

NETVIGATOR Service Guide - PT

About this Service Guide: This NETVIGATOR Service Guide provides further information relating to NETVIGATOR Services (which includes NETVIGATOR and Fiber-to-the-Home Services), the Service Plans and options in your NETVIGATOR Application. Please read this Service Guide carefully as the Service entitlements, eligibility criteria and other important information applies to the Services and NOW TV services, MOOV services, NOW Sports Online or MEDIA.now.com.hk services you may additionally subscribe under your NETVIGATOR Application. All capitalized terms used in this Service Guide shall have the same meanings ascribed to them in the General Conditions and the applicable Special Conditions, unless the context may otherwise require or unless specified otherwise in this Service Guide.

PART I Important Information

Service Providers (only applicable to the service subscribed to in your NETVIGATOR Application)

- **Hong Kong Telecommunications (HKT) Limited ("HKT")** provides all telecommunications Services (other than PCW-HKT mobile Service), including the NETVIGATOR Services upon the terms of your Application, this Service Guide, the General Conditions of Telecommunications Service (Consumer Customers) (available at www.hkt.com/terms-of-use/) ("General Conditions") and the applicable special conditions (if any). Such special conditions of the NETVIGATOR Service include the NETVIGATOR Broadband Terms and Conditions and the Special Conditions of NETVIGATOR Service for Consumer Customer, both available at http://cs.netvigator.com/tnc_e.html. HKT provides certain non-telecommunication Services (including F-Secure Safe Anywhere services) upon the terms of your Application, this Service Guide, and HKT General Conditions of Service (available at http://cs.netvigator.com/tnc_e.html) and the applicable special conditions (if any). The Special Conditions of F-Secure Safe Anywhere services are available at http://cs.netvigator.com/tnc_e.html. HKT also provides uHub services (a non-telecommunication service) upon the terms of your Application, this Service Guide, the General Conditions of uHub service and the Special Conditions of uHub service (both available at www.uhub.com). The HKT atHome Service is provided by HKT upon the terms of your Application, this Service Guide, any special conditions or other provisions in relation to HKT atHome Service and the General Conditions of HKT atHome Service (available at http://www.hkt.com/hkt/premier/HKTatHome_General_Conditions.html). HKT also provides PCCW eBill Service upon the PCCW eBill Service Terms and Conditions of Use, available at ebill.pccw.com.
- **CSL Mobile Limited** provides PCCW-HKT mobile Services upon the terms of the relevant Application, this Service Guide, and the General Conditions and the Special Conditions of PCCW-HKT Mobile Service for Consumer Customers, available at http://www.pccwmobile.com/specialconditions_e.
- **PCCW Media Limited** provides NOW TV services under your NETVIGATOR Application upon the terms of such Application, this Service Guide, and the NOW TV services Terms and Conditions (available at <http://nowtv.now.com>). PCCW Media Limited provides MOOV services upon the terms of your Application, this Service Guide and MOOV Terms and Conditions, available at <http://moov.hk>. For easy reading, we may also refer to MOOV services and MEDIA.now.com.hk services as "New Media services" in this Service Guide.
- **HKT CSP Limited** provides and manages "My HKT Customer Service" portal as your agent upon the Terms and Conditions of "My HKT Customer Service" Portal (available at <https://cs.hkt.com>). "My HKT" account allows you to manage some of your service(s) subscribed with the relevant member(s) of the HKT Group or the PCCW Group (such as NETVIGATOR, fixed line / EYE, PCCW-HKT mobile, and/or NOW TV services) through a single login at "My HKT Customer Service" website (<http://cs.hkt.com>) and "My HKT" App (collectively, "Portal"), as well as HKT CSP Limited to register and manage your "My HKT" account on the Portal as your agent, subject to the applicable terms and conditions.

