SmarTone Home 5G Broadband – Special add-on Mesh Wi-Fi Router Rental Service Plan

Offer valid for limited period only. The service is only available to existing SmarTone Home 5G broadband service plan customers who are either designated or invited and requires a 6/12/24/30 contract subscription. The provision of the service is subject to the network coverage of the Company. In case particular spots where the 5G network are not available, we will continue to provide the service through 4G network. Internet experience may vary due to factors such as the relative position between user and the base stations, the download server resources, Internet traffic conditions, the number of users, user's devices and other factors that may arise. Wi-Fi coverage depends on factors such as area and layout of the premises, construction materials, and other extraneous factors. Prepayment of HK$600 for "Mesh Wi-Fi Router Rental Service"/ Prepayment of HK$1200 for "Mesh Wi-Fi Router Rental Service" (2 routers) shall be waived if Customer uses designated payment method. If the Customer changes the payment method to a non- designated payment method during the contractual period, the Customer has to pay specified prepayment for "Mesh Wi-Fi Router Rental Service". The prepayment shall be rebated to the customer's account by installments within the contract period. Eligible customer who registers the Services shall be entitled to a 3-month trial period commencing from the service activation date of the designated service plan of the Services. If the Customer cancels the Service(s)/Service Plan(s) within the trial period, the Customer is not required to pay the fee for the Service Plan and router rental. After the trial period expires, the Customer will be charged for the Service at the prevailing plan price if the Customer continues to use the Service. This service plan is non-contractual. Customers can call the service hotline 21553321 to terminate the service, which will be terminated on the next billing date. Customer can enjoy free maintenance of the router during the service period. The Company will charge the Customer repair fee at the current rate due to repair under specified circumstances. Within 14 days upon termination of the Service Plan, the Customer should contact service hotline to register for Device return and bring all Device from the Company to designated locations (please refer to SmarTone Home 5G Broadband Frequently Asked Questions). If the Customer fails to return the routers or any part thereof is damaged (due to human damage /accident / improper usage) upon return, the Company will charge Customer repair and maintenance fee, for details, please visit SmarTone Home 5G Broadband Frequently Asked Questions .

The Company reserves the right of final decision relating to the promotion and any dispute thereof, and may change the Terms and Conditions without prior notice. For service plans and offers detail, please contact salesperson.