

Table of contents

- New Generation Business Fixed Line (NGBFL)

- New Generation Business Fixed Line (NGBFL) 6-Month Term Plan - Free SIM Card Reader (17.7.2003 - 31.12.2003)

- NGBFL 9-Month Term Plan - Free Corporate Phonebook (17.7.2003 - 31.12.2003)

- NGBFL 9-Month Term Plan - Free Intelligent Call Forwarding and Business Phonemail service (17.7.2003 - 31.12.2003)

- Residential Direct Exchange Line (RDEL) - 9-Month Telephone/ IDD Free Minutes Term Plan (23.7.2003 - 31.7.2003) [see 25/2003]

- Residential Direct Exchange Line (RDEL) - 9-Month Term Plan (23.7.2003 - 31.7.2003) [see 28/2003]

- Twin Line Package for residential customers (23.7.2003 - 22.9.2003) [see 26/2003]

- Residential Direct Exchange Line - Free Installation Charge & Reconnection Charge for Port-in & Port-back Customers (1.8.2003 - 31.1.2004) [see 6/2003]

- Provision of telephone services under tender
 - 69 Business Direct Exchange Lines (BDEL)
 - 30 Business Fax Lines (Bfax)
 - 16 Faxline Hunting
 - 39 DATEL Lines

- Customised IP Service [see 23/2003]

- Customised Network -Managed Bandwidth Service

- ISDS Promotion Program (17.7.2003 - 16.10.2003)

- Hello Phonecard Service Sales Promotion (18.7.2003 - 15.9.2003) [see 28/2003]

FIXED TELECOMMUNICATIONS NETWORK SERVICES LICENCE
TELECOMMUNICATIONS ORDINANCE (CHAPTER 106)

In accordance with the General Conditions of Service of the Fixed Telecommunications Network Services Licence, PCCW-HKT Telephone Limited ('PCCW-HKTC') hereby publishes the tariffs (as set out below) and the terms and conditions under which it will provide the Services as described below with effective from 17th July 2003, with the exception of New Gen DDI and the New Gen IDAP services, which will be provided effective from 18th August 2003.

The Services are provided to Customer subject to PCCW-HKTC's General Conditions of Services ('General Conditions') and these Special Conditions. In the event of any inconsistency between the General Conditions and the Special Conditions, to the extent of the inconsistency these Special Conditions will prevail. Capitalized terms in these Special Conditions will have the same meanings (if applicable) given to them in the General Conditions.

<i>Service</i>	<i>Particular of Service</i>	<i>Amount of Charges</i>
New Generation Business Fixed Line ('NGBFL')	New Generation Business Fixed Line consists of New Gen Business DEL, New Gen Citinet, New Gen Hunting, New Gen DDI and New Gen IDAP.	
New Gen Business DEL ('NGBDEL')	(a) Business Direct Exchange Line; <ul style="list-style-type: none"> • 1 to 3 lines • 4 to 5 lines • Over 5 lines (b) One free Personal Assistant account; and (c) One Auto Receptionist account for each Customer Account Number	\$128.8 per month \$123.8 per month \$118.8 per month
New Gen Citinet ('NGCITI')	(a) Citinet Line; <ul style="list-style-type: none"> • First 20 lines • Next 30 lines • Next 150 lines • 201 lines or above (b) One free Personal Assistant account; and (c) One Auto Receptionist account for each Customer Account Number	\$152.0 per month \$135.0 per month \$118.0 per month \$100.0 per month
New Gen Hunting ('NGHUNT')	(a) Hunting Line; <ul style="list-style-type: none"> • 1 to 3 lines • 4 to 5 lines • Over 5 lines (b) One free Personal Assistant account; and (c) One Auto Receptionist account for each Customer Account Number	\$148.0 per month \$143.0 per month \$138.0 per month
New Gen DDI ('NGDDI')	(a) DDI Line; (b) One Auto Receptionist account for each Customer Account Number	\$220.0 per month

<i>Service</i>	<i>Particular of Service</i>	<i>Amount of Charges</i>
New Gen IDAP ('NGIDAP')	(a) IDAP Line; <ul style="list-style-type: none"> • First 8 lines • 9 lines or above • SBI Building First 8 lines • SBI Building 9 lines or above (b) One free Personal Assistant account; and (c) One Auto Receptionist account for each Customer Account Number	\$3950.0 per month \$3400.0 per month \$3360.0 per month \$2890.0 per month
The free Personal Assistant ('PA') Account	Capacity / memory of the PA account: Personal Phonebook: 50 text-input and 5 voice-input records Voice Reminder 5 text-input and 2 voice-input records Voicemail Retriever Information Service	Free
For additional PA Account or upgrade of memory of the free PA Account (applicable to NGHUNT and NGIDAP only)	Personal Phonebook: 500 text-input and 50 voice-input records Voice Reminder: 100 text-input and 20 voice-input records Voicemail Retriever (for additional Account) Information Service (for additional Account)	\$6 per month
Further increase of memory of any PA Account	Increasing the memory by: Personal Phonebook: 500 text-input and 50 voice-input records Voice Reminder: 100 text-input and 20 voice-input records	\$6 per month
The Corporate Phonebook ('CP') Account	Capacity / memory of the PA account: Corporate Phonebook: 300 text-input records <ul style="list-style-type: none"> • NGBDEL • NGCITI • NGHUNT • NGDDI • NGIDAP 	\$10 per line per month \$10 per line per month \$20 per line per month Not Available \$300 per line per month or \$6 per user per month
For increase of memory of any CP Account	Increasing the memory by: Corporate Phonebook: 500 text-input records	\$6 per month per Customer Account Number
The Free Auto Receptionist Account ('ARA')	Incoming Call Handling Office Hour Greeting Non-office Hour Greeting Call Transfer to Designated Receiver	Free
Optional chargeable features of the Auto Receptionist Service: Intelligent Call Forwarding	Call Forwarding to predefined number	\$6 per month per user

