

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

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

Name of Tariff:

eye Service (“Service”)

Description of Tariff:

See Annex A.

Effective date of tariff:

12 August 2019

Revision history:

Revision to the tariffs in U0025-020-Dec2016-R published on 23 December 2016 for updating prevailing offerings and service provisioning under the Service for consumer customers.

eye Service (“Service”)

The Service is a fixed communication service offered by HKT to a customer at a designated bona fide residential premises through an eye Device (as defined below) via Internet and/or fixed telephone network under designated service plan(s), which include a number of features such as voice calls and applicable VAS (as defined below), SMS, local video calls and various Infotainment Service(s) (as defined below). Broadband Internet access and certain feature(s) may be accessible via Internet other than at the designated residential premises through designated eye Device(s) as specified under the relevant service plan of a Service. The Services include but not limited to eye Multimedia Service⁹, eye Home Smartphone Package, eye2 Communication Package⁹, eye Home Tablet Communication Package and eye3 Smart Communications Service.

eye Device means any device for access to a Service (such as eye Multimedia Service device, eye Home Smartphone, eye2 device, eye Home Tablet or other designated tablet computer(s)). The eye Device (and relevant accessories) will be provided by HKT or sold to a customer (as the case may be) according to the prevailing terms and conditions of a service plan under a Service.

The table below sets out the charges for each of the Service^{1,2}:

<u>Features</u>	<u>Particulars</u>	<u>Charges</u> <u>(HK\$)</u>
eye Service core service charge	(a) voice call; (b) access to various Infotainment Services (as defined below); (c) SMS; and (d) local video call. (new customers are required to subscribe to the Service with a designated commitment period)	888 per month ³
Short Message Service – in text format (“SMS”)	Local SMS Fixed-to-Fixed: (within HKT’s network) ⁴	0.5 / SMS
	Fixed-to-Mobile (local):	1.0 / SMS
	International SMS ⁵	1.5 / SMS
Local video call	Send to or receive from other eye Device under a Service or an eligible handset via HKT’s mobile network.	1.0 / minute
	Or send to or receive from selected mobile network(s) which have interconnection facilities with HKT. Details can be retrieved from www.hkt-eye.com	2.0 / minute
Infotainment Service(s)	Including but not limited to the below: <ul style="list-style-type: none"> • now TV selected channels⁶ • Pre-installed infotainment content and 	Depends on subscription and / or program(s) on offer

<u>Features</u>	<u>Particulars</u>	<u>Charges</u> <u>(HK\$)</u>
	<p>applications – including but not limited to daily news & weather, entertainment news and program updates, cooking tips and story-telling.</p> <ul style="list-style-type: none"> • Internet access (subject to service plan subscribed to) ¹¹ • Nowticketing platform • PPS service platform • Other content(s) or application(s) launched from time to time 	
Value-added services (“VAS”)	VAS features for local voice calls such as caller display, call forwarding and call waiting enabled under the relevant Service	Prevailing charges for VAS under HKT’s Local Telephone Service (Consumer Customers) apply
Paper bill	Additional charge payable by customers opting for receiving printed paper bill	20 per month
Connection charge	(a) Installation or activation	680
	(b) Internal relocation ⁷ (maximum of 4 sockets)	200 per socket
	(c) External relocation / moving charge ⁸	680 per line
	(d) Reconnection	680 per line
Parallel extension phone line	Monthly rental (where applicable)	298
Wi-Fi coverage extension	Providing configuration and consultation service for installation of the additional Wi-Fi access points at the customer’s service installation address	680
Application cancellation charge	Charge applicable to cancellation of application for subscription to a Service before completion of Service installation	500
Charge for changing service plan	Administration fee for changing to another service plan under the Service or HKT’s Local Telephone Service (Consumer Customer) during the commitment period under the prevailing contract	1,500
Loss of equipment charge	Compensation for loss of an equipment supplied by HKT for the provision of a Service (include but not limited to a eye Device and/or broadband internet modem) where applicable	6,000

<u>Features</u>	<u>Particulars</u>	<u>Charges</u> <u>(HK\$)</u>
Change of number	Charge for porting another fixed line number to replace number under existing Service	50
Additional extension sockets	Installation of additional extension sockets	200 / socket
Pre-wiring	Pre-wiring for new line or external relocation cases	200
Permanent call forwarding	Automatically transfers incoming calls from one given disconnected number to another specified by customer	200 /mth
Change Number Interception	A recording that informs callers to the subscriber's telephone number has changed and the new number will also be mentioned	200 /mth
Call Connect Service	Premium directory enquiry service to connect the call to the destination for caller after the directory enquiry process	10 / call

Remarks:

1. The Service is subject to the applicable terms & conditions (and as amended from time to time) including HKT's General Conditions of Service or General Conditions of Service (Consumer Customers) (as the case may be), Special Conditions for eye Communication Package for Consumer Customers, Special Conditions for eye2 Communication Package, and/or Special Conditions for eye Multimedia Service (as the case may be), and any additional terms and conditions as may be specified by HKT and/or service provider(s) of the Infotainment Service(s) and/or third party applications from time to time.
2. The Service can only be provided in those locations in which HKT's existing network can support the service. In addition, HKT can only provide the Service(s) to those locations where its network is currently installed and such Service(s) are being and can in the future be provided. Whether a Service is available at a customer's address will depend on the infrastructure in place to his/her residence, the technology HKT is currently using within and to the building of the customer's address (which HKT may change from time to time), marketing initiatives and other factors as determined by HKT from time to time. Further, the Service relies on the mains power supply and does not support lifeline or lifeline related devices. In case of power failure of the mains power supply, the Service cannot be used.
3. Does not include charges for Infotainment Services, which would vary depending on subscription of different offers available from Infotainment Service provider(s).
4. Customers may send and/or receive SMS between compatible devices with fixed line SMS functionality under the Service, Next Generation Business Fixed Line and/or 0060 everywhere.

5. International SMS are only applicable to SMS sent to/from designated operators in China (NB. The Service does not support International SMS from China pre-paid phone card), Australia, Indonesia, Taiwan, Singapore, Macau and Philippines (subject to change from time to time pursuant to the prevailing arrangements as agreed by HKT with international operators).
6. now TV channel(s) available under a Service are accessed via a designated device and/or application, and subject to the prevailing offerings under a particular Service which the service provider may change from time to time. now TV service is provided by PCCW Media Limited.
7. The installation of parallel extension (“PE”) is only applicable to areas within the PE service coverage. A maximum of 4 sockets per telephone line for each premises are available and subject to on-site conditions.
8. Such charge is applicable for relocation / moving the subscribed Service to different premises.
9. Legacy service offered to HKT consumer customers who have already subscribed the service.
10. HKT reserves the right not to provide any Service(s) to those customers who have previously found our service to be unacceptable despite it being provided in accordance with our tariff terms and conditions and at our normal service levels.
11. Broadband Internet Access service at downstream speed of greater than 1Mbps is supported on the broadband equipment of the eye Device for eye Home Smartphone Package, eye Home Tablet Communication Package and eye3 Smart Communications Service.