

Licence No. 011

**TELECOMMUNICATIONS ORDINANCE  
(Chapter 106)**

**SERVICES-BASED OPERATOR LICENCE**

DATE OF ISSUE: 15 May 2010 (replaced the Services-Based Operator Licence first issued on 15 May 2008)

Voxbone NV

.....  
of 35/F, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong  
.....

(the “licensee”) is licensed, subject to the following conditions set out in this licence-

- (a) to provide a public telecommunications service (the “service”), the scope of which is described in Schedule 1; and
- (b) to establish and maintain a telecommunications system (the “system”) described in Schedule 2 to provide the service.
- (c) to possess, establish, use and maintain such radiocommunications apparatus as described in Schedule 3 as may be necessary to provide the service; and
- (d) to deal in and demonstrate with a view to sale in the course of trade or business, such apparatus or material for radiocommunications as may be necessary to supply customers of the service.

## **GENERAL CONDITIONS**

### **1. DEFINITIONS AND INTERPRETATION**

- 1.1 In this licence, except as hereinafter provided or unless the context otherwise requires, words or expressions shall have the meanings assigned to them in the Telecommunications Ordinance (Cap. 106) (the “Ordinance”) and, as the case may be, the Interpretation and General Clauses Ordinance (Cap. 1). For the purposes of interpreting this licence, headings and titles shall be disregarded.
- 1.2 This licence shall not be construed as granting an exclusive right to the licensee to provide the service.
- 1.3 This licence replaces any licence or any exemption from licensing, however described, which the Authority may have granted to the licensee for providing the service.
- 1.4 The grant of this licence does not authorize the licensee to do anything which infringes any exclusive licence granted under the Ordinance or any exclusive right to operate and provide telecommunications networks, systems, installations or services granted under any other Ordinance.

### **2. TRANSFER**

- 2.1 The licensee may, only with the prior written consent of the Authority and subject to such reasonable conditions as the Authority thinks fit, transfer this licence or any permission, right or benefit under this licence. In giving his consent the Authority will have regard to such matters as he thinks fit including but not limited to the effect which the transfer will have on market structure and the financial and technical competence and viability of the transferee.

### **3. INTERNATIONAL CONVENTIONS**

- 3.1 The licensee shall at all times perform and observe the requirements of the Constitution and Convention of the International Telecommunication Union and the regulations and recommendations annexed to it, as are stated to be applicable to Hong Kong, and any other international convention, agreement, protocol, understanding or the like to the extent that the instruments described in this General Condition 3.1 impose obligations on Hong Kong of which the Authority gives notice to the licensee, except to the extent that the Authority may in writing exempt the licensee from such compliance.
- 3.2 Where the Government has been consulted about or is involved in the preparation or negotiation of an international convention, agreement, protocol or understanding or the like or amendments thereto which are on the subject-matter of telecommunications or which relate to another subject-matter but which the Government anticipates could have a material impact on the provision of the service under this licence, the Government will, where practicable, provide the licensee with a reasonable opportunity to make a submission stating its views on the matter.

### **4. COMPLIANCE GENERALLY**

- 4.1 The licensee shall comply with the Ordinance, regulations made under the Ordinance, licence conditions or any other instruments which may be issued by the Authority under the Ordinance and such guidelines or Codes of Practices which may be issued by the Authority as in his opinion are suitable for the purpose of providing practical guidance on any particular aspect of any conditions of this licence.

### **5. PROVISION OF SERVICE**

- 5.1 The licensee shall, subject to Schedule 1 to this licence and any special conditions of this licence relating to the provision of the service, at all times during the validity period of this licence operate, maintain and

provide a good, efficient and continuous service in a manner satisfactory to the Authority. The Authority may, on application in writing by the licensee, exempt a part or parts of the service from the requirement of continuous provision.

## **6. CONFIDENTIALITY OF CUSTOMER INFORMATION**

6.1 The licensee shall not disclose information of a customer except with the consent of the customer, which form of consent shall be approved by the Authority, except for the prevention or detection of crime or the apprehension or prosecution of offenders or except as may be authorized by or under any law.

6.2 The licensee shall not use information provided by its customers or obtained in the course of provision of service to its customers other than for and in relation to the provision by the licensee of the service.

## **7. CONTROL OF INTERFERENCE AND OBSTRUCTION**

7.1 The licensee shall take reasonable measures to install, maintain and operate the service and the system in such a manner as not to cause any harmful interference or physical obstruction to any lawful telecommunications service, or cause any physical obstruction to the installation, maintenance, operation, adjustment, repair, alteration, removal or replacement of the facilities of any lawful telecommunications or utility service provider.

7.2 The licensee shall take reasonable measures to ensure that the customers of the service do not cause harmful interference to lawful telecommunications services or utility services through use of the service.

7.3 The Authority may give such reasonable directions as he thinks fit to avoid harmful interference or physical obstruction referred to in General Condition 7.1. The licensee shall comply with the directions.

## **8. COMPLIANCE**

- 8.1 If the licensee employs any person under contract for the purpose of the service, or for the installation, maintenance or operation of the system (a “contractor”), the licensee shall continue to be responsible for compliance with the conditions of this licence, and the performance thereof, by any contractor.

