

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

**WTT HK LIMITED (“WTT”)**

**R. INFOSERVICE**

Effective date: 14/1/00, Revision date: 24/3/10

INFOSERVICE is a host of network-based call automation services which provide Customers with the capability of connecting people to the information that they require. INFOSERVICE contains the following portfolio:

**R1. AUDIOSELECT**

Effective date: 14/1/00

This service enables callers to select and listen to pre-recorded information.

**R2. FAXBACK**

Effective date: 14/1/00

This service enables callers to retrieve the information that they require by fax.

**R3. IVR**

Effective date: 14/1/00

This service enables callers to interact with account related information stored in a computer database.

**R4. CALL DIRECTOR 1 and CALL DIRECTOR 2**

(CALL DIRECTOR 1 is formerly known as “Call Director”)

Effective date: 12/1/97, Revision date: 16/10/98, 1/8/99, 14/1/00

This service provides automatic call routing to destinations without intervention of telephone receptionists.

CALL DIRECTOR 1 feature is a voice mailbox call routing service which provides Customers with the capability of presenting to incoming callers a recorded greeting and a menu of destinations for call routing. Charges are based on the configuration chosen by the Customer as to number of calls which can processed simultaneously (ports), the choices per level (nodes), and number of mail boxes.

CALL DIRECTOR 2 is an enhanced version of CALL DIRECTOR 1 which offers additional features.

**R5. AUTOBROADCAST**

Effective date: 14/1/00

This service enables the Customer to broadcast pre-recorded messages on a periodical basis. The Customer may specify a database of telephone numbers to be called and the corresponding message to be played when the call is answered.

All the above services except CALL DIRECTOR 1 and AUTOBROADCAST	Charge (HK\$)
Once-off charges	
* Initial Service Set-up	\$900
* Service Reconfiguration	\$300 per request
* Loading of Voice Prompts	\$300 per 10 min. of voice prompts
* Additional Training	\$900
Monthly recurring charges	
* Port Rental	\$900 per port
* Management Report	\$400

AUDIOSELECT and CALL DIRECTOR 2	Charge(HK\$)
Monthly recurring charges	
* Basic Voice Storage	\$2,400 for the first 15 min. or less
* Additional Voice Storage	\$800 per additional 5 min.

FAXBACK	Charge (HK\$)
Monthly recurring charges	
* Fax Storage	\$600 per page

IVR	Charge(HK\$)
Once-off charges	
* Application Development	\$8,400 per man-day

CALL DIRECTOR 1	Charge (HK\$)
Ports	
- first 4 ports	\$1200.00
- each additional port	\$300.00
Nodes (full set)	\$200.00
Provisioning fee	\$600.00
Change of configuration	\$500.00
Traffic report (per report)	\$545.00
Loading of voice scripts (per 10 minutes of voice script)	\$300.00
CALL DIRECTOR 1 Training * (per session)	
- initial training	Free
- additional training during office hours **	\$600.00
- additional training after office hours **	\$900.00

\*Note Provides training to Customers on the use of the CALL DIRECTOR 1 feature. Each training session is up to 2 hours duration and for a maximum of 2 trainees conducted at the Customer's premises.

\*\*Note Office hours are Monday to Friday 8:45 am to 12:45 pm and 2:00 pm to 5:00 pm and Saturday 8:45 am to 12:45 pm, excluding public holidays.

AUTOBROADCAST	Charge (HK\$)
Once-off charges	
* Initial Service Set-up	\$10,000
* Loading of Voice Messages	\$300 per request
* Service Reconfiguration	\$300 per request
Monthly recurring charges	
* Basic Service (1,000 telephone numbers per day; 12 messages each of a maximum of 30 seconds)	\$6,000
* Additional Numbers (per additional 100 telephone numbers per day)	\$600
* Extended Message (per additional 15 seconds per message)	\$300

The following Special Conditions shall apply to AUTOBROADCAST service:

- The Customer shall obtain all relevant permission or authorisation to play its specified message. The Customer shall immediately notify WTT if any permission or authorisation to play the message is suspended, withdrawn or terminated for whatever reasons.
- The Customer shall hold WTT harmless against any claims for losses or damages arising out of or in relation to the transmission of the message, or any claims by a third party for infringement of any rights subsisting in the message (including intellectual property rights).

## R6. AUTORECEPTIONALIST

Effective date: 24/03/10

AUTORECEPTIONALIST feature is a voice mailbox call routing service which provides Customers with the capability of presenting to incoming callers a recorded greeting and a menu of destinations for call routing. Charges are based on the configuration chosen by the Customer as to number of calls which can be processed simultaneously (ports), the choices per level (nodes), and number of mail boxes.

AUTORECEPTIONALIST is added to the Service with charges as follows:

Service/Activity	Charge
Monthly Rental	
● First 2 ports	HK\$600 per month
● Each additional port	HK\$300 per month
Once-off charge	
● Initial Service Set-up	HK\$900
● Service Reconfiguration	HK\$300 per request
● Traffic Report	HK\$545 per report
● Loading of voice scripts	HK\$300 (per 10 minutes of voice script)