

APPLICATION FORM FOR CHANGE OF REGISTERED CONSUMER CUSTOMER

(This Form is only applicable for proposed change of registered consumer customer, not for change of service installation address or other changes.)

^ Please delete as appropriate * Mandatory fields

Fax no. (Internal use only): _____

Service number(s) / Card number(s) / Mobile number(s) *: _____

SERVICE(S) AND SERVICE NUMBER(S) TO BE TRANSFERRED UNDER THIS FORM (collectively, "Services"):

eye Service / Home Phone Service IDD0060 Fixed Fee Plan Mobile IDD0060 Service Global Calling Card Service

The effective date of change of registered consumer customer will normally be around THREE (3) working days after receipt of all documents.

SECTION A: FOR CONSUMER CUSTOMERS (INCLUDING CONSUMER CUSTOMERS REGISTERED UNDER BUSINESS REGISTRATION NUMBER)

To be completed by the Transferee (New Customer) ("Transferee / New Customer", which definition includes the Executor, Administrator or Transferee of the Deceased Customer)

1. Registered Customer Name* (in BLOCK LETTER) _____ OR Registered Company Name* (in BLOCK LETTER) (if applicable)
Mr. / Ms. / Others (please specify)^ _____

Surname Given Name Company Name

2. HKID Card / Passport / Business Registration No.*^: _____ Verified by staff
(Please provide original or copy of HKID Card / Passport / Business Registration Certification for verification)

3. Billing Address (if different from above Service Address): _____

4. Contact Number*: _____ 5. Contact Email Address (if any): _____

6. Billing Arrangement (This item is not applicable to a Transferor who, at the same time as this Form, has renewed or upgraded the Services under this Form. Please refer to the relevant Application Form for the billing arrangement):

To receive paper bill via post to the above Billing Address (HK\$10 per paper bill for consumer customers (being customers registered by HKID or passport no.) has been charged by phases since 1 November 2016. Customers aged 65 or above would be waived.) (HK\$20 per paper bill will be charged for customers registered by Business Registration no.)

Aged 65 or above

To receive electronic bill via the above Email Address

Applicable to consumer customers registered under Business Registration number

7. Name of Authorised Person* (in BLOCK LETTER) _____ 8. Title of Authorised Person _____
Mr. / Ms. / Others (please specify)^ _____

Surname Given Name

To be completed by the Transferor (Current Customer) ("Transferor / Current Customer") (Not applicable to Deceased Customer cases)

I agree to transfer my Services set out in this Form to the Transferee / New Customer, including those extra services I have selected above.

1. Registered Customer Name* (in BLOCK LETTER) _____ OR Registered Company Name* (in BLOCK LETTER) (if applicable)
Mr. / Ms. / Others (please specify)^ _____

Surname Given Name Company Name

2. HKID Card / Passport / Business Registration No.*^: _____ Verified by staff
(Please provide original or copy of HKID Card / Passport / Business Registration Certificate for verification)

3. Contact Number*: _____ 4. Contact Email Address (if any): _____

SECTION B: FOR COMPLETION BY THE EXECUTOR, ADMINISTRATOR OR TRANSFEREE OF THE DECEASED CUSTOMER

If the Transferee of the Deceased Customer is not a Court-appointed executor or administrator of the Deceased Customer, he must be an immediate family member of the Deceased Customer (such as spouse, parent or child)

1. Name of Executor / Administrator / Transferee*^ (in BLOCK LETTERS) _____ 2. Name of Deceased Customer* (in BLOCK LETTERS) _____
Mr. / Ms. / Others (please specify)^ (New Customer) _____ Mr. / Ms. / Others (please specify)^ ("Deceased Customer") _____

Surname Given Name Surname Given Name

3. Relationship with Deceased Customer*: _____

Please return this Form, together with all supporting documents, to any HKT Shops, by mail to GPO Box 9896, Hong Kong or by fax to 1002. For inquiries, please call HKT Consumer Service Hotline 1000.

