

Standard installation service scope of work

Service: Video conferencing

Basic installation of general VC equipment

1 Service features and deliverables

- 1.1 One site visit to collect information and requirements from customer, if necessary.
- 1.2 Delivery of equipment to customer site.
- 1.3 Installation of equipment (eg cable connection with cables provided by manufacturer).
- 1.4 Basic configuration and setting (eg IP address).
- 1.5 Testing of VC equipment by making outgoing and incoming video calls (not more than 5 local calls).
- 1.6 Manual and user guide will be provided by manufacturer by means of soft media or download from web site.
- 1.7 One basic user operation briefing after installation (i.e. separate/additional briefing will be charged separately). The briefing only covers the available functions and features of the VC equipment.

2 Service exclusions

For avoidance of doubt, activities such as, but not limited to, the following are not within the service scope:

- 2.1 Wall mount, ceiling mount works, additional cables & cabling facilities.
- 2.2 Integration, setting and compatibility test with third-party equipment.
- 2.3 Tailor-made manual/user guide.

3 Customer responsibilities

The 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. Providing related settings information (eg IP setting etc) and making sure it's workable. Providing physical mounting facilities if necessary (eg rack space, screws), LAN nodes, cabling facilities & power sockets etc. Providing detailed information regarding location within the end user site for the performance of the service.
- 3.2 Providing unobstructed, continuous access to sites and systems required for the performance of the service.
- 3.3 Ensuring that HKT personnel onsite at any end user facility are furnished with working conditions that are safe, secure and adequate in all respects to allow them to efficiently perform the services and that comply with all applicable health and safety regulations.
- 3.4 Making appropriate personnel available to assist HKT in the performance of its responsibilities
- 3.5 Co-ordinating service deployment on third-party maintained hardware and software (if applicable) with HKT.
- 3.6 Having valid licenses for all software products or software updates to be installed by HKT.
- 3.7 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.
- 3.8 Being responsible for the identification and interpretation of any applicable laws, regulations and statutes that affect the 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 otherwise 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 provided by the customer, end user or any contractors.
- 4.4 HKT reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the customer.