

**UNIFIED CARRIER LICENSE  
TELECOMMUNICATIONS ORDINANCE (Chapter 106)**

**Hong Kong Telecommunications (HKT) Limited (“HKT”) and  
PCCW-HKT Telephone Limited (“PCCW-HKT”)**

**Name of Tariff:**

Business Broadband Services

**Description of Tariff:**

Business Broadband Services deliver high-speed data transmission over an IP infrastructure for commercial customers to access to the Internet. Commercial customers can choose from a wide range of services with various bandwidths, symmetric or asymmetric data flow direction etc. to meet their business needs.

Wi-Fi Here Service is a service through which a commercial customer can provide Wi-Fi Internet access to designated users via Wi-Fi access point(s) located in the Customer’s premises.

**Types of Services:**

Class of Service	Bandwidth Range	Installation (Remark) (HK\$)	Monthly Rental (HK\$)	Internal Relocation (HK\$)	External Relocation (HK\$)
@WORK Broadband (Ultra Line, Single/Multi-Access)	1.5M/640K – 1000M	3,000	9,000	2,000	3,000
@WORK Broadband (“Premier” Multi-Access)	1.5M/640K – 100M	3,000	9,000	2,000	3,000
@WORK Broadband ( <b>Business Broadband</b> ) / Ultra Broadband	1.5M – 1000M	3,000	9,000	2,000	3,000
Always-On Broadband	1.5M/640K – 1000M	8,000	98,000	6,000	4,000
Dedicated Internet	128K - 521K	8,000	12,000	2,500	8,000
Dedicated Internet	T1	8,000	20,000	2,500	8,000
Dedicated Internet	E1	8,000	35,000	2,500	8,000
Dedicated Internet	2M – 1000M	30,000	150,000	15,000	30,000
Metro-Internet	2M – 1000M	55,000	1,500,000	27,500	55,000
ATM Internet	2M – 60M	21,500	350,000	10,000	21,500

Remark: Additional charges may apply on a costs plus basis if our costs on a one-off or an amortized basis exceed HK\$55,000.

**Terms and Conditions:**

1. The provision of the Business Broadband Services is subject to the availability of the Company’s resources.

2. The provision of the Business Broadband Services is subject to the Company's prevailing Terms and Conditions for each respective service including but not limited to the General Conditions of Service, Special Conditions for Business Netvigator Service (see Annex A) and the respective Special Conditions as amended from time to time as follows:
  - (a) @WORK Broadband - subject to the Company's prevailing "@WORK Broadband Service / Always-On Broadband Service / Ultra Broadband Service Terms and Conditions" (see Annex B)
  - (b) Always-On Broadband - subject to the Company's prevailing "@WORK Broadband Service / Always-On Broadband Service / Ultra Broadband Service Terms and Conditions" (see Annex B)
  - (c) Ultra Broadband – subject to the Company's prevailing "@WORK Broadband Service / Always-On Broadband Service / Ultra Broadband Service Terms and Conditions" (see Annex B)
  - (d) Metro-Internet – subject to the Company's prevailing "Metro-Internet Access Service Terms and Conditions" (see Annex C)
  - (e) Dedicated Internet – subject to the Company's prevailing "Dedicated Internet Access Service Terms and Conditions" (see Annex D)
  - (f) ATM Internet – subject to the Company's prevailing "ATM Internet Access Service Terms and Conditions" (see Annex E)
3. Wi-Fi Here Service is to be provided with one of the above Internet access services as designated by the Company to a commercial customer under the above tariff. This service is also subject to the Special Conditions of Wi-Fi Here Service (see Annex F).

**Effective date of tariff:**

Immediate

**Revision history:**

Revision to the tariff published in Tariff No. U0025-006-Feb2016 on 29 Feb 2016 in respect of service provisioning.

## **SPECIAL CONDITIONS (“SPECIAL CONDITIONS”) FOR BUSINESS NETVIGATOR SERVICE (“BNS”)**

The Special Conditions for the **BNS** are additional to the General Conditions of Services of Hong Kong Telecommunications (HKT) Limited (“**General Conditions**”) posted at <http://www.pccw.com>. Any capitalised terms not defined in the Special Conditions will have the meaning given to it in the General Conditions.

### **1. The Company’s responsibilities**

1.1 The Company will provide the Customer the **BNS** pursuant to the Special Conditions and is entitled to:

- (i) deactivate the **BNS** at any time without notice to carry out system maintenance, upgrading, testing and/or repairs;
- (ii) limit or suspend the Customer’s access to the **BNS** without notice where the Company is of the opinion that such action is appropriate as a result of the Customer’s use of the **BNS**;
- (iii) without limiting the generality of sub-clause (ii) above, suspend and/or terminate the **BNS** without notice to the Customer where the Company is of the opinion that the **BNS** is used for spamming activities or sending commercial electronic messages not in accordance with the applicable laws;
- (iv) expand, reduce, replace and/or modify any of the **BNS** or services (which may be accessed through the **BNS** or supplied by the Company together with the **BNS**) (in whole or in part), or any Content; and
- (v) amend the amount of any fees, introduce new fees and/or amend the terms and conditions of the Agreement, and/or amend any operating rules which govern the Customer’s use of the **BNS** by:
  - (a) posting the details of such amendments on [www.biz.netvigator.com](http://www.biz.netvigator.com); and/or
  - (b) sending the Customer a notification of such amendments via post or such other means as determined by the Company,such amendments to take effect 7 days after any such posting on [www.biz.netvigator.com](http://www.biz.netvigator.com) is made and/or on the date as specified in such notification.

### **2. The Customer’s responsibilities**

2.1 The Customer will:

- (i) be responsible for the use of the **BNS** by any Network User;
- (ii) not copy, distribute, publish, transmit or otherwise exploit any Content unless the Customer owns that Content or possess an appropriate licence;
- (iii) not use or permit any Network User to use the **BNS** to publish, distribute, transmit or initiate to transmit, circulate, send, cause to be sent or attempt to send any unsolicited information, message or content (whether they are for advertising or promotional purpose or otherwise) or any commercial electronic messages without the consent of the recipient or otherwise not in accordance with the applicable laws and regulations or any content that is obscene, indecent, seditious, offensive, defamatory, threatening, liable to incite racial hatred, discriminatory, menacing or in breach of confidence;
- (iv) not hack, break into, access, use or attempt to hack, break into, access or use any part of the **BNS**, the Content and/or any Storage Space on the Company’s server(s) for which the Customer has not been authorised by the Company;
- (v) not hack, break into, access, use or attempt to hack, break into, access or use any part of any website(s) of any third parties, its contents and/or any data areas on any server(s) of any third parties for which the Customer has not been authorised; and

- (vi) not store or upload any kind of tools, software, address-harvesting software, harvested-address lists or materials in any Storage Space assigned by the Company to the Customer in the Company's server(s) that can be used, in the Company's sole opinion, for hacking or any other illegal, fraudulent, deceptive or improper purpose;
- (vii) ensure that each of the Network Users comply with the Special Conditions;
- (viii) abide by all relevant laws and regulations of Hong Kong as amended from time to time, when using the **BNS**;
- (ix) subject to any other terms contained in the Agreement, not assign, transfer or sub-license all or any part of the Customer's rights or obligations under the Special Conditions;
- (x) in relation to any Content which the Customer uploads to the **BNS**, be deemed to have granted to the Company an irrevocable perpetual licence to copy, distribute, publish and transmit such Content as is necessary for the operation of the **BNS**, without charge, unless agreed otherwise between the Customer and the Company;
- (xi) not to resell, or license any of the **BNS** to a third or an unspecified party without prior written approval from the Company; and
- (xii) be liable to pay for any damage or loss of Network Equipment provided as listed in the URL <http://www.biz.netvigator.com> to facilitate the use of the **BNS**.