<i>Service</i>	<i>Particular of Service</i>	<i>Amount of Charges</i>
Business Phonemail (Must be subscribed with Intelligent Call Forwarding)	Phonemail Storage: 20 voice messages	\$25 per month per user
Info Announcement	Announcement Duration: 2 minutes	\$25 per month per Customer Account Number

Note 1

Customers who enjoy other existing promotional offers (including, but not limited to, Term Plan on business line rental or any rental waiver and/or rebate) on any business telephone lines are eligible to register for the NGBFL. No early termination charge of the respective term plan will be charged provided that the Customers are using either the business telephone lines or NGBFL throughout the respective committed period of the Customer's term plan. Customers enjoying PCCW-HKTC business telephone line service upon non-standard tariff prices are also eligible to subscribe to the NGBFL service under the respective non-standard tariff prices only for the period to which such non-standard tariff applies.

Special Conditions of the New Generation Business Fixed Line ('NGBFL'):

Definitions:

Customer Account Number means an identity number provided by PCCW-HKT Telephone Limited ('PCCW-HKTC') to the Customer upon registration for the purpose of billing and identifying the Customer.

Authorised User(s) means users of the Auto Receptionist Service and Personal Assistant Service nominated by the Customer to use the Auto Receptionist Service or the Personal Assistant Service or the Site.

Company Administrator means a person nominated and authorized by the Customer to register on the Site to become a subscriber to the Personal Assist Service and Auto Receptionist Service and manage the required input, information profile and service subscriptions of Authorized User(s) registered by the Customer to use those services.

Corporate Phonebook means a phonebook of the phone details of the Customer's staff and any nominated business partners which may be utilised on a shared basis by the Customer's staff.

Designated Receiver means an Authorized User who receives the call that is transferred from the Auto Receptionist upon the caller's speech commands.

Intellectual Property means all rights in relation to patents, copyright, registered designs, registered trademarks, trade secrets, know-how and confidential information and all other intellectual property.

Login User Name means the identity for login to the PA Site through the internet.

Main Line means a telephone number provided by PCCW-HKTC to the Customer to directly connect to the Auto Receptionist Service or at the Customers option, the Customer's currently registered PCCW-HKTC fixed line number to be automatically forwarded to the Auto Receptionist Service.

Merchant means a person who sells goods and services (other than PCCW-HKTC or any of its affiliates or related companies) and from whom the Customer may purchase, propose to or does purchase goods and services via the Information Service.

PIN means the same as in the General Conditions except to the extent that for the purpose of these Special Conditions, PIN will also include a reference herein to an IDD PIN, any Login Password, Voice PIN and any other form of customer identification ('Login User Name') issued by PCCW-HKTC for part of the Services.

Service Access Number means the telephone number which enables the access to the PA service through mobile phone number or remote access.

Short Code means the telephone number which enables the access to the PA Service through PCCW-HKTC registered fixed line telephone numbers.

Site means the website for the Personal Assistant and Auto Receptionist Services at www.pccw-pa.com

1. The basic New Generation Business Fixed Line ('NGBFL')

NGBFL is a telephone service with enriched applications provided by PCCW-HKTC to the Customer. The NGBFL service consists of five line types:

- New Gen Business DEL
- New Gen Citinet
- New Gen Hunting
- New Gen IDAP
- New Gen DDI

Each NGBFL service consists of:

(a) One of the following telephone lines:

- New Gen Business DEL ('NGBDEL') * – a Business Direct Exchange Line;
- New Gen Citinet ('NGCITI') – a Citinet Line;
- New Gen Hunting ('NGHUNT') – a Hunting Line **;
- New Gen IDAP ('NGIDAP') – an IDAP Line; and
- New Gen DDI ('NGDDI') – a DDI line.

* Business DEL that connects to a Customer Premise Equipment system and Business Faxline cannot upgrade to NGBDEL.

** All hunting lines within a hunting group must be upgraded to New Gen Hunting lines in order to enjoy the New Generation Business Fixed Line applications.

(b) One free Personal Assistant*** account, with the following capabilities:

- Personal Phonebook : with 50 text-input and 5 voice-input records
- Voice Reminder : with 5 text-input and 2 voice-input records
- Voicemail Retriever; and
- Capability to retrieve Information Service

***Personal Assistant is not applicable to NGDDI customers because DDI lines can only receive incoming calls.

(c) One free Auto Receptionist account for each Customer Account Number.

