



Standard Terms and Conditions of Service

Version 2.2 (issued on 28 January 2011)

These Standard Terms and Conditions of Service (“Terms & Conditions”) between Customer and Global Call Limited (“Global Call Limited”) establish the terms and conditions under which Global Call Limited will provide to Customer and Customer will receive Services under each accepted Customer Order. Each Customer Order, when accepted by Global Call Limited, shall: (i) be treated as having automatically incorporated, and be governed by, these Terms & Conditions as if though the provisions hereto are explicitly written into each Customer Order; and (ii) together with a copy of these Terms & Conditions, constitute a separate contract between the Customer and Global Call Limited.

1 DEFINITIONS AND INTERPRETATIONS

In these Terms & Conditions the following terms and phrases shall have the following meanings:

- 1.1 “Confidential Information” means all information in any format disclosed by or on behalf of a party to the other party, including without limitation any materials, trade secrets, know-how, formulas, processes, algorithms, ideas, strategies, inventions, data, network configurations, systems architecture, designs, flow charts, drawings, tariffs and rates table, proprietary information, business and marketing plans, financial and operational information, and all other information which may reasonably be regarded as confidential information of the disclosing party;
- 1.2 “Customer” means the person, firm, corporation or other entity so named as such on the Customer Order;
- 1.3 “Customer Order” means the prescribed forms of Global Call Limited used by Customer to order Services, each of which, when accepted by Global Call Limited, together with a copy of these Terms & Conditions, and any amendments thereof notified to the Customer and not disagreed by the Customer, shall constitute a separate contract between the Customer and Global Call Limited;
- 1.4 “Customer Premises” means the location owned or occupied by Customer or its end users to which Global Call Limited has agreed to provide the Services;
- 1.5 “Customer Equipment” means telecommunications equipment provided by Customer;
- 1.6 “Facilities” means any and all devices supplied by or on behalf of Global Call Limited used to deliver Services but shall not include any such devices sold to Customer by Global Call Limited or owned by Customer or any third party;
- 1.7 “OFCA” means The Office of the Communications Authority of Hong Kong and its replacement entity, if any;
- 1.8 “Products” means the equipment or materials to be licensed or leased by Customer from Global Call Limited pursuant to the Customer Order;
- 1.9 “Services” means any Product or service provided by Global Call Limited to or on behalf of Customer pursuant to the Customer Order;
- 1.10 “Terms & Conditions” means these Standard Terms and Conditions; and
- 1.11 “Global Call Limited Affiliate” means any other entity that controls, is controlled by or is under common control with Global Call Limited.



