

**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:**

See Annex A

**Effective date of tariff:**

1 June 2013

**Revision history:**

Revision to the tariff published in Tariff No. U0025-007-Apr2013-R published on 1 April 2013 regarding service provisioning and pricing under the Service.

**Customer Voice Hotline Management Service<sup>1, 2, 3</sup> (“Service”)**

The Service enables commercial users to utilise the agreed routing of designated telephone number(s) and can support a number of calls (via number of port(s), call queue(s), user(s) 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, hunting feature, incoming call management and various Interactive Voice Response (“IVR”) service features<sup>4</sup>.

**Rates for the Service (except Call Queue):**

Setup charge: HK\$32,000  
Monthly charge: HK\$2,500 on a per port/user and/or per telephone line basis

**Rates for Call Queue:**

Setup/installation charge: HK\$2,000  
Monthly charge: HK\$2,800/call queue  
HK\$1,000/user

A “call queue” enables one simultaneous call for incoming calls made to designated fixed number(s) of the customer which the nominated users under a service plan can pick up and answer in sequence. Number of call queue(s) and user(s) is specified under designated service plan(s) offered by HKT.

**Remarks:**

1. The Service includes but not limited to HKT’s current offerings such as Super Hotline, Info Query, Voice Service Protector, Secure Recording and Call Queue. Usage of the Service is subject to deploying eligible telecommunication equipment(s) at the customer’s end.
2. Provision of the Service is subject to network resources and availability. Further, 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.
3. The Service is subject to HKT’s prevailing General Conditions of Service and applicable terms of conditions set out under the Application Form/Service Literature and Special Conditions (if any) under each relevant Service.
4. Customer may be required to pay additional charge(s) for value-added service(s) (“VAS”) subscribed to under the Service. Usage of certain features of VAS is subject to

eligibility of relevant device accessing the Service(s) and/or relevant VAS feature(s) on offer to a particular Service. Relevant terms and conditions of VAS apply.

5. 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.