Each NGBFL of a Customer must be registered under the same Customer Account Number when subscribing for the Auto Receptionist Service.

1.1 Personal Assistant Service ('PA Service') includes the following service features:

- (i) Personal Phonebook — to store Customers' telephone numbers and to make calls by voice activation;
- (ii) Voice Reminder — to remind Customers of predefined event details at designated dates and times through system-generated out-dial calls;
- (iii) Voicemail Retriever — to remotely access up to 3 voicemail systems, namely PCCW-HKTC PhoneMail service, mobile phone voicemail and office voicemail; and
- (iv) Information Service — with Text-to-Speech ('TTS') capability to provide information services, including news and weather and any other information as deemed appropriate by PCCW-HKTC with voice-activated commands and at prevailing tariffs if applicable.

1.1.1 If Customer prefers to register a fixed line number for their Short Code access to the PA Service via a telephone, a fixed line number registered with PCCW-HKTC should be used for successful registration.

1.1.2 NGBDEL and NGCITI Customers can only subscribe for one Personal Assistant account ('PA account') (inclusive of the free PA account) while NGHUNT, NGIDAP may subscribe for an unlimited number of PA accounts. Customer agrees to pay the prevailing tariff for each of the additional PA accounts with a capacity/ memory as stipulated below or upgrade the free PA Account to the following capacity/memory:

- Personal Phonebook : 500 text-input and 50 voice-input records
- Voice Reminder : 100 text-input and 20 voice-input records
- Voicemail Retriever: Access to 3 voicemail systems
- Capability to retrieve Information Service.

1.1.3 Thereafter, the Customer may further increase the memory for each of their PA accounts by paying the prevailing tariff, entitling the Customer to have additional memory of:

- Personal Phonebook : 500 text-input and 50 voice-input records
- Voice Reminder : 100 text-input and 20 voice-input records

1.1.4 The Customer acknowledges that the maximum capacity / memory for each PA account, with subscribed additional memory, is as follows:

- Personal Phonebook: 1,000 text-input and 100 voice-input records
- Voice Reminder: 200 text-input and 40 voice-input records
- Voicemail Retriever: Access to 3 voicemail systems
- Capability to retrieve Information Service.

1.1.5 Corporate Phonebook

The Customer may subscribe for Corporate Phonebook account which is shared among all staff within the Customer under the same Customer Account Number with the following capabilities:

- Minimum Corporate Phonebook entry : 300 text-input records
- Maximum Corporate Phonebook entry: 800 text-input records

1.2. Auto Receptionist Service ('AR Service')

The AR Service is designed to transfer incoming calls at the Customer's Main Line to the Designated Receiver by voice activated media. The AR Service performs the following functions:

- Incoming Call Handling — a function to determine method of handling incoming calls according to different nominated time slots; and
- Greeting Management — a function to automatically play pre-recorded greeting messages according to different nominated time slots; and
- Call Transfer to Designated Receiver — a function to transfer the caller to the appropriate department or staff of the Customer with registered fixed line phone by voice recognition of the Designated Receiver's name.
- After Office-Hour Handling — a function to determine the method of handling incoming calls during non office hours.

Optional Chargeable features available to the Customer are:

- A. Intelligent Call Forwarding— a feature to enable the incoming calls to be forwarded to either the Authorized User's office phone or any other pre-defined phone number depending on the Authorized User's Intelligent Call Forwarding settings as set-up on the Site. Each Authorized User of Intelligent Call Forwarding can define his presence status and forwarding number through the Site or access to the PA service via the registered phones as defined with the PA service.
 - B. Business Phonemail – a value added service that enables the callers to leave recorded voice messages to a Designated Receiver. Each Authorized User of Business Phonemail is entitled to 20 voice messages. The voice messages can be retrieved through access to the Phonemail system via a telephone.
 - C. Info Announcement – a feature to enable a recorded announcement message to be played to the callers calling into the Main Line. The Info Announcement can allow a maximum duration of 2 minutes or 300 characters for English text-input or 100 characters for Chinese text-input.
- 1.2.1 The Company Administrator is required to register on the Site on behalf of the Customer and must follow all instructions and prompts as indicated on the Site and must follow all instructions as provided in any service manuals or guidelines as may be provided by PCCW-HKTC from time to time.
- 1.2.2 If Customer subscribes to only one New Generation Business Fixed line, the Customer is entitled to a free Auto Receptionist account. With the subscription of additional New Generation Business Fixed lines by the same Customer under the same Customer Account Number, the total number of New Generation Business Fixed lines subscribed must be registered under this same Customer Account Number.

2. Registration and Use of the PA and AR Services

- 2.1 The PA and/or AR Services are for the sole and exclusive use of:
- (a) the Customer; and
 - (b) any Authorized User(s).
- 2.2 PCCW-HKTC will provide to the Customer and/or Authorized User(s), subject to these terms and conditions:
- (a) a Login User Name and Login Password to activate or access the PA and/or AR features via the Site; and/or
 - (b) the Customer and /or Authorized User(s) may select to have a Voice PIN for the access authentication from the registered NGBFL and/or two optional Caller Telephone Numbers to access the PA and/or AR features using the Service Access Number or Short Code.

