

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

WTT HK LIMITED (“WTT”)

T12. Reprint Bill
Effective date: 28/3/00

(a) Support Call-Out Service

Support Call-Out Service provides technical and project management support at the Customer site including stand-by service. The grade of personnel required is subject to the requirement of the individual task. Service charges are based on minimum time of 2 hours, and may be higher if outside standard office hours.

(b) Phone Cord

Service/Activity	Charges (HK\$)
* connecting cord up to 5 metre (including delivery)	\$100 per cord
* each additional metre beyond 5 metre	15 per metre

(c) AC/DC Transformer
* per unit HK\$165

(d) Customised Bill
* per bill HK\$200

(e) Service Traffic Report
* standard report service (per report) HK\$420

Charges for Non-standard Traffic Report will follow that of Non-standard Jobs. Minimum charge for each non-standard traffic report is \$1,980.

(f) Fast Track Order Service

Fast Track Order Service is available for Customers who require line installation to be carried out in a shorter time than the standard lead time for provisioning in respect of the following services:

	Fast Track Order Lead Time	Charge(HK\$)
BusinessLine - DEL, Fax, Modem, Hunting, CO, DDI	< 5 Business Days	\$150 per line
Centrex	< 5 Business Days	\$150 per line
BusinessLine - IDA	7 – 9 Business Days ≤ 6 Business Days	\$250 per line \$500 per line
DataConnect (up to 1.544 Mbps)	9 – 11 Business Days 6 - 8 Business Days	\$250 per end \$500 per end

The above charges are in addition to standard installation charges. If WTT fails to meet the Fast Track Order Lead Time, the Fast Track Order Service Charge will not be levied. Fast Track Order is subject to network resources availability.

(g) CPE Maintenance Service

CPE Maintenance Service is available to Customers who require maintenance service for WTT purchased phones following expiration of the warranty period. The Service provides an on-site visit to the Customer premises to replace keypad, extension cord, RJ socket, handset or combination of the four items for their faulty WTT phones.

Charge: HK\$250 per phone per visit

(h) Charges for Non-standard Jobs

Charges for non-standard jobs in relation to WTT Services will be calculated according to the formula below.

Cost formula for Non-standard Job

Direct labor cost	(a)
Material cost	(b)
Contractor charges	(c)

	(d) = (a) + (b) + (c)

Company overhead	(e) = (d) x company overhead rate

	(f) = (d) + (e)

Markup	(g) = (f) x markup %

Amount CHARGEABLE	(h) = (f) + (g)
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Note: Labour charges are based on minimum time of 2 hours, and may be higher if outside standard office hours.

(i) Reprint Bill Service

WTT may, at the request of the Customer, reprint the bills up to three years ago.

Charge: HK\$50.00 per bill