2 PROVISION OF SERVICES

- 2.1 Acceptance of Customer Orders. Customer may submit Customer Order for Services. Customer Orders shall be submitted in any format specified by Global Call Limited. The delivery to Customer by Global Call Limited of an Order Acceptance Letter referencing the Customer Order, or Global Call Limited's countersignature on the Customer Order, shall constitute Global Call Limited's acceptance of that Customer Order. Each Customer Order shall be binding only after acceptance. Global Call Limited may reject any Customer Order without giving any reason.
- 2.2 Credit Approval and Security Deposits. At any time during the term of a Customer Order, Global Call Limited reserves the right to carry out a credit check against the Customer. Customer shall provide Global Call Limited with credit information as requested. Delivery of Services is subject to credit approval. As a condition of Global Call Limited's acceptance of any Customer Order and as a condition of Global Call Limited's continuation of delivery of any Services, Customer shall, upon Global Call Limited's request at any time, provide a deposit or other security for the payment of charges specified by Global Call Limited. Customer hereby authorises Global Call Limited to obtain (and shall provide a separate consent letter in a form stipulated by Global Call Limited upon the request of Global Call Limited to separately authorize Global Call Limited to obtain) information about Customer's commercial activities and financial condition from third parties including banks, credit reporting agencies and other businesses that provide like information. Customer acknowledges and agrees that any failure by it to comply with any request made by Global Call Limited under this Clause 2.2 shall constitute a material breach by Customer of all accepted Customer Orders entered into by the Customer.
- 2.3 Access for Global Call Limited. Customer shall provide or procure that any end user provide Global Call Limited prompt access to the Customer Premises with or without machinery, tools or equipment for site surveys, installation, accommodation, operation, connection, inspection and scheduled or emergency maintenance or removal of equipment, Facilities and systems relating to the Services. Customer represents to Global Call Limited that Customer has obtained all permissions and consents necessary to allow Global Call Limited such access. Customer shall be responsible for providing and maintaining at its expense, the level of power, heating and air conditioning necessary to maintain the proper environment for the Facilities and Services. Customer shall provide a safe place to work and comply with all laws and regulations regarding the working conditions on the Customer Premises. If Customer fails to provide or procure for Global Call Limited access or other services required for Global Call Limited to deliver the Services, Customer shall pay all charges for such Services from and after the date Global Call Limited is otherwise ready to deliver them. Except for emergency repairs, where feasible to do so, Global Call Limited shall use reasonable commercial efforts to notify Customer two (2) business days in advance of any regularly scheduled maintenance that will require access to the Customer Premises.
- 2.4 Reservations. In the event these Terms & Conditions or a Customer Order provides that Global Call Limited will make Services available on or before a particular date, it does so on a commercially reasonable efforts basis and is subject to availability and the provisions of and compliance by Customer with these Terms & Conditions and the Customer Orders.
- 2.5 Facilities. Except as otherwise agreed in writing, title to all Facilities and Products shall remain with Global Call Limited. Customer acknowledges and agrees that the Facilities may not be exclusively used to serve the Services and Global Call Limited may share the Facilities with third parties. Customer shall take all reasonable actions and measures to prevent the Facilities from being tampered with, interfered with or damaged by others and shall not, and shall not permit others, to gain access to, rearrange, disconnect, remove, repair, attempt to repair, or otherwise tamper with any Facilities or Products, without the prior written consent of Global Call Limited and shall keep



Global Call Limited fully indemnified against any actions, claims, demands, liabilities, costs and damages in respect of any failure so to do. Customer shall ensure that the Facilities and the Products shall not be used for any purpose other than for the purposes for which Global Call Limited provides them under these Terms and Conditions. Customer shall not take any action that causes or may cause the imposition of any lien or encumbrance on the Facilities or the Products. In no event shall Global Call Limited be held liable to Customer or any other person for interruption of the Services or for any other loss, cost or damage caused or related to the violation of these Terms & Conditions or any Customer Order. Customer agrees (which agreement shall survive the expiration, termination or cancellation of these Terms & Conditions and Customer Orders) to allow Global Call Limited to remove the Facilities and any Services from the Customer Premises:

2.5.1 after termination, expiration or cancellation of the relevant Customer Order(s) which these Terms & Conditions form a part of; or

2.5.2 for repair, replacement or otherwise as Global Call Limited may reasonably determine as necessary or desirable. Customer shall pay Global Call Limited for any damage to the Facilities, except for (a) damage caused by Global Call Limited or its agents or any other cause beyond the reasonable control of the Customer, and (b) normal fair wear and tear.

2.6 Customer Equipment. Global Call Limited may install or configure Customer Equipment if requested by Customer and Customer shall reimburse Global Call Limited for its expenses (as set out in the Customer Order) incurred during the installation or configuration of any such Customer Equipment. Unless otherwise agreed by Global Call Limited in writing:- (i) Global Call Limited shall not be responsible for damage to or the operation or maintenance of Customer Equipment; (ii) Customer shall be solely responsible for the quality, reliability, performance and non-performance of, and damages from, the Customer Equipment and transmissions that enters or otherwise connects to Global Call Limited's network that may be required pursuant to the Customer Order, and for ensuring the compliance of Customer Equipment with applicable standards and for obtaining any necessary approvals or authorisations prior to its use and for the reliability and performance of its own equipment and facilities connecting to the Facilities and/or the Products affecting the quality of the Services; and (iii) Global Call Limited shall not be responsible for the transmission or reception of signals by Customer Equipment or for the quality or defects in Customer Equipment or its transmission or reception.

2.7 Commencement of Service. The Service commencement date is the earlier of:

2.7.1 the date set out in any notice of connection from Global Call Limited to Customer; or

2.7.2 the date Customer begins using the Services as determined by Global Call Limited.