2.2 The Customer agrees and acknowledges that:

- (i) no unused 'free usage hours' of access time (where applicable) may be carried forward to the following month; and
- (ii) except for the Content which is supplied by the Company, it is not the Company's policy to exercise any editorial control over or to edit or amend any Content before it is transmitted or made available through the **BNS**.

2.3 Notwithstanding anything contained in clause 2.2 above, the Customer hereby authorises the Company to amend or delete any Content which is uploaded or otherwise provided by the Customer where any such Content is, in the Company's sole opinion, defamatory, in breach of copyright, illegal or otherwise not appropriate to be accessed by or through using the **BNS**.

2.4 The Customer agrees to indemnify the Company against any action, liability, cost, claim, loss, damage, proceeding, and/or expense suffered or incurred by the Company arising from or which is related to:-

- (i) any Network Users' use of the **BNS**; and
- (ii) any breach or non-observance of any term of the Agreement by any Network Users.

2.5 The Customer acknowledges and agrees that the Company is entitled to check the Customer's Storage Space as assigned by the Company to the Customer in the Company's server(s) if required to do so by law or if in good faith the Company reasonably believes that such checking is necessary to:

- (i) enforce the terms of the Agreement;
- (ii) respond to claim(s) by third parties that any Network User's use of the **BNS** violates the rights of third parties, is illegal or improper; or
- (iii) protect the rights, property or safety of the **BNS**, its users, other websites and the public.

2.6 (If applicable) the **BNS** is provided at the installation address specified in the Application, where there are sufficient service coverage and necessary resources available. Such coverage of service and availability of resources shall be solely determined by the Company. Should the Customer during the Commitment Period (as specified in the Application) request the Company to re-locate the **BNS** to a location where neither service coverage nor necessary resources are available for provisioning of the **BNS**:

- (i) the Customer's relocation request shall constitute a breach of the Special

- Conditions;
- (ii) the Company shall have no obligations to comply with the Customer's relocation request; and
  - (iii) the **BNS** shall be deemed to be early terminated by the Customer and the Customer shall be subject to the liabilities under clause 9.4 of the Special Conditions without prejudice to the Company's other rights.

2.7 The Customer shall assess the suitability of the **BNS** and its associated software for the Customer's own computer system and network. The Customer acknowledges that it has not relied on the Company and the Company shall not be liable in respect of such assessment by the Customer.

2.8 (Where applicable) in relation to any login account(s) (login ID and password) and access rights to the **BNS** provided by the Company, the Customer shall use the login account(s) properly and keep the account(s) confidential. The Customer shall be solely responsible and remain liable for all losses, damages, claims, costs and expenses arising from any improper use, abuse or improper disclosure of the account(s).

### 3. Charges and Payment

3.1 We will send the Customer an invoice every month with a list of all Charges (including but not limited to fees for the Equipment specified in the delivery note, Installation Fees, monthly fees, Software licence fees, Rental, storage, usage connectivity, PNETS charges and any other relevant fees and charges current from time to time) which relate to the use of the **BNS** by any Network Users and/or any Content. The Company may provide the Customer with an extra copy of the invoice if the Customer pay the additional handling charge set out in the relevant Application.

3.2 The Customer agrees to pay the full amount of such invoice by the payment method selected by the Customer on the Application, such payment to be made before the due date for payment as specified on the invoice.

3.3 If the Customer elects to pay by credit card(s) or auto-payment, the Customer hereby authorises the Company to (as the case may be) auto-debit, charge the Customer's credit or charge (credit) card with the full amount of such invoice at any time before the due date for payment on the invoice, such authorisation to continue after the expiry date on any such card (and where the Customer is not the cardholder, the Customer hereby agrees to procure such authorisation from the cardholder).

3.4 Any disputes regarding an invoice must be raised within 30 days of the date of the invoice notwithstanding, where relevant, any terms to the contrary in any cardholder agreement with the bank. Please note that no credit or refund is available in respect of any time when the **BNS** is terminated, unavailable or suspended.

3.5 If the Customer has not paid any invoice by the due date, we reserve the right to:-

- (i) charge interest on any outstanding amount in accordance with clause 4.6 of the General Conditions until the invoice has been paid in full;
- (ii) charge a handling fee, collection agency fee, reconnection fee and/or require a security deposit;
- (iii) withhold providing the **BNS** until full payment of the Charges and notwithstanding the suspension of the **BNS**, the Customer is still liable to pay the monthly subscription fee, Software licence, storage, Content, PNETS charges and any other relevant fees and charges current from time to time for the service suspension period until the date of the termination of the **BNS** or the resumption of the **BNS** (as the case may be); and

- (iv) transfer any amount that is owing to the Customer or due from the Customer under any of the Customer's accounts, if the Customer has more than one account with the Company, so as to settle any outstanding amount due to the Company under any of the Customer's accounts whether they have been terminated or suspended.

#### **4. Software Licence**

- 4.1 The Company hereby grants to the Customer a non-exclusive and non-transferable licence for the Customer to store, run and use the Software on the Customer's computer for the purpose of enabling the Customer to reconfigure the Customer's Computer Equipment in accordance with clause 5 of the Special Conditions and otherwise in accordance with the terms and conditions of the Agreement and the licence which accompanies the Software but not further. Except to the extent permitted by law, the Customer shall not alter, modify, adapt or translate the Software nor decompile, disassemble or reverse engineer the same nor attempt to do any such thing.

#### **5. Equipment**

- 5.1 The Customer agrees:

- (i) that the provision of access to the **BNS** is subject to the reconfiguration of the Customer Equipment and the installation of the relevant Equipment and Software;
- (ii) to authorise the Company or the Company's authorised agents to reconfigure the Customer Equipment to allow access to the **BNS** and install the relevant Equipment and Software;
- (iii) that it will be the Customer's responsibility prior to installation or (re-)configuration of the Equipment or Software in this clause 5 to back up data on the Customer Equipment and inform the Company if any configuration or installation by the Company is likely to invalidate any support arrangements or other functions of the Customer Equipment;
- (iv) that the Company reserves the right not to reconfigure the Customer Equipment or install the related Equipment or Software as the Company deems appropriate and at the Company's discretion;
- (v) that the Customer will not use any other equipment in place of the Equipment supplied to the Customer under the Agreement to gain access to the **BNS** without the Company's prior written consent;
- (vi) that we will not be liable for any loss or damage (including loss of data, profits, goodwill, bargain, opportunity or anticipated savings) suffered by the Customer or any other person arising directly and/or indirectly from the Company's configuration or installation activities (which includes removal and installation of Equipment and /or Software) under this clause 5; and
- (vii) it is the Customer's responsibility to install Software and reconfigure the Customer Equipment to gain access to the **BNS**.

- 5.2 The Customer further warrants that the Customer owns the Customer Equipment on which the Company conducts configuration and installation activities pursuant to clause 5.1 of the Special Conditions. If the Customer does not own the Customer Equipment the Customer agrees to obtain the consent of the relevant owner of the Customer Equipment before the Company will carry out any such activities. The configuration and installation activities pursuant to this clause 5 and the provision of the **BNS** under the Special Conditions are both subject to the capability of the Customer Equipment to gain access to the **BNS**.

