

Standard installation service scope of work

Service: Wireless LAN

1 Service features and deliverables

- 1.1 New installation/relocation (after order signed)
 - 1.1.1 Participate in customer meetings, if required.
 - 1.1.2 Check with customer for desired AP locations.
 - 1.1.3 Conduct a site check (not Wi-Fi signal check) with customer representative, if required.
 - 1.1.4 Collect customer data before onsite installation/configuration, including IP address, SSID & auth method.
 - 1.1.5 Deliver equipment (if any) to customer site.
 - 1.1.6 AP physical installation
 - 1.1.6.1 Standard wall-mount or ceiling-mount for access point/antenna using officially provided brackets and mounting materials at a height of under 2 meters (one-off equipment installation).
 - 1.1.7 Physical installation of wireless controller/wireless appliance/management tools.
 - 1.1.7.1 Standard rack-mounting of wireless controller/wireless appliance/ management tools using officially provided brackets and mounting materials at a height of under 2 meters (one-off equipment installation).
 - 1.1.8 AP and/or wireless controller/wireless appliance/management tools configuration.
 - 1.1.8.1 Admin login username & password, IP addresses, VLAN, DHCP service scopes (if required), SNMP community (if required).
 - 1.1.8.2 WLAN setting including SSIDs, encryption method with passphrase.
 - 1.1.8.3 WLAN authentication setting including web portal auth, local database auth, IP address of external radius server.
 - 1.1.8.4 Extra charge for re-configuration will be made at UAT stage or when works order is signed.
 - 1.1.9 WiFi connectivity/Internet access and auth test
 - 1.1.9.1 Use a Wi-Fi client to associate pre-defined SSIDs for Wi-Fi connectivity.
 - 1.1.9.2 Check whether the Wi-Fi client can obtain an IP address.
 - 1.1.9.3 Internet access test through Wi-Fi client.
 - 1.1.9.4 Associate to different SSIDs for different auth method test.

2 Service exclusions

Activities such as, but not limited to, the following are NOT within the service scope:

- 2.1 Items listed under customer responsibilities.
- 2.2 Tailor-made manuals/user guides.
- 2.3 Wi-Fi product or in-depth skill transfer training.
- 2.4 Wi-Fi client. This is provided by the customer (eg for notebook/iPad/iPhone/Android phone) for Wi-Fi connectivity test at Wi-Fi coverage location.
- 2.5 Wi-Fi heatmap for AP locations plan.
- 2.6 Wi-Fi burning or loading/stress test.
- 2.7 Wi-Fi failover roaming test.
- 2.8 Wi-Fi security audit test.
- 2.9 Wi-Fi spectrum analyze check.
- 2.10 Tailor-made web portal for Wi-Fi client.
- 2.11 All networking/firewall/server device configuration.

- 2.12 Wi-Fi client profile setup.
- 2.13 Troubleshooting in the event of Wi-Fi connectivity issues arising as a result of customer's device fault.
- 2.14 AP/WLAN controller/management tools/wireless appliance installation:
 - 2.14.1 Power socket.
 - 2.14.2 Application for work permit issued by building management office (BMO) is administered/provided by the customer.
 - 2.14.3 Onsite assembly.
 - 2.14.4 AC spur and change of power plug connection.
 - 2.14.5 Earth cable for outdoor AP/antenna.
 - 2.14.6 Plastic/metal box/enclosure for AP installation.
 - 2.14.7 Coaxial cable for external antenna extension.
 - 2.14.8 Make good/reinstate original AP location after relocation.
 - 2.14.9 Open hole on false ceiling for AP installation.
 - 2.14.10 Patch cord for AP data node outlet.
 - 2.14.11 Price does NOT include works carried out by nominated contractors – eg remove & reinstate false ceiling and fire stop.
 - 2.14.12 Protector, trunking, conduit for AP and external antenna installation.
 - 2.14.13 Installation at 2m height or higher requires high working platform (not covered).
 - 2.14.14 All cables & cords should be installed inside cabling facilities provided by customer.
 - 2.14.15 Labeling record equipment types & sequence number only.

3 Customer responsibilities

Customer shall be responsible for each of the following:

- 3.1 Ensuring that all site preparation, power supply compatibility requirements and other specified service prerequisites are met.
- 3.2 Providing detailed information regarding location within the end user site for the performance of the service.
- 3.3 Providing unobstructed, continuous access to sites and systems required for the performance of the service.
- 3.4 Length of Cat.5e/Cat.6/Cat.6A cable (provided by the customer for AP installation) should be NO longer than 90 meters.
- 3.5 Providing all E&M facilities and physical mounting facilities for AP and/or external antenna installation, including trunk, cable trays, conduits, power sockets, rack space, screws, LAN nodes and cabling facilities, for the performance of the service.
- 3.6 Providing all necessary information for AP/WLAN controller installation, including IP addresses, SSIDs, auth method, DHCP scope, VLAN information, for the performance of the service.
- 3.7 Ensuring that working conditions for HKT personnel onsite at any end user facility are safe, secure and adequate in all respects to allow them to perform the services efficiently, and that comply with all applicable health and safety regulations.
- 3.8 Making appropriate personnel available to assist HKT in the performance of its responsibilities.
- 3.9 Co-ordinate service deployment on third-party maintained hardware and software (if applicable) with HKT.
- 3.10 Having valid licenses for all software products or software updates to be installed by HKT.
- 3.11 Being involved in UAT, sign-off and acceptance of service provided by HKT.
- 3.12 Obtaining any necessary consent and taking any other action required by applicable laws, including but not limited to data privacy laws, prior to disclosing any of its employee information to HKT.
- 3.13 Being responsible for the identification and interpretation of any applicable laws, regulations and

statutes that affect customer's existing application systems, programs, or data to which HKT will have access during the services. It is the customer's responsibility to ensure the systems, programs and data meet the requirements of those laws, regulations and statutes.

4 General provisions/other exclusions

- 4.1 All tasks will be performed during HKT business working hours, Monday through Friday, 8:30am to 5:30pm, and Saturday 8:30am to 1pm, excluding public holidays.
- 4.2 Unless HKT agrees in writing, any services provided outside of HKT standard business hours may be subject to additional charges.
- 4.3 The ability of HKT to deliver this service is dependent upon the customer's full and timely co-operation with HKT, as well as the accuracy and completeness of any information and data the customer may provide to HKT. HKT shall not be responsible for verification of information furnished by the customer, end user or any contractor.
- 4.4 HKT reserves the right to charge, on a time and materials basis, for any additional work over and above quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the customer.