

Copies of Terms and Conditions are available upon request at SmarTone Stores or by calling 24-hour hotline or retrieved from web site [smartone.com](http://smartone.com).

**Terms & Conditions T&C H10M**

**(HomePhone+ \$75 x 24-month Fixed Term Service Contract – Retention for Business plan)**

**1) RETENTION OFFER**

- a) The Customer is required to subscribe service plan \$75 per month for 24 months ('Term').
- b) The Customer shall pay the Company liquidated damages (\$75 x remaining months in the Term or \$500, whichever is higher) upon the occurrence of any of the following events before the expiry of the Term:
  - (i) if the Customer changes the telephone number;
  - (ii) if the Customer changes the registered name for the Services;
  - (iii) if the Customer changes the selected service plan; or
  - (iv) if the Services and related service are terminated/disconnected for whatever reason.

If the Customer changes the registration address ( "New Registration Address" ) of the Services during the Term and the New Registration Address is a commercial premises (as determined by the Company), the Customer is required to subscribe or deemed to have subscribed to the Business Plan (\$68/ \$75/ \$118) for the remaining Term. If the Customer has also subscribed a fax service for the Term, the Customer is deemed to have also subscribed to the Business Fax Plan (\$68) for the remaining Term.

**2) HOMEPHONE+ FAX SERVICE ("FAX SERVICE") AND LIQUIDATED DAMAGES**

- a) The Customer shall pay the Company liquidated damages specified in the Sales and Services Agreement upon the occurrence of any of the following events before the expiry of the fixed contract term for use of the Fax Service (as specified in the Sales and Service Agreement):
  - (i) if the Customer changes the fax number for the Fax Service;
  - (ii) if the Customer changes the registered name for the Fax Service;
  - (iii) if the Customer changes the selected service plan for the Fax Service ; or
  - (iv) if the Fax Service and/or the related service are terminated/ disconnected for whatever reason.

**3) GENERAL CONDITIONS**

- a) The Company's service plan is subject to the General Conditions of Service of SmarTone Communications Limited, which will be revised from time to time without prior notice. The Conditions are published at [smartone.com](http://smartone.com).