

Terms and conditions of the HK\$168 5G Home Broadband Service Plan (“5G Home Broadband Package Bundled with 5G Router”)

1. Each service included in the 5G Home Broadband Service Plan(s) is subject to the General Terms and Conditions of HKBN (please visit: hkbn.net/tnc/en/general.html), Special Terms and Conditions of Mobile Services (please visit hkbn.net/tnc/en/mobile.html) and other terms and conditions stated in the 5G Home Broadband Service Plan. Subscriber understands and agrees that HKBN has the absolute right to revise all the terms and conditions from time to time, while HKBN will endeavor to give 30 days’ prior notice to Subscriber before such revision takes effect.
2. Subscriber must commit to the 5G Home Broadband Service Plan for 30 months (“Minimum Commitment Period”).
3. The special monthly fee for the 5G Home Broadband Service Plan is HK\$168. Subscribers can enjoy the \$28 monthly administration fee waiver. This administration fee waiver is only applicable within the Minimum Commitment Period of the 5G Home Broadband Service Plan and when the 5G Home Broadband Service Plan is still in service. Subscribers can enjoy a “TP Link Deco X50-5G Router” ("Gift"). The 5G Home Broadband Service Plan is not applicable to port-in numbers. Subscriber can only enjoy unlimited local data at one designated registered service address with designated router/device. When local data usage reaches the 300GB local data entitlement limit in monthly bill cycle, local data service will continue with the maximum data download speed of 5G network but subject to the Fair Usage Policy (C). According to the Fair Usage Policy (C), Subscriber can enjoy unlimited local data service until the end of such monthly bill cycle, but access to network resources will be given lower priority and data service experience may be affected. The registered address must be a residential address. The 5G Home Broadband Service Plan does not provide local voice, roaming voice, roaming data and IDD services. 5G network is required to be used with compatible designated models of routers/devices. 5G network experience may be affected due to the 5G coverage and other factors including but not limited to network setting/specification or coverage, the features or functionality of individual router/device, transmission technology, network traffic and usage, speed of websites servers, service stability of other content providers, weather and other circumstantial factors (e.g. blockades such as buildings, mountains, tunnels) which may lead to radio interference. HKBN reserves the rights to suspend or terminate the service of the 5G Home Broadband Service Plan or any part of the service if the service is not used at the designated registered service address or/and with the designated router/device. The network is supported by 3HK.
4. When Subscriber successfully subscribes to the 5G Home Broadband Service Plan, Subscriber is required to prepay total \$500 5G Home Broadband Service Plan fee (“Prepayment”). During the 4th to 8th and 13th to 17th months of the Minimum Commitment Period (total 10 months), \$50 will be deducted from the Prepayment per month for paying part of the 5G Home Broadband Service Plan monthly fee, the remaining monthly fee and other fees and charges shall be paid in accordance with the payment method chosen by Subscriber. If the 5G Home Broadband Service Plan is terminated during the Minimum Commitment Period for whatever reasons, Prepayment will not be refunded unless otherwise stated. Prepayment is not transferable, exchangeable for cash or used in conjunction with any other promotional offers.
5. Upon subscription of the 5G Home Broadband Service Plan, Subscriber shall use the Gift or other designated router with the plan. HKBN is not the manufacturer/supplier of the Gift and the router and makes no representation or guarantee as to the quality. Should there be any enquiries, concerns about maintenance or complaints about the Gift and/or the router, please contact the manufacturer/supplier directly and HKBN will not bear any responsibility.
6. Terms and Conditions for 5G home broadband service post-registration cooling off period: (a) Upon

