

Terms and Conditions of 14-day Cooling-off Periods

Terms & Conditions of Cooling-off Period after Registration:

1. Subscriber is entitled to a 14-day cooling-off period commencing from the date following the registration of the selected service plan(s) of business broadband service (with Single IP address) (“Business Broadband Service”) and/ or selected business line services (including Business Direct Line, Business Fax, Hunting Line, Centrex and Direct Dial In services) (“Business Line Service”). Subscriber may cancel the service plan(s) within the cooling-off period by submission of the HKBN prescribed cancellation form. However, the cooling-off period will immediately cease to apply if (i) the domain name creation, domain parking or domain transfer-in to HKBN is completed; (ii) subscriber has collected any gift or premium; or (iii) completion of installation whereby the cooling-off period after installation commences. For details, please refer to the “Terms and Conditions of Cooling-off Period after Installation” below. 2. If any service of a service plan is cancelled during cooling-off period, other service(s) included in the same plan and any other service plan(s) or value-added service(s) subscribed together on the same application will also be cancelled. The amounts set out in clause 3 below shall become immediately payable by subscriber. 3. If subscriber cancels the service(s)/service plan(s) within the cooling-off period, subscriber shall pay all fees and charges for the set up and/or provision of the Business Broadband Service and/or Business Line Service (including but not limited to any fees or charges related to (i) installation; and/ or (ii) amounts charged by the building owner, building management office, incorporated owners, or any third parties). Subscriber agrees that HKBN can set off the above amounts with prepayment made (or any part thereof) and subscriber shall pay any remaining balance after set off, if applicable.

Terms & Conditions of Cooling-off Period after Installation:

1. Subscriber is entitled to a 14-day cooling-off period commencing from the date following the installation date (“Installation Date”) of the selected service plan(s) of Business Broadband Service and/ or selected Business Line Service. Installation Date refers to the date as set out in the acknowledgment of installation form and if installations of services are completed on separate dates for the Plan(s) subscribed, cooling-off period shall commence on the date following the earliest Installation Date. Subscriber may cancel the service plan(s) within the cooling-off period by submission of the HKBN prescribed cancellation form. However, the cooling-off period will immediately cease to apply if (i) the domain name creation, domain parking or domain transfer-in to HKBN is completed; (ii) the successful number porting to HKBN of Business Line Service or (iii) subscriber has collected any gift or premium. 2. If any service of a service plan is cancelled during cooling-off period, other service(s) included in the same plan and any other service plan(s) or value-added service(s) subscribed together on the same application will also be cancelled. The amounts set out in clause 3 below shall become immediately payable by subscriber. 3. If subscriber cancels the service(s)/service plan(s) within the cooling-off period, subscriber shall pay the following amounts: (i) Discounted Monthly Fee calculated on a pro rata basis according to the number of days of the service(s)/service plan(s) used; (ii) charges of any value-added service(s) based on actual usage before termination; (iii) \$1,600 for each Plan of the Business Broadband Service subscribed and \$475 for each line of the Business Line Service subscribed being installation charge waived; and (iv) all fees and charges for the set up and/or provision of the Business Broadband Service and/or Business Line Service (including but not limited to any fees or charges related to (a) installation; and/ or (b) amounts charged by the building owner, building management office, incorporated owners, or any third parties). Subscriber agrees that HKBN can set off the above amounts with prepayment made (or any part thereof) and subscriber shall pay any remaining balance after set off, if applicable.

14天冷靜期之條款及細則

簽約後冷靜期之條款及細則：

1. 客戶登記指定商業寬頻服務計劃(提供1個IP 地址的商業寬頻) (「商業寬頻服務」)及/或指定商業電話服務計劃(包括商業電話直線、基本傳真線、自動跳駁式電話線、城域通及直撥內線服務) (「商業電話服務」)翌日起計可享有14天的冷靜期。客戶可於冷靜期內提交香港寬頻之指定取消表格以取消已登記的服務計劃。惟若(i)已成功建立新域名、完成域名停泊或轉入至香港寬頻；(ii)客戶已收取禮品；或(iii)服務已完成安裝，安裝後的14天冷靜期開始，冷靜期立即終止。有關安裝後的冷靜期詳情請參閱「安裝後冷靜期之條款及細則」。 2. 如客戶在冷靜期內取消任何服務計劃，則會同時取消同一服務計劃內之其他服務或同一申請內之其他服務計劃或其他增值服務。同時，客戶須即時清繳條款3所列之相關費用。 3. 如客戶於冷靜期內終止服務/服務計劃，客戶須支付所有有關設置及/或提供商業寬頻服務及/或商業電話服務之費用及收費(包括但不限於(i)安裝費用；及/或(ii)由大廈業權人、物業管理署、業主立案法團或任何第三者收取之金額。客戶同意香港寬頻會以賬戶內之預繳費(或任何部份)先扣除上述的應繳費用，並繳付剩餘之應繳費用(如適用)。