## **9. SAFETY**

- 9.1 The licensee shall take proper and adequate safety measures for the safeguarding of life and property in connection with all installations, equipment and apparatus operated or used, including safeguarding against exposure to any electrical or radiation hazard emanating from the installations, equipment or apparatus operated or used under this licence.
- 9.2 The licensee shall comply with the safety standards and specifications as may from time to time be prescribed by the Authority and any directions of the Authority in relation to any safety matter.

## **10. PROHIBITION OF CLAIMS AGAINST GOVERNMENT**

- 10.1 The licensee shall have no claim against the Government in tort or in contract in respect of any disturbance or interruption to any part of the system due to works carried out by or on behalf of the Government which result in disturbance to the system.

## **11. INDEMNITY**

- 11.1 The licensee shall indemnify the Government against any losses, claims, charges, expenses, actions, damages or demands which the Government incurs or which may be made against the Government as a result of or in relation to the activities of the licensee or any employee,

agent or contractor of the licensee in relation to the provision of the service or the installation, maintenance and operation of the system.

## **12. CONTRAVENTION BEYOND LICENSEE'S CONTROL**

- 12.1 The licensee shall not be liable for any breach of this licence where it is able to demonstrate, to the reasonable satisfaction of the Authority, that the breach was caused by circumstances beyond its control and that it has taken all reasonable steps open to it to rectify that breach.
- 12.2 Where the circumstances referred to in General Condition 12.1 are such that there is an outage or interruption in the service affecting a significant number of the licensee's customers for a period of more than 7 days, the licensee shall provide the Authority with a full report in writing detailing the reasons for the breach and indicating when, or if, it will be able to continue to provide the service.
- 12.3 If the Authority is, after considering a report provided under General Condition 12.2, of the reasonable belief that the licensee would be able to provide the service within a reasonable period of time despite the circumstances outlined in that report, the Authority may direct that the licensee recommence the service within such reasonable period as the Authority may in writing direct. The licensee shall comply with such direction.
- 12.4 For the avoidance of doubt, General Condition 12.1 shall apply to any of the licence conditions and the Authority may at his discretion, and on such conditions as he thinks fit, extend any time period within which the obligations of the licensee under any of the licence conditions may be met.
- 12.5 In exercising his discretion under General Condition 12.4 with respect to any of the licence conditions, the Authority shall take into account including, without limitation, whether circumstances are such that it would be unreasonable to require compliance by the licensee with the relevant licence condition.

**13. PERIOD OF VALIDITY**

- 13.1 This licence shall be valid for such period as determined and published by the Authority to be applicable to services-based operator licence at the time of the issue of this licence.

**14. LICENCE FEES**

- 14.1 The licensee shall pay the fees applicable to services-based operator licence as may from time to time be determined and published by the Authority.

**15. PUBLICATION OF LICENCE**

- 15.1 The licensee, or the Authority, may at their discretion make the terms and conditions of this licence, including any specific conditions, publicly available in any manner they think fit.

**16. REQUIREMENTS OF RADIOCOMMUNICATIONS INSTALLATION**

- 16.1 Each radiocommunications installation operated by or on behalf of the licensee shall be used only at the locations and with emissions and at the frequencies and of the classes and characteristics specified in Schedule 3 to this licence and with such power and aerial characteristics as are specified in that Schedule in relation to the class and characteristics of the emission in use.
- 16.2 The apparatus comprised in each radiocommunications installation shall at all times comply with such technical standards as may be issued by the Authority.
- 16.3 The apparatus comprised in a radiocommunications installation shall be of a type approved by the Authority and shall be so designed,

constructed, maintained and operated that its use shall not cause any interference to any radiocommunications.

- 16.4 A radiocommunications installation shall be operated only by the licensee or a person authorized by the licensee. The licensee shall not allow an unauthorized person to have access to the apparatus comprised in a radiocommunications installation. The licensee shall ensure that persons operating each radiocommunications installation shall at all times observe the conditions of this licence.
- 16.5 The licensee shall not make a change –  
(a) to any radiocommunications installation; or  
(b) of the location of any radiocommunications installation, without the prior written approval of the Authority.
- 16.6 If any telecommunications installation (including radiocommunications installation) crosses above or may fall or be blown onto any overhead power wire (including electric lighting and tramway wires) or power apparatus it shall be guarded to the reasonable satisfaction of the owner of the power wire or power apparatus concerned..

## **17. USE OF FREQUENCIES**

- 17.1 The radiocommunications installation operated by or on behalf of the licensee shall only be operated on such frequencies as the Authority may assign.
- 17.2 The Authority may at any time, giving a reasonable notice in writing to the licensee, require him upon such date as may be specified in the notice to cease using any frequency previously assigned to him by the Authority and to use such new frequency as the Authority may designate.

## **SPECIAL CONDITIONS**

### **1. PROVISION OF SERVICE**

- 1.1 The licensee shall, subject to Schedule 1 and any special conditions of this licence relating to the provision of the service, provide the service on its published terms and conditions and at the tariff published in accordance with Special Condition 4 (as applicable) on request of a customer whether or not the customer intends the service to be available for its own use or intends to utilize the service to provide a lawful telecommunications service to third parties.
- 1.2 Subject to Schedule 1 and any special conditions relating to the provision of the service, the licensee shall comply with a customer request for the service as tariffed by the licensee in accordance with Special Condition 4 where the service reasonably could be provided by the licensee to the customer.

