

<b>Customer Details</b>												
Customer Name (The customer): _____												
Billing Account Number (if applicable): _____												
Customer BR No: _____												
Installation Address		Flat/Room: _____ Floor: _____ Block/Tower: _____		Building/Estate: _____		District: _____ <input type="checkbox"/> HK <input type="checkbox"/> KLN <input type="checkbox"/> NT						
Billing Address		Flat/Room: _____ Floor: _____ Block/Tower: _____		Building/Estate: _____		District: _____ <input type="checkbox"/> HK <input type="checkbox"/> KLN <input type="checkbox"/> NT						
<b>Administrative/Billing Contact</b>												
Name: _____		Tel. no / Mobile no. _____				Email Address _____						
<b>Technical Contact (If different from Administrative/Billing Contact)</b>												
Name: _____		Tel. no / Mobile no. _____				Email Address _____						
<b>Service Details</b>												
<input checked="" type="checkbox"/> New Connection <input type="checkbox"/> External Relocation <input type="checkbox"/> Internal Relocation <input type="checkbox"/> Reconfiguration <input type="checkbox"/> Termination												
Others (please specify) _____ Line no(s). for reference _____ Contract Terms: <input type="checkbox"/> Nil <input checked="" type="checkbox"/> Yes (please specify) _____ 24 Months User application to be run on this network service: _____ Requested For *Service / Termination Date (note 1) : _____ CPE Router (Y/N)? <input type="checkbox"/>												
<b>Connectivity</b>												
Services: <input type="text" value="Metro-IP (Silver)"/>												
Port Type (note 2)		Bandwidth		Bundle Router		Bundle Router (Others)		Diversity Option (note 3)		No. of Ends	Installation Charge Per End (HK\$)	Monthly Rental Per End (HK\$)
		2M		Standard (GRTR)		CT841				( 1 )	0	1560
										( )		
										( )		
										( )		
										( )		
<b>Second Connectivity</b>												
Services: <input type="text"/>												
Port Type (note 2)		Bandwidth		Bundle Router		Bundle Router (Others)		Diversity Option (note 3)		No. of Ends	Installation Charge Per End (HK\$)	Monthly Rental Per End (HK\$)
										( )		
										( )		
										( )		
										( )		
										( )		
<b>Network and Router Management (Please fill in Port Parameter Form/ AppConnect Port Parameter Form)</b>												
<input type="checkbox"/> Router Management Services												
<input type="checkbox"/> Customer Network Management Service with E-Alert ONE.CNMS (RMS must be selected)												
<input type="checkbox"/> Wireless Services Mobile FM												
<b>SLA</b>												
Services: Metro-IP (Silver)		Mean time to repair (MTTR): 4 Hours				Service Availability: 99.98%						

Notes :

- Normal installation hours are assumed (Monday - Friday: 9am to 5:30pm; Saturday: 9am to 1pm). For installation outside the normal installation hours, the installation charges will be quoted separately.
- For multiple sites application, the connection details form could be used as supplement.
- The 2nd port should be of same physical installation address of the main port. Port speed should be the same or less than the main port. The Customer need a CPE router supporting Main/Standby resilience arrangement.
- For Metro IP, ATM interworking will only be provided on existing ATM circuit of the same Customer, with minimum ATM bandwidth of 1Mbps & in step of 1Mbps. The bandwidth required should be at 1.2 x Metro IP interconnected bandwidth (e.g. Metro IP =10M, ATM side PVC should at least be 12M CBR)
- For Metro IP, Framelink interworking will only be provided on existing Framelink circuit of the same Customer, with minimum FR bandwidth of 256kbps & in step of 256kbps. The bandwidth required should be at 1.2 x Metro IP interconnected bandwidth (e.g. Metro IP =1M, FR side DLCI should at least be 1.2M)
- For CE2.0, Metro IP, Megalink+ and IP-Net, please fill the RMS details using the attached Port Parameter form.
- For AppConnect, please use AppConnect Port Parameter Form. For CloudDirect, please use CloudDirect Parameter Form.
- Port Parameter Form will be required for New installation, Burstable bandwidth and Class of Services features.
- PCCW Metro-IP provides guarantee subscribed Ethernet bandwidth at any instant. (Note : To avoid packet loss impacting customer applications upon bursty traffic, it is recommended to turn on proper rate shaping or policing features at CPE routers.) The actual bandwidth for user applications will be affected by protocol overhead, users's device/software, usage loading and extraneous factors. For any new applications or changes require network customization (e.g. multicast, QoS, multimedia support, bursty traffic etc), please work with PCCW Solution Consultant / Sales before ordering.

**Terms and Condition:**

- The CE 2.0, Metro IP, IP-Net and Megalink Plus service (the Service) are offered by Hong Kong Telecommunications (HKT) Limited ("HKT").
- If Customer terminates the agreement before the expiry of the Contract Period, the Customer shall pay Cancellation Charges to the Company calculated on the basis of 100% of the filed list price payable from the date of termination until the expiry of the contract.
- The above Charges do not include the cost of internal trunking, premises access & sundry; and the cost of additional fibre provision cost, if there is no fibre coverage. The extra fiber cost will be quoted separately.
- The Customer is required to facilitate HKT to provide the Service to the installation premise.
- In general, the delivery is 6-8 weeks upon order confirmation which does not include BMO permit application and Customer internal facilities. It is subject to the provision feasibility of the installation locations.
- The mean time to repair is a target figure, whereas time due to customer access issue will be excluded. Service availability is an annual target figure on per customer network base. The above SLA information is intended as a general summary. Please refer to the service level agreement for exact terms and conditions and details of the exclusions.
- The quotation is Valid for 31 days only.

**Customer's Authorization**

I have read and agreed to be bound by all applicable terms and conditions (and as amended from time to time), including but not limited to HKT's General Condition of Service which is available at [https://www.hkt.com/staticfiles/HKT/Corpsite/Terms%20of%20Use/HKT\\_General\\_Conditions\\_of\\_Service\\_Eng.pdf](https://www.hkt.com/staticfiles/HKT/Corpsite/Terms%20of%20Use/HKT_General_Conditions_of_Service_Eng.pdf) ("General Conditions") and the Special Conditions for Datapak Service attached, hereto and declare that the information above is true and accurate in each and every respect. I agree that depending on the service or combination of services subscribed for in this application, the personal data and other information so provided are collected, used and retained by either one or more of the service providers of PCCW Group including HKT, PCCW Mobile HK Limited (as the case may be) in accordance with the requirements in the Personal Data (Privacy) Ordinance and the Limited and PCCW Media Privacy Policy Statement which is accessible at [http://www.hkt.com/Privacy-Statement?language=en\\_US](http://www.hkt.com/Privacy-Statement?language=en_US) which also governs, together with HKT's General Conditions (if applicable), how such personal data and other information are used and to whom they may be disclosed. The main purpose for which the data and other information are used and/or disclosed is for the processing and provision of the subscribed and related services.

The data may be disclosed to affiliates, related companies, debt collection agents, third party channel providers or other business partners for provision of the services as well as promotion of different goods and services.

In accepting the above service details, the Customer shall endorse and cooperate with HKT to do external marketing and publicity with regard to the services provided. The content and write-up of marketing materials shall be subject to the approval of both the Customer and HKT.

Customer/Authorized Signature \_\_\_\_\_ Date: \_\_\_\_\_  
 (with Company chop, if applicable)

For Internal Use Only:  
 Sales Channel: \_\_\_\_\_  
 Consultant Name & Tel: \_\_\_\_\_  
 Agent Name & Contact Point & Tel. No. (Ch. Sales only): \_\_\_\_\_