#### **6. Equipment Warranty**

- 6.1 The Customer agrees that:

- (i) with respect to any Equipment , upon termination of the **BNS** the Customer will make such Equipment available for removal or return it to the Company in the same condition as originally installed, fair wear and tear excepted or the Customer shall indemnify the Company for all charges for restoration of such Equipment to such condition. If the Customer does not return such Equipment or make it available for removal by the Company, the Customer shall be liable for its then current market value. The title of such Equipment will remain with the Company. The Customer will, however be liable for repair charges or the replacement cost of such Equipment if it is damaged or lost due to any Network User's acts, omissions, theft, negligence, intentional acts, or any other cases. The Customer shall not part with possession or control of such Equipment and the Customer will not permit anyone other than the Company to carry out any repairs or maintenance to such Equipment. If any such Equipment which proves to be defective under normal use due to defective materials, design and/or workmanship, the Company shall, at the Company's option, either repair or replace the same or the defect part(s) thereof;
- (ii) with respect to any Equipment or Software, unless otherwise agreed by the Company, no warranty will be given by the Company whatsoever or by any other party save and except the warranty (if any) given by manufacturer(s) or vendor(s) of the Equipment or Software concerned;
- (iii) this warranty does not include labour costs (except the Company's standard installation costs) nor any on-site maintenance;
- (iv) for the avoidance of doubt, this warranty does not apply to the Access Kit (where applicable) to facilitate the use of **BNS**; and
- (v) this warranty does not survive termination of the **BNS**.

6.2 The Customer shall indemnify and hold the Company harmless from and against any and all claims, actions, demands, costs, damages, liabilities, losses and expenses that may be caused or suffered by the Company or its Affiliate when the Equipment is in the Customer's control custody or possession.

## 7. General Warranties & Liability

7.1 To the extent permitted by law, the Company disclaims any representation or warranty whether express or implied as to the title, fitness for a particular purpose, merchantability, accuracy or standard of quality of the **BNS**, the Software, the Equipment and/or any Content, that the **BNS** will be uninterrupted or error free, any obligation to maintain the confidentiality of information (although the Company's current practice is to maintain such confidentiality), the results to be obtained from use of the **BNS** and/or any Content unless otherwise specifically mentioned in the Special Conditions.

7.2 The Customer agrees that the Company's liability under the Special Conditions shall in any event not exceed the total Charges paid by the Customer to the Company for the immediately preceding twelve months prior to any incident giving rise to a claim. In the absence of the Company's negligence or deliberate act, and to the extent permitted by law, the Company expressly disclaims any liability for:

- (i) any damage to or loss of data suffered by the Customer arising from use of the **BNS**, the Software, the Equipment and/or any Content by any Network Users;
- (ii) any claim based in contract, tort, or otherwise for any indirect, special, economic, collateral, incidental, consequential or punitive loss or damage, suffered, sustained or incurred by the Customer or any person arising out of or relating to use of or inability to use the **BNS**, the Software, the Equipment, any Content, IP Address and/or Domain Name by any Network Users. For the purposes of the Special Conditions, indirect or consequential loss or damage includes, without limitation, loss of revenue, profit, anticipated savings, customers or business, loss, corruption or damage to data, voice or other information, loss of goodwill, loss of bargain, loss

- of opportunities, loss of use or value of any equipment and software, any third party claims, and, all associated and incidental costs and expenses;
- (iii) any claim relating to any Content or services supplied, provided, sold or made available by or through the **BNS** (or any failure or delay to so supply, provide, sell or make available);
  - (iv) any injury, disease, seizure or loss of consciousness suffered by the Customer or any person who gains access to the **BNS**, arising whether directly or indirectly from accessing and using the **BNS**, any associated services or playing any computer games through the **BNS**; and
  - (v) any withdrawal, disruption, suspension or termination of the **BNS**, IP Address and/or Domain Name or any part thereof which is attributable to an event or circumstance beyond the Company's reasonable control. Under all circumstances, the Customer agrees and acknowledges that the Company shall not be subject to any liability or responsibility for any costs, actions, claims, proceedings, demands, damages, liabilities, losses and expenses caused to the Customer or any third party in relation to any of the Equipment and/or Software resulting from any reason or cause whatsoever.

## **8. IP Address and Domain Name**

- 8.1 This clause 8 is applicable to **the BNS** subscription with an Internet Protocol Address ("**IP Address**") and/or a domain name(s) ("**Domain Name**"). Any IP Address that is assigned to the Customer for the Customer's use by the Company under the Agreement is neither owned by the Customer nor by the Company. Such IP Address is allocated to the Company by regional registries so that the Company can assign the same to the Company's customers for their use only and the Company's customers shall have no other rights or any title thereto. Any Domain Name that is assigned to the Customer for the Customer's use by the Company under the Agreement is not owned by the Customer and may or may not be owned by the Company and the Customer shall have no other rights or any title thereto.
- 8.2 The Customer agrees that the Company shall have the right in its sole discretion to suspend or withdraw from any further use of any such IP Address and/or (where applicable) Domain Name or take necessary actions at any time with or without notice to the Customer, and without liability or compensation to the Customer or any person or entity whatsoever and the Customer shall have no claim whatsoever against the Company if the Company is of the opinion that such IP Address and/or Domain Name belongs to a third party or infringes a third party's rights or is in contravention of any applicable law.
- 8.3 Upon withdrawal or suspension of any use of IP Address and/or Domain Name, or termination of the the **BNS** or the Agreement the Customer shall:-
- (i) stop using such IP Address and/or Domain Name immediately;
  - (ii) remove such IP Address set up from the relevant Customer Equipment; and
  - (iii) withdraw from any further use of such IP Address and/or (where applicable) Domain Name whatsoever.
- 8.4 If the Customer uses or continues using any of such IP Address and/or Domain Name after we have exercised the Company's right to suspend or withdraw such IP Address and/or (where applicable) Domain Name or upon termination of the the **BNS** or the Agreement, the Customer shall keep the Company fully indemnified as to any costs, actions, claims, proceedings, demands, damages, liabilities, losses and expenses that may be caused to or suffered by the Company or its Affiliates as a result thereof.

## **9. Term and Termination**



- 9.1 The Term Plan of the **BNS** shall be for the period specified as the “Commitment Period” in the Application unless earlier terminated in accordance with the Agreement. Upon expiry of the Commitment Period, the Agreement shall be renewed or extended in accordance with the Application and the General Conditions.
- 9.2 The Company is entitled to terminate the **BNS** at anytime on the giving of at least one calendar month's notice to the Customer or immediately by notice to the Customer if the Customer breaches any term of the Agreement.
- 9.3 Subject to clause 9.4 below, the Customer may terminate the **BNS** or any associated services at any time by giving at least one calendar month prior written notice to the Company.
- 9.4 If the **BNS** or any associated service is terminated by the Company as a result of the Customer's breach of the Agreement or if the **BNS** or any associated service is terminated by the Customer before the expiry of the Commitment Period, the Customer shall pay to the Company immediately upon demand, all accrued charges, the early Cancellation Charge being the total monthly charges (at the then prevailing tariff) for access to the **BNS** payable from the date of early termination to the date of the expiry of such Commitment Period and any other sum payable in such event as specified in the Application. The Customer acknowledges that the early Cancellation Charge payable by the Customer represents a genuine pre-estimate of the loss that the Company will suffer arising from the provision of resources and staffing and is not a penalty. Such payment is without prejudice to any other rights and remedies that the Company may have against the Customer by reason of the early termination.
- 9.5 If in the Company's reasonable opinion, the capability of the Customer Equipment or the implementation environment with regard to the Equipment or Software installation is not suitable for gaining access to the **BNS** or the Customer Equipment is incompatible with the Network, the Company is entitled to terminate the **BNS** and the associated services with immediate effect by giving written notice to the Customer without any liability.

