

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

WTT HK LIMITED (“WTT”)

W11. Cloud Monitoring Service

The Service provides a cloud-based monitoring solution for WTT’s broadband or local data service which connects with network CPE device, equipment, FibreCloud service or Virtual Machine (VM). The CPE device, equipment or VM can be provided by Customer or subscribed from WTT. To enjoy the Service, CPE device or equipment is required to support and enable Simple Network Management Protocol (SNMP) polling by Cloud Monitoring platform. The Service will monitor individually CPE device or equipment via the Objects (including Memory, WAN Port Utilisation, etc.) periodically.

Service/ Activity	Charges (HK\$) Per Subscription
Initial Setup	\$ 20,000
Reconfiguration	\$ 10,000 / Request
Monthly Rental	
Smart Plan (with 2 Objects)	\$ 1,000 / Month
Premium Plan (with 4 Objects)	\$ 2,000 / Month
Professional Plan (with 8 Objects)	\$ 4,000 / Month
Customized Plan (with 2 Objects) *	\$ 4,000 / Month
Additional Objects	\$ 1,000 / Month
Monthly Report #	\$ 5,000 / Month
Login Account (per User)	\$ 100 / Month
App in Mobile Phone - iOS/ Android (per User)	\$ 500 / Month
Reconnection Charge	\$ 1,000
SMS Alert	\$ 5 / SMS

Remarks

- * Smart Plan, Premium Plan and Professional Plan is only available for pre-set policy. Customized Plan is available with customized policy setting.
- # Monthly Report in web service portal will only provide data information up to the last 6 months.

The provision of the Service is subject to WTT’s General Terms and Conditions of Service as revised and published from time to time.

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

1. The Customer shall indemnify and hold harmless WTT against any liability, claim, loss, damage or expense arising from the use of the Service by the Customer.
2. WTT will not be responsible or liable for any loss or damage suffered or incurred by the Customer arising from the delay in or failure of message transmission and/or failure of alerts (SMS, email, pop-up in mobile phone app).
3. The Service is subject to the Customer’s equipment(s) meeting the relevant specifications for interoperability with WTT’s Network. Any equipment which the Customer intends to connect to WTT’s Network must be approved by WTT prior to any connection, and must be in compliance with the technical standards specified by WTT. At the time of application for Service the Customer must provide all details regarding the equipment which it intends to connect to WTT’s Network. WTT may reject the application if the required information is not provided or WTT opines that the said equipment does not comply with WTT’s technical standards. WTT may at any time, without being liable to the Customer, disconnect the Customer’s equipment connected to WTT’s Network if:
 - The configurations or technical specifications of such equipment so connected differ from the details previously provided by the Customer;
 - There is malfunction of the equipment; or
 - The provision of the Service to the Customer is terminated or suspended for any reasons.
4. The provision of the Service is subject to site feasibility and available resources of WTT including network coverage to the installation address.
5. The Service is only available to WTT Business Broadband service with at least 1 fixed IP or Metro Ethernet with router supporting Trunk Port.
6. Minimum subscription period for the Service is twenty-four (24) months unless otherwise specified in the Order Confirmation. The Customer shall on demand pay for the monthly charges for the remaining contract period in the event of termination before expiration of the minimum subscription period.
7. The Service does not include connection with WiFi or Internet connectivity. Customer will be responsible for any additional WiFi or Internet connectivity charges incurred when accessing the Service’s web portal via notebook and/or mobile phone device(s).

