

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” or “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 HKBNES 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 HKBNES (or the third party provider) 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 HKBNES 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.