

## Standard installation service scope of work

### Service: Keyline telephone system

#### 1 Basic installation scope of work for new standard keyline telephone system

- 1.1 Service features and deliverables
  - 1.1.1 Conduct a site check with customer's designed personnel.
  - 1.1.2 Inspection of main unit layout and power facilities, cable route planning.
  - 1.1.3 Confirm system configuration with customer.
  - 1.1.4 Confirm implementation schedule with customer (ie pre-wiring, stock delivery, changeover date & time, BIS date).
- 1.2 Arrange pre-wiring work before service required date (SRD).

HKT will provide the following installation materials for wiring and termination:

  - 1.2.1 Voice-grade PVC cable 2W/4W for keyline station.
  - 1.2.2 Multicore PVC cable for main unit and sub-local.
  - 1.2.3 I/P box, main distribution case & sub-local box.
  - 1.2.4 Plug/connector for cable termination (ie RJ11, RJ45, modular jack, krone connectors).
  - 1.2.5 Station socket & faceplate.
- 1.3 Delivery equipment to customer site.
- 1.4 Equipment hardware setup and mounting.
  - 1.4.1 Main unit and other adjuncts installation (ie voice mail system, call accounting system).
  - 1.4.2 Keyline system and station cable installation and termination.
  - 1.4.3 Installation of station socket and faceplate.
- 1.5 Feature programming on main unit, voice mail system and station according to customer requirement.
- 1.6 For connection of customer owned equipment (e.g. voice gateway, recorder/logger .etc), only an interconnection point (i.e. socket, block terminal, discase) will be provided to connect customer's equipment to our keyline system.
- 1.7 Commissioning test and assure quality of the telephone system & adjuncts.
- 1.8 Provide user training to customer when installation completes.
- 1.9 Provide standard user guides to the end user.

#### 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 Keyline system installation – ie trunking, cable trays, conduits, data racks & power sockets are provided by customer.
- 2.2 Structured cabling work (i.e additional charge required)
- 2.3 High-level work on cable laying (i.e. additional charge for provision of high-level platform is required).
- 2.4 Dismantle & disposal of old telephone system (except rental system) and accessories such MDF/cabling.
- 2.5 Trouble-shooting on network issues, such as bandwidth, packet loss, jitter or delay.

### **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 service 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 Have 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 service. 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 1:00pm, excluding public holidays (Refer Key line Maintenance Service Coverage and Service Level).
- 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 which the customer may provide to HKT. HKT shall not be responsible for verification of information provided by the customer, End User or any contractor.