3 SERVICE CHARGES, BILLING AND SETTLEMENT

3.1 Charges and Billing. All recurring and non-recurring charges for the Services shall be set out in each Customer Order. Customer shall be liable for and shall pay the charges from the Service commencement date specified in Clause 2.7 (Commencement of Service). Global Call Limited will bill monthly in advance charges for Services except for usage based charges which will be billed monthly in arrears. Billing for partial months will be pro-rated based on a calendar month.

If Customer makes its own local loop arrangements, Customer must provide to Global Call Limited the details of the local loop provider, all circuit facility assignment information, firm order commitment information and the design layout records necessary to enable Global Call Limited to make the cross-connection necessary to provide the Services. Global Call Limited may charge



Customer a non-recurring cross-connect fee to make such connection. If Customer makes its own local loop arrangements, Global Call Limited will commence billing once it has installed and tested the Services up to the Global Call Limited side of the cross-connect circuit. Otherwise, Global Call Limited will commence billing once the Services are installed and tested.

- 3.2 **Payment of Bills.** Each bill is due thirty (30) days after the date of the bill. Customer may pay by cheque, telegraphic transfer/wire transfer or direct debit subject to execution of a direct debit agreement. Customer will pay interest at a rate of 1.5% per month (pro-rated on a daily basis) for overdue payments, from the due date until paid.
- 3.3 **Taxes and Duties.** Unless otherwise indicated all sums due to Global Call Limited are exclusive of taxes of any kind. Except for taxes based on Global Call Limited's net income, Customer will be responsible for payment of all taxes (whether existing or new) including but not limited to goods and services tax, withholding taxes and any other applicable sales tax or duty.
- 3.4 **Disputed Bills.** In the event that Customer disputes any portion of a Global Call Limited bill, Customer must pay the entire bill and submit a written claim for the disputed amount specifying the date and number of the disputed bill, the amount in dispute, the reason for the dispute and relevant supporting documentation. All claims must be submitted to Global Call Limited within thirty (30) days of receipt of billing for those Services. Customer acknowledges that it is able to and that it is reasonable to require Customer to dispute bills within that time, and Customer therefore waives the right to dispute charges not disputed within the time frame set out above.
- 3.5 **Unauthorised and Fraudulent use of Services.** Services shall at all times be used by Customer in compliance with applicable law. Customer will be solely responsible for all charges incurred for the Services even if such charges were incurred through or as a result of fraudulent or unauthorised use of the Services.
- 3.6 **Regulatory Changes.** In the event of any change in applicable law, regulation, decision, rule or order that results in a material increase in the costs or other terms of delivery of Service, Global Call Limited may deliver a written notice to Customer regarding such regulatory change and informing the Customer at its sole discretion that Global Call Limited shall: (i) unless otherwise agreed by the parties, pass 50% of such increased costs without mark-up to Customer, to take effect within 30 days of the date of the written notice; or (ii) cancel the relevant Customer Orders (in whole or in part) and/or discontinue Services to take effect within 30 days of the date of the written notice.

4 CANCELLATIONS

- 4.1 **Term of Service.** The term of the Services shall be as set out in the Customer Order and Customer agrees to pay for the Services for such period of time ("Term Commitment") or such longer period as Customer actually uses the Services. In the event Global Call Limited permits Customer to continue to use the Services after the end of the Term Commitment, the Term Commitment will automatically renew for successive thirty (30) day periods and may be terminated by Customer or Global Call Limited upon thirty (30) days written notice without termination liability.
- 4.2 **Cancellation by Customer.** If Global Call Limited materially breaches any material provision of a relevant Customer Order and provided that such breach is remediable but Global Call Limited has not taken appropriate actions towards curing such breach within thirty (30) days after the delivery of written notice of breach to Global Call Limited, Customer may cancel that relevant Customer Order upon seven (7) business days' prior written notice delivered at any time while such breach continues. In such event, Customer will not be liable for any Cancellation Fees and/or any liability as a result of such cancellation. The rates and charges in each Customer Order are established on



the basis of the Term Commitment. If Customer cancels a Service or Customer Order during a Term Commitment for any reason other than Global Call Limited's material breach of that relevant Customer Order, Customer will pay Global Call Limited the cancellation fees set out in Clause 4.4 (Cancellation Fee). In any event, Customer will pay for any Services actually provided prior to the date of such cancellation.