## **10. Effect of Termination**

- 10.1 Upon the date of termination of the **BNS**:
- (i) all licences, rights and privileges granted to the Customer under the terms of the Special Conditions shall cease; and
  - (ii) the Customer will not be entitled to a refund of any Fees unless:
    - (a) there is a credit balance of at least HK\$30.00 in the Customer's account, and
    - (b) such credit balance represents a pre-payment of a monthly subscription fee made by the Customer.
- 10.2 Any termination of the **BNS** shall not affect any accrued rights or liabilities of either party nor shall it affect the coming into force or the continuance in force of any provision contained in the Agreement which is expressly or by implication intended to come into or continue in force on or after such termination.

## **11. General**

- 11.1 The English version of the Special Conditions shall prevail over any Chinese version which is provided for information purposes only.
- 11.2 If any term or condition of the Special Conditions becomes or is declared illegal, invalid

or unenforceable for any reason, such term or condition shall be divisible from the Special Conditions and shall be deemed to be deleted from the Special Conditions.

11.3 The Special Conditions shall be governed by the laws of Hong Kong and the parties hereby submit to the exclusive jurisdiction of the courts of Hong Kong.

## 12. Definitions

In these Special Conditions:

“**Application**” means the Application for the **BNS**.

“**Access Kit**” means the software tool contained in a CD and is provided to the Customer for using the **BNS**.

“**Content**” means any still picture or other series of moving images, whether animated or otherwise, music video, music, data, information and/or other material, goods or services that may be accessed through the **BNS** or other service provider(s) or via any other means.

“**Customer Equipment**” means all hardware and consumables owned by the Customer or licensed or leased to the Customer by a third party, including but not limited the router, personal computer, hub or switch and other equipment used in relation to a service.

“**Installation Fees**” means the installations fees of the **BNS** as specified in the Application.

“**Network User(s)**” means the Customer, any of the Customer’s employees, contractors, agents or any other persons who use the **BNS** (whether or not authorized) on the network which is the subject of the Special Conditions.

“**PNET**” means Public Non-Exclusive Telecommunications Service.

“**Software**” means the software provided by the Company to the Customer in relation to the **BNS** or any associated services provided under the Agreement.

“**Storage Space**” means the computer data storage or memory, which includes computer components, devices, and recording media.

**@Work Broadband Service / Always-On Broadband Service / Ultra Broadband Service Terms and Conditions**

Notwithstanding anything contained in the Special Conditions and General Conditions (as defined in paragraph (11) below):

- 1) (a) "Company" means Hong Kong Telecommunications (HKT) Limited.  
(b) the "BNS" means the Business Netvigator Service.
- 2) The Company reserves its right to amend the contents and all the terms and conditions contained in this Application at any time. In case of disputes, the Company's decision shall be final and conclusive.
- 3) The maximum network bandwidth available for the BNS is specified as the downstream and upstream bandwidths in this Application. Actual network performance (including but not limited to speed) will be affected by the user's device; technology, network and software used; network configuration and coverage, usage levels and extraneous factors.
- 4) Customer agrees to pay all fees or charges imposed by the building owner, building management office, incorporated owners, or any third parties for the provision of the BNS to the location of the Customer requested Installation Address.
- 5) Should the Customer cancel the Application of the BNS at any time before it is provisioned but after it has already been accepted and being prepared by the Company for the service provisioning, the Customer shall pay the Company an application Cancellation Charge equivalent to the amount of one month's Standard Monthly Fee.
- 6) Clauses 14.8 to 14.11 of the Company's General Conditions provide for the renewal of the existing Term Plan ("Existing Plan"). The Existing Plan, upon its expiration, will be extended under certain circumstances on a monthly basis. Unless otherwise specified or notified by the Company, all the existing free gifts/products/services, waiver, rebate or discount will not be available.
- 7) Should the Customer terminate the BNS before the expiry of the Commitment Period, the Customer shall pay to the Company immediately upon demand, all accrued charges, early Cancellation Charge being the total monthly charges (at the then prevailing tariff) for access to the BNS payable from the date of early termination to the date of the expiry of such Commitment Period and any other sum payable in such event as specified in this Application.
- 8) The Customer shall pay additional Charge as specified by the Company for any monthly storage usage exceeding the Email Storage Entitlement of the subscribed Term Plan. The monthly storage usage shall be the average daily storage usage for the month as rounded up to the nearest digit.
- 9) The Average Monthly Fee specified herein is for reference only and shall not be regarded as the actual fee payable under this Application.
- 10) The terms and conditions of the following service(s) associated with the BNS ("Associated Services") are posted at <http://www.biz.netvigator.com>. The Company will provide the Customer with some of the Associated Services as more particularly specified in the Term Plan of this Application subject to its/their respective terms and conditions. In the event that the Customer terminates the services specified in this Application during

the Commitment Period, the Associated Services shall also be terminated automatically.

- Email Service, Email Anti-Virus Service, Email Anti-Spam Service, Anti-Hacking Service, Wireless Access Service

11) Unless otherwise specified in this Application, this Application for the BNS and the terms and conditions of the Associated Services are in addition to (a) the Special Conditions for the BNS posted at [www.biz.netvigator.com](http://www.biz.netvigator.com) ("Special Conditions"); and (b) the General Conditions of Hong Kong Telecommunications (HKT) Limited posted at <http://www.pccw.com> (as amended from time to time) ("General Conditions"). Where applicable, by the Customer's authorized person signature below:

- (a) all such Special Conditions and General Conditions are deemed incorporated herein by this reference; and
- (b) the Customer are deemed to agree and accept the Special Conditions, General Conditions, the terms and conditions set out in this Application and all other related terms and conditions of the Associated Services.

**Dedicated Internet Access Service Terms and Conditions**

Notwithstanding anything contained in the Special Conditions and General Conditions (as defined in paragraph (8) below):

- 1)
  - (a) "Company" means Hong Kong Telecommunications (HKT) Limited.
  - (b) the "BNS" means the Business Netvigator Service.
  - (c) This Dedicated Internet Access (Broadband Service) forms part of the BNS. For the purpose of this Application, reference to "BNS" shall include this Dedicated Internet Access (Broadband Service).
- 2) The Company reserves its right to amend the contents and all the terms and conditions contained in this Application at any time. In case of disputes, the Company's decision shall be final and conclusive.
- 3) The maximum network bandwidth available for the BNS is specified as the downstream and upstream bandwidths in this Application. Actual network performance (including but not limited to speed) will be affected by the user's device; technology, network and software used; network configuration and coverage, usage levels and extraneous factors.
- 4) Customer agrees to pay all fees or charges imposed by the building owner, building management office, incorporated owners, or any third parties for the provision of the BNS to the location of the Customer requested Installation Address.
- 5) Should the Customer cancel the Application of the BNS at any time before it is provisioned but after it has already been accepted and being prepared by the Company for the service provisioning, the Customer shall pay the Company an application Cancellation Charge equivalent to the amount of one month's Standard Monthly Fee.
- 6) Clauses 14.8 to 14.11 of the Company's General Conditions provide for the renewal of the existing Term Plan ("Existing Plan"). The Existing Plan, upon its expiration, will be extended under certain circumstances on a monthly basis. Unless otherwise specified or notified by the Company, all the existing free gifts/products/services, waiver, rebate or discount will not be available.
- 7) Should the Customer terminate the BNS before the expiry of the Commitment Period, the Customer shall pay to the Company immediately upon demand, all accrued charges, early Cancellation Charge being the total monthly charges (at the then prevailing tariff) for access to the BNS payable from the date of early termination to the date of the expiry of such Commitment Period and any other sum payable in such event as specified in this Application.
- 8) Unless otherwise specified in this Application, this Application for the BNS and the terms and conditions of the Associated Services are in addition to (a) the Special Conditions for the BNS posted at [www.biz.netvigator.com](http://www.biz.netvigator.com) ("Special Conditions"); and (b) the General Conditions of Hong Kong Telecommunications (HKT) Limited posted at <http://www.pccw.com> (as amended from time to time) ("General Conditions"). Where applicable, by the Customer's authorized person signature below:
  - (a) all such Special Conditions and General Conditions are deemed incorporated herein by this reference; and

