

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

WTT HK LIMITED (“WTT”)

W13. SDWAN Service (the “Service”)

Effective date: 29/04/19

The Service provides high business continuity and service availability for headquarters and branches via multiple WAN uplink resiliencies. It provides centralized management portal for real-time monitoring of the status of WAN uplink and network CPE. The Service will monitor individual CPE device or equipment via software objects (including Memory, WAN Port Utilisation, etc.) periodically.

Service/ Activity	Charges (HK\$) Per Subscription
Initial Setup	\$30,000 / Equipment
Remote Reconfiguration *	\$3,000 / Hour
Onsite Reconfiguration * ^	\$5,000 / Hour
Reconnection Charge	\$30,000 / Equipment
Smart Plan (with 5 objects)	\$10,000 / Month / Equipment
Additional Objects	\$1,000 / Month / Equipment

^ Minimum subscription period of Onsite Reconfiguration is 2 hours.

* For non-normal hour Services, a surcharge will be applied:

Normal hours:	normal rate	Monday to Saturday 0900 – 2100 (except public holiday)
Non-normal hours:	normal rate x 1.5	Monday to Saturday 2100 – 2400 (except public holiday)
	normal rate x 2	Monday to Saturday 0000 – 0900 and Sunday/public holiday whole day

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 Service is subject to the Customer’s equipment meeting the relevant specifications for interoperability with WTT’s Network. Any equipment which the Customer intends to connect to WTT’s Network for the purpose of the Service 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 provided by the Customer in its application for the Service;
 - there is any malfunction of the equipment; or
 - the provision of the Service to the Customer is terminated or discontinued for any reason whatsoever.
2. The provision of the Service is subject to site feasibility and available resources of WTT including network coverage to the installation address.
3. 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 subscription period in the event of termination before expiration of the minimum subscription period.
4. Unless otherwise specified, both monthly charges and installation charges are per end. Additional costs for civil or fibre work will be quoted on a case-by-case basis.
5. 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.
6. 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).
7. The 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).