

Terms and Conditions for HGC UC Service

1. The broadband network connection bundled with the HGC UC service is to be used solely for the delivery of voice calls. Customer is prohibited from attempting to transmit any packet other than the SIP voice traffic using such broadband network connection.
2. Customer shall not use the HGC UC service for any other purposes not authorized by HGC or contravenes the laws of Hong Kong.
3. Customer undertakes and warrants that the HGC UC service will be used properly. HGC UC service can only be used at the specified installation address in Hong Kong and throughout the entire Minimum Contract Period or any renewal contract period thereafter. However, the UC Mobile App and UC Softphone services may be used outside of Hong Kong occasionally to meet customer's business travel need. HGC will closely monitor the usage and traffic pattern of Customer (e.g. HGC UC service has been used intensively at various countries at the same time). In case of breach of this Clause 3, HGC reserves the right to suspend or terminate the HGC UC service without prior notice to Customer.
4. HGC uses broadband last mile access to carry VoIP traffic. HGC UC 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.
5. As part of service activation, HGC shall install a broadband device / equipment, SIP router, PoE switches and/or telephone set(s) ("**HGC UC Devices**") (as the case may be) for connection with its network to provide HGCUC service. Unless otherwise stated, Customer shall return the **HGC UC Devices** in its original form and condition (normal fair wear and tear accepted) to HGC upon service termination or expiration. Customer must not copy, reproduce, re-configure, reverse engineer, decompile or disassemble the **HGC UC Devices** in any manner. In the event that Customer fails to return the **HGC UC Devices** or there is any loss or damage to the **HGC UC Devices**, Customer shall pay a charge for each device in accordance with the price table listed under Appendix 1.
6. Customer acknowledges and agrees to pay all administrative surcharges or fees imposed by any building management offices, incorporated owners committees or any third parties for the provision of or the facilitation of Customer's use of the Services.
7. Use of the Services requires a stable connection to the Internet whereby the uploading and downloading speed should meet the UC Technical Requirement. Enable the ports set out below for setting of Firewall / Router / PC port configuration.

7.1 Allow below network port (In/Out) to HGC UC server (*.hgcuc.com)

Item	Ports	Description	IP Address / Destination
1	80 (TCP)	Web Portal	*.hgcuc.com (wildcard domain)
2	443 (TCP)	Web Portal	*.hgcuc.com (wildcard domain)
3	5060 (UDP)	SIP	*.hgcuc.com (wildcard domain)
4	5061((TCP)	SIP	*.hgcuc.com (wildcard domain)
5	10000 – 20000 (UDP)	RTP	*.hgcuc.com (wildcard domain)
6	13131 – 13135 (TCP)	Web Portal	*.hgcuc.com (wildcard domain)
7	12121 – 12122 (TCP)	Web Portal	*.hgcuc.com (wildcard domain)
8	5222, 5280,5281 (TCP)	Instant Messaging	*.hgcuc.com (wildcard domain)

9	443, 2196, 5223 (TCP)	Call Push for iOS	17.0.0.0 /8
10	5228 – 5230 (TCP)	Call Push for Android	172.217.161.0 /23
11	20, 21 (TCP)	FTP	*.hgcuc.com (wildcard domain)
12	69 (UDP)	TFTP	*.hgcuc.com (wildcard domain)
13	Enable ICMP	ICMP Ping	Any

7.2 NAT in Router/Firewall entry expiration timeout must be set to greater than 5 minutes to cover all UC service.

7.3 Avoid double NAT in the configuration.

7.4 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. HGC shall not be responsible for trouble-shooting or maintenance of Other Broadband Network.

7.5 The Services may be provided to Customer via its own IP infrastructure. Customer shall at its own costs take all necessary steps to ensure such IP infrastructure (if any) settings fulfill the HGC UC Technical Requirement set out in this Clause 6. HGC shall not be responsible for any outage or fault of the Services should Customer fail to fulfill the said HGC UC Technical Requirement.

