

Please put a "✓" in the appropriate box

Subscriber Information (must be filled in)

Subscriber Name: _____

Account No. : _____

Contact Telephone No. / Mobile No. : _____

HKBN collects personal data in accordance with HKBN's privacy policy statement ("PPS") Any new personal data provided in this form will be used to process your termination request. Please refer to www.hkbn.net/pco/en.

Please Select the Service / Service Plan for Termination

(The Plan details are now available in My Account website at hkbn.net/myhkbn/en/login or My HKBN App for your easy reference.)

****Preferred Service Termination Date**

****Unless otherwise provided, Subscriber shall give HKBN not less than 30 days advance notice for termination request. If Subscriber terminates the subscribed service(s) within the minimum commitment period for whatever reasons, HKBN shall charge the Subscriber the specified amount of liquidated damages as stated in the contract. Upon the effective date of service termination, the related account and/or telephone number, and the designated service plan cannot be restored.**

Notes :

(1) To avoid delay in processing the service termination request, customer shall ensure that all necessary information has been provided.

(2) Only accept service termination request with effective date within 60 days

(3) A specific charge may apply in the event of early contract termination, such as payment of an amount for a gift or device provided to the customer and the amount of such gift and device, any administration fee and the actual amount payable by customer for the remainder of the term.

Next day
after
Contract End
Date

Selected Date
(yyyy/mm/dd)

Access Plan (Applicable for Termination of Broadband Internet and Related Value-added Service(s))

Service Address : _____ (must be filled in)

☐ Broadband Internet

Service ID : _____

☐ Terminate the above service, and all the related service(s) under the plan and/or under same Service ID (including, but not limited to HKBN Wi-Fi, myTV SUPER, myTV SUPER additional channel pack, the designated calling minutes and promotional calling minutes of IDD0030 and E-mail service, if applicable.)

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***Mobile Plan (Applicable Termination of Mobile Services and Related Value-Added Service(s))**

☐ Mobile Services

Mobile no. : _____ (must be filled in)

☐ Terminate the above service and all the related service(s) under the plan and/or same telephone number (including, but not limited to value-add-service. HKBN Wi-Fi service, voice and data roaming service, IDD0030 and IDD001), if applicable.

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***Communication Plan**

(Applicable for Termination of Home Telephone with Value-Added Service(s) and IDD0030 service(s))

☐ Home Telephone Service

Telephone no. : _____ (must be filled in)

☐ Terminate the above service, and all the related service(s) under the plan and/or same telephone number (including, but not limited to Home Telephone Combo, the designated calling minutes, promotional calling minutes of IDD0030 and Wi-Fi Concierge service), in which IDD0030 service for the same telephone number will also be deleted, if applicable.

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Other Service Plan

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Service Type: _____ (must be filled in) Service ID : _____ (must be filled in)

Service Type: _____ (must be filled in) Service ID : _____ (must be filled in)

Service Type: _____ (must be filled in) Service ID : _____ (must be filled in)

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*If Subscriber needs to have number porting for Mobile Plan/Communication Plan, it is not necessary to fill in this form. Please provide a written notice to the new telecom service operator about the arrangement. The effective date of the number porting service will be notified by the new telecom service operator separately.

Subscriber can submit this form by following way. Service Termination Confirmation Notice will be sent out within 7 working days after submitting Service Termination Application successfully.

By post : HKBN P.O Box No.73910 Kowloon Central Post Office

Please complete and sign

Return Equipment (if applicable)

Subscriber is required to return all equipment (including but not limited to Home Gateway, myTV SUPER Box and the accessories) provided by HKBN.

- ☐ Return the equipment to HKBN's shop (For shop locations, please refer to hkbn.net/shop/en) in person OR
☐ On-site dismantle service by HKBN technician (Service Charge: HK\$400 will be debited from subscriber's HKBN account; technician will arrange an on-site dismantle service within 1 month after the Service Termination Date)

Terms and Conditions for Service Termination

1. If the Communication Plan / IDD 0030 monthly plan is terminated for whatever reasons, HKBN will charge the subscriber immediately for using the IDD 0030 calling minutes (if applicable) and the rates will be based on the IDD 0030 basic plan that the subscriber has subscribed to. (Subscribers can login to My HKBN at hkbn.net/myhkbn/en/login to check the current rates for calling to hot countries/ regions). 2. If the Mobile Plan is terminated for whatever reasons, Subscriber shall also pay the usage charges or fees incurred from value-added services and pay-as-you-go services (e.g., roaming, IDD). 3. All equipment (if applicable) provided by HKBN must be returned to HKBN's shop (For shop locations, please refer to hkbn.net/shop/en) within 30 days after termination is in effect. Any failure to return on or before the relevant due date or in case of any loss or damage to the Equipment or any part thereof, HKBN will charge the subscriber the amount of relevant equipment/ accessories as HKBN shall deem appropriate from time to time. For details on these charges, please refer to www.hkbn.net/en.

Reasons for Termination (Please select one major reason)

- ☐ Pricing ☐ Substandard customer service ☐ Substandard sales process
☐ Mobile Network/Speed unstable ☐ Personal Emergency Link Service* ☐ Leave HK / Immigrate
☐ Relocation to area with no coverage ☐ Relocation to area without network resource ☐ Substandard Broadband technical support/ maintenance

*Applicable to Home Telephone termination only

Please advise the internet Service Provider you switch to (For Broadband Termination only)

- ☐ HKT ☐ HGC/3HK ☐ i-cable ☐ SmarTone ☐ CMHK ☐ No decided
☐ Other : _____

Subscriber's Signature _____

Date _____

For Official Use Only

Handle by :

Staff Signature :

Staff Code :