### **2. NUMBERING PLAN**

- 2.1 The licensee shall conform to a numbering plan made or approved by the Authority and any directions given by the Authority in respect of the numbering plan.
- 2.2 The licensee shall at the request of the Authority or otherwise consult the Authority about the arrangements for the allocation and reallocation of numbers and codes within the numbering plan.
- 2.3 Where requested by the Authority, the licensee shall prepare and furnish to the Authority proposals for developing, adding to or replacing the numbering plan relating to the service.

### **3. REQUIREMENT TO FURNISH INFORMATION TO THE AUTHORITY**

- 3.1 The licensee shall furnish to the Authority, in such manner and at such times as the Authority may request in writing, such information related to the business run by the licensee under this licence, including financial, technical and statistical information, accounts and other records, as the Authority may reasonably require in order to perform his functions under the Ordinance and this licence.
- 3.2 Subject to Special Condition 3.3, the Authority may use and disclose information to such person as the Authority thinks fit.
- 3.3 Where the Authority proposes to disclose information obtained and the Authority considers that the disclosure would result in the release of information concerning the business or commercial or financial affairs of a licensee which disclosure would or could reasonably be expected to adversely affect the licensee's lawful business or commercial or financial affairs, the Authority will give the licensee a reasonable opportunity to make representations on the proposed disclosure before the Authority makes a final decision whether to disclose the information.

#### **4. TARIFFS**

- 4.1 The licensee shall publish and charge no more than the tariffs for the service operated under this licence. The tariffs shall include the relevant terms and conditions for the provision of the service. The licensee shall send a copy of published tariff to the Authority upon the request of the Authority;
- 4.2 Publication shall be effected by –
- (a) placing a copy in a publicly accessible part of the principal business place and other business premises of the licensee as advised by the Authority; and
  - (b) sending a copy to any person who may request it. The licensee shall not levy a charge greater than that is necessary to cover reasonable costs involved.

**5. BILLING AND METERING ACCURACY**

- 5.1 The licensee shall take all reasonable steps to ensure that any metering equipment and billing system used in connection with the service is accurate and reliable.
- 5.2 Upon the written request of the Authority, the licensee shall conduct tests on metering equipment and billing system to assess its accuracy, reliability and conformity to the technical standards, if any, specified by the Authority. The licensee shall submit the test result to the Authority within 14 days after the date of the test or such other longer period as the Authority may determine.
- 5.3 The licensee shall keep such records of any metering equipment and billing system in such form as may be specified by the Authority and shall supply such records to the Authority on the written request of the Authority.

**6. UNIVERSAL SERVICE CONTRIBUTION**

- 6.1 Where directed by the Authority, the licensee shall pay to one or more fixed carrier licensees or unified carrier licensees or other licensees, as the case may be, its relevant share of the universal service contribution to assist those licensees to meet their universal service obligations, if any.
- 6.2 Any universal service contribution shall be subject to annual review by the Authority as to description and quantum and the licensee shall pay its relevant share of such universal service contribution as the Authority may direct following a review. On the completion of an annual review, the Authority will supply the licensee such information as the Authority is reasonably able to supply, and subject to any duty of confidentiality, as to the basis on which the universal service contribution is calculated.
- 6.3 For the purpose of this Special Condition 6, the following definitions

shall apply:

- (a) Universal service contribution is that sum calculated in accordance with a formula adopted annually by the Authority, to ensure that any licensee with a universal service obligation (referred to as “universal service provider” in this Special Condition) , receives a fair contribution from other licensees as specified by the Authority for serving customers with basic service whom would otherwise not be served because it is not economically viable to do so but who are required to be served under the universal service obligation.
  
- (a) Universal service obligation is the obligation by a licensee to provide, maintain and operate the relevant network in such manner as to ensure that a good, efficient and continuous basic service is reasonably available, subject to the Ordinance the conditions of the relevant licence, and to provide that basic service in such manner.

## **7. INTERCONNECTION CHARGES, INCLUDING WITHOUT LIMITATION, LOCAL ACCESS CHARGE AND INTERNATIONAL CALL FORWARDING SERVICE CHARGE**

- 7.1 For the interconnection between the facilities or services of the licensee and the networks, systems and services of other licensees for the delivery of traffic for the users of the service in Hong Kong, the licensee shall pay such interconnection charges, including, without limitation, local access charges, and access charge or origination charge for interconnection necessary for the provision of international call forwarding service as may be determined by the Authority from time to time under section 36A of the Ordinance and at the level and to such licensees as may be specified by the Authority in the determination.
  
- 7.2 The licensee shall comply with any code of practice concerning technical configuration and operation of the service that may be issued by the Authority from time to time after consultation with the

relevant licensees for the purpose of implementing the terms under the determination referred to in Special Condition 7.1 for interconnection charges, local access charges and access charge or origination charge for interconnection necessary for the provision of international call forwarding service, and the prevention of non-compliance with the determination.

