

SmarTone 5G Home Broadband

Q1: What is the difference between SmarTone 5G Home Broadband and Home Broadband?

A1: SmarTone 5G Home Broadband is powered by the faster, stabler and smoother SmarTone 5G network, with a designated model of wireless router, providing high-speed broadband service. No installation fee and on-site installation. Just plug and play.

Q2: Do I need to purchase wireless router from SmarTone?

A2: 4.1 The Services are applicable to the designated model of wireless route (Appendix 1). SmarTone 5G Home Broadband user shall entitle special wireless router offer.

Q3: Why subscribe 5G Broadband Device Rental Service?

A3: Customer may rent the dedicated model with a special monthly charge and enjoy worry-free device replacement.

Q4: Do I need to pay for the device repair?

A4: Customer may enjoy worry-free device replacement. If the device is damaged due to man-made damage, customer may need to pay the current maintenance fee.

Q5: If the 5G rental equipment is lost or damaged (e.g. human-damage /accident / improper usage) upon return, do I need to pay?

A5: Our company will charge customer below lost equipment or damage fee:

- AC adapter damage / loss - \$ 180
- Shell of device burst / damage - \$ 350
- Loss Router / Power Plug damage - \$2160

Q6: If the Mesh Wi-Fi rental router (e.g. HUAWEI WiFi Mesh 3) is lost or damaged (e.g. human-damage /accident / improper usage) upon return, do I need to pay?

A6: Our company will charge customer below lost equipment or damage fee:

- AC adapter damage / loss - \$ 180
- Shell of device burst / damage - \$ 350
- Loss Router / Power Plug damage - \$999

Q7: I want to relocate the service; how long will I have to wait for relocation and what is the relocation fee?

A7: Customer can unplug the wireless router and plug again at new service address to complete service relocation. No installation fee.

Appendix 1:

Designated model of wireless router
SmarTone 5G CPE Pro 3
HUAWEI 5G CPE Pro 2
ZTE MC8020 5G Indoor CPE
ZTE MC801A 5G Indoor CPE
OPPO 5G CPE T1a
Linksys FGW3000