- 2.3 The Customer and/or Authorized User(s) is required to register with PCCW-HKTC in order to use the PA and/or AR Services.
- 2.4 Upon registration, the Customer and or Authorized User(s):
- (a) must provide us with accurate, complete and updated registration information;
 - (b) will be provided with Login User Name(s) and Login Password(s) by the PCCW-HKTC; and
 - (c) authorizes PCCW-HKTC to assume that any person using the Site/PA and/or AR service with your Login User Name/Login Password/ Voice PIN is either you or is authorized to act for you.
- 2.5 By registering to use the PA and/or AR Services, the Customer warrants and represents and undertakes to PCCW-HKTC that:
- (a) In the case of an Authorized User(s), the Authorized User(s) has full power and authority to enter into these terms and conditions, on behalf of the Customer;
 - (b) The Authorized User(s) will use its own Login User Name/Login Password/Voice PIN only to use the PA and/or AR Services;
 - (c) Any such use of the PA and/or AR Services by an Authorized User will be treated by PCCW-HKTC as use by the Customer;
 - (d) Each Authorized User(s) will comply with these terms and conditions and any special conditions applicable to the PA and/or AR Services; and
 - (e) The Customer must not, and where applicable, the Authorized User(s) must not use or knowingly allow any other person to use the PA and/or AR Services to breach any law or fraudulently obtain, or attempt to obtain goods or services from PCCW-HKTC or any other person. The Customer must, and where applicable, ensure that the Authorised User(s) notify PCCW-HKTC as soon as practicable if they become aware of such use.
- 2.6 If a Customer changes the existing NGBFL to another NGBFL of PCCW-HKTC and wishes to maintain this PA and/or AR Service at any time, the Customer must notify PCCW-HKTC of the change and PCCW-HKTC will, from the date of receipt of such notice, effect the change within 7 days.
- 2.7 The Customer and the Authorized User(s) shall ensure that the Customer:
- (a) will not interfere with other Customers' use and enjoyment of the PA and/or AR Service;
 - (b) will not use the PA and/or AR Service for any Unauthorized Activities; and
 - (c) agrees to pay the prevailing tariff for the additional Personal Assistant account and/or additional memory upon subscription. The Customer also agrees to pay any applicable surcharges and fees for the PA and/or AR Service.
- 2.8 PCCW-HKTC will provide the Customer and the Authorized User(s) with the Short Code, the Service Access Number for remote access, the Login User Name, the Login Password and the optional Voice PIN.
- 2.9 PCCW-HKTC reserves the right to monitor, or disclose the contents of the PA and/or AR Service where required by law to do so, or where PCCW-HKTC believes that such disclosure is necessary to:
- (i) comply with all laws, rules and regulations;
 - (ii) enforce the General Conditions as well as these Special Conditions; and
 - (iii) respond to claims of infringement of rights of any third party;
- 2.10 PCCW-HKTC is in no way liable to the Customer for any possible losses incurred during the use of the PA and /or AR Services.

3. Call Barring of the PA Service

The PA Service is an optional service that allows the Customer to place calls by using speech recognition technology. Calls made to the following access numbers cannot be placed through the Personal Assistant service.

- (a) Emergency numbers: 999, 992, 112; and
- (b) Levels 002, 003, 004, 005, 0062, 007, 008, 009, 133, 1357, 15XX, 16XX, 900 and any dedicated telephone numbers or ranges prohibited by PCCW-HKTC, the Telecommunications Authority or any other legislative provision from time to time, such as "14X", "4X", "10X" and "12X".

4. Information Service (applicable to PA Service only)

4.1 As part of its NGBFL Service, PCCW-HKTC may make an Information Service available to the Customer, provided the Customer:

- (a) satisfies the eligibility requirements for the Information Service (if any) specified by PCCW-HKTC from time to time; and
- (b) follows the instructions given by PCCW-HKTC when it provides any PIN to the Customer.

4.2 It is a condition of access to an Information Service that the Customer acknowledges and agrees that:

- (a) PCCW-HKTC and any information service provider make no warranties of any kind in relation to the Information Service or any third party content or information provided to it;
- (b) PCCW-HKTC and any information service provider is not responsible for the accuracy, completeness, usefulness or timeliness of an Information Service;
- (c) any views expressed are not necessarily those of PCCW-HKTC or any information service provider;
- (d) Information Services are made available for the personal use of the Customer and the Customer must not provide such Information Services or any information derived from such Information Services, to any other person;
- (e) information received from the Information Services is for reference only and is not intended for trading or any other purpose; and
- (f) Customer agrees to pay for the prevailing tariff applicable for particular Information Services retrieved or downloaded via NGBFL.

4.3 The Customer expressly agrees that PCCW-HKTC in providing the Customer with access to an Information Service is not responsible for any acts or omissions of the Merchant or of the credit provider to whom the Customer's payment details will be submitted by the Customer for approval including, refusal by any such credit provider to authorise a transaction or refund and the Customer expressly waives any rights the Customer may have against PCCW-HKTC in this regard.

