

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

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

**Name of Tariff:**

Local Business Telephone Service (“**Service**”)

**Description of Tariff:**

See Annex A

**Effective date of tariff:**

1 June 2013

**Revision history:**

Revision to the Tariff No. U025-021-Dec2012-R published on 28 December 2012 in relation to charges and service provisioning for the Service for commercial customers and consolidation of tariffs for the Service and relevant value-added services published under Tariff No. F050-0042, F050-0045, F050-0046, U025-013, U025-015, U025-016 and U025-017 published on 1 December 2009, 9 January 2010, 8 January 2010, 16 December 2010, 16 December 2010 and 16 December 2010, respectively.

**Local Business Telephone Service<sup>1,2</sup> (“Service”)**

The Service provide telephone line service(s) which allow a subscriber (being a commercial customer) at designated commercial address(es) using an apparatus from a fixed line, facsimile machine, computer device, handheld device, private automatic exchange (“**PABX**”) or other equipment to communicate with another such device(s) (including but not limited to originating/receiving voice calls, facsimile and other form of data transfer) via one or more channels of communication through fixed telecommunications.

The charges for the Service are set out as below:

<u>Particulars</u>	<u>Charge / mth</u> <u>(HK\$)</u>
<b>(1) Line Rental<sup>3</sup></b>	
(a) Business Telephone Line and Business Select <sup>4</sup> Series	300 / line
(b) Business Faxline and Datel Series	300 / line
(c) Business Hunting Line Series <sup>5</sup>	300 / line
(d) Business Citinet Line Series	550 / line
(e) Direct-Dialing-In (“ <b>DDI</b> ”) Line Series <sup>6</sup>	550 / line
(f) Next Generation Business Fixed Line (“ <b>NGBFL</b> ”) Series <sup>7</sup>	300 / line
<b>(2) Value-added Services (“VAS”)</b>	
Value-added Services (“ <b>VAS</b> ”) features set out in the rates table below enable a commercial subscriber to enjoy additional features whilst subscribing to a 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. VAS may be offered individually or as a bundled service plan to a commercial subscriber. The prevailing VAS service plans on offer include but not limited to MagicStar, Starline, Value Added, Comm.Service, Smartline Service and Smartline Corporate Fax Solution.	
(a) Abbreviated dialing (enabling storage of frequently used number(s) by using certain designated code(s) assigned by the customer and/or service provider as instructed by the customer)	40
(b) Appointment service (where a customer is reminded of important appointments by HKT’s service representatives)	40
(c) Always answer (a call answering service enabling the picking up of incoming calls by system with playback of a pre-defined voice recording)	40
(d) Block-the-blocker (enabling a customer to reject incoming calls not showing caller line identity or anonymous calls)	40
(e) Call forwarding (enabling a customer to forward an incoming call to a designated telephone number with various features enabled by	40

<u>Particulars</u>	<u>Charge / mth</u> <u>(HK\$)</u>
system setting(s) or manual input)	
(f) Call number announcement (for playback of pre-recorded message as designated by the customer)	300 / number
(g) Call number display for incoming calls	40
(h) Call on hold (where the caller will hear certain music tone when being put on hold)	40
(i) Call pick up (enabling an user of a telephone line to pick up incoming call(s) made to designated telephone numbers subscribed by the same customer)	40
(j) Call security for International Direct Dialing (“ <b>IDD</b> ”) (where a designated security code is required to enable making of outgoing IDD calls)	40
(k) Call security for incoming collect calls (where incoming collect calls from overseas will be rejected)	40
(l) Call through (enabling customer to make outgoing calls via HKT’s system(s) through designated device(s))	40
(m) Call transfer features (allowing a customer to transfer an incoming call to a designated telephone number (by system setting(s) or manual input) and/or add a third party from Hong Kong or overseas to existing conversation)	40
(n) Call waiting (with various features)	40
(o) Distinctive ringing (enabling customer to assign ringtone(s) of certain style for incoming call(s) assigned by the customer and/or service provider with a device supporting such feature)	40
(p) Do-not-disturb (with features such as rejecting all incoming calls or unless with access by a designated security code or by filtering incoming calls from designated telephone number(s))	40
(q) Duplex ringing (enabling a single telephone line using two numbers with distinct ringing tone)	40
(r) Fax mail service for end-user (receiving and/or distributing faxes via storage facility(ies) and/or system(s) through HKT’s system(s) and accessed by designated device(s) and/or Internet portal)	300 per user in a group
(s) Fax mail service for system administrator (receiving and/or distributing faxes via storage facility(ies) and/or system(s) through HKT’s system(s) through designated device(s)) for end-user	60 per user in a group
(t) Hunting feature enabling an incoming call to be diverted to designated telephone numbers subscribed by the same customer when the line is engaged	40
(u) Media service (such as listening to songs)	40
(v) Music Ringtone (where the caller will hear music as ringtone)	40
(w) OneCall (assigning a telephone number to a customer enabling incoming call to this number be forwarded to a designated terminating number set by such customer)	120
(x) Personal assistant (a service for network-based personalized phone book, setting reminders to appointments, voice mails and access to information such as weather or news by using speech recognition technology)	40

