

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

**PCCW-HKT Telephone Limited (“PCCW-HKTC”) and  
Hong Kong Telecommunications (HKT) Limited (“HKT”)**

**Name of Tariff:**

Customer Voice Hotline Management Service (“**Service**”)

**Description of Tariff:**

The Service enables commercial users to use the agreed routing of the telephone numbers and can support a number of calls (via number of ports and/or telephone line(s) subscribed to) simultaneously. The plan(s) on offer under the Service can unify various hotline(s) and/or telephone number(s) in various places under one or more telephone numbers and at the same time accommodate one or more value-added service(s) including but not limited to voice recording, information enquiry, call routing, call forwarding, Caller Number Announcement, call filtering, incoming call management and various Interactive Voice Response (“**IVR**”) service features.

Setup Charge: HK\$8,000/manday

Rental: HK\$2,500/month on a per port and/or per telephone line basis

A “manday” is referred to the service(s) and work(s) incurred in respect of setup of the Service(s) provided by HKT on a daily basis.

**Remarks:**

1. Customer may be required to pay additional charge(s) for value-added service(s) subscribed to under the Service.
2. The Service includes but not limited to HKT’s current offerings such as Super Hotline, Info Query, Voice Service Protector and Secure Recording.
3. The Service is subject to HKT’s prevailing General Conditions of Service and applicable terms of conditions and Special Conditions (if any) under each relevant Service.

**Effective date of tariff:**

1 April 2013

**Revision history:**

Revision to the tariff published in Tariff No. U025-007 published on 29 October 2010 regarding cessation of offering the Service to new customers.