



HH001 Quotation Ref: Sales Order Ref: Page:

Customer Information

New Customer: Access Type:
 Existing Customer w/ new Account No. Customer No. CRN#:
 Existing Customer w/ existing Account No. Customer No. PRM Code:

Registered Company Name (English):
 Care of: Business Registration No.:
 Registered Address:
 Postal Address (if different from installation address):
 Contact Person: Position:
 Tel. No.: Fax No.: Mobile No.: Email:
 Installation Address:
 Directory Listing (Y/N): Tel. No.: Fax No.: Building ID:

Please fill in Directory Listing Form for additional directory listing or if directory listing name is different from the above
 e-Bill Email address for receiving e-Bills (if different from above):

Personal Data Collection Statement (Not Applicable to person signing in his/her official capacity on behalf of a Business Customer)

It is voluntary for the Customer to provide the above Customer information including personal data ("Data") to WTT HK Limited ("WTT"). Without the Data, WTT may not be able to provide products and/or services to the Customer. The Data collected will be used and/or disclosed for purposes of provision of the products and/or services to the Customer and enforcing WTT's rights in connection with the provision of the products and/or services; publication of any directory listing (unless the Customer has opted to be unlisted); credit checks; debt collection; market research; prevention or detection of crime; disclosure as required by law or a government authority; provisioning of emergency services; and any other purposes as may be agreed between WTT and the Customer. WTT may disclose the Data to its suppliers/ contractors/ agents/ other network operators in connection with any of the aforesaid purposes and these third parties cannot make use of the Data other than for the purpose for which it was provided.

Products / Services (Please use supplementary page if insufficient space)

Item#	Qty	New / IR / ER	Description of Products / Services	Installation / One-off Charge (HK\$)	Monthly Rental (HK\$)		
					List Price	Promotion Price	Total Amount
1	1	New	2M ME (CGSE Client)	\$---	\$ 6,600	\$ 1,270	\$ 1,270
			- Free Bundle Cisco Router x 1 qty	\$	\$ 190	\$---	\$---
			- iAlert or CRMS	\$	\$ 90	\$---	\$---
				\$	\$	\$	\$
				\$	\$	\$	\$
			Remarks : Please send back this signed order	\$	\$	\$	\$
			confirmation with company chop to	\$	\$	\$	\$
			ivylo@wthk.com.hk or fax to 35793016.	\$	\$	\$	\$
				\$	\$	\$	\$
				\$	\$	\$	\$
				\$	\$	\$	\$
				\$	\$	\$	\$
				\$	\$	\$	\$
Total Installation / One-off Charge:				\$---	Total Monthly Rental:		\$1,270

Minimum Subscription Period ("MSP") for each Service: 24 months from the date of installation/ service activation/ service renewal as applicable unless otherwise stated

Installation/ Service Activation - Preferred Date: Preferred Time (HH:MM):

For Business Broadband Services only, please select Access Type: VDSL PON Direct Fibre (applicable to 1Gbps only)

Bandwidth (Downstream / Upstream): 2Mbps / 2Mbps x 1 line(s); _____ Mbps / _____ Mbps x _____ line(s)

Bandwidth (Downstream / Upstream): _____ Gbps / _____ Gbps x _____ line(s); _____ Gbps / _____ Gbps x _____ line(s)

For All DataCentre Service, additional charges at HK\$ _____ /kVA will be imposed for kVA usage exceeds _____ kVA. For Sino Favour Data Centre, a 30% surcharge on each extra kVA usage will be imposed where total kVA usage per rack exceeds 3kVA.

Terms and Conditions of Service

All Services provided pursuant to this Order Confirmation are subject to WTT's General Terms and Conditions of Service as published on www.wthk.com.hk ("WTT's General Terms and Conditions"), Special Terms and Conditions overleaf, additional terms and conditions referenced to or attached to this Order Confirmation, policies and applicable tariffs relevant to the Services as published by WTT. In the event of any inconsistency between WTT's General Terms and Conditions and the Special Terms and Conditions, the Special Terms and Conditions shall prevail to the extent of such inconsistency.