- (b) the Customer are deemed to agree and accept the Special Conditions, General Conditions, the terms and conditions set out. in this Application and all other related terms and conditions of the Associated Services.

**Metro-Internet Access Terms and Conditions**

Notwithstanding anything contained in the Special Conditions and General Conditions (as defined in paragraph (8) below):

- 1)
  - (a) "Company" means Hong Kong Telecommunications (HKT) Limited.
  - (b) the "BNS" means the Business Netvigator Service.
  - (c) This Metro-Internet Access Service forms part of the BNS. For the purpose of this Application, reference to "BNS" shall include this Metro-Internet Access Service.
- 2) The Company reserves its right to amend the contents and all the terms and conditions contained in this Application at any time. In case of disputes, the Company's decision shall be final and conclusive.
- 3) The maximum network bandwidth available for the BNS is specified as the downstream and upstream bandwidths in this Application. Actual network performance (including but not limited to speed) will be affected by the user's device; technology, network and software used; network configuration and coverage, usage levels and extraneous factors.
- 4) Customer agrees to pay all fees or charges imposed by the building owner, building management office, incorporated owners, or any third parties for the provision of the BNS to the location of the Customer requested Installation Address.
- 5) Should the Customer cancel the Application of the BNS at any time before it is provisioned but after it has already been accepted and being prepared by the Company for the service provisioning, the Customer shall pay the Company an application Cancellation Charge equivalent to the amount of one month's Standard Monthly Fee.
- 6) Clauses 14.8 to 14.11 of the Company's General Conditions provide for the renewal of the existing Term Plan ("Existing Plan"). The Existing Plan, upon its expiration, will be extended under certain circumstances on a monthly basis. Unless otherwise specified or notified by the Company, all the existing free gifts/products/services, waiver, rebate or discount will not be available.
- 7) Should the Customer terminate the BNS before the expiry of the Commitment Period, the Customer shall pay to the Company immediately upon demand, all accrued charges, early Cancellation Charge being the total monthly charges (at the then prevailing tariff) for access to the BNS payable from the date of early termination to the date of the expiry of such Commitment Period and any other sum payable in such event as specified in this Application.
- 8) Unless otherwise specified in this Application, this Application for the BNS and the terms and conditions of the Associated Services are in addition to (a) the Special Conditions for the BNS posted at [www.biz.netvigator.com](http://www.biz.netvigator.com) ("Special Conditions"); and (b) the General Conditions of Hong Kong Telecommunications (HKT) Limited posted at <http://www.pccw.com> (as amended from time to time) ("General Conditions"). Where applicable, by the Customer's authorized person signature below:
  - (a) all such Special Conditions and General Conditions are deemed incorporated herein by this reference; and
  - (b) the Customer are deemed to agree and accept the Special Conditions, General Conditions, the terms and conditions set out in this Application and all other related terms and conditions of the Associated Services.

**ATM INTERNET ACCESS SERVICE TERMS AND CONDITIONS**

1) Our responsibilities

"We" and "us" means PCCW IMS Limited. We will provide you (the "Customer") with ATM INTERNET ACCESS SERVICE. You should note that we may (i) deactivate ATM INTERNET ACCESS SERVICE at any time without notice to carry out system maintenance, upgrading, testing and/or repairs; (ii) limit or suspend your access to ATM INTERNET ACCESS SERVICE without notice where we are of the opinion that such action is appropriate as a result of your use of ATM INTERNET ACCESS SERVICE; (iii) expand, reduce and/or modify any of the Services (being the provision of ATM INTERNET ACCESS SERVICE by us and any of the Services which may be accessed through ATM INTERNET ACCESS SERVICE or supplied by us together with ATM INTERNET ACCESS SERVICE), or any Content (being any still picture or other series of moving images, whether animated or otherwise, music video, music, data, information and/or other material, goods or services that may be accessed through ATM INTERNET ACCESS SERVICE), amend the amount of any fees, introduce new fees and/or amend the terms and conditions of this Agreement, and/or amend any operating rules which govern your use of ATM INTERNET ACCESS SERVICE by posting the details of such amendments on [www.biz.netvigator.com](http://www.biz.netvigator.com), such amendments to take effect 7 days after any such posting is made.

2) Term

Subject to early termination pursuant to clause 11, you agree to acquire from us, and we agree to supply to you, the Service for the period of time period specified as the Term in the Form ("Term").

3) Your responsibilities

You will (i) be strictly and solely responsible for any and all uses of the Services the subject of this Agreement by any person, including any accessing and use of the Content, and you agree that any such use will be treated by us as a use by you, whether or not that use was authorised by you; (ii) not copy, distribute, publish, transmit, make available, infringe any intellectual property rights or otherwise exploit any Content unless you own that Content or possess an appropriate licence ; (iii) not use the Services to publish, distribute, transmit or circulate any unsolicited information, message or content (whether they are for advertising or promotional purpose or otherwise) or any content that is obscene, indecent, seditious, offensive, defamatory, threatening, liable to incite racial hatred, discriminatory, menacing or in breach of confidence; (iv) not hack, break into, access, or by other unauthorised means use or attempt to hack, break into, access or by other unauthorised means use any part of the Services , the Content and/or any data areas and/or any of our server(s) for which you have not been authorised by us; (v) not hack, break into, access, use or attempt to hack, break into, access or use any part of any website(s) of any third parties, its contents and/or any data areas on any server(s) of any third parties for which you have not been authorised; (vi) not store or upload any kind of tools, software or materials in any storage space assigned by us to you in our server(s) that can be used, in our sole opinion, for hacking or any other illegal or improper purpose; (vii) ensure that each of the Designated Users (being all those individuals authorised by you to use the Services) comply with these terms and conditions; (viii) abide by all relevant laws of Hong Kong SAR and any operating rules, as amended from time to time, when using the Services; (ix) subject to any other term contained in this Agreement, not assign, transfer or sub-license all or any part of your rights or obligations under this Agreement; (x) not to use the Services in a manner which constitutes a violation or infringement of the rights of any person, firm or company (including but not limited to rights of copyright or confidentiality) or a violation or infringement of any



statutory duty or obligation or any duty or obligation in contract, tort or otherwise, to any third party; and (xi) not use your login ID and password, and ensure that any other person does not use your login ID and password, to access the internet using the Services from more than one computer at any one time.. You acknowledge that (i) no unused 'free usage hours' of access time may be carried forward to the following month; and (ii) except for that Content which is supplied by us as principal, it is not our policy to exercise any editorial control over or to edit or amend any Content before it is transmitted or made available through the Services. You agree to indemnify us against any action, liability, cost, claim, loss, damage, proceeding, and/or expense suffered or incurred by us arising from or which is related to (i) your use, any Designated Users' use and/or any other company's use of the Services where such company was able to access the Services with your authority; (ii) any breach or non-observance of any term of this Agreement by you or any Designated User. You acknowledge and agree that we may check your storage space as assigned by us to you in our server(s) if required to do so by law or if in good faith we reasonably believe that such checking is necessary to : (i) enforce the terms of this Agreement; (ii) respond to claim(s) by third parties that use of the Services by you or any other person, whether or not that use was authorised by you, violates the rights of third parties, is illegal or improper; or (iii) protect the rights, property or safety of the Services, its users, other websites and the public.