4.3 Cancellation by Global Call Limited. Global Call Limited may terminate Customer Order(s) (in part or in whole) and/or discontinue Services (re-activating at the discretion of Global Call Limited) upon seven (7) business days' written notice to Customer without liability if:

4.3.1 Customer fails to pay any bill when due;

4.3.2 Customer's use of Services materially exceeds Customer's credit limit as agreed with Global Call Limited, unless Customer provides adequate security for payment for Services within fourteen (14) days after delivery of written notice by Global Call Limited;

4.3.3 Customer fails to cure its breach of any provision of a Customer Order, including this Terms & Conditions, within thirty (30) days after delivery of written notice of breach to Customer;

4.3.4 Customer makes a material misrepresentation in any information submitted to Global Call Limited;

4.3.5 any bankruptcy, insolvency, administration, liquidation, receivership or winding up proceeding is commenced in respect of the Customer;

4.3.6 any material breach by Customer of a Customer Order, including these Terms & Conditions;

4.3.7 the licence, authorisation or exemption (as the case may be) issued by OFTA to the Customer is cancelled or withdrawn for any reason or the terms thereof varied such that the Services cannot reasonably be provided or operation of the Customer cannot be continued; or

4.3.8 the Customer fails to obtain or is in breach of any provision of any permission, licence, permit or certificate required by law, regulation or by the direction of any agency or department or the Government of Hong Kong in connection with its use of the Services and fails to rectify and make good such breach within a reasonable time to the satisfaction of Global Call Limited.

Notwithstanding the foregoing, Global Call Limited may, in its sole discretion and without prejudice to any right it may have to terminate the relevant Customer Orders, elect to suspend provision of the Services until further notice in the event that: (a) Global Call Limited is entitled to terminate a Customer Order pursuant to the relevant provision herein; (b) Global Call Limited is obliged to comply with an order of any court or other government authority having jurisdiction which prevents Global Call Limited from furnishing Services; (c) Global Call Limited needs to carry out emergency works to the network or Facilities; or (d) the content of any communication transmitted via the Services was alleged to be illegal or contrary to the public policy of Global Call Limited.

4.4 Cancellation Fee. If Customer cancels all or any portion of the Services or the relevant Customer Order other than due to a material breach by Global Call Limited, or if Global Call Limited cancels all or any portion of a Customer Order due to a breach by Customer (including those occurrences listed in Clause 4.3 (Cancellation by Global Call Limited)), in addition to any and all charges previously incurred by Customer for the Services prior to the date of any cancellation and any other loss or damage suffered by Global Call Limited or a Global Call Limited Affiliate, the Customer shall pay a cancellation fee in an amount equal to 100% of the charges which would have been incurred



by Customer for the remainder of the Term Commitment from the date of cancellation. Without prejudice to other rights Global Call Limited may have, the parties acknowledge and agree that Customer's obligations and payments required under this Clause 4.4 (Cancellation Fee) is a fair and reasonable estimate of the minimum loss that Global Call Limited will suffer upon such termination and hence such payment shall not be considered or construed as a penalty payment given the inducement and consideration required for Global Call Limited to enter into each Customer Order and other contracts with its suppliers, Global Call Limited's reliance of a full term commitment from Customer, and Global Call Limited's exposures to its suppliers and underlying operators to continue to pay operations and maintenance charges, liquidated damages, and other charges. Termination of any and all Customer Orders does not affect and is without prejudice to any accrued rights or remedies Global Call Limited may have under each Customer Order that have accrued prior to or as a result of such termination or expiry.

