

## PCCW Wi-Fi Service Guide

### About this Service Guide

This PCCW Wi-Fi Service Guide provides further information relating to PCCW Wi-Fi Service and the Service Plans in the PCCW Wi-Fi Application.

Please read this Service Guide carefully as the Service entitlements, eligibility criteria and other important information applies to the PCCW Wi-Fi Service.

### PART I Important Information

#### Service Provider

- **Hong Kong Telecommunications (HKT) Limited** provides the PCCW Wi-Fi Service upon the General Conditions of Telecommunications Service (Consumer Customers) ("General Conditions") which you may download at <http://www.pccw.com/Terms+of+Use> and Special Conditions of PCCW Wi-Fi Service for Consumer Customers which you may download at [[www.pccwwifi.com](http://www.pccwwifi.com)].

#### Things You Need to Know

- **COOLING OFF PERIOD:** If the Contract was concluded during an unsolicited visit to your home ("Unsolicited Contract") and you did not waive your Cooling-Off Period at the time you signed your PCCW Wi-Fi Application you have a cooling-off period of up to 7 days within which to cancel your PCCW Wi-Fi Application by calling our Direct Sales Hotline on 2888 9862. However, this cooling-off period will immediately end once we commence the physical provisioning of the Service (likely to be on the Target Commencement Date). Please refer to Clause 8 of the General Conditions.
- **PCCW Wi-Fi APPLICATION:** When processing your PCCW Wi-Fi Application and your Application contains any missing or incorrectly entered Charges that are payable by you, your selected options in a Service Plan in your PCCW Wi-Fi Application is not offered by us as specified in this Service Guide or there are any other discrepancies, then our customer service will contact you as soon as practicable to rectify such discrepancies and we will resume processing your Application when all discrepancies have been rectified.
- **CAN I TERMINATE A SERVICE?:** You can terminate your PCCW Wi-Fi Service by giving us at least 30 days' prior notice by submitting a completed termination request form at our shops or contacting our customer service hotline. If the Service is with a Fixed Term, all monthly rebates (if applicable) will be terminated from the date of occurrence of the relevant event. In addition, you are required to pay the Early Termination Charge if you terminate the PCCW Wi-Fi Service during the Fixed Term. Please refer to Clause 13.3 of the General Conditions for details.
- **WHAT HAPPENS WHEN THE FIXED TERM OF A SERVICE ENDS?:** At the end of the Fixed Term of a PCCW Wi-Fi Service, if we are unable to contact you or you are undecided as to whether to renew your existing Contract, we will continue to provide the Service to you under the existing Contract on a month to month basis subject to payment of the Charges after Fixed Term specified for the Service in the existing Contract until you cancel the Service by giving us at least 30 days' advance written notice. Please refer to Clauses 23.6 and 23.7 of the General Conditions for details.
- **CAN I EXTEND THE FIXED TERM?:** You can extend the Fixed Term of a PCCW Wi-Fi Service by agreeing to an additional Fixed Term. You can also agree to replace the Contract with another new Contract upon expiry of the Fixed Term of the Service.
- **WHICH CONTRACT TERMS OF A SERVICE CAN BE CHANGED?:** We can change all terms and conditions of the Service by publishing the changes online at the website listed in Part III of this Service Guide. If we believe that the change causes you material disadvantage or will result in an increase your Charges for the Services (other than IDD or roaming services), we shall give you at least 30 days' prior notice. You have the right to terminate your contract in certain circumstances without incurring any charges in respect of that termination (other than incidental costs) when we increase Charges and change terms and conditions of a Service by giving 15 days notice prior to the change coming into effect. Please refer clause 22.4 of the General Conditions for details.
- **SYSTEM REQUIREMENT AND HOTSPOTS :** PCCW Wi-Fi Service can only be used via Wi-Fi enabled devices with designated system requirement. For the system requirement and latest hotspot locations, please visit our website <http://www.pccwwifi.com>.
- **CHARGES:** If you have committed to a Fixed Term, you will be charged the Monthly Fixed Term Rate for the service(s) during the Fixed Term. If you have not committed to a Fixed Term or if your Fixed Term has expired and not been extended or renewed, you will be charged the Month-to-Month Rate. We will also charge you other Charges listed in the Application Form and/or the Service Guide when applicable.

### PART II PCCW Wi-Fi Application

#### SECTION A CUSTOMER DETAILS

- **PCCW Wi-Fi Service Login ID Registration:** Your Login ID is limited to 2 to 15 lower case alphanumeric characters. Please fill in capital letters for ease of recognition. The first character must be selected from the letters A-Z. If your preferred Login ID(s) is/are not available, we will assign a Login ID that is similar to your preferred choice.

