

Special T&C for High Volume Call Usage IDA-P / SIP Trunk Services

(1) Traffic guideline for the High-Volume Call

- a. HGC shall impose a Traffic Guideline for calls exceed certain volume ("High-volume Call") as defined below to high-volume call Customers to maintain HGC network for fairly providing the Services to all its customers.

Traffic Guideline for maximum High-volume call[^] ("Maximum Call Traffic Guideline")

No. of Channel	*Max call per sec	Max. call per channel per 15 min
600	30	45
200	10	45
100	5	45
50	2.5	45

* Other subscribed (aggregate) channels should be scale down in pro-rata allocation from maximum 30 calls per sec and within maximum 45 calls per channel per 15 minutes per customer.

[^] This Traffic Guideline is subject to change at the sole discretion of HGC from time to time without prior notice.

(2) Local Interconnection Charge (LIC)

- a. The Local Interconnection Charge (LIC) shall be payable by the Customer for High-volume Call usage to non-HGC local fixed numbers. LIC is the sum of usage charges for excessive Call Attempts calculated by no. of calls) plus Usage (calculated by no. of occupancy minutes) which will be imposed in the corresponding monthly bill and/or as reflected in the respective Customer's quotation letter.
 - Call Attempt means the number of calls or faxes made from HGC fixed network numbers by Customer to the other non-HGC local fixed numbers no matter they are successful or failed.
 - Usage Minute(s) means call duration time of both successful and unsuccessful calls. They are measured in the unit of seconds in aggregate every month. The total chargeable call durations will be billed by adding up all calls within the same billing period in seconds and will be rounded up.
- b. HGC will provide a special usage report with a surcharge to Customer upon request.
- c. HGC reserves the right of final decision if there is any charge dispute on excessive Call Attempt and Usage.
- d. HGC reserves the right to adjust the pre-defined excessive Call Attempt and Usage criteria without prior notice to Customer.

(3) Service Suspension and Termination

- a. In the event that Customer's usage (i) exceeds the Maximum Call Traffic Guideline in Clause (1) a, or (ii) interrupts the normal service use of other customers of HGC, HGC reserves the right to suspend and/ or terminate the Service without prior notice and shall not be liable to any compensation to Customer. Suspended Service may only be resumed, if the Customer remedy the excessive use and agree to follow the Maximum Call Traffic Guideline.