Accepted by the Customer

Confirmed by WTT HK Limited

Authorised Signature & Company Chop:	Salesperson Signature & Name:	Reseller Signature & Name:
(X)	Name: Ivy, Lo Pui Yin	Code: 8889309
	Authorised Signature:	Name: Code:
Name: Title:	Date:	Name: Title: Date:

Special Terms and Conditions

1. WTT shall not be liable to the Customer if any Product and/or Service are provided beyond Installation / Service Activation - Preferred Date, which is for reference only.
2. MSP is specified in this Order Confirmation or the Tariffs. If MSP is not specified in this Order Confirmation or the Tariffs, the MSP for the Service is 3 months. If any of the Services subscribed are terminated before the expiration of the MSP, the Customer shall pay the aggregate prevailing standard charges of the Services for the remaining term of the MSP. Rental charges will remain unchanged during the MSP. The Customer acknowledges that WTT may revise the charges after the MSP. After the expiration of the MSP, the Services will be on a month-to-month basis and either party may terminate the Services with 30 days' written notice. The Customer shall complete the service disconnection form from WTT for termination of service.
3. The Customer authorises WTT to amend, update or complete the information in the Notice of Service Disconnection related to this Order Confirmation on their behalf whenever necessary and take such action as WTT considers necessary to facilitate the disconnection of services by the Customer's existing service provider and the porting of telephone numbers from the Customers' existing service provider to WTT. The Customer agrees that the existing service provider will not be liable to the Customer for any losses or damages suffered or incurred by the Customer arising from the number porting arrangement.
4. The Customer acknowledges that WTT may impose, and the Customer shall pay on demand, (a) additional charges as per the applicable Tariff published at any time during and/or after the MSP if any of the fixed lines subscribed are used for special application; (b) a number fee or any other related or similar fees for each telephone number in addition to the charges set out herein; (c) additional charges incurred by WTT due to regulatory changes or changes in interconnection charge arrangement between WTT and other service provider(s); and (d) cancellation charge for cancellation of order before service activation which will be the higher of the installation charge applicable for the relevant Services (regardless of whether it is waived or not) or a sum reflective of loss or damage sustained by WTT as a result of the cancellation.
5. The Customer acknowledges that the Contact Person specified in this Order Confirmation shall be its authorized representative and WTT, its agents and/or contractors may take instructions directly from the authorized representative on any matters relating to this Order Confirmation including configuration of equipment, function or feature setting of the equipment and service provisioning.
6. Provision of Services is subject to WTT gaining access to the building and the Customer's premises to install the necessary facilities including equipment and wiring and in some situation access to the use of any in-situ wires in the Customer's building or premises. The Customer will provide the necessary assistance to facilitate such access including: (a) liaising with the respective Building Management Office or building owner, data centre operator or relevant authority, and settling cross connection charge or any surcharges that may be imposed (one-off and monthly recurring); and (b) where internal wiring work is required, to remove and reinstate any interior furnishings that may be affected; provide necessary tools such as construction platform and seeking permission to drill holes. WTT may cancel this Order Confirmation without any liability to the Customer if building access is denied or necessary arrangement(s) are not made or it is not technically or commercially feasible to install the required facilities to provide the Services.
7. For Business Broadband Services, the access speed of all service plans is measured and quoted in unit of Megabit per second (Mbps) or Gigabit per second (Gbps). The maximum throughput is equal to the bandwidth subscribed for each circuit. The actual throughput for each circuit will be affected by usage levels, network configuration, coverage and extraneous factors. WTT may take such action as it sees fit to ensure that the throughput does not exceed the subscribed limits.
8. The Customer acknowledges that BUSINESSLINE-DEL+, SUPERTONE, SMART VOICE, CLOUD VOICE or WALKIE service must not be used by lifeline user or connected to lifeline devices.
9. The Customer acknowledges that WTT will not be able to ascertain and to provide the geographical location of the caller to the emergency service authorities for emergency call made via BUSINESSLINE-IDA, SMART IP TRUNK, SUPERTONE, SMART VOICE, CLOUD VOICE or WALKIE service. The Customer must advise its geographical location to emergency service authorities during emergency call. The Customer hereby indemnifies and holds harmless WTT or its officers or agents against any liability, claim, loss, damage or expense arising from any event of emergency call from these services.
10. Upon service termination, WTT will arrange to collect the equipment(s) installed at the Customer's premises. The Customer will be liable to pay WTT equipment charges if the equipment(s) is not returned in good condition.
11. The Customer will receive paper bills by default and \$10 per month will be charged for each paper bill. The Customer may elect to receive monthly statements electronically (e-Bills) by calling WTT Customer Services Hotline 121-000 at anytime. e-Bills are free-of-charge and will be sent to the Customer's email address specified above.
12. **For International Telecommunications Service**, (a) Where the billing amount is based on foreign currencies, the exchange rate is subject to change from time to time without prior notice to Customer; and (b) the service subscribed, including International MPLS VPN and IPLC, will be offered with Service Level Agreement, if applicable.
13. **For DataCentre Service**, WTT DataCentre Service Agreement shall apply and will override WTT's General Terms and Conditions of Service. Service Charges do not include any applicable taxes or duties which may be imposed by relevant authority in relation to the Services or any electricity charges or any third party charges. Electricity usage will be measured in kVA. Any electricity usage over the threshold set out in this Order Confirmation will be rounded up to the next whole kVA and subject to additional charges or a surcharge calculated at the rate set out in this Order Confirmation. Electricity charges will be calculated in accordance with WTT's records and will be subject to upward adjustment from time to time according to rates published by electricity supplier.
14. **For Cloud Secure Service**, WTT's Special Terms and Conditions of Cloud Secure Service and Service Level Agreement shall apply.