## **8. CALLING LINE IDENTIFICATION AND RELATED SERVICES**

8.1 The licensee shall conform to any regulatory guide, code of practice or direction issued by the Authority in respect of calling line identification and other calling line identification related services.

8.2 Without limiting the generality of Special Condition 8.1, the regulatory guide, code of practice or direction issued under that Special Condition may require the licensee to validate the calling line identification against the authenticated customer in order to prevent fraud and spam.

## **9. PROVISION OF INFORMATION TO CUSTOMERS**

9.1 Without prejudice to the other terms and conditions of this licence, the licensee shall provide or make available the following information to the customers when the services are offered:

- (a) Name of the licensee;
- (b) Licence number of the licensee under this licence;
- (c) Customer service hotline number(s);
- (d) Where applicable, the access code(s) or number(s) (including any access password) used for obtaining the services;
- (e) Instructions on how to access the services;

- (f) The tariffs under which the services are offered; and
- (g) The duration or validity period of the services offered.

## **10. INSPECTION**

- 10.1 On receiving reasonable prior written notice from the Authority, the licensee shall allow the Authority and any person authorized in writing by him for the Authority's own purposes to enter and inspect the offices, places and premises in Hong Kong where the licensee has installed telecommunications equipment, or used for the provision of the service and if required to make copies of records, documents and accounts relating to the licensee's business for the purpose of enabling the Authority to perform his functions under the Ordinance and ensure the licensee's compliance with the general conditions and special conditions of this licence and the Ordinance.
- 10.2 The licensee shall provide and maintain, at no less than the reasonable technical standards set by the Authority, facilities to enable the Authority to inspect, test, read or measure, as the case may be, any telecommunications installations, equipment (including, but not limited to testing instruments) or premises used or to be used for the provision of the service, and may at its option, and shall on the written request of the Authority, and subject to the provision by the Authority of reasonable prior written notice, provide a representative to be present at any such inspection, testing, reading or measurement.
- 10.3 On giving reasonable prior written notice, the Authority may direct the licensee to demonstrate that the service complies with the technical requirements imposed by the Ordinance and Regulations or any other instruments which may be issued by the Authority under the Ordinance and the licensee shall comply with such directions.
- 10.4 For the purpose of Special Conditions 10.2 and 10.3, the licensee shall provide adequate testing instruments and operating staff.

## **11. TELECOMMUNICATIONS NUMBER TRANSLATION DEVICE**

- 11.1 The licensee shall comply with any directions given in writing by the Authority in relation to the use of a telecommunications number translation device for access to the service.
- 11.2 The licensee shall bear all the costs and financial losses incurred due to full compliance with the directions mentioned in Special Condition 11.1.
- 11.3 In this condition, “telecommunications number translation device” shall mean a device which translates a number input via the normal dialling pad into another number for access to specified destinations or services, but does not include a device which generates such a number upon input through a special function key or a combination of special function keys and the normal dialling pad. The “normal dialling pad” means the dialling pad comprising the buttons for digits 0 to 9, and for “\*” and “#”.

## **12. REQUIREMENTS FOR INTERCONNECTION**

- 12.1 Where the customers to the service are assigned with numbers from the numbering plan of Hong Kong as stipulated in Special Condition 2.1, the licensee shall interconnect the service and the system with other networks, systems and services licensed under the Ordinance in such a manner that enables the customers to the service to make and receive calls to and from all other users assigned with numbers from the said numbering plan. Where directed by the Authority, the licensee shall interconnect its service and system with other networks, systems and services licensed under the Ordinance, and with telecommunications networks, systems and services of a type mentioned in section 36A(3D) of the Ordinance. The licensee shall interconnect its service and system with the networks, systems and services of other interconnecting parties under this Special Condition to ensure any-to-any connectivity, i.e. any customer in any one network / system

can have access to any other customer in any interconnecting network / system and, where directed by the Authority, to any service offered in any interconnecting network / system.

12.2 The licensee shall use all reasonable endeavours to ensure that interconnection is effected promptly, efficiently and on terms, conditions and at charges which are based on the licensee's reasonable relevant costs attributable to interconnection.

12.3 The licensee shall provide facilities and services reasonably necessary for the prompt and efficient interconnection of the service and system with the telecommunications networks, systems or services of the other entities referred to in Special Condition 12.1. Such facilities and services include –

(a) carriage services for the delivery of codes, messages or signals or other communication across and between the interconnected networks and systems;

(b) those necessary to establish, operate and maintain points of interconnection between the licensee's system and the networks and systems of the other entities, including, without limitation, the provision of sufficient transmission capacity to connect between the licensee's network and networks of the other entities;

(c) billing information reasonably required to enable the other entities to bill their customers;

(d) facilities specified by the Authority pursuant to section 36AA of the Ordinance; and

(e) ancillary facilities and services required to support the above types of interconnection facilities and services.

### **13. COMPLIANCE WITH CODES OF PRACTICE**

13.1 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

13.2 Before issuing any code of practice or guideline referred to in Special Condition 13.1, the Authority shall carry out such consultation as is reasonable in all the circumstances of the case.

