

Terms and Conditions for SIP Trunk Service:

1. The broadband network connection which bundled together with the SIP Trunk service is to be used solely for the delivery of voice calls. Customer is not allowed to attempt to transport any packet other than the SIP voice traffic.
2. Customer shall not use the service for any other purpose which is not authorized by HGC or contravenes the laws of Hong Kong.
3. Provision of service is subject to Customer's equipment meeting relevant specifications for interoperability of its equipment and HGC network. Customer shall give HGC prior written notice before making any changes to Customer's network or IP PBX configuration during the contract period. If Customer's network or IP PBX setting is changed without notification to and confirmation by HGC, SIP trunk service level would not be guaranteed.
4. Customer is required use HGC approved models of IP PBX device or networking equipment via Operational Acceptance Testing (OAT). If Customer uses models of IP PBX device or networking equipment not approved by HGC, SIP trunk service level would not be guaranteed. HGC shall not be liable for any loss or damage arising therefrom.
5. The service is bundled with a HGC approved SIP router. If Customer uses its own SIP router, advance performance of OAT is suggested and the service level would not be guaranteed.
6. HGC uses Fiber-To-The-Office (FTTO) last mile access to carry SIP IP traffic. HGC SIP Trunk 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.
7. As part of service activation, HGC shall install a broadband device/equipment and a SIP router for connection with its network to provide SIP trunk service. Unless otherwise stated, Customer shall return any device/equipment in its original form and condition to HGC upon service termination. Customer must not copy, reproduce, re-configure, reverse engineer, decompile or disassemble the device/equipment in any manner. Customer shall pay device/equipment cost of HK\$9,000 in the event that Customer fails to return the device/equipment or there is any loss or damage to the device/equipment.