Things You Need to Know

- **NETVIGATOR APPLICATION:** When processing your NETVIGATOR 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 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.
- **BROADBAND LINE INSTALLATION DEMARCATION:** Broadband service installation refers to the connection of broadband line to the first landing broadband socket only within the customer's premises as determined at the sole discretion by HKT.
- **NETVIGATOR SERVICE INSTALLATION:** You must allow installation of the NETVIGATOR Services to be carried out and completed at the Service Installation Address within 21 days of the date of your Application. Otherwise, we reserve the right to cancel your NETVIGATOR Application and to charge you an Order Cancellation Administration Fee of HK\$100.
- **CAN I TERMINATE A SERVICE?:** You can terminate any Services or NOW TV services by giving us not less than 30 days' prior notice by submitting a completed termination request

PART II NETVIGATOR Application

SECTION A CUSTOMER DETAILS

- **Service Installation Address:** The Service installation address will be used by us as the correspondence address, unless a different correspondence address has been provided under this Application. You may update your correspondence address at cs.netvigator.com or call our Consumer Service Hotline at 1000.
- **NETVIGATOR Broadband Login ID and Email Address Registration:** Your Login ID & E-mail Address 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. If you have applied for any New Media services, this will be your login ID for such service(s); if you have not provided us with an email address, we will use this email address as your contact email address.

SECTION B CONTRACT TERM

- **Commitment Period:** This is the Commitment Period as specified in the Application which you agree to subscribe to the NETVIGATOR Service and this automatically applies to the Extra Services, extra premiums and/or NOW TV services selected under your NETVIGATOR Application (unless otherwise specified in the Application.) This does not apply to New Media services

unless you have subscribed to a contract plan as indicated in your Application. The Commitment Period commences on the target Commencement Date unless HKT advises otherwise.

- **Target Installation Date:** This is the target date which we will conduct installation of the NETVIGATOR Service, Extra Services or NOW TV service at the Service installation address and may be subject to change. The Target Installation Date is also the Target Commencement Date unless a different Target Commencement Date unless HKT advises otherwise.
- **Target Commencement Date:** This is the target date on which NETVIGATOR Services, Extra Services or NOW TV services will commence at the Service Installation Address and may be subject to change.

SECTION C SERVICE PLAN

NETVIGATOR SERVICES

- **Special Terms and Conditions:** NETVIGATOR Broadband Terms and Conditions and Special Conditions of NETVIGATOR Services for Consumer Customers, both available at http://cs.netvigator.com/tnc_e.html. All Service Plans allow for unlimited data use each month and include the provision of the Equipment including the modem, cables and associated equipment. The Monthly Rate within Commitment Period may be different from the list price due to promotional offer available at the time of your Application. Month-To-Month Rate, applicable after expiry of your

Commitment Period will be at our prevailing rates. For details, please refer to our website www.netvigator.com/eng/pages.php?url=lp_private. The rates are subject to change and HKT's decision shall be final.

- **Service Entitlements and Eligibility:** Service entitlements to NETVIGATOR Services and eligibility for selecting the premiums of the Premium Packages and Extra Premiums under different Service Plan vary. Please refer to your NETVIGATOR Application and NETVIGATOR Supplementary Service Guide for details, if applicable.

Service Description / Entitlements:

uHub services: Customer who completes registration of the uHub services via <http://www.uhub.com> within 3 months after the service installation of his/her NETVIGATOR Services will be entitled to 10GB storage on uHub. Registration after that 3-month period will entitle Customer to HKT's prevailing uHub basic storage capacity. If the NETVIGATOR Services are terminated by Customer or HKT for whatever reason, Customer's uHub storage entitlement will be terminated or downgraded as determined by HKT.

Basic Plan (with Commitment Period):

Service Description / Entitlements:

- NETVIGATOR Services.

Fiber-to-the-Home Plan (with Commitment Period):

Service Description / Entitlements:

- Fiber-to-the-Home Services.

or NOW TV services or New Media services are unavailable at your new address or it is not possible for us to provide such Services using our reasonable endeavours to do so, we may not charge you the Early Termination Charge for the Services and/or, NOW TV services and/or New Media service (as the case may be) if you choose to end the Services, NOW TV services and/or New Media service. However, we may charge you other Cancellation Charges (if any). If the Services are terminated, your NOW TV services and/or New Media services may also be terminated at the same time.

