



SmarTone Home 5G Broadband Service Equipment Rental Service Plan

Offer for limited period only. 5G Broadband Service Equipment Rental Service is only available for existing customers who subscribe to the Company's designated Home 5G Broadband Service Plan ("Broadband Service") on a designated month contract subscription. Customers are required to make 1-month 5G Broadband service equipment rental service fee prepayment (if applicable). 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 of "5G Broadband Service Equipment Rental Service" is required to make a deposit of HK\$1,500 (if applicable) which will be refunded in full upon return of the 5G Broadband service equipment in good workable condition. Deposit of HK\$1,500 for "5G Broadband Service Equipment Rental Service" is waived (if applicable). if Customer uses selected payment method. If the Customer changes the payment method to a non-selected payment method during the contractual period, Customer is required to make a deposit of HK\$1,500 for "5G Broadband Service Equipment Rental Service"(if applicable). which will be refunded in full upon return of the 5G Broadband service equipment in good workable condition. Customer who registers 5G Broadband Service Equipment 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 Service Equipment Rental Service). If the Customer cancels the Service(s)/Service Plan(s) within the Trial & Return Guarantee period, the Customer is not required to pay the fee for the Service Plan and 5G Broadband service equipment rental and refund of fee paid by customer for purchasing 5G Broadband service equipment shall be arranged upon return of the 5G Broadband service equipment to the Company. Customer can enjoy free maintenance of the 5G Broadband Service Equipment 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 Service Equipment or the 5G Broadband Service Equipment 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.