Account Manager: Ivy, Lo Pui Yin

Telephone: 21127922 **Fax:** 35793016

Special Terms and Conditions

15. **For COLO BCLL Service**, the Customer consents to and authorizes WTT to provide broadband service utilising BCLL-FB or BCLL-PB. The Customer confirms that it is currently using a DEL service from another service provider and acknowledges the potential risk of service interruption to existing services as a result of provisioning BCLL-FB or BCLL-PB. The Customer consents to the exclusion of PCCW-HKT's liability for any loss or damage suffered by the Customer due to any such service interruption.
16. **For Fibre Channel (in number of channel) Package**, the Customer acknowledges and agrees that (a) Cable TV services and converter(s) ("Cable TV Service") are provided by Hong Kong Cable Television Limited ("Cable TV") and are subject to the Subscription Agreement of Cable TV Service. The Customer shall sign the Subscription Agreement of Cable TV Service and accept the terms and conditions set out therein; (b) WTT is authorised by Cable TV to issue invoice, collect payment and provide after subscription services regarding Cable TV Service; (c) Broadband service and WiFi router are provided by WTT and are subject to WTT's General Terms and Conditions; and (d) Cable TV Service may be affected by usage levels of Broadband service and WiFi router as well as other extraneous factors.
17. **For FibreCloud Service**, WTT's Special Terms and Conditions of FibreCloud Service shall apply. For FibreCloud Trial Package, the Customer may terminate the FibreCloud Service during the trial period by giving at least 5 days written notice to WTT. The Customer acknowledges that for FibreCloud Trial Package, WTT does not provide any guarantee on service level. For FibreCloud Service without any term contract, either party may terminate at any time with at least 5 days written notice.
18. **For Services provided by WTT eBusiness Limited ("WeB")**, (a) WTT will send the WeB account activation link to the Customer's email address specified above one day prior to the "Service Activation – Preferred Date". If the Customer subscribing to quota (one-off) service plan terminates the Service before the MSP, any remaining usage will be forfeited; (b) If the Customer terminates the Service prior to the "Service Activation – Preferred Date", the Customer shall pay WTT a cancellation fee equals to a 1-month service fee for monthly service plan or 50% of the service fee for quota (one-off) service plan; (c) For clarity, the quota (one-off) service plan shall end on the last day of the MSP; and (d) First time Customer shall pay a 2-month service fee as deposit prior to the "Service Activation – Preferred Date" and the deposit will be refunded within 60 days after service termination.
19. **For Walkie Service**, WTT's Special Terms and Conditions of Walkie Service shall apply.
20. **For Cloud Applications**, WTT's Special Terms and Conditions of Cloud Applications shall apply.
21. **For Octopus Payment Service**, the Customer is required to complete a separate application form titled "Octopus Payment Service – Account Setup/Update/Termination Form". For newly registered Octopus account, the Customer must sign an Octopus Card Services Agreement with WTT. Provision of the Service is subject to the approval of Octopus Cards Limited.
22. **For Hotspot Service**, the Customer must sign a Licence Agreement for Installation of Wi-Fi Facilities from WTT.

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