- **MODEM SHARING WITH OTHER PCCW / HKT SERVICES:** If the same modem is shared between your NETVIGATOR Services/NOW TV services/EYE Services/PCCW Home EasyWatch Services, and if your NOW TV services/EYE Services/PCCW Home EasyWatch Services are terminated or suspended for whatever reasons, you shall contact our Consumer Service Hotline to continue using your NETVIGATOR Services. If you do not do so, your NETVIGATOR Services will be suspended simultaneously on the effective date of termination of your NOW TV services/EYE Services/PCCW Home EasyWatch Services without prior notice while you remain responsible for the relevant Charges. When you are using a NETVIGATOR modem for more than one service using the same transmission bandwidth or path and the combined bandwidth requirements of the services are higher than the transmission bandwidth you have subscribed to, the bandwidth available when using the NETVIGATOR Services will be reduced.

- **WHAT IS BANDWIDTH SPECIFICATIONS?:** Bandwidth Specification refers to network specifications of the subscribed Services for the broadband line connected from the modem at your premises to the first piece of network equipment or central office of the NETVIGATOR network. For Basic Plan, bandwidth specifications of 1.5M, 3M, 6M, 8M, 18M, 30M and 100M listed on your Application correspond to a maximum dedicated downstream bandwidth of 1.5Mbps / 3Mbps / 6Mbps / 8Mbps / 18Mbps / 30Mbps / 100Mbps and maximum dedicated upstream bandwidth of 640Kbps / 640Kbps / 640Kbps / 800Kbps / 1Mbps / 10Mbps / 30Mbps respectively. For Fiber-to-the-Home Plans, bandwidth specifications of 100M, 200M, 300M, 500M and 1000M correspond to a maximum upstream and downstream bandwidth of 100Mbps / 200Mbps / 300Mbps / 500Mbps / 1000Mbps respectively. The actual speed you experience using the Services will be less than the network specifications and affected by your device, technology, network and software used, network configuration and coverage, usage levels, international bandwidth and extraneous factors.

- **CHARGES:** If you have committed to a Commitment Period, in addition to any usage based charge (if applicable), you will be charged the Monthly Rate within Commitment Period for the Services during the Commitment Period. If you have not committed to a Commitment Period or if your Commitment Period has expired and not been extended or renewed, you will be charged at the prevailing Month-To-Month Rate. We will also charge you other charges listed in your Application and this Service Guide when applicable.

- **BILLING:** You may receive separate bills for the bundled Services at different dates.

- **PREPAYMENT:** In some cases, we may require you to make a prepayment. If you are required to make a prepayment, we will specify the same in your Application and this Service Guide. Prepayment will be refunded to you as specified in the Service Guide, if no refund is specified, it will be offset against your Charges during the Commitment Period. Prepayment will not be refunded to you if you terminate the NETVIGATOR Service and Extra Services before the Commitment Period ends.

- **DEPOSITS:** You shall be responsible for all charges under this Contract. Deposits paid by you will be jointly held by all our service providers who provide services to you. Deposits paid in relation to a service provided by one service provider may be used to pay outstanding Charges in relation to another service provided by the same or another service provider within the PCCW group companies or used to settle the outstanding amount of any payment for those services. Any remaining deposits will be refunded to you when all charges are paid at the end of this Contract or at the end of your subscription to relevant service. Please refer to Clause 13.5 of the General Conditions for details.

- **NEW MEDIA SERVICES:** The quality of any New Media services is dependent on the quality of your internet connection, bandwidth/network quality and stability. Your personal computers and/or smartphones must meet the basic system requirements as set out in the service websites.

