SmarTone

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│ Terms & Conditions T&C N002I                              │
│ Fibre Broadband Services – Specifications                 │
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SmarTone Mobile Communications Limited is hereinafter referred to as "the Company". Fibre Broadband is hereinafter referred to as "the Service".

Home Broadband 200

1. Specifications of 200M are based on internet connection from the wallplate at Customer's premises to the first piece of the Company's network equipment. Maximum download speed to local site could be up to 200Mbps on share basis and maximum upload speed to local site could be up to 10Mbps on share basis. The actual bandwidth that the Customer can enjoy may be affected by the Customer's hardware / software, router specification, site traffic loading, type of content being accessed and other environmental factors; and hence is normally less than the above speed. The bandwidth to overseas sites will also be subjected to the conditions of local network there, and therefore the bandwidth might be even less.

2. The service level enjoyed by individual Customer will to a certain extent be affected by the number of Customers (served by the same Modem Termination System) using the Services at the same time. The Company does not warrant or guarantee the upstream or downstream bandwidth available to individual Customer. Customer expressly acknowledges that Customer has been informed and fully aware of the fact that our system and network resources are shared amongst our Customers.

3. Specifications: Intel Core i3 2GHz CPU or above, 2GB DDR2 system memory or above, Windows 7 or above and 1000M Ethernet card or other system requirement required from time to time.

4. When using the Service, it is necessary to use the Network Terminal provided by the Company for successful connection with the network.

5. Subscriber will use the Network Terminal properly and carefully. Subscriber will not connect the Network Terminal to more than one computer.

HomeFibre 1000/500/200

1. Specifications of 1000M/500M/200M are based on internet connection from the wallplate at Customer's premises to the first piece of the Company's network equipment. Maximum upload/download speed to local site could be up to 1000Mbps/500Mbps/200Mbps. The actual bandwidth that the Customer can enjoy may be affected by the Customer's hardware / software, router specification, site traffic loading, type of content being accessed and other environmental factors; and hence is normally less than the above speed. The bandwidth to

overseas sites will also be subjected to the conditions of local network there, and therefore the bandwidth might be even less.

2. System requirements for 1000M broadband service: Intel Core i7 3 GHz CPU or above, 4GB DDR3 system memory or above, SATA 3 SSD hardware system, Windows 7 or above, 1000M Ethernet Adaptor or other system requirement required from time to time.

3. System requirements for 500M/200M broadband service: Intel Core i3 GHz CPU or above, 4GB DDR3 system memory or above, SATA 3 SSD hardware system, Windows 7 or above, 1000M Ethernet Adaptor or other system requirement required from time to time.

4. When using the Service, it is necessary to use the Optical Network Terminal provided by the Company for successful connection with the network.

5. Subscriber will use the Network Terminal properly and carefully. Subscriber will not connect the Network Terminal to more than one computer.

6. The Optical Network Terminal needs to plug into the voltage transformer adapter to the external power. This voltage transformer / adapter is only suitable for the Optical Network Terminal offered by the Company. Please do not use this voltage transformer / adapter with other electrical appliances for safety precaution.

7. The optical fibre is extremely sharp as it consists of fine glass line. If the optical fibre line is exposed to air, please contact the Company immediately and a technical specialist will be sent to the Customer's premises for follow up.

8. If the optical fibre is exposed and cracked, please stay away from the optical fibre or its chip to avoid danger.

9. The cracked optical fibre and its chip must be disposed in a sealed container marked with warning message before further handling. Never throw away the optical fibre and its chips in the rubbish bin which does not carry any warning messages and protective measure.

10. Do not smoke or leave tinder or overheated electrical appliance near the optical fibre.

11. Upon successful installation of the optical fibre, please do not look at the exposed optical fibre or the connection point of optical fibre as its strong light will have negative effect on human eyes.