

Standard installation service scope of work

Service: Voice recording system

1 Service features and deliverables

- 1.1 New installation/migration.
 - 1.1.1 Participate in customer meetings, if required.
 - 1.1.2 Conduct a site check with customer-designated personnel, if required.
 - 1.1.3 Collect customer data including IP addresses, channel mapping list, user list, user grouping and user profiles before delivering service onsite.
 - 1.1.4 Deliver equipment (if any) to customer site.
 - 1.1.5 Check server specification, if provided by customer.
 - 1.1.6 Install recording system onsite including physical mounting, connections, initial configuration and other components – ie network connections and UPS (if any relate to this project).
 - 1.1.7 Software-level configuration for all recording system server components – ie OS, installation, license activation and recording line card fine tuning.
 - 1.1.8 Install and configure 10 seats of client application (in same location), excluding any installation/configuration of third-party applications and OS components in client workstations.
 - 1.1.9 Commission, test and assure quality of the recording system.
 - 1.1.10 Participate in system integration test with PABX/Keyline.
 - 1.1.11 Provide one basic user briefing with scope limited to basic query, playback, administration and backup. Separate/additional briefings will be charged for separately. Briefing duration is subject to scope of project.
 - 1.1.12 Assist in executing the final system/user migration plan, subject to agreement at the presales stage.
 - 1.1.13 Perform one-time system cutover/migration.
 - 1.1.14 Provide half-day standby support onsite on the first business day after the system is brought into service (BIS date).
 - 1.1.15 Provide standard documentation including basic installation plan, UAT plan, and/or as-built diagram in Word/Excel/PDF format.
 - 1.1.16 Provide manufacturer's manuals or user guides in electronic format or from downloadable link. Tailor-made manuals/user guides excluded.
- 1.2 Add-on/channel expansion
 - 1.2.1 Participate in customer meetings, if required.
 - 1.2.2 Conduct a site check with customer-designated personnel, if required.
 - 1.2.3 Collect customer data including IP address, channel mapping list, user list, user grouping and user profile before delivering service onsite.
 - 1.2.4 Deliver equipment (if any) to customer site.
 - 1.2.5 Provide installation service onsite according to the scope.
 - 1.2.6 Conduct testing on newly-added features/recording channels.
 - 1.2.7 Provide sampling test on existing recording system, including:
 - 1 call test per 10% of total number of recording channels
 - basic functionality test on existing recording system
 - 1.2.8 Perform one-time system cutover/migration.

2 Service exclusions

Activities such as, but not limited to, the following are not within the service scope:

- 2.1 Items listed under customer responsibilities.
- 2.2 Any structured cabling work.
- 2.3 Tailor-made manuals/user guides.
- 2.4 Dismantling of old recording system and accessories such as MDF and cabling.
- 2.5 Additional charge will be made for OS hardening with manufacturer's template. Customized hardening is excluded. Manufacturer's guidance is necessary if customer needs to apply customized hardening in the recording system.
- 2.6 Any license required for PABX integration.
- 2.7 Full recording test for add-on/channel expansion service.

3 Customer responsibilities

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.
- 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 Provide all E&M facilities and physical mounting facilities for recording system installation, including trunk, cable trays, conduits, power sockets, rack space, screws, LAN nodes and cabling facilities, for the performance of the service.
- 3.5 Provide all necessary information for recording system configuration, including channel mapping list, user list, user grouping and user profile, for the performance of the service.
- 3.6 Ensure that working conditions for HKT personnel onsite at any end user facility are safe, secure and adequate in all respects to allow them to perform the services efficiently and that comply with all applicable health and safety regulations.
- 3.7 Make appropriate personnel available to assist HKT in the performance of its responsibilities.
- 3.8 Co-ordinate service deployment on third-party maintained hardware and software (if applicable) with HKT.
- 3.9 Have valid licenses for all software products or software updates to be installed by HKT.
- 3.10 Be involved in UAT, sign-off and acceptance of service provided by HKT.
- 3.11 Obtain any necessary consent and take 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.
- 3.12 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 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 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

- cooperation 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 furnished by the customer, end user or any contractor.
- 4.4 HKT reserves the right to charge, on a time and materials basis, for any additional work over and above quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the customer.