- F-Secure Safe Anywhere (1-Key) service: HKT will charge a month-to-month rate of HK\$28 after expiry of the Commitment Period of Customer's Fiber-to-the-Home Services. HKT reserves the right to withdraw any unused license key at any time 6 months after completion of the service installation of Customer's NETVIGATOR Services.

Monthly Plan (without Commitment Period):

Service Description / Entitlements:

- NETVIGATOR Services or Fiber-to-the-Home Services.
- Customer may select a bandwidth specification of 100M, 8M, 6M, 3M or 1.5M.

SECTION D EXTRA SERVICES

Wireless Broadband

Home Wireless Service (Basic Plan):

Service Description / Entitlements:

- Home Wireless Service
- Provision of equipment during the contract term:

1. (a) One FE router with 802.11g Wi-Fi (wired network specification: 16Mbps / wireless network specification: 54Mbps for 2.4GHz) (applicable to 3M/6M/8M/18M users); or
(b) One FE router with 802.11n Wi-Fi (wired network specification: 90Mbps / wireless network specification: 300Mbps for 2.4GHz) (applicable to 30M or above users).
2. Cables and associated equipment.

- First time installation and equipment delivery fee waived.

Eligibility:

- Basic Plan customer with bandwidth specification 3M / 6M / 8M / 18M / 30M or above
- Customer must subscribe to Basic Plan for a 12/24-month Commitment Period in order to be eligible for the HK\$18 Commitment Period rate.
- Not available for Pre-installation option.

Home Networking Wireless Service (Fiber-to-the-Home Plan):

Service Description / Entitlements:

- Home Networking Wireless Service
- Provision of the equipment during the contract term:
 - One GE router (wired network specification: 1000M, wireless network specification: 1300Mbps (5GHz - 802.11ac) / 450Mbps (5GHz - 802.11n) / 450Mbps (2.4GHz - 802.11n).
 - Cables and associated equipment.
- First time installation and equipment delivery fee waived.

Eligibility:

- Dedicated to Fiber-to-the-Home customer.
- Customer must subscribe to Upgrade Pack/ Fiber-To-The Home Plan for a 12/18/24-month Commitment Period in order to be eligible for the HK\$88 Commitment Period rate.
- Not available for Pre-installation option.

Home Networking Wireless Service:

Service Description / Entitlements:

- Home Networking Wireless service.
- Provision of the equipment during the Commitment Period:
 - One GE router with wired network specification: Max 1000Mbps and wireless network specification: 867Mbps for 5GHz (802.11ac) / 300Mbps for 5GHz (802.11n) / 300Mbps for 2.4GHz(802.11n).
 - Cables and associated equipment.
- First time installation and equipment delivery fee waived within Commitment Period.

Eligibility:

- Dedicated to NETVIGATOR Broadband customer.
- Network Specification:** The network specification applies to the router supplied. The actual speed enjoyed by a customer will be less than the network specifications and will be affected by many factors including network specification of your router, the network specification of your service, the lay-out of your Service Installation Address, device used, technology, network and software used, network configuration and coverage, international bandwidth, other possible Wi-Fi interference and extraneous factors.

PCCW-HKT Wi-Fi service:

Single Device Plan:

- Special Terms and Conditions:** Special Conditions of PCCW-HKT Wi-Fi Service for Consumer Customers, available at http://cs.netvigator.com/tnc_e.html.

Service Description / Entitlements:

- Unlimited usage of PCCW-HKT Wi-Fi service per device.

Eligibility:

- Applicable to mobile devices / laptops that fulfil the dedicated system requirement.

uHub service:

uHub upgrade to 25GB

Your uHub storage entitlement only applies during your subscription of NETVIGATOR Services. You should back up your data before your uHub storage is downgraded or terminated and your files are deleted.

Service Description / Entitlements:

- Upgraded uHub storage to 25GB

uHub upgraded to 50GB:

Your uHub storage entitlement only applies during your subscription of NETVIGATOR Services. You should back up your data before your uHub storage is downgraded or terminated and your files are deleted.