7.6 IP Address Requirement for Other Broadband Network
One fixed WAN IP address is required for set-up of the HGC UC service.

Bandwidth Requirements for Other Broadband Network

Item	Description	Symmetrical Bandwidth
1	1 – 70 SIP Phones	100 Mbps
2	71 – 200 SIP Phones	1000 Mbps

7.7 For shared broadband and / or shared local network service plans - UC Lite Plan, the following features are not supported: 2nd DN (Second Directory Number), Boss & Secretary, Paging, BLF (Busy Lamp Field), IVR (interactive voice response) and Contact Center Service.

Moreover, customer's broadband router and switch should support VOIP traffic and QoS enabled, customer's router must support SIP protocol (including SIP ALG with off status) and provide sufficient LAN ports to connect the SIP phone sets.

7.8 Pursuant to clause 7.7, customer acknowledges the following incidences (“Incidents”) and agrees that in the event any of the Incidents occurs, HGC shall not be responsible for [the performance of UC Lite Plan] :

- i. Voice quality and performance may be affected by various factors such as traffic loading in customer local network, the internet, router and etc. so the voice quality deviation may be experienced occasionally.
- ii. Under network instability and/or high network traffic loading conditions, some features which require timely signaling delivery like Hunting, Call Pulling and Call Transfer may be affected.
- iii. Voice problems like call drop, silent, one-way audio, choppy sound which the poor quality is suffered from network congestion, packet loss, high latency or jitter in the shared network environment etc.

7.9 In the event the customer resets the phone settings, HGC is entitled to demand additional charges for manual re-provisioning.

8. Customer can use the Mobile App service (“Mobile App”) through either mobile data network or Wi-Fi for connecting to the UC platform. Data charges may apply when using mobile data network and HGC shall not be liable for any charges incurred by Customer using the Mobile App on mobile data network in or outside Hong Kong.

8.1 Customer understands and agrees that provision of the Mobile App may be affected by factors such as Customer’s mobile device settings, restrictions by relevant laws and regulations in Hong Kong or other overseas destinations, power failure and other matters which cannot be controlled by HGC. If the Mobile App are interrupted or temporarily suspended due to the above events or other events which are beyond HGC’s control, HGC will not be liable for any loss or damage whatsoever incurred thereby.

8.2 For Mobile App requirements are as follows:

	Mobile App OS Version
Apple	IOS 10 and above
Android	Android 7.0 and above

8.3 The performance and quality of call including voice / video of HGC Mobile App vary greatly depending on a number of key factors including different network (wireless) connection, network stability, bandwidth, jitter, delay and packet loss. Generally speaking, a shared Wi-Fi network is neither stable nor guaranteed due to insufficient bandwidth, poor data network quality resulting in high packet loss, delay and jitter.

8.4 HGC does not guarantee, and Customer acknowledges and agrees, that the call quality or service performance may be affected by the stability of mobile data network or Wi-Fi connection. Customer should check with his/her network operator for any connection problems, restrictions on VoIP function, or any additional charges for using VoIP. HGC will not be liable for any service failure due to the above.

8.5 The Mobile App uses the data plan or Wi-Fi service for incoming calls and outgoing calls to Hong Kong local numbers, except for calls which incur usage-based charges. Making outgoing calls to non-Hong Kong local numbers will incur IDD long distance call charges and airtime.

9. Customer can use the UC Softphone software service (“UC Softphone”) either by dedicated LAN data network or virtual LAN data network through broadband internet for connecting to the UC platform. Data charges may apply when using broadband internet network and HGC shall not be liable for any charges incurred by Customer using the UC Softphone software on any data broadband internet network.

9.1 Customer understands and agrees that provision of the UC Softphone software service may be affected by factors such as Customer’s PC/notebook computer, built in microphones and speakers in Customer’s PC/notebook computer, type of headset, restrictions by relevant laws and regulations in Hong Kong, power failure and other matters which cannot be controlled by HGC. If the UC Softphone are interrupted or temporarily suspended due to the above events or other events which are beyond HGC’s control, HGC will not be liable for any loss or damage whatsoever incurred thereby.