#### 4) Payment

We will send you an invoice every month with a list of all Fees (being fees for Hardware (i.e. that hardware specified on the Form) purchase or rental, Software (i.e. that software which is supplied to you by us in relation to the Services under this Agreement) licence, installation, monthly charge, storage, Content, PNETS charges and any other relevant fees and charges current from time to time) which relate to your use of the Services and/or any Content. You agree to pay the full amount of such invoice, such payment to be made before the due date for payment as specified on the invoice. Any disputes regarding an invoice must be raised within 30 days of the date of the invoice notwithstanding, where relevant, any terms to the contrary in any cardholder agreement with the bank. Unless otherwise agreed by us, please note that no credit or refund is available in respect of any time when the Services is 'down' or suspended. If you have not paid any invoice by the due date, we reserve the right to charge interest on any outstanding amount at 2% per month until the invoice has been paid in full and to charge a handling fee, collection agency fee, reconnection fee and/or require a security deposit if your access to the Services is suspended or terminated before payment is made. We reserve the right to withhold providing the Services until full payment of the Fees. In the event of any dispute between us and the Customer relating to any charges billed by us, our books and records shall be conclusive evidence of all such charges incurred by the Customer. You acknowledge that if we invoice you for Content as agent for a third party provider of that Content, we are not the supplier of that Content. We reserve the right to alter the monthly subscription fee at any time by giving you at least one (1) month prior notice and you shall pay on demand such altered monthly subscription fee.

#### 5) Software Licence

We hereby grant to you a non-exclusive and non-transferable licence for you to store, run and use the Software on your computer in accordance with the terms and conditions of this Agreement and the software licence which accompanies the Software but not further or otherwise. Except to the extent permitted by law, you shall not alter, modify, adapt or translate the Software nor decompile, disassemble or reverse engineer the same nor attempt to do any such thing.

#### 6) Service Provisioning

You agree (i) that the provision of the Services is subject to the reconfiguration of your computer equipment and the installation of the relevant Hardware and Software; (ii) to authorise us or our authorised agents to reconfigure your computer equipment and install the relevant Hardware and Software to enable us to provide the Services to you; (iii) that it will be your responsibility prior to installation or configuration of Hardware or Software in this clause 6 to back up data on your computer equipment and inform us if any configuration or installation by us is likely to invalidate any support arrangements or other functions of your computer equipment; (iv) that we reserve the right not to reconfigure your computer equipment or install the related Hardware or Software as we deem appropriate and at our discretion; (v) that we will not be liable for any loss or damage (including loss of data, profits, goodwill, bargain, opportunity or anticipated savings) suffered by you or any other person arising directly and/or indirectly from our configuration or installation activities under this clause 6. You warrant that you own the computer equipment on which we conduct configuration and installation activities pursuant to this clause 6. If you do not own the computer equipment you agree to obtain the consent of the relevant owner of the computer equipment before we will carry out any such activities. The configuration and installation activities pursuant to this clause 6 and the provision of Services under this Agreement are both subject to your computer equipment meeting Basic Requirements (if any) for configuration as specified on the Form.

#### 7) Warranty and Maintenance

You agree that (i) with respect to any Hardware rented to you by us or on loan to you from us free of charge, upon termination of this Agreement, you will make such Hardware available for removal or return it to us in the same condition as originally installed, fair wear and tear excepted or you will indemnify us for all charges for restoration of such Hardware to such condition. If you do not return such Hardware or make it available for removal by us, you will be liable for its then current market value. The title of such Hardware will remain with us. You will, however be liable for repair charges or the replacement cost of such Hardware if it is damaged or lost due to theft, negligence, intentional acts, authorized acts or other cases within the reasonable control of you, your agents or employees. You will not part with possession or control of such Hardware and you will not permit anyone other than us to carry out any repairs or maintenance to such Hardware. If any such Hardware which proves to be defective under normal use due to defective materials, design and/or workmanship, we will at our option either repair or replace the same or the defect part(s) thereof; and (ii) with respect to any Hardware or Software sold by us to you, unless otherwise agreed by us, no warranty will be given by us whatsoever or by any other party save and except the warranty (if any) given by manufacture(s) or vendor(s) of the Hardware or Software concerned.

#### 8) General Warranties & Liability

To the extent permitted by law, we disclaim any representation or warranty whether express or implied as to the title, fitness for a particular purpose, merchantability, accuracy or standard of quality of the Services, the Software, the Hardware, and/or any Content, that the Services will be uninterrupted or error free, any obligation to maintain the confidentiality of information (although our current practice is to maintain such confidentiality), the results to be obtained from use of the Services and/or any Content unless otherwise specifically mentioned in this Agreement. You agree that our liability under this Agreement shall in any event not exceed the total monthly charge paid by you to us for the immediately preceding twelve months prior to any incident giving rise to a claim. In the absence of our negligence or deliberate act, we expressly disclaim any liability for (i) any damage to or loss of data suffered by you arising from your use of the Services, the Software, the Hardware and/or any Content (ii) any claim based in contract, tort, or otherwise for any loss of revenue (whether direct or indirect), loss of profits or any consequential loss whether of an economic nature or not; (iii) any claim relating to any Content supplied, provided, sold or made available by or through the Services (or any failure or delay to so supply, provide, sell or make available); (iv) any injury, disease, seizure or

loss of consciousness suffered by you or any person who uses the Services, arising whether directly or indirectly from using the Services; and (v) any disruption or suspension of the Services or any part thereof which is attributable to an event or circumstance beyond our reasonable control. Under all circumstances, you agree and acknowledge that we shall not be subject to any liability or responsibility for any costs, claim, damage or loss caused to you or any third party (i) arising from accident, omission, default, negligence or any other act of us, our employees or agents or (ii) in relation to any of the Hardware and/or Software, resulting from any reason or cause whatsoever.