Service Description / Entitlements:

- Upgrade uHub storage to 50GB
- This is a yearly plan that customer will be charged the annual fee for every 12-months.
- The annual fee is not refundable if customer has decided to terminate the service.

uHub SuperPack (Basic Plan)

Service Description / Entitlements:

- uHub SuperPack includes:
 - 25G uHub storage
 - PCCW-HKT Wi-Fi Single Device Plan
 - Home Wireless Service – Basic Plan (See above)

uHub SuperPack (Fiber-to-the-Home Plan)

Service Description / Entitlements:

- uHub SuperPack includes:

- 25G uHub storage
- PCCW-HKT Wi-Fi Single Device Plan
- Home Wireless Service – Fiber-to-the-Home Plan (See above)
- Network Specification:** The network specification applies to the router supplied. The actual speed enjoyed by a customer will be less than the network specifications and will be affected by many factors including network specification of your router, the network specification of your service, the lay-out of your Service Installation Address, device used, technology, network and software used, network configuration and coverage, international bandwidth, other possible Wi-Fi interference and extraneous factors.

Home Networking Wireless Service Pack:

Service Description / Entitlements:

- 100GB uHub storage
- Linksys EA6700Dual Band Router
- 2 Belkin Range Extenders
- Onsite equipment repairing / replacement service during contract period. (Exclude associated equipment)
- Free onsite and remote technical support during contract period.
- Free 24 hours hotline support during contract period.
- No maintenance and no on-site after-care support will be provided after contract commitment period.
- Provision of equipment during the contract term:
 - One Linksys EA6700router with WiFi. The network specification of the Linksys EA6700: wired network specification: Max 1000Mbps, and; wireless network specification: 1300Mbps for 5GHz (802.11ac) / 450Mbps for 5GHz (802.11n) / 450Mbps for 2.4GHz(802.11n).
 - Cables and associated equipment.
- Customer can enjoy one-time free Wireless Networking setup service within contract period upon external relocation to new installation address.
- NETVIGATOR service and Home Networking Wireless Service Pack must be installed in the same address.

Eligibility:

- Customers must subscribe to selected Fiber-to-the-Home Plan for a 24-month Commitment Period.
- Not available for Pre-installation option.
- If customer subscribes to the Home Networking Wireless Service Pack, he cannot subscribe to the Home Wireless Service (Fiber-to-the-Home Plan).

Home Networking Wireless Service Pack (Lite)

Service Description / Entitlements:

- 100GB uHub storage
- Linksys EA6700 Dual Band Router
- Onsite equipment repairing / replacement service during contract period. (Exclude associated equipment)
- Free onsite and remote technical support during contract period.
- Free 24 hours hotline support during contract period.
- No maintenance and no on-site after-care support will be provided after contract commitment period.
- Provision of equipment during the contract term:
 - One Linksys EA6700router with WiFi. The network specification of the Linksys EA6700: wired network specification: Max 1000Mbps, and; wireless network specification: 1300Mbps for 5GHz (802.11ac) / 450Mbps for 5GHz (802.11n) / 450Mbps for 2.4GHz(802.11n).
 - Cables and associated equipment.
- NETVIGATOR service and Home Networking Wireless Service Pack (Lite) must be installed in the same address.

Eligibility:

- Customers must subscribe to selected Fiber-to-the-Home Plan for a 24-month Commitment Period.
- Not available for Pre-installation option.
- If customer subscribes to the Home Networking Wireless Service Pack (Lite), he cannot subscribe to the Home Wireless Service (Fiber-to-the-Home Plan).

F-Secure Safe Anywhere Service Plan:

- Special Terms and Conditions:** Special Conditions of F-Secure Safe Anywhere Service, available at http://cs.netvigator.com/tnc_e.html.

Service Description / Entitlements:

- License key for F-Secure Safe Anywhere software (features include (1) Computer security such as anti-spam, browsing protection and anti virus, (2) Parental Control).