#### **14. RECORDS AND PLANS**

14.1 The licensee shall keep records and plans of the system to be installed (including radiocommunications installations) under this licence, including system configuration, architecture and operation, and if appropriate, how the system is interconnected with other networks, systems and services, and any other details concerning the service provided under this licence as may be reasonably required by the Authority.

14.2 As required by the Authority, the licensee shall make the information on the records and plans of the system in Special Condition 14.1 available, within reasonable time, to the Authority or to a person authorized in writing by the Authority for inspection for the Authority's own purposes.

#### **15. SERVICE CONTRACTS AND DISPUTE RESOLUTION**

15.1 The licensee shall comply with all codes of practice issued by the Authority from time to time in respect of the requirements to apply in

the contracting of telecommunications services to end users.

15.2 The contracting requirements referred to in Special Condition 15.1 may include the following –

(a) the style, format and structure of service contract documentation;

(b) the manner of entering into and terminating service contracts;

(c) the information to be included in or in connection with service contracts and the performance of the services;

(d) the submission of disputes between end users and the providers of telecommunications services to independent dispute resolution, pursuant to a scheme approved by the Authority; and

(e) other terms and conditions or provisions for the protection of the interests of end users.

15.3 Before issuing any code of practice for the purposes of Special Condition 15.1, the Authority shall carry out such consultation as is reasonable in the circumstances.

## **16. INTERPRETATION**

16.1 For the avoidance of doubt and for the purposes of the Special Conditions in this licence –

“Class 1 service” means the service as defined in Special Condition 17.2 but does not include any type of Class 3 service;

“Class 2 service” means the service as defined in Special Condition 18.2 but does not include any type of Class 3 service;

“Class 3 service” means, subject to Schedule 1, the following types of non-facility based public telecommunications service -

(a) external telecommunications service;

- (b) international value-added network service;
- (c) mobile virtual network operator service;
- (d) private payphone service;
- (e) public radio communications relay service;
- (f) security and fire alarm signals transmission service; and
- (g) teleconferencing service
- (h) any other service designated by the Authority as a “Class 3 service”

but does not include Class 1 service and Class 2 service;

“mobile virtual network operator” means the holder of public non-exclusive telecommunications services licence or services-based operator licence for provision of mobile virtual network operator services;

“mobile virtual network operator service” is a mobile virtual network service provided to subscribers or customers within the territory of Hong Kong Special Administrative Region by making use of and by having access to, and interconnection with, radiocommunications infrastructure of a mobile carrier licensee or unified carrier licensee authorized to provide mobile services and assigned with the radio spectrum using which the mobile service or public radiocommunications service is provided.

“payphone” means a fixed telephone that is connected to the public switched telephone network operated by a Fixed Telecommunications Network Services (“FTNS”) licensee, a fixed carrier licensee or a unified carrier licensee authorized to provide fixed services and that cannot be used to make a telephone call (other than an emergency call, a free call made pursuant to Special Condition 28.5 or a call made through an operator-assisted or automated caller identity verification system) unless the user, immediately prior to using the telephone, makes, or arranges to make, a payment for that particular individual call;

“private payphone” means a payphone that is located on or over privately owned land or leased land as defined in section 2, Part I of the Government Land Ordinance (Cap. 28) and to which members of the

general public have access; and

“services-based operator” means the holder of a services-based operator licence.

- 16.2 Any reference to an ordinance or a regulation, whether the word is used by itself or as part of any title to an ordinance or a regulation, shall mean that ordinance or regulation for the time being in force as well as any modification or substitution of that ordinance or regulation, in whole or in part, and all subsidiary legislation, regulations, directions, codes of practice and instruments made under that ordinance or regulation and for the time being in force.
- 16.3 The singular includes the plural and vice versa.

## **SPECIAL CONDITIONS FOR CLASS 1, CLASS 2 AND CLASS 3 SERVICES**

### **17. APPLICABILITY OF CERTAIN SPECIAL CONDITIONS FOR CLASS 1 SERVICE**

- 17.1 Where the licensee provides a “Class 1 service” defined in Special Condition 17.2, Special Conditions 20 to 24 shall apply in addition to all General Conditions and Special Conditions 1 to 16.
- 17.2 For the purpose of this licence, “Class 1 service” means an internal telecommunications service
- (a) for carrying real-time voice communications which may be integrated with other types of communications;
  - (b) which is capable of allowing customers to make and receive calls to and from parties assigned with numbers from the numbering plan of Hong Kong;
  - (c) to which customers are assigned with numbers from the numbering plan of Hong Kong; and
  - (d) which is not a “Class 2 service” as defined in Special Condition 18.2.

### **18. APPLICABILITY OF CERTAIN SPECIAL CONDITIONS FOR CLASS 2 SERVICE**

- 18.1 Where the licensee provides a “Class 2 service” defined in Special Condition 18.2, Special Conditions 20 to 22 shall apply in addition to all General Conditions and Special Conditions 1 to 16.
- 18.2 For the purpose of this licence, “Class 2 service” means an internal telecommunications service

- (a) for carrying real-time voice communications which may be integrated with other types of communications;
- (b) which is capable of allowing customers to make and receive calls to and from parties assigned with numbers from the numbering plan of Hong Kong;
- (c) to which customers are assigned with numbers from the numbering plan of Hong Kong; and
- (d) in the provision of which –
  - (i) the licensee (and where appropriate its agents, contractors and resellers) in all promotion, marketing or advertising materials concerning such service declares the 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
  - (ii) the licensee, in lieu of (i), complies with such conditions as may be specified by the Authority in a direction that may be issued by the Authority.