#### 9) Personal Data

If we request personal data from you that constitutes Personal Data (meaning Personal Data as that term is used in the Personal Data (Privacy) Ordinance), you may decline to provide the Personal Data but in that event we may decline to provide the Services to you. You agree that we may use the Personal Data for any and all of the following purposes: (a) provision the Services to you (including the transfer of such Personal Data to other telecommunications network providers or third parties as necessary for the provision of the Services); (b) matching (as defined in the Personal Data (Privacy) Ordinance) the Personal Data with other data collected for other purposes and from other sources including third parties in relation to the provision of the Services; (c) marketing of goods and/or services by us, our agents, Affiliates (meaning any other entity which directly or indirectly controls us, is controlled by us, or is under common control with us) or subsidiaries, in relation to the Services; (d) improving of goods and/or services in relation to provisioning of the Services; (e) processing of any benefits arising out of or in connection with the Services; (f) analysing, verifying and/or checking your credit, payment and/or status in relation to provision of the Services; (g) processing of any payment instructions, direct debit facilities and/or credit facilities in relation to provisioning the Services or requested by you; (h) enabling the daily operation of your account and/or the collection of amounts outstanding in your account in relation to the Services; (i) enabling us to comply with our obligations to interconnect or other industry practices; (j) keeping you informed of other services we provide; (k) prevention or detection of crime; (l) disclosure as required by law; and (m) any other purposes as may be agreed to by the parties. You agree that the Personal Data may be disclosed and transferred in Hong Kong or in places outside Hong Kong to our affiliates, agents, contractors, telecommunications operations, any other third parties, including collection agencies, credit reference agencies, security agencies, credit providers or other financial institutions and any of our actual or proposed assignees or transferees of our rights with respect to you for such person to use, disclose, hold, process, retain or transfer for the purposes listed in this paragraph. You shall, as soon as practicable, notify us of any changes of address or any other particulars provided to us which may affect the provision of the Services to you. On our request, you shall provide us with information relating to you and your use of the Services reasonably required by us: (a) to assist us in complying with our obligations under any applicable law; (b) to report to any government agency regarding compliance with those obligations; and (c) to assess whether or not you have complied, are complying and will be able to continue to comply with all of your obligations under this Agreement. If you do not provide us with this information within 2 business days, you licence us and our authorized representatives during the term of the Agreement and for 3 months after its termination, to enter the premises owned or occupied by you during business hours, after giving reasonable notice, for the purpose of obtaining any information requested under this paragraph.

#### 10) IP Address

Any Internet Protocol Address (“IP Address”) that is assigned to you for your use by us under this Agreement is neither owned by you nor by us. Such IP Address is allocated to us by regional registries so that we can assign the same to our customers for their use only and our customers shall have no other rights or any title thereto. Upon termination of the Services or this

Agreement, you shall return all such IP Address to us and you shall remove all such IP Address set up from your relevant computer equipment and you shall withdraw from any further use of such IP Address whatsoever. In the event that you use any of such IP Address after termination of the Services or this Agreement, you shall keep us fully indemnified as to any costs, claim, damage or loss that may be caused to us or third parties as a result thereof. We reserve the right to withdraw any of such IP Address at any time without notice.

#### 11) Termination

We may terminate this Agreement at any time on the giving of at least one calendar month notice to you or immediately by notice to you if you breach any term of this Agreement. You may terminate this Agreement by giving at least one calendar month prior written notice to us. Where we terminate this Agreement because you breach a term of this Agreement or you terminate this Agreement before the expiry of the Term, you will pay to us immediately upon demand, all accrued charges, a sum calculated at the monthly charge (at the then prevailing tariff) for the Services payable from the date of termination to the date of the expiry of the Term and any other sum payable in such event as specified in the Form. You acknowledge that this sum payable by you represents a genuine pre-estimate of the loss that we will suffer arising from the provision of resources and staffing and is not a penalty. Such payment is without prejudice to any other rights and remedies that we have against you by reason of the early termination. This Agreement may be terminated at our option if any installation or configuration activities are not carried out for any reason

#### 12) Effect of Termination

Upon the date of termination of this Agreement (i) all licences, rights and privileges granted to you under the terms of this Agreement shall cease; (ii) you will not be entitled to a refund of any Fees unless (a) there is a credit balance of at least HK\$30.00 in your account; (b) such credit balance represents a pre-payment of a monthly charge made by you; and (c) that this Agreement is terminated by us and without any breach of this Agreement on your part. Any termination of this Agreement shall not affect any accrued rights or liabilities of either party nor shall it affect the coming into force or the continuance in force of any provision contained in this Agreement which is expressly or by implication intended to come into or continue in force on or after such termination, including without limitation clause 11.

#### 13) General

We may appoint agents, assign or sub-contract the whole or any part of our rights and/or obligations contained in this Agreement to any person at any time. You shall not assign, transfer, convey or otherwise dispose of any rights or liabilities under this Agreement to any party without our prior written consent. The English version of these terms and conditions shall prevail over any Chinese version (if any) which is provided for information purposes only. If any term or condition of this Agreement becomes or is declared illegal, invalid or unenforceable for any reason, such term or condition shall be divisible from this Agreement and shall be deemed to be deleted from this Agreement. This Agreement shall be governed by law of Hong Kong SAR and the parties hereby submit to the exclusive jurisdiction of the courts of Hong Kong SAR. We shall not be under any liability for any loss or damage resulting from delay or failure to perform this Agreement either in whole or in part where such delay or failure shall be due to causes beyond our reasonable control, or which is not occasioned by our fault or negligence, including, but not limited to, war, the threat of imminent war, riots or other acts of civil disobedience, insurrection, acts of God, restraints imposed by governments or any other supranational legal authority or any other industrial or trade disputes, fires, explosions, storms, floods, lightning, earthquakes and other natural calamities. This Agreement and the Form embody the entire understanding between the parties and there are no promises, terms, conditions or obligations, oral or written expressed or implied other than those contained this

Agreement and the Form save as amendments or variation of any provisions herein made by us under clause1 hereof. In the event of any conflict, ambiguity, or inconsistency between this Agreement and the Form, the Form shall take precedence over this Agreement in resolving any such conflict, ambiguity or inconsistency. No failure or delay on the part of the parties hereto to exercise any right, power or remedy under this Agreement shall operate as a waiver thereof, nor shall any single or partial exercise by either of the party of any right, power or remedy. The rights, powers and remedies provided herein are cumulative and are not exclusive of any rights, powers or remedies by law.

**Special Conditions of Wi-Fi Here Service (“T&C”)**

- 1 The Wi-Fi Here Service ("**this Service**") purchased by the Customer under its Wi-Fi Here Service Application Form ("**Application Form**") is provided by Hong Kong Telecommunications (HKT) Limited ("**HKT**") to the Customer for purposes related to the Customer's trade or business only, and this Service forms part of HKT's Business NETVIGATOR Service ("**BNS**").
- 2 Once the Customer's application under the Application Form has been accepted by HKT, the Customer's signing of the Application Form shall constitute its agreement to be bound by all the provisions of (i) the Application Form (including these Special Conditions ("**SC**")); (ii) the Special Conditions for Business NETVIGATOR Service (available at [www.biz.netvigator.com](http://www.biz.netvigator.com)); (iii) any other special conditions, plans or documents referred to in the Application Form; and (iv) Hong Kong Telecommunications (HKT) Limited General Conditions of Service (available at [www.hkt.com/Terms+of+Use](http://www.hkt.com/Terms+of+Use)) ("**General Conditions**") (collectively, the "**Contract**"). In case of inconsistency between the provisions of the aforesaid documents, the inconsistency will be resolved in the descending order of preference set out aforesaid.
- 3 The Discounted Monthly Fee offer for this Service under the Application Form is only applicable to Customer who has already subscribed to an existing BNS under the same name, as identified by the Existing Broadband Service Ref. No. as stated in the Application Form ("**Existing Broadband Service**").
- 4 The installation address of this Service as stated in the Application Form ("**Installation Address**") must be at the same location as the Existing Broadband Service.
- 5 If the Installation Address is situated in building/estate in which the telecommunications infrastructure is not owned by the HKT Group, there will be an additional 14 calendar days for the provision of this Service.
- 6 The installation location of the required equipment for this Service, including but not limited to the Wi-Fi Access Point, Network Modem and power supplies, must be in an indoor environment. HKT reserves its right to cancel the Customer's application of this Service under the Application Form if the equipment installation location does not meet the installation conditions as solely determined by HKT.
- 7 The scope of standard installation of this Service ("**Standard Installation**"):
  - (i) Installing the required Network Modem and Wi-Fi Access Point equipment no higher than 3 meters in height from the floor level;
  - (ii) Installing the required Network Modem and Wi-Fi Access Point equipment within 1.5 meters in distance from two (2) available units of electrical power sockets (13 Amps and 220 Volts) so provided by the Customer;
  - (iii) Installation works that requires extra provisioning skills, such as drilling, wall mounting and installation of cable conduit etc. are not covered;
  - (iv) Installation works do not include any configuration of personal computer or computing equipment for accessing the BNS;
  - (v) The Customer shall ensure, at its own costs and expenses, that readily accessible telecommunications sockets in the designated location(s) of the Installation Address, free from any obstruction of furniture and/or other hindrances or blockages, will be provided for HKT to carry out the installation works. HKT's field service technicians and staff are not authorised to carry out any clearance of such obstructions. If the

