

Terms & Conditions T&C N002G Fibre Broadband Services – Specifications

Smartone Mobile Communications Limited is hereinafter referred to as “the Company”.
Fibre Broadband is hereinafter referred to as “the Service”.

HomeFibre 1000

1. HomeFibre1000 provides 1000M broadband service in designated buildings for local upload/download speed 1Gbps is provided. The bandwidth refers to the maximum of the relevant bandwidth that may be achieved between a customer's premises and the broadband equipment of the relevant building, which may be different from the actual speed performance that a customer may experience. The attainment of the relevant bandwidth depends on various factors including but not limited to the network coverage, types of building infrastructure and performance and configuration of customers' computers. The bandwidth to overseas sites will also be subject to the conditions of local network there, and therefore the bandwidth might be even less. The installation and the service provision of the 1000M broadband service and/or use of the other related devices may be adversely affected by the related technical, circumstantial and other external factors.
2. System requirements for 1000M broadband service: Intel Core2 Duo P8800 CPU, 2GB system memory, Windows XP/ Vista/ 7, 64GB SATA II SSD (speed for writing and reading > 200MB/s), 1000M Ethernet Card or other system requirement required from time to time.
3. When using the Service, it is necessary to use the Optical Network Terminal provided by the Company for successful connection with the network.
4. 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.
5. 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.
6. If the optical fibre is exposed and cracked, please stay away from the optical fibre or its chip to avoid danger.

7. 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.
8. Do not smoke or leave tinder or overheated electrical appliance near the optical fibre.
9. 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.