Eligibility:

- When customer subscribes new or change F-Secure Safe Anywhere service plan, a new 12/24 months contract for all license key(s) subscribed will be applied.
- Not available for Pre-installation option.

HKT atHome Service:

HKT atHome IT Care Plan

Service Description / Entitlements:

- Commitment Period: 12 months
- Includes technical support service on up to 5 eligible devices
- Onsite technical support service if jointly agreed during the Commitment Period is the prevailing rate as specified in the website and as at the date of this form is HK\$450 per hour (minimum 2 hours) and is charged in addition to the Monthly Rate.
- For further details and other important information regarding this plan, please visit http://www.hkt.com/hktpremier/HKTatHome_General_Conditions.html

HKT atHome IT Care Plus Plan

Service Description / Entitlements:

- Commitment Period: 12 months
- Includes technical support service on up to 12 eligible devices
- Onsite technical support service if jointly agreed during the Commitment Period is the prevailing rate as specified in the website and as at the date of this form is HK\$380per hour (minimum 2 hours) and is charged in addition to the Monthly Rate.
- For further details and other important information regarding this plan, please visit http://www.hkt.com/hktpremier/HKTatHome_General_Conditions.html

SECTION E NOW TV SERVICES BUNDLE

Eligibility:

- Customer must subscribe to NETVIGATOR Service with dedicated bandwidth of at least 3M.
- The NOW TV services Bundle has the same Commitment Period and commences on the same Commencement Date, as Customer's subscription to the NETVIGATOR Service.
- Customer who subscribes to the NOW TV services Bundle with Super HD/HD Connection Service (with a Commitment Period of 24 months) is entitled to enjoy the 6-month TVB Sports channel Special Offer Service Plan. Please refer to NOW TV Service Menu for details.
- HD Connection Service is only available to customers in areas with HD coverage. Super HD versions are only available to NETVIGATOR FTTH broadband users. Super HD Connection Service is available to customers whose NOW TV installation address has PCCW-HKT fiber network coverage and where the NOW TV services can be connected to such fiber network. For the list of channels in HD, please refer to the NOW TV Service Menu.
- At the end of the Commitment Period of your subscription to the NOW TV services Bundle, the NOW TV services Bundle will continue to be provided to you at the same monthly charges, on a month to month basis.
- Not available for Pre-installation option.

"Starter Pack" and "Entertainment Pack":

Service Description / Entitlements:

- Customer can enjoy a "Starter Pack" and an "Entertainment Pack" of NOW TV services channels; and monthly rental fee waiver for decoder box.

"Channel Bundle", "Supreme Pack", "Family Pack" and "Super Sports Pack with NOW Super 4 Entertainment Pack":

Service Description / Entitlements:

- Customer may select a "Channel Bundle" (which may comprise 1 channel, 2 channels or 3 channels), "Supreme Pack", "Family Pack" or "Super Sports Pack with NOW Super 4 Entertainment Pack"; and can enjoy monthly rental fee waiver for decoder box.
- For the "Supreme Pack" and "Family Pack", customer must subscribe to NETVIGATOR Service for a 24-month Commitment Period.
- Only designated channels/programs can be viewed on NOW player. Please refer to the NOW player Terms and Conditions (available for viewing at <http://nowplayer.now.com/tnc>). Please note that your access to any programme, channel and/or content on the NOW player service can be terminated at anytime without prior notice. The NOW player application can only be used on mobile devices with operation system versions of iOS 5.0 or above and Android 2.3 or above.
- PCCW Media Limited has signed an exclusive agreement to broadcast the Barclays Premier League from 2013/2014 – 2015/2016 for three seasons. Only subscribers to the Super Sports Pack can subscribe to CH620. Super Sports Pack subscribers can view CH 620 (if subscribed to), 621 and BPL Online on NOW player on a single registered PC or mobile device (by installing the NOW player application or through <http://nowplayer.now.com>). This registered device can be changed only once per calendar month. CH631-637 and 660 can also be viewed on NOW player; through any PC or mobile device (but not simultaneously).

device (but not simultaneously).