5 LIMITATION OF LIABILITY

- 5.1 Indemnification. Each party shall indemnify the other from any claims by third parties and expenses (including legal fees and court costs) in respect of damage to tangible property, personal injury or death caused by such party's negligence or wilful misconduct. Notwithstanding the foregoing, Customer shall indemnify Global Call Limited and shall hold Global Call Limited harmless against any claims or proceedings brought by third parties against Global Call Limited in respect of the resale of the Services by the Customer. Customer undertakes to include provisions in its contracts with its subscribers to exclude to the fullest extent legally possible the liability of Global Call Limited.
- 5.2 Damages. Except for damages arising or resulting from Customer's breach of Clause 7.1 (Disclosure and Use), neither party shall be liable for any indirect, incidental, special, consequential, exemplary or punitive damages (including but not limited to damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data or interference with business, or cost associated with the use of external restoration facilities), whether or not caused by reason of interoperability of application or processes or by the acts or omissions or negligence of its employees or agents, and regardless of whether such party has been informed of the possibility of the likelihood of such damages. Global Call Limited shall not be liable for any damages attributable to third party acts or the non-performance or fault of the Customer.
- 5.3 Personal Injury and Death. Nothing in these Terms & Conditions shall be construed as limiting the liability of either party for personal injury or death resulting from the negligence of a party or its employees.
- 5.4 Limitation. The provisions of these Terms & Conditions that exclude or limit Global Call Limited's liability apply to the extent permitted by law. To the extent that Global Call Limited's liability is not excluded under Clause 5 (Limitation of Liability), and to the extent permitted by law, that aggregate liability is limited to, at Global Call Limited's entire discretion, either: (i) re-perform, re-supply or replace such part of the affected Services; or (ii) provide a non-refundable credit in Customer's account (subject to maximum cap of credit allowances provided for under applicable Service Level Agreement) for further work or services to be performed by Global Call Limited. The parties agree that Global Call Limited's maximum aggregate liability in contract, tort (including negligence or breach of statutory duty) or otherwise arising out of or in connection with the performance of Global Call Limited's obligations under all Customer Orders and contracts between Global Call Limited and the Customer, whether in respect of any one incident or series of incidents, whether or not arising from a common cause, shall not exceed the basic contract value of the Customer Order. In no event will Global Call Limited be liable to Customer or any other person for interruption of Service or for any other loss, cost or damage caused or related to violation of these Terms & Conditions or any Customer Order.



- 5.5 **Disclaimer of Warranties.** Except for warranties expressly made in these Terms & Conditions, to the extent permitted by law Global Call Limited makes no warranties or representations express or implied, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability, satisfactory quality and fitness for a particular use, and without limiting the foregoing Global Call Limited does not warrant that the Services will be uninterrupted or error free or that the Services will meet Customer's own requirements.
- 5.6 **Force Majeure.** Neither party shall be liable or be in breach of these Terms & Conditions and the applicable Customer Orders which these Terms & Conditions form a part of, nor will any credit allowance be extended for any failure of performance of or delivery of Services due to causes beyond such party's reasonable control, including but not limited to acts of God, fire, flood or other catastrophes, any law, order, regulation, direction, action or request of any governmental entity or agency, or any civil or military authority, national emergencies, insurrections, riots, strikes, lock-outs, work stoppages or other labour difficulties, line or cable failure or acts or omissions of other providers of telecommunications services ("Force Majeure Event"). In the event Global Call Limited is unable to deliver Services for 30 consecutive days as a result of a Force Majeure Event, Customer shall not be obliged to pay Global Call Limited for the affected Services for so long as Global Call Limited is unable to deliver them provided that the term of the Customer Order for those Services shall be extended for a period of time equal to the period of time for which Global Call Limited was unable to provide and Customer was not required to pay for the affected Service.
- 5.7 **Customer Obligations.** Customer shall provide all assistance reasonably required by Global Call Limited to provide the Services. Customer shall notify Global Call Limited of any existing facilities including, but not limited to, water and gas lines which could be damaged during the installation of Services at Customer's Premises. Customer shall also identify, monitor, remove and dispose of any hazardous materials prior to any work being performed by Global Call Limited at Customer's Premises and shall indemnify, defend, and hold Global Call Limited harmless from any liability incurred in the use of or in connection with hazardous materials at the Customer's Premises. Global Call Limited shall have no liability in respect of any damage or loss arising out of the Customer's failure to comply with this clause.

