

Belgacom International Carrier Services: Customer Charter

BICS is committed to provide services with standards that benchmark against our industry's best practices.

Our "cloud numbers service" encompasses SIP Trunking, Inbound Services and Voice Termination services.

You can measure the performance of our services against the following commitments*:

- Customer service support: a 24/7 customer service support with online service portal access is available to use by customers
- Service availability: For SIP Trunking Service, BICS is committed to a minimum service availability of 99.9%, and with other services of 96%
- Fault response: BICS is committed to respond to and resolve fault as best as we can: for network-wide platform customer outage: 1 hour response time with 4 clock hours resolution time; for partly customer outage (e.g. unable to receive/made calls belonging to the same destination) 2 hours response time with 8 clock hours resolution time; for customer service degradation (e.g. CLI presentation): 4 hours response time with 48 clock hours resolution
- Change request: All change requests will have a response time of 2 days
- Request for information: All requests for information of the services will have a response time of 5 days
- Planned service maintenance: BICS is committed to provide at least 10 Working Days notification to customers
- Compliant handling time : [•]

*subject to satisfaction of pre-agreed conditions as detailed in the customer contracts

We welcome feedback from our customers on how best we achieve the commitments included in this Charter.

Effective Date : 1 December 2024

SIP Trunking in Hong Kong

Prices in US Dollars

Service Description	NRC	MRC	Usage per min	
SIPT	\$90	\$40	0.2	

Terms and Conditions:

- All other standard prices, terms and conditions of the SIP Trunking service shall remain applicable.

Suspension and Termination:

- If the customer terminates the services subscribed during the contract term of the services, the customer shall be liable for a Early Termination Charge (ETC) of 100% of the remaining contract term. For details, refer to www.bics.com
- BICS may, at its sole discretion and without prejudice to any right which it might have to terminate the Service, elect to suspend the provision of a Service until further notice in the event that: - It is obliged to comply with an order, instruction or request of an NRA, a court, government, agency, emergency service organisation or other competent administrative or regulatory authority,
- BICS may on it's reasonable grounds terminate the Service if it is being used fraudulently or illegally by customer; in that case, customer acknowledges that this shall constitute a material breach of the Service and agrees to indemnify BICS against all possible damages and costs (including any fine imposed by any regulatory body) incurred by BICS and arising therefrom including the quality or content of the Service or from any fraudulent or alleged fraudulent use (including Artificial Inflation of Traffic)