4.4 PCCW-HKTC is not party to and is not otherwise involved in any manner in:

- (a) any verification or authentication of any payment details provided by the Customer to PCCW-HKTC when the Customer accesses an Information Service;
- (b) the provision of any credit to, or any payment collection function to or from, the Customer or any other person;
- (c) any arrangement for payment of any bill, or the settlement of any account between the Customer and any third party;
- (d) any transaction between the Customer and a Merchant;
- (e) any underlying transaction between a Merchant and that Merchant's preferred credit provider or banker (if any);
- (f) any dispute between the Customer, a Merchant or a Merchant's preferred credit provider or banker (if any); and
- (g) any dispute between a Merchant and any person to or from whom data is transferred pursuant to this Agreement.

**FIXED TELECOMMUNICATIONS NETWORK SERVICES LICENCE
TELECOMMUNICATIONS ORDINANCE (CHAPTER 106)**

In accordance with the General Conditions of Service of the Fixed Telecommunications Network Services Licence, PCCW-HKT Telephone Limited ('PCCW-HKTC') hereby publishes the tariffs (as set out below) and the terms and conditions under which it will provide the Services as described below during 17th July 2003 to 31st December 2003.

<i>Service</i>	<i>Particular of Service</i>	<i>Amount of Charges</i>
New Generation Business Fixed Line ('NGBFL') 6-Month Term Plan – Free SIM Card Reader	Customer who subscribes to the NGBFL with 6-month Term will get a SIM Card Reader free of charge. The SIM Card Reader enables the Personal Assistant (PA) users to directly upload their phone records in their SIM card to the Personal Phonebook of PA without re-entering the records one by one.	Standard tariff of NGBFL
NGBFL 9-Month Term Plan – Free Corporate Phonebook	Customer who subscribes to the NGBFL with 9-month Term will get the Corporate Phonebook (basic subscription at 300 text-input entries) for 9 months free, i.e. the users of those NGBFL subscribed under the same Customer Account Number can access the Corporate Phonebook free of charge.	Standard tariff of NGBFL
NGBFL 9-Month Term Plan – Free Intelligent Call Forwarding and Business Phonemail service	Customer who subscribes to the NGBFL with 9-month Term will get the Intelligent Call Forwarding and Business Phonemail for 9 months free. The entitlement for each NGBFL types are as follows: <ul style="list-style-type: none"> — New Gen Business DEL and New Gen Citinet – each line is entitled to 1 free Intelligent Call Forwarding and Business Phonemail account; and — New Gen Hunting – each line is entitled to 2 free Intelligent Call Forwarding and Business Phonemail accounts. The standard rental of Intelligent Call Forwarding and Business Phonemail will be charged after the expiry of the Term Plan.	Standard tariff of NGBFL

Conditions of Services

1. The above Term Plans apply to New Gen Business DEL, New Gen Citinet and New Gen Hunting only and do not include any value-added services associated with the respective business telephone line.
2. The above Term Plans are mutually exclusive and cannot co-exist for one telephone line.
3. If the Customer terminates one of the above NGBFL Term Plans or changes the registered name of the relevant telephone line before the end of the Term of the NGBFL Term Plan, then:

- (i) an early termination charge will be payable by the Customer based upon the rental payable for the remainder of the Term under the NGBFL Term Plan on a pro-rated basis; and
 - (ii) the Customer will be required to return to PCCW-HKTC the Free SIM Card Reader (if applicable).
4. For a Customer who subscribes to other business lines with promotional offers (including, but not limited to, Term Plan on business line rental or any rental waiver and/or rebate) and wish to upgrade their existing Term Plan to a NGBFL Term Plan, the Customer, upon registration for a NGBFL Term Plan agrees:
- a) that before the expiry of the Customers existing Term Plan, PCCW-HKTC will waive any early termination charge otherwise payable by the Customer, provided the Customer agrees either to use the NGBFL for the Term of the NGBFL or the unexpired Term of the previous Term Plan, whichever is longer; and
 - b) to commit to the Term of the chosen NGBFL Term Plan. In doing so, the Customer may still enjoy the any promotional benefits previously enjoyed under the Customers previous Term Plan, but only for the unexpired Term of the previous Term Plan.
5. If a Customer terminates a NGBFL Term Plan or changes the registered name of the relevant telephone line before the end of the Term of the NGBFL Term Plan an early termination charge will be payable by the Customer based upon the deemed rental payable for the remainder of the Term of the NGBFL Term Plan on a pro-rated basis.
6. The General Conditions of Service of the Company and Special Conditions of the New Generation Business Fixed Line (NGBFL) shall apply.

Delivery Time of Service

Under normal circumstances, the delivery lead time is within five days.

FIXED TELECOMMUNICATIONS NETWORK SERVICES (FTNS) LICENCE
TELECOMMUNICATIONS ORDINANCE (Chapter 106)

In accordance with General Condition 20(2) of the FTNS Licence, PCCW-HKT Telephone Limited ('the Company') hereby publishes the tariffs, the terms and conditions under which it will provide the following telecommunications service.

