

Standard installation service scope of work

Service: PABX / IPT

1 HKT will perform the following after award of a project:

- 1.1 Conduct a project kick-off meeting to review objectives, scope and confirm customer requirements.
- 1.2 Participate in one customer meeting, if required, to collect customer requirement.
- 1.3 Conduct a site check with customer's designated personnel if required for site preparation and inspection of PABX room layout and power facilities.
- 1.4 Deliver equipment to customer site in one consignment.
- 1.5 PABX equipment hardware setup and mounting (wall mount, floor stand and rack mount)
 - 1.5.1 PABX main system installation.
 - 1.5.2 Install charger, battery or UPS (for AC system) if purchased.
 - 1.5.3 PABX system cable installation and termination (from PABX to MDF)
 - 1.5.4 Modem installation (if applicable).
 - 1.5.5 MDF or patch panel installation (wall mount and floor stand).
 - 1.5.6 Jumpering/patching (extensions, trunks and PFT).
 - 1.5.7 Installation of PFTU (if purchased).
 - 1.5.8 Alarm box installation (if purchased).
 - 1.5.9 Installation of administration terminal (if purchased).
- 1.6 PABX Software configuration
 - 1.6.1 Extension assignment with phone set features required.
 - 1.6.2 Trunk assignment.
 - 1.6.3 Dialing and call route configuration.
 - 1.6.4 Voicemail system interfacing with mail box assignment (if voice mail purchased).
- 1.7 Call accounting system software configuration (if purchased)
 - 1.7.1 Single carrier IDD rate table assignment.
 - 1.7.2 System interfacing setting with PABX system.
- 1.8 Trunk lines connection for exchange lines IDAP / DID / CO lines to new PABX system with testing.
- 1.9 PABX system UAT and commissioning with the end-user.
- 1.10 Telephone set installation and testing.
- 1.11 Operation console installation and testing.
- 1.12 Get the PABX system into service in one phase.
- 1.13 Provide one session of skill transfer for softphone installation for personnel designated by customer if required. Softphone installation is not included.
- 1.14 Provide half-day onsite standby support on the first business day after the system is brought into service (BIS date).
- 1.15 Provide standard documentation including basic installation plan, UAT plan in Word /Excel /PDF format.
- 1.16 Provide manufacturer's manual(s) or user(s) guide in electronic format or via download link. Tailor-made manual/user guide is not included.

2 Service exclusions

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

- 2.1 All E&M facilities for PABX system installation i.e. trunking, cable trays, conduits, data racks & power sockets are provided by customer.
- 2.2 Structured cabling work and wiring activities.

- 2.3 Dedicated PABX engineer working full time on-site.
- 2.4 High-level work on cable laying i.e. charge made for high-level works.
- 2.5 Dismantle & disposal of the old PABX system and accessories such MDF/cabling etc. and phone set collection.
- 2.6 Migration from old PABX system to new system.
- 2.7 Tie line integration with other vendor systems.
- 2.8 Integration with third-party systems/application and modification to existing customized applications or 3rd party vendor solutions.
- 2.9 Trouble-shooting on network issues, such as bandwidth, packet loss, jitter, or delay.
- 2.10 Voice mail customization such as auto attendant application.
- 2.11 Multiple carrier rate table assignment.
- 2.12 ACD/contact center application configuration.

3 Customer responsibilities

The customer shall be responsible for each of the following:

- 3.1 Ensure that all site preparation, power supply compatibility requirements and other specified service prerequisites are met. Provide secure site for storage and installation of equipment, including all necessary electrical, MCB without RCD, wiring and grounding.
- 3.2 Provide detailed information regarding location within the end user site for the performance of the service.
- 3.3 Provide unobstructed, continuous access to sites and systems required for the performance of the service.
- 3.4 Ensure that HKT personnel onsite at any end user facility are furnished with working conditions that are safe and secure, that are adequate in all respects to allow them to perform the services efficiently and that comply with all applicable health and safety regulations.
- 3.5 Make appropriate personnel available to assist HKT in the performance of its responsibilities.
- 3.6 Co-ordinate service deployment on third-party maintained hardware and software (if applicable) with HKT.
- 3.7 Provide valid licenses for all software products or software updates to be installed by HKT.
- 3.8 Obtain any necessary consent and take any other actions required by applicable laws, including but not limited to data privacy laws, prior to disclosing any of its employee information to HKT.
- 3.9 Be 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 customer's responsibility to ensure that the systems, programs and data meet the requirements of such laws, regulations and statutes.
- 3.10 In respect of a VoIP solution, customer must have a network ready to support VoIP traffic. Customer's hardware, software and network must meet the minimum requirements to support the solution. Any configuration/testing work for meeting such requirements is outside the scope of this SOW.
- 3.11 DHCP and TFTP services will be provided by the customer for a VoIP solution.

4 General provisions/other exclusions

- 4.1 This service will be performed during HKT business working hours, Monday through Friday, 8:30am to 5:30pm and Saturday 8:30am to 1pm, excluding Hong Kong 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 on 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 In respect of a VoIP (Voice over Internet Protocol) solution, and in order to provide good quality voice calls on the customer's network all IP voice connections should generally default to a higher speed codec (G.711) and only specially for conservation of bandwidth for remote site application will be considered to operate at a lower speed (i.e. G.729).
- 4.5 PABX equipment/servers targeted for integration must be attached to a network with no impediments to intercommunication between devices.