SECTION C: STATEMENT OF INDEMNITY

In consideration of the service provider(s) of the PCCW / HKT Group (which shall, for the purposes of this Form, include but not limited to Hong Kong Telecommunications (HKT) Limited, Club HKT Limited and HKT CSP Limited) ("**Service Providers**") agreeing to the request to transfer the Services to the Transferee as instructed under this Form, the Transferee agrees to indemnify the Service Providers and keep the Service Providers indemnified in full and hold the Service Providers harmless for and against all demands, proceedings, litigation, liabilities, claims, losses, damages, costs and expenses which may be brought against the Service Providers (or other members or affiliates of the PCCW / HKT Group) or suffered or incurred by the Service Providers (or other members or affiliates of the PCCW / HKT Group), either directly or indirectly, out of or in connection with such request, such transfer and/or this Form, and the Service Providers shall also have the absolute right to restore the Services to the Current Customer or the rightful customer at any time without obtaining any consent from the Transferor or from the Transferee.

SECTION D: THE CLUB AND MY HKT (Only applicable if the Services being transferred are eye or Home Phone Service and not applicable if the Transferee is registered under Business Registration Number)

The Transferee, as a new customer of eye or Home Phone Service, will automatically become a member of The Club and a user of My HKT service for free, if he has not already registered. The Club is a loyalty programme provided and managed by Club HKT Limited. My HKT is provided and managed by HKT CSP Limited, and enables access and retrieval of certain service account information. The Transferee hereby appoints The Club and My HKT as his agents to access on his behalf his relevant service accounts with the HKT Group to facilitate the activation of his membership and his ongoing use of The Club and My HKT. For detailed terms and conditions, please visit www.theclub.com.hk and www.cs.hkt.com. The Transferee's following email address and mobile number will be used as his contact (including the said email address as his login ID) in relation to The Club and My HKT services@.

Email Address / Login ID: _____ Mobile Number: _____

If The Transferee is unable to provide both a valid email address and a mobile number, My HKT account will not be created. If The Transferee is only unable to provide a valid email address, Club HKT Limited will assign an email address to The Transferee, as The Transferee's login ID for The Club registration. Please call The Club hotline 183 3000 to retrieve such login ID.

@ This section is not applicable to the Transferee who subscribes service plan in addition to the Services at the same time. The Transferee should refer to the Application Form of such service plan.

SECTION E: PERSONAL INFORMATION COLLECTION STATEMENT

Please note that the fields of information marked with asterisks (if any) must be provided before we can provide you with the subscribed service(s). You may choose not to provide the optional information (i.e. the fields not marked with asterisks) but your user experience will be affected if we do not have the relevant information to offer you with enhanced and personalised services.

The personal data and other information that you provided and other information collected, generated and/or compiled by us about you from time to time subsequently (collectively, "**Data**") will be collected, used and retained by the relevant service provider(s) of the service(s) you are subscribing to and other relevant services (collectively, "**Services**"), being one or more of the members of the Group (being, HKT Limited, PCCW Limited and their respective subsidiaries, affiliates and associated companies) (HKT Limited is a company incorporated in the Cayman Islands with limited liability), including but not limited to Hong Kong Telecommunications (HKT) Limited, CSL Mobile Limited, PCCW Media Limited, Moov (Hong Kong) Limited, PCCW OTT (Hong Kong) Limited, eSmartHealth Limited, HKT Education Limited, Club HKT Limited, HKT CSP Limited, HKT Payment Limited, HKT Financial Services (IA) Limited and HKT Flexi Limited (as the case maybe), in accordance with the requirements of the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) and other applicable laws, rules and regulations.

The details of the collection, compilation, retention, use, disclosure and processing of the Data and any further information about the Services are set out in the applicable terms and conditions of the Services, this Personal Information Collection Statement, the Privacy Statement of the HKT Group (www.hkt.com/legal/privacy.html) and/or the Privacy Statement of the PCCW Group (www.pccw.com/legal/privacy.html).

The Data may be disclosed to, used or retained by other members of the Group, their respective agents (including debt collection agent) and business partners for purposes related to the provision of the Services and other purposes to which you have consented at any time. We may also be ordered by regulatory bodies, government authorities and courts of law in different jurisdictions to disclose the Data in order to comply with legal obligations and duties imposed on us.