#### SECTION B CONTRACT TERM

- **Fixed Term:** This is the Fixed Term period which you agree to subscribe to PCCW Wi-Fi Service under your PCCW Wi-Fi Application. The Fixed Term commences on the Commencement Date.
- **Target Commencement Date:** This is the target date on which PCCW Wi-Fi Service will commence and is subject to change.

#### SECTION C SERVICE PLAN

All Service Plans allow for unlimited data use at PCCW's Wi-Fi hotspots in Hong Kong and include the provision of Equipment specified.

#### PCCW Wi-Fi SERVICE

##### Single Device Plan:

##### Service Description / Entitlements:

- Unlimited usage of Wi-Fi Service per device each month.
- Each Customer can apply for a maximum of five (5) Single Device Plans including already registered ones.

##### Eligibility:

- Both NETVIGATOR and non-NETVIGATOR Customer can apply for Single Device Plan.

##### Unlimited Usage Plan (NETVIGATOR):

##### Service Description / Entitlements:

- Unlimited usage of Wi-Fi Service each month.

- Each Unlimited Usage Plan includes one (1) web login account and three (3) Single Device activation quotas.

**Eligibility:**

- Only existing NETVIGATOR Customer can apply for Unlimited Usage Plan (NETVIGATOR).

**Unlimited Usage Plan (Skywalker):****Service Description / Entitlements:**

- Unlimited usage of Wi-Fi Service each month.
- Each Unlimited Usage Plan includes one (1) web login account and three (3) Single Device activation quotas.

**Eligibility:**

- Only Non-NETVIGATOR Customer can apply for Unlimited Usage Plan (Skywalker).
- Each Customer can only apply for one Unlimited Usage Plan.
- Only applicable for Wi-Fi enabled devices which fulfill designated system requirement.

**Premium Packages:**

Prepayment made under the Premium Packages will be used to set off the Monthly Charge for the Fixed Term.

**Service Description / Entitlements (applies to all premium packages):**

- Single Device Plan.

**Eligibility (applies to all premium packages):**

- Both NETVIGATOR and non-NETVIGATOR Customer can apply for Single Device Plan.
- Customer must subscribe for **at least 24-month Fixed Term**.

**Premium Packages –Single Device Plan (iPad Plan):****Service Description / Entitlements:**

- Customer may enjoy unlimited usage of Wi-Fi Service per iPad each month.
- No iPad is supplied

**Eligibility:**

- Customer must provide the IMEI or invoice of the iPad for the application.
- Customer must subscribe to PCCW Wi-Fi Service for **at least 24-month Fixed Term**.

**Premium Packages –Single Device Plan x Samsung Galaxy Tab Bundle Offer:****Service Description / Entitlements:**

- 1 Samsung Galaxy Tab.

**Prepayments:**

- Prepayment of \$3,980 is required and shall be settled by EPS/credit card or 12-month interest free installment through designated credit card. Prepayment will be refunded by crediting the relevant amount to Customer's account in consecutive months starting

from the 1<sup>st</sup> month. Prepayment will not be refunded if Customer terminates the PCCW Wi-Fi Service before the Fixed Term ends.

**Eligibility:**

- Customer must subscribe to PCCW Wi-Fi Service for **at least 36-month Fixed Term**.

**Premium Packages –Single Device Plan x Lenovo S205 Bundle Offer:****Service Description / Entitlements:**

- 1 Lenovo S205.

**Prepayments:**

- Prepayment of \$2,999 is required and shall be settled by EPS/credit card or 12-month interest free installment through designated credit card. Prepayment will be refunded by crediting the relevant amount to Customer's account in consecutive months starting from the 1<sup>st</sup> month.

Prepayment will not be refunded if Customer terminates the PCCW Wi-Fi Service before the Fixed Term ends.

**Eligibility:**

- Customer must subscribe to PCCW Wi-Fi Service for **at least 36-month Fixed Term**.

**PART III Other Information**

- PREMIUM PACKAGES:** All third party products in premium packages are only available while supplies last and are non-redeemable for cash or other benefits. Please refer to the manufacturer's warranty statement included with the product for a detailed explanation of the product warranty terms applicable to a particular product.
- REDEMPTION PROCEDURE IN PREMIUM PACKAGES:** We will send a redemption letter by mail to your corresponding address within 4 weeks after the activation of the PCCW Wi-Fi Service. You are required to redeem the product at a designated address during the redemption period in accordance with the redemption letter, sales memo and your ID card.
- PCCW Wi-Fi CUSTOMER SERVICE:** You may call our customer service hotline at 1000 or send your email to [custserv@netvigator.com](mailto:custserv@netvigator.com).
- OUR SERVICE WEBSITES:** [www.pccwwifi.com](http://www.pccwwifi.com)