

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

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

Name of Tariff:

Local Telephone Services (Consumer Customers) (“**Services**”)

Description of Tariff:

See Annex A

Effective date of tariff:

1 February 2018

Revision history:

Revision to the tariffs in respect of the Services published in Tariff No. U0025-011-Sep2015-R published on 25 September 2015 in respect of changes to certain charges for consumer customers.

Local Telephone Services (Consumer Customers)¹

Local Telephone Services (Consumer Customers) (“**Services**”) provide telephone line services which allow a subscriber at a bona fide place of residential address using an apparatus from a fixed line, computer device 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) for non-commercial purpose. The Services include but not limited to Residential Telephone Service, Residential Telephone Hunting Line Service and Residential Telephone Citinet Service.

Value-added Services (“**VAS**”) features set out in the rates table below enable a subscriber to enjoy additional features whilst subscribing to the Services and HKT’s eye Service (unless otherwise stated).

Services under relevant Service Plan(s) are 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 (if applicable) and the prevailing General Conditions of Service of HKT or General Conditions of Service of HKT (Consumer Customers) (as the case may be).

Rates table:

<u>Particulars</u>	<u>Charge</u> <u>(HK\$)</u>
(1) Line rental	
- Leasing of a line/channel enabling one simultaneous call for using a Service	298 / month
(2) VAS²	
To be offered individually or in a package (including but not limited to one or more of the following features):	50 / month per feature
- 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)	
- Appointment service (where a customer is reminded of important appointments by HKT’s service representatives)	
- Block-the-blocker (enabling a customer to reject incoming calls not showing caller line identity or anonymous calls)	
- Call forwarding (enabling a customer to forward an incoming call to a designated telephone number with various features enabled by system setting(s) or manual input)	
- Call number display for incoming calls	
- Call on hold (where the caller will hear certain music tone when being put on hold)	
- 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	

Particulars

Charge
(HK\$)

customer)	
- Call security for International Direct Dialing (“IDD”) (where a designated security code is required to enable making of outgoing IDD calls)	
- Call security for incoming collect calls (where incoming collect calls from overseas will be rejected)	
- 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)	
- Call waiting (with various features)	
- 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)	
- 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))	
- Duplex ringing (enabling a single telephone line using two numbers with distinct ringing tone)	
- Hunting feature enabling an incoming call to be diverted to designated telephone numbers subscribed by the same customer when the line is engaged	
- Media service (such as listening to songs)	
- 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)	
- Voicemail	
- SIM Ring service (enabling customer to receive an incoming call via multiple device(s) simultaneously)	
- Call Screening service (enabling customer to block the identified nuisance and promotion incoming calls)	
- Home Link (enabling customer to deploy home telephone number as the calling number for the linked VoIP application. The VoIP application has some basic features including App-to-App voice and video calling, fax sending and call recording. The basic features of the VoIP application may be enhanced from time to time)	
(3) Fixed Line Short Message Service (“SMS”) in text format:	
- Fixed-to-Fixed (within HKT’s network) ³	HK\$ 0.5/SMS
- Fixed-to-Mobile (local)	HK\$ 1.0/SMS
- International SMS ⁴	HK\$ 1.5/SMS
(4) Other charges	
- Installation charge	680 / line
- Installation of additional extension sockets	200 / socket
- Internal relocation charge	200 / socket
- External relocation charge / moving charge ⁵	475 / line

<u>Particulars</u>	<u>Charge</u> <u>(HK\$)</u>
- Reconnection charge	475 / line
- Early termination charge for the Service(s) during a fixed term	440
- Application cancellation charge (cancellation of application for subscription to the Service(s) before completion of service installation)	500
- Charge for porting another fixed line number to replace number under existing Service	50
- Home delivery charge (for delivery of installation gift(s) and/or certain equipment(s) to customer's address)	200
- Pre-wiring for new line or external relocation cases	200
- Permanent call forwarding (automatically transfers incoming calls from one given disconnected number to another specified by a customer)	200 / mth
- Change Number Interception (A recording that informs callers to the subscriber's telephone number has changed and the new number will also be mentioned)	200 / mth
- Call Connect Service (premium directory enquiry service to connect the call to the destination for caller after the directory enquiry process)	10 / call
- Paper bills (additional charge payable by customers opting for receiving printed paper bill)	20 / bill

(5) Special Conditions in respect of the Services

- Special Conditions of Residential Telephone Line (“RTL”) Service for Consumer Customers⁶ (see Appendix I to this Annex) -

Notes:

- (1) 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.
- (2) 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.
- (3) Customers may send and/or receive SMS between compatible devices with fixed line SMS functionality connected to eye Communication Packages / 0060 everywhere.
- (4) 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).

- (5) Such charge is applicable for relocation / moving the subscribed service to different premises.
- (6) Applicable to consumer customers subscribed to RTL Service from 7 July 2011.
- (7) 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.

Appendix I

Special Conditions of Residential Telephone Line (“RTL”) Service for Consumer Customers

1. Ending the Service

If within any relevant Fixed Term and Term Extension (if any) for the RTL Service, you choose to end the RTL Service or the Contract for the RTL Service by giving us 30 days’ advance written notice where we have not breached any terms of the Contract for the RTL Service, except as described in clauses 14.2 and 22.4 of the General Conditions of Telecommunications Service (Consumer Customer), you will have to pay us the Early Termination Charges and any other Cancellation Charges for the terminated RTL Service or Contract.

2. Special meanings:

In the Special Conditions,

Term Extension means a period (a) which is additional to the Fixed Term for the RTL Service which enables you to switch your existing local residential fixed line service provided by another fixed line telecommunications operator to us; and (b) during which you are not required to pay us any Monthly Charge for the RTL Service.