

HKBN ENTERPRISE SOLUTIONS (“HKBNES”) TERMS AND CONDITIONS OF COOLING OFF PERIOD

Terms and Conditions of Cooling Off Period after Registration of Business Broadband/ Business Line Services:-

1. Cooling-off period applies to registration of designated services on or after 1 September 2019.
2. Customer is entitled to a 14-day cooling-off period commencing from the date following the registration of the selected service plan(s) of Fibre Business Broadband/ Business Broadband service (with Single IP address) (“Business Broadband Service”) and/ or selected SuperTone/ business line services (including BusinessLine-DEL, BusinessLine-Fax, BusinessLine-Hunting, Direct Dial In and Centrex services) (“Business Line Service”). Customer may cancel the service plan(s) within the cooling-off period by submission of the HKBN Enterprise Solutions (“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 is completed; (ii) Customer 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.
3. 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 4 below shall become immediately payable by Customer.
4. If Customer cancels the service(s)/service plan(s) within the cooling-off period, Customer 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). Customer agrees that HKBNES can set off the above amounts with prepayment made (or any part thereof) and Customer shall pay any remaining balance after set off, if applicable.

Terms and Conditions of Cooling-off Period after Installation of Business Broadband/ Business Line Services:

1. Cooling-off period applies to registration of designated services on or after 1 September 2019.
2. Customer 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. Customer 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 is completed; (ii) the successful number porting to HKBNES of Business Line Service or (iii) Customer has collected any gift or premium.

3. 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 4 below shall become immediately payable by Customer.
4. If Customer cancels the service(s)/service plan(s) within the cooling-off period, Customer 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). Customer agrees that HKBNES can set off the above amounts with prepayment made (or any part thereof) and Customer shall pay any remaining balance after set off, if applicable.

HKBN Enterprise Solutions is the brand / trading name of HKBN Enterprise Solutions Limited and/or HKBN Enterprise Solutions HK Limited.

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