

SmarTone Home 5G Broadband Device Rental Service Plan

Offer for limited period only. 5G Broadband Device Rental Service is only available for existing customers who subscribe to the Company's designated Home 5G Broadband Service Plan ("Broadband Service"). 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 can 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, users' devices and other factors that may arise. Wi-Fi coverage depends on factors such as area & layout of the premises, construction materials, and other extraneous factors. Customer is required to make a prepayment of HK\$1,500 for "5G Broadband Device Rental Service" and the prepayment shall be rebated to the customer's account in installments within the contract period. Customer who registers 5G Broadband Device Rental Service for the first time is entitled to a Trial & Return Guarantee period commencing from the service activation date of the designated service plan of the Broadband Service (not applicable to selected promotion plans, re-contract offers or existing customers who add on 5G Broadband Device Rental Service). Customer can enjoy free maintenance of the 5G Broadband Device during the service period of the Broadband Service. The Company will charge the Customer repair and maintenance fee at the current rate for repair and maintenance due to specified circumstances. At the end of the contract, the Customer will be charged for the Broadband Service at the prevailing plan price if the Customer continues to use the Broadband Service. Within 14 days upon termination of the Service Plan, the Customer should contact service hotline 2155 3321 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 5G Broadband Device or the 5G Broadband Device or any part thereof is damaged upon return, the Company will charge Customer repair and maintenance fee at the rates below, 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