安裝後冷靜期之條款及細則：

1. 客戶於安裝指定商業寬頻服務計劃日期「(安裝日期)」及/或指定商業電話服務計劃翌日起計可享有14天的冷靜期。安裝日期指於服務安裝表格上之確認日期。如客戶未能同時安裝所有登記的服務，冷靜期將以最早安裝日期開始計算。客戶可於冷靜期內提交香港寬頻之指定取消表格以取消已安裝的服務。惟冷靜期於下列情況發生下立即終止：(i)已成功建立新域名、完成域名停泊或轉入至香港寬頻；(ii)原有固網電話號碼已成功攜帶至香港寬頻；或(iii)客戶已收取禮品。 2. 如客戶在冷靜期內取消任何服務計劃，則會同時取消同一服務計劃內之其他服務或同一申請內之其他服務計劃或其他增值服務。同時，客戶須即時繳付以下條款3 所列之費用。 3. 如客戶於冷靜期內終止服務/服務計劃，客戶須支付下列費用，包括(i)按比例計算已使用服務/服務計劃日數之優惠月費；(ii)任何取消前已使用以用量計算之增值服務；(iii)登記服務計劃時獲豁免之安裝費，以每個商業寬頻服務計劃\$1,600及每條商業電話線\$475計算；及(iv)所有有關設置及/或提供商業寬頻服務及/或商業電話服務之費用及收費(包括但不限於(a)安裝費用；及/或(b)由大廈業權人、物業管理署、業主立案法團或任何第三者收取之金額)。客戶同意香港寬頻會以賬戶內之預繳費(或任何部份)先扣除上述的應繳費用，並繳付剩餘之應繳費用(如適用)。

14天冷静期之条款及细则

签约后冷静期之条款及细则：

1. 客户登记指定商业宽带服务计划(提供1个IP 地址的商业宽带) (「商业宽带服务」)及/或指定商业电话服务计划(包括商业电话直线、基本传真线、自动跳驳式电话线、城域通及直拨内线服务) (「商业电话服务」)翌日起计可享有14天的冷静期。客户可于冷静期内提交香港宽频之指定取消表格以取消已登记的服务计划。惟若(i)已成功建立新域名、完成域名停泊或转入至香港宽频；(ii)客户已收取礼品；或(iii)服务已完成安装，安装后的14天冷静期开始，冷静期立即终止。有关安装后的冷静期详情请参阅「安装后冷静期之条款及细则」。 2. 如客户在冷静期内取消任何服务计划，则会同时取消同一服务计划内之其他服务或同一申请内之其他服务计划或其他增值服务。同时，客户须实时清缴条款3所列之相关费用。 3. 如客户于冷静期内终止服务/服务计划，客户须支付所有有关设置及/或提供商业宽带服务及/或商业电话服务之费用及收费(包括但不限于(i)安装费用；及/或(ii)由大厦业权人、物业管理署、业主立案法团或任何第三者收取之金额。客户同意香港宽频会以账户内之预缴费(或任何部份)先扣除上述的应缴费用，并缴付剩余之应缴费用(如适用)。

安装后冷静期之条款及细则：

1. 客户于安装指定商业宽带服务计划日期「(安装日期)」及/或指定商业电话服务计划翌日起计可享有14天的冷静期。安装日期指于服务安装表格上之确认日期。如客户未能同时安装所有登记的服务，冷静期将以最早安装日期开始计算。客户可于冷静期内提交香港宽频之指定取消表格以取消已安装的服务。惟冷静期于下列情况发生下立即终止：(i)已成功建立新域名、完成域名停泊或转入至香港宽频；(ii)原有固网电话号码已成功携带至香港宽频；或(iii)客户已收取礼品。 2. 如客户在冷静期内取消任何服务计划，则会同时取消同一服务计划内之其他服务或同一申请内之其他服务计划或其他增值服务。同时，客户须实时缴付以下条款3所列之费用。 3. 如客户于冷静期内终止服务/服务计划，客户须支付下列费用，包括(i)按比例计算已使用服务/服务计划日数之优惠月费；(ii)任何取消前已使用以用量计算之增值服务；(iii)登记服务计划时获豁免之安装费，以每个商业宽带服务计划\$1,600及每条商业电话线\$475 计算；及(iv)所有有关设置及/或提供商业宽带服务及/或商业电话服务之费用及收费(包括但不限于(a)安装费用；及/或(b)由大厦业权人、物业管理署、业主立案法团或任何第三者收取之金额)。客户同意香港宽频会以账户内之预缴费(或任何部份)先扣除上述的应缴费用，并缴付剩余之应缴费用(如适用)。