## **19. COMPLIANCE AND APPLICABILITY OF CERTAIN SPECIAL CONDITIONS FOR CLASS 3 SERVICES**

19.1 Where the licensee provides a mobile virtual network operator service as defined in SC 16.1, Special Conditions 20, 21, 23 to 26 shall apply in addition to all General Conditions, Special Conditions 1 to 16 and other Special Conditions applicable for the services it provides as specified in Special Conditions 17, 18 and 19.2.

19.2 Where the licensee provides a private payphone service as defined in SC 16.1, Special Conditions 27 to 28 shall apply in addition to all General Conditions, Special Conditions 1 to 16 and other Special Conditions applicable for the services it provides as specified in Special Conditions 17, 18 and 19.1.

19.3 For the avoidance of doubt, where the licensee provides any Class 3 service, all General Conditions and Special Conditions 1 to 16 shall apply.

19.4 Without affecting the generality of General Condition 4, where the licensee provides any Class 3 service, the licensee shall comply with any instruments which may have been issued by the Authority under the Ordinance and such other regulatory documents including guidelines or Codes of Practices for compliance by holders of public non-exclusive telecommunications service licence providing a service which is equivalent to the type of Class 3 service provided by the licensee.

## **20. NUMBER PORTABILITY**

20.1 The licensee shall, in such manner as the Authority may direct, facilitate the portability of numbers from the numbering plan of Hong Kong as stipulated in Special Condition 2.1 and assigned to any customer of an internal telecommunications service provided by any services-based operator licensee for carrying real-time voice communications (which may be integrated with other types of communications) which is interconnected with systems and services under fixed telecommunications network services licences or fixed carrier licences or unified carrier licences authorizing the provision of fixed services, or any customer of any unified carrier licensee, fixed carrier licensee or fixed telecommunications network services licensee, mobile carrier licensee, mobile virtual network operator, or any other licensee, as the case may be 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 an internal telecommunications service provided by any other services-based operator licensee for carrying real-time voice communications (which may be integrated with other types of communications) which is interconnected with systems and services under fixed telecommunications network services licences or fixed carrier licences or unified carrier licences authorizing the provision of fixed services, or a customer of unified carrier licensee, fixed carrier licensee or fixed telecommunications network

services licensee, mobile carrier licensee, mobile virtual network operator, or any other licensee, as the case may be.

- 20.2 The licensee shall make commercial arrangements with one or more fixed carrier or fixed telecommunications network services licensees or unified carrier licensees authorized to provide fixed services to fulfil the obligations of facilitating the portability of numbers under Special Conditions 20.1 and conform to any code of practice issued by the Authority in respect of procedures for handling number portability.
- 20.3 For the purposes of this Special Condition, “portability of numbers” means the function of the network, system and service which enables a customer of the service of a unified carrier licensee, fixed carrier or fixed telecommunications network services licensee, mobile carrier licensee, services-based operator or mobile virtual network operator to become a customer of another unified carrier licensee, fixed carrier or fixed telecommunications network services licensee, mobile carrier licensee, services-based operator or mobile virtual network operator or any other licensee, as the case may be, without changing the number assigned to that customer.

## **21. EMERGENCY CALL SERVICE**

- 21.1 Where the customers to the service are assigned with numbers from the numbering plan of Hong Kong as stipulated in Special Condition 2.1, 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 system, communicate as quickly as practicable with the Hong Kong Police Emergency Centre or other entity as directed by the Authority to report an emergency.
- 21.2 Where the licensee provides a public emergency call service pursuant to Special Condition 21.1 and the location of the customer making the call is potentially nomadic, 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 free of charge, to the Hong

Kong Police Emergency Centre or other entity referred to in Special Condition 21.1, the relevant information relating to the location of a customer calling the emergency service described in Special Condition 21.1 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.

21.3 The Authority may grant exemption to the licensee for any particular obligations imposed under Special Condition 21.1. The licensee shall comply with any conditions which may be specified by the Authority or any guideline which may be issued by the Authority for such exemption.

21.4 Where the licensee is exempted by the Authority from the provision of a public emergency call service pursuant to Special Condition 21.1 for any particular group of customers, it shall clearly indicate the non-provision of the public emergency call service to that group of customers in all promotion, marketing or advertising materials offering service to the customers and obtain their explicit consent on the non-provision of the public emergency call service before providing service to them.

## **22. BACKUP POWER SUPPLY**

22.1 The licensee shall conform to any guideline or code of practice issued by the Authority in respect of the provision of backup power supply to the service.

22.2 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.