registration of designated 5G Home Broadband Service Plan (“Service Plan”), Subscriber can enjoy post-registration cooling off period of 7 days, starting the next day after registration. During this post-registration cooling off period, Subscriber can email HKBNbroadband@hkbn.net to cancel the registered Service Plan, HKBN will not charge Subscriber for any charges. However, Subscriber shall return the collected Gift with intact packaging, all accessories, user manual and unfilled warranty sheet to HKBN shops (For shop locations, please refer to hkbn.net/shop/en) within 7 days after the Service Plan is canceled. The Gift to be returned should not be damaged, scratched, water-damaged or modified. If the Gift is damaged, scratched, water-damaged or modified, HKBN reserves the right not to accept the returned Gift and will charge the Subscriber’s registered credit card a fee of HK\$2,499 suggested retail price for the Gift without further notice. If the Gift with intact packaging, all accessories, user manual and unfilled warranty sheet are not returned within the time frame, HKBN will charge the Subscriber’s registered credit card a fee of HK\$2,499 suggested retail price for the Gift without further notice. HKBN reserves the right not to accept the returned goods and not to refund the Prepayment to the Subscriber. This post-registration cooling off period will immediately expire if: (i) Subscriber has activated his/her SIM card (whereby the post-activation cooling off period of 5G home broadband service will commence, if applicable) or (ii) Subscriber has activated his/her Disney+/myTV SUPER Account offered with the Service Plan (if applicable). Regarding the 5G home broadband service post-activation cooling off period, please refer to "Terms and Conditions for 5G home broadband service post-activation cooling off period" for details. (b) If Subscriber cancels his/her Service Plan within the post-registration cooling off period, all other services and value-added services that are included in the same Service Plan and/or that are registered under the same application will also be canceled (if applicable). Subscriber agrees that HKBN can set off the abovementioned charges and/or prices with the Prepayment (or any part thereof) and Subscriber shall pay the remaining balance of the charges and/or prices payable after the set off (if applicable).

7. Terms and Conditions for 5G home broadband service post-activation cooling off period: (a) Upon activation of the Service Plan, Subscriber can enjoy post-activation cooling off period of 7 days, starting the next day after service activation. During this post-activation cooling off period, Subscriber can send email to HKBNbroadband@hkbn.net to cancel the activated Service Plan. Liquidated damages are not required and Subscriber is also not required to fulfil the obligations of the Minimum Commitment Period. However, Subscriber shall return the collected Gift with intact packaging, all accessories, user manual and unfilled warranty sheet to HKBN shops (For shop locations, please refer to hkbn.net/shop/en) within 7 days after the Service Plan is canceled. The Gift to be returned should not be damaged, scratched, water-damaged or modified. If the Gift is damaged, scratched, water-damaged or modified, HKBN reserves the right not to accept the returned Gift and will charge the Subscriber’s registered credit card a fee of HK\$2,499 suggested retail price for the Gift without further notice. If the Gift with intact packaging, all accessories, user manual and unfilled warranty sheet are not returned within the time frame, HKBN will charge the Subscriber's registered credit card a fee of HK\$2,499 suggested retail price for the Gift without further notice. Subscriber authorizes HKBN to settle the above-mentioned fee with Subscriber’s registered credit card. This post-activation cooling off period will immediately expire if: (i) Subscriber has activated his/her Disney+/myTV SUPER Account offered with the Service Plan (if applicable). (b) If Subscriber cancels his/her Service Plan within the post-activation cooling off period, all other services and value-added services those are included in the same Service Plan and/or that are registered under the same application will also be canceled (if applicable). At the same time, Subscriber must pay off all outstanding charges as listed in section (c). (c) If Subscriber terminates his/her Service Plan within the post-activation cooling off period, Subscriber must pay off the charges as follow: (i) plan fees, after discount if applicable, pro-rated by the days of service or service plan used; (ii) associated usage charges or fees incurred from value-added services and pay-as-you-go services before termination (if applicable); and (iii) administrative charges for terminating the Service Plan, if applicable. Subscriber agrees that HKBN can set off the abovementioned charges and/or prices with the Prepayment (or any

part thereof) and Subscriber shall pay the remaining balance of the charges and/or prices payable after the set off (if applicable).

