES and Customer agrees to abide by all the terms and conditions stated therein as may be in force from time to time.

Effective Date of Tariff:

Immediate

Revision History:

17/08/2010, 27/03/2014, 07/08/2015, 01/09/2016