

**Special Conditions to be Amended or Added in the Fixed Carrier Licence
for the Operation of Class 1 and/or Class 2 Services**



4. NUMBERING PLAN

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4.4 The licensee shall, in such manner as the Authority may direct, facilitate the portability of numbers assigned to any customer of any fixed carrier or fixed telecommunications network services licensee or any customer of any licensed internal fixed telecommunications services for carrying real-time communication which are interconnected with systems and services under fixed telecommunications network services licences or fixed carrier licences, so that any number so assigned may be used by that customer should it cease to be a customer of any such entity and become a customer of any other fixed carrier or fixed telecommunications network services licensee or any other licensed internal fixed telecommunications services for carrying real-time communication which are interconnected with systems and services under fixed telecommunications network services licences or fixed carrier licences, as the case may be.

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10. DIRECTORY INFORMATION AND DIRECTORY INFORMATION SERVICE

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10.6 The licensee's printed directory shall be a unified printed directory and the licensee's telephonic directory service shall be a unified telephonic directory service and shall utilise a unified directory database, containing directory information on all customers of all fixed carriers or fixed telecommunications network service licensees or licensed internal fixed telecommunications services for carrying real-time

communication which are interconnected with systems and services under fixed telecommunications network services licences or fixed carrier licences, except for those customers who request that directory information about them not be disclosed. The licensee shall provide, and regularly update, raw directory information about its customers and customers of licensed internal fixed telecommunications services for carrying real-time communication which are interconnected with the systems and services under this licence, to each other fixed carrier or fixed telecommunications network service licensee, for which the licensee will be able to impose a reasonable charge, if applicable, to fairly compensate it for providing the raw directory information. The licensee shall endeavour to agree with each of the other licensees on a reasonable mode of exchange and transmission format for the raw directory information.

10.9 This Special Condition does not apply to the services described in Schedule 7 provided that -

- (a) the licensee (and where appropriate its agents, contractors and resellers) declares such service, in all promoting, marketing or advertising materials concerning such service, as a “Class 2 service” (where the materials are in English text) (or “第二類服務” where the materials are in Chinese text); or
- (b) the licensee complies with such conditions as may be specified by the Authority in a direction that may be issued by the Authority.

10.10 For the purpose of Special Condition 10.6, the licensee shall not be required to contain in the unified directory database directory information on customers of services provided by other fixed carriers or fixed telecommunications network service licensees or licensed internal fixed telecommunications services for carrying real-time communication which are interconnected with systems and services under any fixed telecommunications network services licences or fixed carrier licences, where those services fall within the scope defined in the special condition corresponding to Special Condition 10.9 under the respective licences.

11. EMERGENCY CALL SERVICE

11.1 Where the licensee provides the services described in Schedule 7, the licensee shall provide a public emergency call service by means of which any member of the public may, at any time and without incurring any charge, by means of compatible apparatus connected to the network, communicate as quickly as practicable with the Hong Kong Police Emergency Centre or other entity as directed by the Authority to report an emergency.

11.2 Where the licensee provides a public emergency call service pursuant to Special Condition 11.1, the licensee shall in such manner as may be specified by the Authority maintain the most up-to-date location information of customers and provide the relevant information relating to the location of a customer calling the emergency service described in Special Condition 11.1 for the sole purpose of responding to that call and (as appropriate) identification that the location of the customer making the call is potentially nomadic. The licensee shall provide a mechanism whereby the customers can update their location information and remind the customers to update their location information whenever they change the location from which the service is used.

25. COMPLIANCE WITH CODES OF PRACTICE

25.1 Without limiting or affecting in any way the licensee's obligations under any other licence condition, the licensee shall comply with any code of practice or guideline which may be issued by the Authority from time to time for the purpose of providing practical guidance to the licensee in respect of:

(a) the provision of satisfactory service;

(b) the protection of customer information; and

(c) the protection and promotion of the interests of consumers of

telecommunications goods and services.

25.2 Before issuing any code of practice or guideline referred to in Special Condition 25.1, the Authority shall carry out such consultation as is reasonable in all the circumstances of the case.

26. BACKUP POWER SUPPLY

26.1 Unless there is backup power supply available in such manner as may be specified by the Authority to maintain continuity of the service without any deterioration in quality of the service during interruption of mains power supply on the customer's premises, to the network, or to any system or equipment delivering the service to the customer, the licensee shall not provide the service to users whose "lifeline devices" are connected to the service.

26.2 In this Special Condition, a "lifeline device" means a medical alarm or any other device for an elderly, infirm or invalid to summon assistance in the event of an emergency without having to dial manually the telephone number of the emergency service.

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**New Schedule to be Added in the Fixed Carrier Licence for the
Operation of Class 1 and/or Class 2 Services**

SCHEDULE 7
DESCRIPTION OF SERVICES
REFERRED TO IN SPECIAL CONDITIONS 10 AND 11

An internal telecommunications service

- (a) for carrying real-time communication to and from parties assigned with numbers from the numbering plan of Hong Kong as stipulated in Special Condition 4.1; and

(b) to which customers are assigned numbers from the numbering plan of Hong Kong as stipulated in Special Condition 4.1 by the licensee.