Subject to your rights indicated by marking in the box below or leaving it unmarked, we may use your Data (including, without limitation, your name, contact particulars, service usage, subscription details, location data and other customer profiling data), for the purpose of direct marketing, including sending to you notices and/or updates about gifts, discounts, privileged offers, benefits and promotions related to the Services as well as other products and/or services, including without limitation: TV, telecommunications, over-the-top (OTT) services, content services, mobile voice, SMS and data communications, IDD/roaming, Internet connectivity, cloud services, electronic/mobile payment, entertainment, secretarial services, personal assistant services and information services (such as weather, finance and news information), device accessories, mobile applications and software, computer peripheral, accessories and software (including notebooks, handsets, mobile devices and accessories, keyboards, security installations and mobile applications), reward, loyalty and privilege programs, lifestyle, networking events, travelling, banking, alcohol and tobacco, sports, music, gaming, transportation, household products, food and beverages, finance, insurance, wealth management services and products, pensions, investments, brokering, financial advisory, loan and credit and other financial services and products, betting, education, health and wellness, beauty products and services, fashion and accessories, electronics, social networking, technology, e-commerce, logistics, retail, home and décor, media and high-end consumer products and services.

I, the Transferee, object to the proposed use of my Data for direct marketing as stated above by the following entity(ies):

The Services The service provider(s) of the Services

Club HKT Limited and HKT CSP Limited (Note: this option is only relevant if you have not registered as a member of The Club or a user of My HKT before subscribing to the Services)

@This section is not applicable to the Transferee who subscribes service plan in addition to the Services at the same time. The Transferee should refer to the Application Form of such service plan.

You have a right to withdraw your consent to the use of your Data for direct marketing purpose (if given) at any time. You are also entitled to access, correct or enquire about your personal data being held by us. For any such request, please do so by writing to the HKT Group's Privacy Compliance Officer (GPO Box 9896 or privacy@pccw.com) and/or the PCCW Group's Privacy Compliance Officer (GPO Box 9872 or privacy@pccw.com).

SECTION F: APPLICANT'S SIGNATURE

Part A. FOR CONSUMER CUSTOMERS, INCLUDING CONSUMER CUSTOMERS REGISTERED UNDER BUSINESS REGISTRATION NUMBER (Not applicable to Deceased Customer cases. For Deceased Customer cases, please complete "Part B" below)

We, the Transferor / Current Customer and the Transferee / New Customer named in this Form, apply for the Services to be transferred to the Transferee / New Customer upon the terms and conditions as set out in this Form. We acknowledge that we have read and hereby agree to be bound by all the terms and conditions applicable to the Services and this Form. All information provided by me/us is up-to-date, complete, true and correct. Each of us, the Transferee / New Customer (as the case may be), has attained 18 years of age.

I, the Transferee / New Customer, agree to pay all charges in connection with the Services pursuant to this Form and the Contract.

Signature of the Transferee (New Customer)
(with Company Chop, if applicable)

X

Date: _____

Signature of the Transferor (Current Customer)
(with Company Chop, if applicable)

X

Date: _____

Part B. REGARDING DECEASED CUSTOMERS

I/We, the Executor, Administrator or Transferee named in this Form, apply for the Services to be transferred to me/us upon the terms and conditions as set out in this Form. I/We acknowledge that I/we have read and hereby agree to be bound by all the terms and conditions applicable to the Services and this Form. All information provided by me/us is up-to-date, complete, true and correct. I have / Each of us has attained 18 years of age. I/We also agree to pay all charges in connection with the Services pursuant to this Form and the Contract.

Signature of the Executor / Administrator / Transferee of the Deceased Customer (New Customer)

X _____ Date: _____

SECTION G: OTHER TERMS AND CONDITIONS

- The application of transfer under this Form is subject to approval by the Service Providers at their discretion.
- Necessary supporting documents, as so requested by the Service Providers, will have to be submitted to the Service Providers for processing this Form, which may include but not limited to the followings:
 - Hong Kong Identity Card / Passport;
 - Business Registration Certificate / Certificate of Incorporation and Certificate of Incorporation on Change of Name (if any);
 - Death Certificate / Other death-related documents;
 - Probate / Letters of Administration / Letters of Administration (with Will annexed);
 - Documents to show that the Transferee of the Deceased Customer is an immediate family member of the Deceased Customer (e.g. Birth / Marriage Certificate); and/or
 - Power of Attorney or Authorisation Letter acceptable to the Service Provider(s), showing that the Transferee is duly authorised by the Transferor to proceed with the application under this Form.
- The Transferee acknowledges and agrees to all the applicable terms and conditions of the Services from the effective date of the transfer of the Services under this Form. A copy of the relevant terms and conditions of the Services can be obtained by writing to GPO Box 9896, Hong Kong or at any of HKT Shop.
 - eye Service is provided by Hong Kong Telecommunications (HKT) Limited ("HKT"), subject to the relevant Application Form and Service Guide entered into by the Transferor, the Special Conditions of eye Service for Consumer Customers (available at www.hkt-eye.com/eye3 and the General Conditions of Telecommunications Service (Consumer Customers) ("Telecom General Conditions") (available at www.hkt.com/Terms-of-Use).
 - Home Phone Service, IDD 0060 Service (including Global Calling Card Service), IDD 0062 Fax Service and 0060 everywhere Service are provided by HKT, subject to the relevant Application Form and Service Guide entered into by the Transferor, the applicable Special Conditions and the Telecom General Conditions. The Special Conditions of 0060 Service and 0062 Fax Service for Consumer Customers are available at <http://hkt.com/For+your+home/Home+phone/International+telephone+services> and the Special Conditions of 0060 everywhere Service for Consumer