6 RAILWAY PARAMOUNT

- 6.1 Notwithstanding any provisions of these Terms & Conditions to the contrary, Customer acknowledges and agrees that the efficient operation of the railway is a paramount consideration in the performance of and in giving effect to any provision of these Terms & Conditions.
- 6.2 Global Call Limited reserves the right to suspend (and in its discretion reactivate) the Services in the event the MTR Corporation Limited closes the railway, any MTR Station or any part thereof at any time or conducts emergency operations.
- 6.3 If Global Call Limited exercises its rights under this Clause 6 (Railway Paramount) it shall not be considered a breach of these Terms & Conditions and it shall not be liable to the Customer for any loss, damage or liability sustained by the Customer or by any other person which is directly or indirectly attributable to such exercise, save where the same arises through Global Call Limited's negligent act or omission.

7 CONFIDENTIAL INFORMATION

- 7.1 **Disclosure and Use.** Any Confidential Information disclosed by a party shall be kept by the receiving party in strict confidence and shall not be disclosed to any third party (except as explicitly authorised in these Terms & Conditions) without the disclosing party's prior written consent. Each party shall treat all Confidential Information of the other in the same manner as it treats its own, but in no case



will the degree of care be less than reasonable care. Each party:

7.1.1 shall use Confidential Information only to give effect to these Terms & Conditions and the applicable Customer Order; and

7.1.2 shall not make copies of Confidential Information unless expressly agreed by the disclosing party in writing.

Clauses 7.1 and 7.2 shall survive the termination of the applicable Customer Orders and upon termination of each applicable Customer Order the parties agree to forthwith destroy all documents and any materials containing any Confidential Information and/or the business of the receiving party provided by the disclosing party.

7.2 Exceptions. Information is not Confidential Information:

7.2.1 If it is already known to the receiving party and not otherwise subject to a confidentiality undertaking;

7.2.2 When it becomes publicly available without restriction and without fault of the receiving party;

7.2.3 If it is rightfully obtained by the receiving party from others having no obligation to hold such information in confidence;

7.2.4 If it is developed independently by the receiving party without use of the disclosing party's Confidential Information;

7.2.5 If it is required to be disclosed by law;

7.2.6 If it is required to be disclosed to external parties for the purpose of completing and/or progressing with the implementation of applicable Customer Orders; or

7.2.7 If it is required to be revealed to its directors, officers, employers, professional advisors and their employees, contractors and their employees, financiers providing funding to the parties and their advisors so far as necessary to enable them to perform their duties for the purposes of applicable Customer Orders provided that each party shall require such persons receiving the revealed information to observe the obligation of confidentiality contained in this Clause 7 (Confidential Information).

7.3 Publicity. Except as stated herein, these Terms & Conditions grant no right to use any party's or its affiliates' trademarks, service marks or trade names or to otherwise refer to the other party in any marketing, promotional or advertising materials or activities. Neither party shall issue any publication or press release relating to, or otherwise disclose the existence of, or the terms and conditions of any contractual relationship between the parties including but not limited to these Terms & Conditions without the express written consent of the other party, except as may be required by law. Customer hereby consents and expressly allows Global Call Limited to disclose that the Customer uses the Services to other Global Call Limited customers or potential customers.

7.4 Customer warrants that if and to the extent it provides personal data to Global Call Limited, it does so with the consent of the data subjects in accordance with the Personal Data (Privacy) Ordinance (Cap. 486); both parties agree to have policies in place to comply with that ordinance.

8 GENERAL TERMS



- 8.1 **Transfer or Assignment.** Customer may not assign the Customer Order or transfer, sublicense, or assign the use of Services without: (i) first providing Global Call Limited a written undertaking from the proposed assignee, transferee or sublicensee, as the case may be and on a form specified by Global Call Limited, undertaking and warranting that it shall abide by and duly observe the provisions of these Terms & Conditions, the Customer Order and guidelines that may be issued by Global Call Limited from time to time; and (ii) the express prior written consent of Global Call Limited, which consent will not be unreasonably withheld but always subject to credit approval, requirement for fresh security deposit and such other terms as Global Call Limited may reasonably specify. No such permitted assignment, transfer or sublicense shall relieve Customer of its obligations hereunder.