22.3 Where no backup power supply is available in such manner as described in Special Condition 22.2, the licensee is deemed to have complied with Special Condition 22.2 if

(a) the customers have, before or upon subscription of service, confirmed that the service will not be used by lifeline users or connected with lifeline devices; and

(b) the licensee has affixed a label to the wall socket panel or any equipment installed on the customers' premises or taken other reasonable steps to remind the customers that the service is not suitable for connection to lifeline devices.

22.4 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.

## **23. DIRECTORY INFORMATION AND DIRECTORY INFORMATION SERVICE**

23.1 For the purposes of this Special Condition –

(a) "directory information" means information obtained by the licensee in the course of the provision of Class 1 service under this licence concerning or relating to the name, address, business and telephone numbers of each of its customers;

(b) "raw directory information" means the licensee's directory information held in a basic format relating to all of its customers of Class 1 service other than its customers who request that directory information about them not be disclosed.

23.2 This Special Condition applies only in respect of standard printed directories and other directory databases and services which include all

of the names of a licensee's customers listed in alphabetical order and does not apply to classified directories where customers are listed by business or trade category or to other business or specialised directories.

23.3 Subject to compliance with the Personal Data (Privacy) Ordinance (Cap. 486), General Condition 6 and any applicable law, the licensee shall

(a) where and as directed by the Authority, publish or arrange at least biennially for the publication of directory information in a printed or other form approved by the Authority, relating to all its customers of Class 1 service, other than its customers who request not to be included in a directory to be published ("the printed directory"); and

(b) where and as directed by the Authority, establish, maintain and operate, or arrange for the establishment, maintenance or operation of a telecommunications service whereby customers of Class 1 service may, upon request, be provided with directory information other than that of its customers of Class 1 service who request the information not to be disclosed ("the telephonic directory service").

23.4 The printed directory and the telephonic directory service provided under Special Condition 23.3 shall be made available free of charge, unless approved otherwise by the Authority, to all of the licensee's customers of Class 1 service and shall be provided in a manner satisfactory to the Authority.

23.5 The licensee shall make commercial arrangements with one or more fixed carrier or fixed telecommunications network services licensees or unified carrier licensees authorized to provide fixed service to fulfil the obligations of providing the printed directory and the telephonic directory service under this Special Condition.

23.6 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 Class 1 service provided by services-based operator licensees, and directory information on all customers required to be included into a unified printed directory and provided with a unified telephonic directory service by fixed carrier or fixed telecommunications network services licensees or unified carrier licensees authorized to provide fixed services pursuant to their relevant licence conditions, 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 of Class 1 service to the fixed carrier or fixed telecommunications network services licensees or unified carrier licensees authorized to provide fixed services with whom the licensee shall make commercial arrangements pursuant to Special Condition 23.5.

## **24. CUSTOMER CHARTER**

24.1 Unless a waiver in writing is granted by the Authority, the licensee shall prepare a customer charter which sets out the minimum standards of service to the licensee's customers and gives guidance to the employees of the licensee in their relations and dealings with customers.

## **25. LOCATION SERVICES**

25.1 Without affecting the generality of General Condition 6, “information of a customer” referred to in General Condition 6.1 and “information provided by its customers or obtained in the course of provision of service to its customers” referred to in General Condition 6.2 shall include any information concerning the locations of customers obtained in the course of provision of the service.

25.2 Where the licensee provides services to customers using the information concerning the locations of the customers obtained in the course of provision of the service, the licensee shall ensure that –

- (a) no such services are provided without the prior consent of the relevant customers; and
- (b) the customers are capable of suspending the use of the information from time to time.

**26. PROVISION OF SERVICE TO SUSPECTED STOLEN RADIOCOMMUNICATIONS APPARATUS**

26.1 The licensee shall, where directed by the Authority, refuse to provide the service to any person who possesses or uses a radiocommunications apparatus which is stolen or suspected stolen goods.

**27. SINGLE PAYPHONE - COMMON ACCESS**

27.1 Unless exemption has been granted in writing by the Authority, the licensee shall comply with an interim “Single Payphone - Common Access” (“Common Access”) requirement which enables payphone service users to make use of each of the payphone equipment established and maintained by the licensee on any given site to access the services offered by all FTNS licensees, fixed carrier licensees and unified carrier licensees authorized to provide fixed services, if

- (a) the licensee establishes and maintains, directly or indirectly through its affiliates, six or more payphones on that particular site;
- (b) the call being made is an external call; and
- (c) the call is not paid for by coins or stored-value phonecards.

27.2 For the purpose of Special Condition 27.1, the Authority will consider that the interim “Common Access” requirement is met if the licensee provides

- (a) direct access to the services of the FTNS licensee, fixed carrier licensee or unified carrier licensee authorized to provide fixed services providing the access line to the payphone concerned; and
- (b) indirect access through the network to which the payphone is connected to the services of the other FTNS licensees, fixed carrier licensees or unified carrier licensees authorized to provide fixed services in accordance with the numbering levels specified by the Authority from time to time.

27.3 For the purpose of Special Condition 27.1(a), the boundary of a site shall be as delineated in the relevant land lease registered in the Land Registry for the plot of land on or over which the payphones are located.

27.4 For the purpose of Special Condition 27.1(c), “stored-value phonecards” mean phonecards which have incorporated magnetic strips or other types of memory devices to store the remaining value of the phonecards.