Please return this Form, together with all supporting documents, to any HKT Shops, by mail to GPO Box 9896, Hong Kong or by fax to 1002. For inquiries, please call HKT Consumer Service Hotline 1000.

HKT Home Phone

Customers are available at <http://hkt.com/for-your-home/home-phone/international-telephone-services/0060-everywhere>.

4. Unless otherwise provided in this Form or advised by HKT, all associated value added services or extra services of the Services will be automatically transferred to the Transferee at the same time as the transfer of the Services. The contract(s) of the Services of the Transferor ("**Contract**") is/are deemed to have been novated and transferred to the Transferee from the effective date of the transfer of the Services.
5. For eye Service or Home Phone Service transfer, on approval of the transfer of Services under this Form, the subject telephone number(s) and all associated services (if any) will be transferred from the Transferor to the Transferee from the effective date of the transfer. The Transferee shall also be responsible for all charges and liabilities incurred in respect of the subject telephone number(s) prior to the effective date of the transfer. While the Transferee will be able to use all the existing Home Phone service number(s) upon the transfer, all calling cards issued to the said service number(s) will be invalidated unless specified otherwise by the Transferee. HKT reserves the right, at its sole discretion, to terminate IDD promotional rate(s) pertaining to the said service number(s) and charge the then prevailing rate(s).
6. The Transferee agrees to be responsible for all charges and liabilities incurred by the Transferor in respect of the Services prior to and after the effective date of the transfer, as if the Transferee were the Transferor under the Contract. Any deposit held in the name of the Transferor will be applied to offset against any outstanding charges and liabilities incurred in respect of the Services up to the day immediately prior to the effective date of the transfer. Any surplus amount of such deposit will be returned to the Transferor. But if the deposit is not sufficient to offset the said outstanding charges and liabilities, the Transferor shall be responsible for all outstanding charges and liabilities incurred in respect of the Services. Notwithstanding the aforesaid, HKT reserves the right to, at its discretion, charge either the Transferor or the Transferee (or both, provided there will not be any double charging) for any charges or liabilities in respect of the Services up to the day immediately prior to the effective date of the transfer and to return the aforesaid deposit held in the name of the Transferor incurred in respect of the Services up to and including the effective date of the transfer (and any surplus amount thereof) to either the Transferor or the Transferee (or both, provided there will not be any double payment). The Transferee may be required by HKT to pay for deposits for the Services. All autopay arrangements set up by the Transferor will be terminated upon the transfer of the Services.
7. In some cases, the Transferee may be required to make a prepayment for the Services. The Transferee will be required to pay a prepayment if the same is specified in the relevant Application Form and Service Guide entered into by the Transferor. Prepayment will not be refunded to the Transferor if the Services are transferred before expiry of the relevant commitment period.
8. References to the one gender shall include all genders, and references to the singular shall include the plural and vice versa.
9. The terms and conditions herein contained shall be governed by and construed in accordance with the laws of Hong Kong and the applicants agree to submit to the exclusive jurisdiction of the courts of Hong Kong.

INTERNAL USE ONLY

Taken by CSL(Q) SUN(M) DSBB IMS Agent NOWTV SVC SLVS WBU HPM Others: _____

Salesman Code / CMRID: _____ Staff No: _____

Sales Staff Name: _____ Team Code: _____ Staff Contact detail(s): _____

Register with new services at the same time

For deceased case only, refund to transferee, billing name: _____ billing address: _____ L001

Reason: <\$400 Supp doc

Please return this Form, together with all supporting documents, to any HKT Shops, by mail to GPO Box 9896, Hong Kong or by fax to 1002. For inquiries, please call HKT Consumer Service Hotline 1000.