9.2 For UC Softphone requirements are as follows:

	UC Softphone OS Version
Mac	- macOS High Sierra (10.13.6 and above) - 200MB Hard Disk Storage - 4GB RAM Physical Memory - 256MB RAM for Video Memory of Display Card

Windows	- Windows 10 (version 1903, OS build 10.0.18.362 and above) - Intel Core 2 Duo 2.0 GHz Processor - 200MB Hard Disk Storage - 4GB RAM Physical Memory - 256MB RAM for Video Memory of Display Card
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9.3 The performance and quality of call including voice / video of HGC UC Softphone vary greatly depending on a number of key factors including different Customer's own dedicated LAN / VLAN data network devices such as router, switch and firewall connection and settings, capabilities and physical location of Wi-Fi Access Points, network stability, bandwidth, jitter, delay and packet loss, as well as Customer's own PC/notebook computer and built in microphone and speaker, different type of headsets and etc. Generally speaking, a shared broadband internet, shared LAN or Wi-Fi network are neither stable nor guaranteed due to insufficient bandwidth and QoS control, poor data network quality resulting in high packet loss, delay and jitter. HGC does not guarantee, and Customer acknowledges and agrees, that the call quality or service performance may be affected by the stability of Customer's own devices, data network or Wi-Fi connection. Customer should check with his/her system integrator, network operator for any connection problems, restrictions on VoIP function, or any additional charges for using VoIP. HGC will not be liable for any service failure due to the above.

9.4 The UC Softphone uses the broadband internet plan or Wi-Fi service for incoming calls and outgoing calls to Hong Kong local numbers, except for calls which incur usage-based charges. Making outgoing calls to non- Hong Kong local numbers will incur IDD long distance call charges and airtime.

10. IDD is a separate voice service. Customer needs to subscribe to IDD service before making IDD calls. It is recommended to use password when making IDD calls to prevent unauthorized usage.

11. HGC shall not be responsible for any Customer's own network equipment including but not limited to the router, switch, firewall, AD server, mobile device, PC/notebook computer, headset as well as the configurations and settings to enable using of the Mobile App and UC Softphone software service.

12. Customer's Obligations:

- i. While using the Mobile App and UC Softphone, end user should make sure the connectivity level is at least on average (for example, at least having 3 or 4 out of 5 for the signal strength for mobile data connection or at least 2 out of 3 for Wi-Fi connection or enough broadband internet bandwidth). This is to make sure the bandwidth of the connection to the UC platform is sufficient.
If Customer uses LAN / VLAN data for the UC Softphone, please ensure the QoS setting for the network allows priority for the UC Softphone.
- ii. If Customer is on the move while talking, the voice / video quality may be affected due to the mobile / Wi-Fi connectivity quality.

13. Risk and Ownership:

- i. HGC should not bear liability of any data loss or damage of the mobile device used for housing the HGC Mobile App.
- ii. HGC should not bear liability of any data loss or damage of the PC/notebook computer and headset used for housing the HGC UC Softphone service.
- iii. HGC UC Mobile App and UC Softphone software are the property of HGC and are intended solely for the use of HGC UC services. Under all circumstances end user are not allowed to use the Mobile App and UC Softphone software for other purposes.
- iv. HGC should not bear liability of any data loss or responsibility in relation to data integrity for voice and video recording services.

14. UC Service Support Exclusion:

- i. Any Customer's devices (such as PC/notebook computer, microphone, headset and etc.) connected to the USB port of HGC UC devices (such as UC phone sets, conference phones) are not covered in HGC support service.
- ii. Customer should bear the responsibility of the function and performance of devices (such as PC/notebook computer, microphone, headset and etc.) connected to HGC UC devices.