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**TELECOMMUNICATIONS ORDINANCE
(Chapter 106)**

FIXED CARRIER LICENCE

**WAIVER
(General Condition 6)**

To : [] (“the Licensee”)
Date : []

The Telecommunications Authority, in accordance with General Condition 6 of the Fixed Carrier Licence granted to the Licensee on [] (converted from a Fixed Telecommunications Network Services Licence issued to [] on []) or (amended on []), waives the obligation of the Licensee to prepare a customer charter (which sets out the minimum standard of service to the Licensee’s customers and gives guidance to the employees of the Licensee in their relations and dealings with customers) for any services as described in Schedule 7 to the Fixed Carrier Licence 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.

(M H Au)
Telecommunications Authority