<i>Service</i>	<i>Particular of Service</i>	<i>Amount of Charges</i>
Residential Direct Exchange Line (RDEL) – 9-Month Telephone / IDD Free Minutes Term Plan	Existing residential customers who subscribe to the 9-Month Telephone / IDD Free Minutes Term Plan during 23rd to 31st July, 2003 can enjoy: <ul style="list-style-type: none"> • monthly 50 minutes free-of-charge of IDD0060 to Mainland China, UK, USA, Australia and Canada; and • unlimited External Removal Fee waiver during the 9-month term period (Note 1 and 2). 	\$110 per month
Residential Direct Exchange Line (RDEL) – 9-Month Term Plan	Existing residential customers who subscribe to the 9-Month Term Plan during 23rd to 31st July, 2003 can enjoy: <ul style="list-style-type: none"> • \$20 refund per month on their RDELs rental for 9 months; and • unlimited External Removal Fee waiver during the 9 month contract period(Note 2). 	\$110 per month
Twin Line Package for residential customers	Residential Customers who subscribe to the Twin Line package during 23rd July to 22nd September 2003 can enjoy: <ol style="list-style-type: none"> 1. 2 basic RDEL service at a special package tariff; 2. Installation Fee of \$475 for 2 new lines installed at the same time will be rebated in 12 monthly credits (i.e. \$39.58 per month); or Installation Fee of \$380 for 1 new line installed to form the Twin Line package with an existing RDEL will be rebated in 12 monthly credits (i.e. \$31.66 per month). (Note 3) 	\$165 per month
Residential Direct Exchange Line – Free Installation Charge & Reconnection Charge for Port-in & Port-back Customers	Residential customers of other FTNS operators can enjoy free installation or free reconnection if they port-in or port-back their residential direct exchange line to the Company during the period from 1st August 2003 to 31st January 2004.	Free

Note 1

1. Customers will receive a notification letter on the start-date of the IDD free minutes.
2. The 50 IDD 0060 free minutes offer is applicable to residential customers only, and to calls made from fixed line, mobile phone or Global Calling Card registered with 0060 service in Hong Kong to the above mentioned destinations.
3. The 50 IDD 0060 free minutes offer is not applicable to calls made to mobile terminating number registered in Australia and UK.
4. The unused 50 IDD free minutes of each month cannot be carried forward to next month.
5. The IDD free minutes will be stopped after the end-date of the term period or when the RDEL service is terminated no matter how many IDD minutes have been called in current month.

Note 2

If the customer terminates or re-contracts the RDEL service before the end of contract period, all refunds/IDD 0060 free minutes for the remaining months of the term plan will be forfeited and the External Removal Fee waiver will no longer be applicable with immediate effect. In addition, customers are required to pay the RDEL rental for the remaining period of the term contract at \$110 per month.

Note 3

1. Two RDELs forming a Twin Line package must be installed at the same address under the same customer account.
2. If customer terminates both or any one of the two RDELs of Twin Line package, or if customer re-contracts both or any one of the two RDELs before the end of the rebate period, all outstanding installation credits will be forfeited.
3. The monthly rental of \$165 will remain in force until the customer disconnects or relocates externally one RDEL of the Twin Line package or recontracts any one or both RDELs. The monthly rental of the remaining RDEL, which initially formed the Twin Line package, will become \$110 with immediate effect.
4. In case the customer installs 2 new lines on top of the existing RDEL, for the 3 RDELs, one Twin Line package will be charged at \$165 per month, and the third line will be charged at \$110 per month.

Conditions of Service

1. General Conditions of Service of the Company applies
2. The offer is not applicable to customers who have subscribed a non-standard tariff RDEL, or are enjoying any other form of RDEL rebate or waiver.

Delivery Time of Service

Under normal circumstances, the delivery lead time is within seven days.

FIXED TELECOMMUNICATIONS NETWORK SERVICES LICENCE
TELECOMMUNICATIONS ORDINANCE (Chapter 106)

In accordance with General Condition 20(2) of the Fixed Telecommunications Network Services Licence, PCCW-HKT Telephone Limited hereby publishes the terms and conditions under which it will provide the following telecommunications service with effect from 16th July 2003.

<i>Item</i>	<i>Particulars of Service</i>	<i>Amount of charge</i>	<i>Conditions of service</i>	<i>Delivery time of service</i>
	Provision of telephone services under tender		Appendix I. A	Based on Tender Schedule
	- 69 Business Direct Exchange Lines (BDEL)			
	- 30 Business Fax Lines (Bfax)			
	- 16 Faxline Hunting			
	- 39 DATEL Lines			
	Service charge	\$175,542 per annum	2-year commitment period	

Note: Tender covers 69 BDEL, 30 Bfax, 16 Faxline Hunting, 39 DATEL, 20 Integrated Digital Access and 2 Citinet Lines.

**FIXED TELECOMMUNICATIONS NETWORK SERVICES LICENCE
TELECOMMUNICATIONS ORDINANCE (Chapter 106)**

In accordance with General Condition 20(2) of the Fixed Telecommunications Network Services (FTNS) Licence, PCCW-HKT Telephone Limited ('PCCW-HKTC') hereby publishes the terms and conditions under which it will provide the following Customised IP Service with effect from 16th July 2003.