<u>Particulars</u>	<u>Charge / mth</u> <u>(HK\$)</u>
(y) Ringback or automatic call back feature under designated Service(s)	40
(z) SIM ring (enabling customer to receive an incoming call via multiple device(s) simultaneously)	40
(aa) Voicemail (access via a designated fixed line device or a handheld device)	120

**(3) Voice Traffic Management (“VTM”) for commercial customers**

VTM enables subscribers of designated Service(s) (such as Citinet and DDI) to manage large volume of incoming calls to designated telephone number(s) with the following features:

- |   |                |
|---|----------------|
| - Accommodation of large volume of calls via HKT’s designated network equipment | 1,100 / line   |
| - Traffic pattern monitoring during specified hours and/or days                 | 5,000 / report |

**(4) Fixed Line Short Message Service (“SMS”) in text format<sup>8</sup>**

- |  |           |
|--|-----------|
| - Fixed-to-Fixed (within HKT’s network) <sup>9</sup> | 0.5 / SMS |
| - Fixed-to-Mobile (local)                            | 1.0 / SMS |
| - International SMS <sup>10</sup>                    | 1.5 / SMS |

**(5) Other charges**

- |  |               |
|--|---------------|
| - Installation charge  | 950 / line    |
| - Installation of additional extension sockets   | 475 / socket  |
| - Internal relocation charge   | 600 / socket  |
| - External relocation charge / moving charge   | 600 / line    |
| - Reconnection charge  | 300 / line    |
| - Application cancellation charge (cancellation of application for subscription to the Service(s) before completion of service installation) | 950 / line    |
| - Change of name of registered customer name under a Service   | 300 / request |
| - Charge for porting another fixed line number to replace number under existing Service  | 950 / number  |
| - Paper bills (additional charge payable by customers opting for receiving printed paper bill)   | 200 / bill    |
| - Rental charge for NGBFL telephone  | 15 / month    |

**Remarks:**

- (1) Each Service under relevant Service Plan(s) is subject to applicable terms and conditions (as amended from time to time) set out in any Service Plan(s), Application and Service Literature, applicable Special Conditions under the relevant Service (if applicable) and the prevailing General Conditions of Service of

HKT.

- (2) Provisions of the Services and are 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) Unless otherwise stated, the line rental for a Service is charged based on the leasing of a line/channel enabling one simultaneous call.
- (4) Business Select is a service constituting a business telephone line bundled with certain designated VAS feature(s).
- (5) Hunting Line Service enable an incoming call to be diverted to designated telephone number(s) subscribed by the same customer when the line is engaged.
- (6) DDI Line Service accommodates incoming call made to designated block(s) of DDI numbers (each block contains 100 numbers) assigned to a commercial customer via such number of channels as specified by HKT.
- (7) A legacy Service offered by HKT prior to January 2011.
- (8) Customers may send and/or receive fixed line SMS between compatible devices with fixed line SMS functionality under the Service, Next Generation Residential Fixed Line, and/or 0060 everywhere.
- (9) Customers may send and/or receive SMS between compatible devices with fixed line SMS functionality connected to eye Communication Packages / 0060 everywhere / NGBFL / Next Generation Residential Fixed Line.
- (10) 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).
- (11) 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.