Global Call Limited may assign any and all of its rights and obligations hereunder: (i) to any Global Call Limited Affiliate, (ii) pursuant to any sale or transfer of substantially all of the assets of Global Call Limited, or (iii) pursuant to any financing, merger, or reorganisation of Global Call Limited.

- 8.2 **Customer Dealings.** Both parties agree that the Services shall be supplied solely for the purpose of providing legally permitted telecommunication services in Hong Kong without exceeding the authorised scope in Global Call Limited's and Customer's respective licences issued by OFTA as at the date of the commencement of the Term Commitment unless the prior written approval and consent of Global Call Limited has been obtained. Customer may enter into all direct dealings and transactions with consumers in connection with the provision of the Services but shall not part with the right of access and all rights granted under these Terms & Conditions or any physical control or possession of the Services or Facilities without the prior written consent of Global Call Limited. Customer hereby represents and warrants that it is duly established and in good standing under the laws of the jurisdiction of its incorporation, it is the holder of all relevant business and telecommunications licences under Hong Kong laws, and it has full power and authority to enter into and perform the legally binding Customer Order, including these Terms & Conditions.
- 8.3 **Notices.** Either party may deliver notices to the other by personal delivery or by postal delivery. Notices sent to Customer shall be addressed to the Customer's address listed on the Customer Order (or such other address as the Customer may notify Global Call Limited in writing).

Notices sent to Global Call Limited shall be sent by internationally reputable courier to MTR Headquarters Building, Telford Plaza, Kowloon Bay, Kowloon, Hong Kong (or such other address as Global Call Limited may notify Customer in writing) and marked to the attention of Manager, Customer Services Department. Notice shall be deemed delivered on the date of actual receipt.

- 8.4 **Contents of Communications.** Global Call Limited does not monitor and will have no liability or responsibility for the content of any communications transmitted via the Services, and Customer will indemnify and hold Global Call Limited harmless from any and all claims (including claims by governmental entities seeking to impose penal sanctions) related to such content attributable to Customer or its agents, employees or users.
- 8.5 **Governing Law.** These Terms & Conditions and the Customer Order shall be governed by the laws of the Hong Kong Special Administrative Region of the People's Republic of China and the parties irrevocably agree to the exclusive jurisdiction of the courts of Hong Kong and courts of appeal therefrom.
- 8.6 **No Waiver.** Failure by either party to exercise or enforce any right conferred by these Terms & Conditions shall not be deemed to be a waiver of any such right nor to operate so as to bar the exercise of enforcement of any such or other right on any later occasion.



- 8.7 Severability. If any provision of these Terms & Conditions or the Customer Order is held by a court or any governmental agency or authority to be invalid, void or unenforceable, such offending provision(s) shall be struck off and severed from these Terms and Conditions or the Customer Order to the extent possible and the remainder of these Terms & Conditions and the Customer Order shall remain legal, valid, and enforceable.
- 8.8 No Partnership. Nothing in these Terms & Conditions or the Customer Order and no action taken by the parties pursuant to these Terms & Conditions or the Customer Order shall constitute or be deemed to constitute between the parties a partnership, association, joint venture or other co-operative entity.
- 8.9 Entire Understanding and Relationship with the Customer Order. These Terms & Conditions, the Customer Order and the Order Acceptance Letter constitutes the entire understanding of the parties related to the subject matter hereof. All prior written or oral agreements, understandings, practices or communications between Customer and Global Call Limited are hereby superseded insofar as they related to the Services hereunder. These Terms & Conditions form part of the relevant Customer Order. These Terms & Conditions and the Customer Order may be amended at any time by Global Call Limited by service of prior written notice of thirty (30) days on the Customer provided that the Customer may, by written notice to Global Call Limited of no more than fourteen (14) days after receipt of the said notice of change, object to any change in its entirety upon which only those changes not objected to will take effect from the end of the said 30 days period. In the event of a conflict or inconsistent provisions, the Order Acceptance Letter will take precedence over both the Customer Order and these Terms & Conditions, and the Customer Order shall take precedence over these Terms & Conditions.

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