8. Subscriber of 5G Home Broadband Service Plan is governed by the abovementioned terms and conditions for 5G home broadband service post-registration cooling off period and post-activation cooling off period, terms and conditions for mobile services post-registration cooling off period is not applicable.

9. Subscriber is required to notify HKBN in advance for the change of designated registered service address.

10. If Subscriber only subscribes to a standalone 5G Home Broadband Service Plan without any other HKBN services, then Subscriber has to verify his/her address within 15 days upon service activation. If Subscriber fails to verify the address, his/her respective 5G Home Broadband Service Plan will be suspended. During the suspension period, Subscriber still has to pay the monthly service charge and all other charges or fees incurred from using the 5G home broadband service (if applicable).

11. If any one of the services in the 5G Home Broadband Service Plan is terminated, all other services and value-added services in the 5G Home Broadband Service Plan will also be terminated (if applicable).

12. Subject to Clause 12, if the 5G Home Broadband Service Plan(s) is/are terminated for whatever reasons, HKBN reserves the right to charge HK\$200 administrative fee for each terminated 5G Home Broadband Service Plan.

13. If the 5G Home Broadband Service Plan(s) is/are terminated within the Minimum Commitment Period for whatever reasons (outside of the post-activation 7-day cooling off period), Subscriber shall pay the total amount of the special monthly fees for the 5G Home Broadband Service Plan(s) payable for the remaining Minimum Commitment Period to HKBN as liquidated damages, as well as any administration fees from terminating the 5G Home Broadband Service Plan(s) (if applicable). If Subscriber terminates its related plan as a result of moving to area without 5G Home Broadband coverage, liquidated damages payable shall then be the sum of the following amounts : (i) administration fee waived for Subscriber in the registered service plan; and (ii) if applicable, pro-rata value of Gift calculated by remaining contract months to Minimum Commitment Period (e.g. if value of Gift is HK\$2,499, Minimum Commitment Period is 30 months, Subscriber terminates the contract 6 months prior to expiration of Minimum Commitment Period, the remaining value calculation will be : $HK\$2,499 / 30 \times 6 = HK\499.8). The value of Gift shall be the amount as set out by HKBN. Subscriber agrees that HKBN can set off the liquidated damages with prepayment (or any part thereof) of related service and Subscriber shall pay the remaining balance of liquidated damages after set off, if applicable. The above charges and fees are genuine pre-estimate of loss and not penalty. All offers in the 5G Home Broadband Service Plan(s) will also be terminated. Subscriber shall also pay the usage charges or fees incurred from value-added services and pay-as-you-go services (if applicable). Subscriber agrees that HKBN can set off all incurred charges or fees with prepayment (or any part thereof) of related service and Subscriber shall pay the remaining balance after set off, if applicable.

14. Any payment made to HKBN will be non-transferable and/or non-refundable.

15. If Subscriber terminates any of the 5G Home Broadband Service Plan(s), Subscriber is required to give at least 30 days' prior notice to HKBN.

16. If Subscriber continues to use the 5G Home Broadband Service Plan(s) after the Minimum Commitment Period, Subscriber will be charged at the rate applicable after the Minimum Commitment Period (i.e. Standard monthly fee) and monthly HK\$28 administration fee.

17. All fees and charges associated with other services in the 5G Home Broadband Service Plan are detailed out in the respective services' terms and conditions (if applicable).

18. At service registration, Subscriber can select a service start date, whereas the service in the 5G Home Broadband Service Plan will be activated on the selected date, subjected to service provisioning lead time. However, the service start date must be within 30 days of service registration. Subscriber must confirm his/her selection of the service start date before its occurrence. Once Subscriber confirms

this date with HKBN, the Minimum Commitment Period will commence starting from the service start date (irrespective whether the Subscriber has collected the Gift or not). Subscriber understands that he/she will not be able to use the service during the period between successful redemption of his/her SIM card and his/her service start date.

19. In case of any disputes, the decision of HKBN shall be final and conclusive.