telecommunications sockets are not cleared for HKT to carry out the necessary installation works at any visit, HKT reserves its right to charge the Customer for subsequent visit(s) to the Installation Address

- 8 If the Customer requires installation work which is not within the scope of Standard Installation such installation shall be deemed as special installation ("**Special Installation**"). For Special Installation, the Customer may employ an external contractor recommended by HKT to carry out the necessary installation works. Any arrangements and works in connection with the Special Installation are solely between the Customer and its contractor, and HKT and its affiliates are not in any way responsible and shall not be liable for any loss, damage, costs, expenses, actions, liabilities and third party claims arising out from such arrangements and/or works.
- 9 This Service is provided at the Installation Address, where sufficient service coverage and necessary resources must be available. Such service coverage and resources availability shall be solely determined at the discretion of HKT. If the Customer requests HKT for any relocation of this Service to a location where neither sufficient service coverage nor necessary resources (as solely determined at the discretion of HKT) are available for provisioning of this Service at any time during the commitment period as set out in the Application Form ("**Commitment Period**"):
  - (i) HKT shall have no obligations to comply with the Customer's relocation request; and
  - (ii) this Service shall be deemed to be early terminated by the Customer, whereby the Customer will be subject to payment of early termination charges and/or other charges as specified in the Application Form, as well as other liabilities under the Contract, without prejudice to any other rights which HKT may have under the Contract.
- 10 The maximum network bandwidth available for this Service is specified as the downstream and upstream bandwidths set out in the Application Form. The actual network performance (including but not limited to speed) of this Service the Customer will experience will be less than the network specifications and affect by the user's device, technology, network and software used, network configuration and coverage, usage levels, international bandwidth and extraneous factors.
- 11 Subject to the partitioning design and materials used for the partitioning at the Installation Address, Wi-Fi signal of the Wi-Fi Access Point provided for this Service generally covers an area within a radius of 50 meters from the Access Point. With respect to the user's Wi-Fi device (e.g. personal computer or Smart Phone with Wi-Fi functionality) connected to the Wi-Fi Access Point, the farther away of the user's Wi-Fi device from the Wi-Fi Access Point, the lower the Wi-Fi signal attained and hence the network bandwidth as well.
- 12 Public PCCW Wi-Fi Service provided by HKT ("**Public PCCW Wi-Fi Service**") allows HKT's designated users to get Wi-Fi connected via the provided Wi-Fi Access Point for accessing the Internet. The Customer acknowledges and agrees that the Public PCCW Wi-Fi Service shall be enabled for this Service.
- 13 A Service Set Identification ("**SSID**") will be broadcasted from the provided Wi-Fi Access Point for the Customer's designated users to get connected onto Wi-Fi. The provided Wi-Fi Access Point shall be configured to support up to a limited number of users ("**User Limit**") who may be connected onto Wi-Fi concurrently. Users may not be able to get connected to the Wi-Fi Access Point if the current number of users has reached the User Limit.

- 14 In addition to the aforesaid SSID broadcasted from the provided Wi-Fi Access Point for the Customer's designated users, there are also other SSIDs broadcasted from the provided Wi-Fi Access Point for use by HKT's designated users. The display name and the number of the SSIDs may change from time to time at the sole discretion of HKT.
- 15 The network bandwidth provided to the Customer under this Service will be shared amongst the Customer and HKT's designated users.
- 16 In case of the current number of users has reached the User Limit, neither the Customer nor HKT's designated users may be able to connect to the Wi-Fi Access Point.
- 17 The Customer agrees to pay all fees or charges imposed by the building owner, building management office, incorporated owners of which the Installation Address is situated, or any third parties for the provision of this Service at the Installation Address.
- 18 If the Customer cancels this Service at any time after its signing of the Application Form but before this Service is provisioned by HKT, the Customer shall be liable to pay, immediately upon demand, an application cancellation charge equivalent to the amount of one month's Standard Monthly Fee as set out in the Application Form.
- 19 If the contract of the Existing Broadband Service expires or the Existing Broadband Service is terminated for whatever reason during the Commitment Period, the Customer shall be liable to pay, immediately upon demand, the Standard Monthly Fee for this Service as set out in the Application Form for the remaining months of the Commitment Period.
- 20 If the Customer turns off or disconnects the Wi-Fi Access Point provided under this Service but continues to use the Internet access provided as part of this Service during the Commitment Period, the Customer shall be liable to pay, immediately upon demand, the Standard Monthly Fee for this Service for the remaining months of the Commitment Period.
- 21 If the Customer terminates this Service before the expiry of the Commitment Period for whatever reason, the Customer shall be liable to pay, immediately upon demand, all accrued charges, being the total monthly charges (at the then prevailing tariff) for access to this Service, payable from the date of the early termination to the date of the expiry of the Commitment Period, together with any other sum payable in such event as specified in the Application Form
- 22 The service plan for the Existing Broadband Service, upon its expiration, will be extended under certain circumstances at the Standard Monthly Fee as set out in the Application Form on a monthly basis. Unless otherwise specified or notified by HKT, all the existing free gifts/products/services, waiver, rebate or discount will not be available. For details, please refer to Clauses 14.8 to 14.11 of the General Conditions.
- 23 This Service is provided to the Customer on an "as is" basis, and without any warranty of any kind, whether express or implied, including but not limited to any implied warranty of merchantability, or fitness for a particular purpose.
- 24 On top of the indemnities provided by the Customer under Clauses 3.6 and 12.4 of the General Conditions, the Customer shall indemnify and keep HKT, its employees, representatives, sub-contractors and agents fully and effectively indemnified against any Loss (as defined in the General Conditions), including Consequential Loss (as defined in the General Conditions), which HKT suffers or incurs arising out of or relating to or in connection with the Contract, including but not limited to the Loss resulting, directly or indirectly, from any works in relation to HKT's provision of this Services, including but not limited to installation works to be carried out at the Installation Address.



- 25 The Customer agrees and warrants that the Administrative Contact appointed by the Customer (whose particulars are set out in the Application Form) is duly authorised by the Customer to act for and on its behalf in connection with the Customer's application of this Service under the Application Form. The Administrative Contact shall act for and on behalf of the Customer to, amongst others, submit to HKT the service configuration information for this Service and any change requests regarding this Service, and shall be the Customer's general contact with HKT on any issues related to this Service
- 26 HKT reserves its right to amend any content, terms and/or conditions contained in the Contract at any time. In case of disputes, HKT's decision shall be final, binding and conclusive.