

Special Terms and Conditions for IP Phone Service:

1. Monthly service fee will be chargeable from the date of delivery of broadband phone device/equipment to Customer.
2. HGC will not be liable for any loss or damage to any software and/or hardware installed in Customer's computer or other device/equipment nor be liable to Customer or any third party for any direct or indirect loss or damage and all relevant claims.
3. HGC business broadband phone service will not function during power failure and will not be able to support any lifeline, lifeline device or medical alarm function. Customer shall separately arrange for land line connection for medical or emergency services.
4. As part of service activation, HGC or Customer shall install a broadband phone device/equipment for connection with its network to provide broadband phone service. Customer shall return any device/equipment in its original form and condition to HGC upon service termination (if applicable). Customer must not copy, reproduce, re-configure, reverse engineer, decompile or disassemble the device/equipment in any manner. Customer shall pay a device/equipment cost of HK\$1,200 in the event that Customer fails to return the device/equipment or there is any loss or damage to the device/equipment.
5. Subscriber must provide below requirements for broadband phone service; (i) business broadband network speed at least 10Mbps; (ii) firewall/router (if any) require to turn off the "SIP ALG" setting; (iii) firewall/router (if any) require to open network port UDP 5060 and UDP 16384 - 26383.
6. Provision of the Services is conditional upon availability of HGC's business broadband services. Customer shall ensure that the business broadband services subscribed from HGC have the requisite upload and download speed that meet the IP phone technical requirement
7. Use of the Services requires a stable connection to the Internet whereby the uploading and downloading speed should meet the Talk Central Technical Requirement as set out below. If the telephone set is connected to a broadband network provided by any broadband service provider other than HGC ("Other Broadband Network"), HGC shall not be responsible for the availability and quality of the Services under this situation. As the Services may also be impaired by the uploading or downloading speed of Other Broadband Network, HGC will only be responsible for the telephone set and service / features configuration and usability in this circumstance. It is Customer's sole responsibility to ensure the availability and quality of Other Broadband Network. Customer shall contact the service provider of Other Broadband Network directly if necessary.