Customised IP Service

The service provide connectivity between the hosts and branches over the customised IP network, an initial connection bandwidth of 1Mbps will be established between each host to client site connection.

Service Level Agreement (SLA) Rebate

Availability = 99.95% (Network Availability on Quarterly basis, including all host and client sites' link)

Rebate Percentage

Severity Level	Quarterly Network Availability for all host and client links	Quarterly rebate applied to all host and client links
1st	Less than 99.95% but higher than or equal to 98.5%	15%
2nd	Less than 98.5% but higher than or equal to 95.0%	25%
3rd	Less than 95.0% but higher than or equal to 90.0%	50%
4th	Less than 90.0%	100%

Tariff

- please refer to appendix 1 for the tariff table

Service Provision Lead Time

Normal provision lead-time as follows :—

- Host ports ~ 4 weeks (note 1)
- Client ends ~ 4 weeks (note 1)

Note 1- normal provision lead-time time if fibre available, 2 months for sites without existing fibre coverage which will subject to feasibility study results on fibre availability.

Conditions of Service

- General Conditions of Service of the PCCW-HKTC shall apply.
- A minimum quantity of 2 host ports and 140 client ports,
- A contract period of 60 months
- Change to other PCCW-HKTC services will be allowed after 54 months from the start of the contract

Tariff Table
Customised IP Services

Appendix

Ports and Bandwidth Charges

		Port Type		
		1M~10M	5M~100M	50M~1G
1	Connection Charge (HK\$) One-off Connection Charge	3,500	4,500	29,400
2	Port Charge (HK\$)/month 2nd port (note 1)	1,600 960	2,000 1,200	20,300 12,180
3	Bandwidth Charge/Mbps (HK\$)/month (note 2)	1M step 120	5M step 120	50M step 80
4	> 15km add'l port charge (HK\$) Port Bandwidth 2Mbps to 100 Mbps 101Mbps to 1Gbps	monthly rental per every additional 15km (note 3) 1,400 2,800		
Defined Point Of Presence (POP)				
	Region	Exchange	Address	
	HK	LKT	3, Hennessy Road, Wanchai HK	
	KLN	PKT	41, Wai Chi Street, Pak Tin Kowloon	
	NTE	YCK	16-18, Siu Lek Yuen Road, Yuen Chau Kok, N.T.	
	NTW	TMN	6, Shek Pai Tau Road, Tuen Mun, N.T.	
5	Configuration charge (HK\$) – (note 4) Port Bandwidth (1~10)M 11M~1Gbps	oneoff charge/port HK\$ 160 320		
6	Network Management System one off charge (HK\$) annual rental (HK\$)	50,000 350,000		
7	Multicast Configuration one off charge (HK\$) annual rental (HK\$)	25,000 137,000		
8	For those client sites require dedicated fibre DP and separate duct route, a oneoff setup cost of HK\$20K per site will be charged.			
9	PCCW will provide fibre to the customer's installation location, internal trunking inside the customer's building to be provided by customer if required.			
10	Any civil work charge related to fibre provision will be on actual cost charged to customer.			

Note:

1. The 2nd port should be of same physical installation address of the main port, each primary port will entitle a backup port.
2. The bandwidth charge is the same for main and backup port.
3. Normal provisioning cover a distant of 15km (physical fibre distant) from customer site to POP, max distant from POP to customer site is 40km.

4. If the configuration is bandwidth upgrade, then configuration charge is waived.
Installation will cover configuration charge. The configuration charge listed above is for subsequent configuration request after installation.
The bandwidth increase and configuration should be within the capacity limit of the physical port bandwidth.
5. The above price is based on a 60 months billing followed by 6 months of free rental.

**FIXED TELECOMMUNICATIONS NETWORK SERVICES LICENCE
TELECOMMUNICATIONS ORDINANCE (Chapter 106)**

In accordance with General Condition 20(2) of Fixed Telecommunications Network Services Licence, PCCW-HKT Telephone Limited ('PCCW-HKTC') hereby publishes the tariffs, terms and conditions under which it will provide the following telecommunication service with effect from 21st July 2003.

*Particulars of Service**Customised Network – Managed Bandwidth Service:*

Fibreline Managed Bandwidth Service enables customer to subscribe various optical interfaces between two locations with specific allowable bandwidth.

Amount of charges:

- Bandwidth of 30Gbps
 - Installation (up to a maximum of 108 interfaces) : HK\$450,000 / Link
 - Monthly Rental : HK\$500,000 / Link
 - Removal within the same building : HK\$180,000 / End
 - Removal to a different building : HK\$225,000 / End
- Additional of 6Gbps bandwidth step
 - Installation (up to a maximum of 20 interfaces) : HK\$85,000 / Link
 - Monthly Rental : HK\$50,000 / Link
 - Removal within the same building : HK\$35,000 / End
 - Removal to a different building : HK\$42,500 / End
- Interface
 - Interface Installation : HK\$10,000 / Interface
 - Interface Reconfiguration : HK\$5,000 / Interface

Conditions of Service:

1. General Conditions of Services of PCCW-HKTC apply.
2. The maximum point to point distance is 20Km.
3. The Service is provided to locations within commercial areas, locations at other areas will be considered on case by case base at the Company's discretion.
4. A minimum service period of 3 years is required for the service. Minimum service period (MSP) is commenced once service is BIS (Brought In Service). If the customer terminates the service within the MSP, a cancellation charge will be levied according to following formula.