27.5 The licensee shall comply with any directions in writing by the Authority regarding the implementation of the full “Single Payphone – Common Access” requirement. Any direction given under this clause may take effect on such date as may be specified in the direction.

## **28. PROVISION OF PAYPHONE SERVICE**

28.1 For local calls, the licensee shall not charge more than the published tariff for the corresponding private payphone service of the FTNS licensee, fixed carrier licensee or unified carrier licensee (authorized to provide fixed services) providing the access line connected to the payphone of the licensee.

28.2 For external calls,

- (a) the licensee shall not impose a surcharge on the published tariffs

(for a corresponding external call made over a private payphone service) of the FTNS licensee, fixer carrier licensee or unified carrier licensee (authorized to provide fixed services) providing the service chosen by the user; and

(b) the licensee shall not require the user to deposit coins or make payment in any other form before access is provided to the service chosen by the user.

28.3 The licensee shall display the applicable tariffs, including those of all FTNS licensees, fixer carrier licensees and unified carrier licensees authorized to provide fixed services in case of a “Common Access” payphone, in a manner conforming to the Code of Practice issued by the Authority.

28.4 The licensee shall only use the private payphones with particulars as specified in Schedule 4 to this licence for the provision of service. The licensee shall notify the Authority within 14 days if there is any addition, removal or change of the particulars of the private payphones as specified in the Schedule to this licence. The licensee shall return this licence to the Authority for amendment of the Schedule to this licence whenever the Authority considers it necessary.

28.5 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 making use of payphone equipment provided to communicate as quickly as practicable with the Hong Kong Police Emergency Centre or other entity as directed by the Authority to report an emergency.

28.6 The licensee shall provide free access to other services provided by FTNS licensees, fixer carrier licensees and unified carrier licensees authorized to provide fixed services as may be specified by the Authority from time to time.

## **SCHEDULE 1**

### **SCOPE OF THE SERVICE**

#### **Part I**

1. Subject to General Condition 3, Clause 3 and Clause 4 of this Schedule 1, all internal and external telecommunications services as listed in Part II, other than telecommunications services the subject of an exclusive licence issued under the Ordinance, a Mobile Carrier Licence, a Mobile Carrier (Restricted) Licence, a Unified Carrier Licence authorizing provision of mobile services, a Public Radiocommunications Service Licence, a Public Radiocommunications Service Licence (For Services Other Than Land Mobile Services), a service subject to licensing under any other Ordinance, or a satellite broadcasting service under a Satellite Television Uplink and Downlink Licence.
  
2. For the purpose of this licence,  
  
an “internal” telecommunications service means a service for communications between points within Hong Kong; and  
  
an “external” telecommunications service means a service for communications
  - (a) between one or more points in Hong Kong and one or more points outside Hong Kong; and
  - (b) between two or more points outside Hong Kong but routed in transit via Hong Kong.
  
3. Nothing in this licence authorizes the licensee to establish or maintain
  - (a) any means of telecommunications, including but not limited to physical facilities or telecommunications installations, which cross public streets or unleased Government lands;

(b) telecommunications or radiocommunications network as a carrier licensee as defined in the Ordinance.

4. The scope of service specified in Clause 1 of this Schedule 1 does not include internal voice telephony services provided to mobile customers.

\*\*\*\*\*

## **Part II**

### 1. Class 2 services

Services with the same meaning as defined in Special Condition 18.2

### 2. Class 3 services

#### 2.1. External Telecommunications Services

2.1.1. The service is an external public telecommunications service operated over external leased circuits supplied by an Fixed Telecommunications Network Services Licensee, a Fixed Carrier Licensee or a Unified Carrier Licensee authorized to provide fixed services and to supply such circuits at the Hong Kong end or over other external switched telecommunications services lawfully operated in Hong Kong at the Hong Kong end.

2.1.2. In the above description of service, "external" means communications with places outside Hong Kong.

2.1.3. For the avoidance of doubt, the service shall not include the provision to customers of a telecommunications circuit between a point in Hong Kong (including, without limitation, a radiocommunications facility or cable termination facility) and one or more points outside Hong Kong, and any means of telecommunications capable of facilitating such a circuit.

2.1.4. Customers at the Hong Kong end and/or at the distant end may be connected to the service through any public switched telecommunications network or dedicated circuits.

2.1.5. This licence does not authorize the licensee to establish and maintain any physical facilities for the supply of external circuits to customers.

\*\*\*\*\*

## **SCHEDULE 2**

### **DESCRIPTION OF THE SYSTEM**

All such telecommunications installations established, maintained, possessed or used whether owned by the licensee, leased, or otherwise acquired by the licensee for the purpose of providing the public telecommunications services specified in Schedule 1.

\*\*\*\*\*

**SCHEDULE 3**

**TECHNICAL PARTICULARS OF RADIO STATIONS FOR  
THE PROVISION OF THE SERVICE**

\*\*\*\*\*

**SCHEDULE 4**

**PARTICULARS OF PAYPHONE EQUIPMENT INSTALLATIONS**

\*\*\*\*\*

( Esmond Chiu )  
for Telecommunications Authority