Period	Cancellation Charge
1st year	100% monthly rental x number of outstanding contract months
2nd year	50% monthly rental x number of outstanding contract months
3rd year	25% monthly rental x number of outstanding contract months

5. Service Level Agreement for Customized Network - Managed Bandwidth Service

The Service guarantees the monthly accumulated downtime for each individual interface over Managed Bandwidth Service shall not exceed 5 minutes, and a nominal availability shall be on and above 99.99% in each monthly period.

Other than the exceptions stated below in Note 1, if PCCW-HKTC does not meet the service performance requirement as mentioned above for each interface, customer shall receive a credit rebate in respect of the rental for the relevant month of the Managed Bandwidth Service involved based upon the following formula:

Accumulated Monthly DowntimeCredit as Percentage of Monthly Rental

5 minutes or greater, but less than 60 minutes

30% on Interface Bandwidth Ratio*

60 minutes or greater

60% on Interface Bandwidth Ratio*

*Interface Bandwidth Ratio = (Bandwidth of interface/Subscribed aggregated bandwidth)

Note 1:

- (a) PCCW-HKTC shall not give any rebate for failure to meet the Service Level Agreement where such failure is due to any one of the following events or causes:
 - i. Equipment or other circumstance under customers' control
 - ii. Failures of equipment, facilities or other causes outside of the circuit service provided by PCCW-HKTC and its associated area of responsibility and control, which is limited to PCCW-HKTC's domestic network, its customer premise equipment and local exchange loop.
 - iii. Interruption of service which has been planned by PCCW-HKTC in consultation with the customers.
 - iv. Neither party shall be liable to the other for indirect or consequential damages.

- (b) Neither party hereto shall be liable to the other under these terms nor held in breach of this Service Level Agreement given that the guaranteed service level does not meet defined requirement if prevented, hindered or delayed in performance or observance of its obligations hereunder by reason of any Act of God, extreme weather conditions (such as typhoon, black rain storm), site not accessible (waiting for customer's escort, blocked by police), war, riot, civil unrest, explosion, fire, government action, interruption in the supply of power or materials, labor disputes (other than disputes in which the only participants are employees of the relevant party), epidemic or any other similar circumstances which can be reasonably held to be beyond its control.

**FIXED TELECOMMUNICATIONS NETWORK SERVICES LICENCE
TELECOMMUNICATIONS ORDINANCE (Chapter 106)**

In accordance with General Condition 20 (2) of the Fixed Telecommunications Network Services Licence, PCCW-HKT Telephone Limited ('the Company') hereby publishes the International Switched Digital Service (ISDS) Promotion Program under which it will provide the followings with effect from 17th July 2003 to 16th October 2003.

The ISDS Promotion Program

1. Base Minutes is defined as 50% of May 2003 ISDS outgoing traffic minutes on the following selected routes (Australia, Canada, China, France, Germany, Japan, South Korea, Singapore, Taiwan, UK & USA).
2. Incremental minutes are the additional outgoing minutes of the above mentioned selected routes for the month of June, July and August when compared with Base Minutes. The incremental minutes for each of the 3 months can be entitled to the following coupons:

Promotion Plan	Incremental Minutes (Points)	Coupons Value (HK\$)
Outgoing minutes more than 50% of the May 2003 selected routes outgoing minutes by	100 - 299	\$0.90 x Points
	300 - 499	\$0.99 x Points
	500 - 999	\$1.05 x Points
	1,000 – 1,999	\$1.20 x Points
	2,000 – 2,999	\$1.29 x Points
	3,000 – 4,999	\$1.35 x Points
	5000+	\$1.50 x Points

3. After the end of the promotion period, entitled points will be calculated and a letter will be issued to customers with the coupons details (coupon values and choice of items: IDD and/or CPE etc.). The customers can use the letter or the printed coupons to pay for the IDD charges and/or the CPE purpose.

Conditions of Services

1. Customers cannot enjoy this promotion program and the Short-term Delight Program datapak ISDN2 (S/T Interface) at the same time.
2. All customers must register for the promotion before they can enjoy the benefits of the offer.
3. The coupons have to be exercised within 3 months.
4. The General Conditions of Service, Special Conditions of the International Switched Digital Service and the Conditions of this promotion offer apply.

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FIXED TELECOMMUNICATIONS NETWORK SERVICES LICENCE
TELECOMMUNICATIONS ORDINANCE (CHAPTER 106)

In accordance with General Condition 20 of the Fixed Telecommunications Network Services Licence, PCCW-HKT Telephone Limited ('Company') hereby publishes the following Special Conditions of 'Hello Phonocard Service Sales Promotion' with effect from 18th July 2003.

Between 18th July 2003 and 15th September 2003 customers who purchase \$100 Hello Phonecards at selected vending machines at the Company's payphone kiosks will receive an extra value of \$10 added to a \$100 Hello Phonocard for each purchase. The Promotion is valid whilst stock lasts.