SECTION F NEW MEDIA SERVICES

MOOV – MOOV Unlimited:

Terms and Conditions: MOOV Terms and Conditions, available at <http://moov.hk>.

Service Description / Entitlements:

- MOOV online digital music service (only available for use in Hong Kong).
- Up to 1 free MP3 download per month until further notice from us (subject to MOOV Terms and Conditions). For the avoidance of doubt, you are not entitled to any Free MP3 Download while your monthly charges are waived.
- Charges for the first month may be waived for first time customers of MOOV.

MEDIA.now.com.hk – MEDIA Unlimited:

Terms and Conditions: MEDIA Terms and Conditions, available at <http://media.now.com.hk>.

Service Description / Entitlements:

- MEDIA.now.com.hk online entertainment service (only available for use in Hong Kong).
- Charges for the first month may be waived for first time customers of media.now.com.hk

NOW Sports Online:

Special Terms and Conditions: NOW Sports Online Terms and Conditions, available for download at <http://now.com.hk/nowsports>.

Service Description / Entitlements:

- NOW Sports Online provides different kinds of sports programmes (only available for use in Hong Kong).
- Certain programmes broadcast on NOW Sports TV channels may not be available on NOW Sports Online due to broadcast rights limitations.

Eligibility:

- Customer must subscribe to NOW Sports Online for at least 18-month Commitment Period.
- Customer must maintain NETVIGATOR Broadband subscription or NETVIGATOR Broadband and NOW TV Mega Sports Pack subscription as indicated in the NETVIGATOR Application.

SECTION G ADDITIONAL CHARGES FOR NETVIGATOR SERVICES

Installation Service Fee:

This charge will be imposed when the infrastructure of the NETVIGATOR Service has not been installed at your Service Installation Address for our immediate provision of the NETVIGATOR Service (even though it may be available in the building) or when there has not been a subscriber to the NETVIGATOR Services at your Service Installation Address. Any third party contractor fees required in order to install the NETVIGATOR Service will be payable by you and are not included in this charge. In the event that HKT commences work on the installation of your broadband line and you subsequently terminate the NETVIGATOR Service prior to completion of such installation works, this charge will remain to be payable by you in full.

Activation Service Fee:

This charge will be imposed when the infrastructure of the NETVIGATOR Service has already been installed at your Service Installation Address for our immediate provision of the NETVIGATOR Service and there has been a previous subscriber to the NETVIGATOR Services. This charge will be billed in the first bill upon completion of the NETVIGATOR Service activation. Any third party contractor fees required in order to activate the NETVIGATOR Service will be payable by you and are not included in this charge.

HKT's NETVIGATOR Services are dependant on the internal infrastructure at your Service Installation Address being installed and ready for our immediate provision of service. If additional work is required within your premises in order to be ready for our immediate provision of the NETVIGATOR Service, your Installation Service Fee or Activation Service Fee (as the case may be) will be increased by a further amount which will be quoted to you before any necessary works begin.

For details of the Installation Service Fee or Activation Service Fee payable at your Service Installation Address or your new Service Installation Address if you are moving, please call our Consumer Service Hotline at 1000.

Early Termination Charge (also applicable to Extra Services, New Media services and NOW TV services Bundle):

Monthly Charge x (remaining months of the Commitment Period + Commitment Extension (if applicable))

Reconnection Charge:

HK\$200 (applicable only if service has been suspended)

Administrative Charges:

Charges for Loss or Replacement of Equipment can be viewed at http://www.netvigator.com/general_charges/eng
Other Charges are listed in your Application.

PART III OTHER INFORMATION

NETVIGATOR CUSTOMER SERVICE: You may call our Consumer Service Hotline at 1000 or send your email to custserv@netvigator.com.

OUR SERVICE WEBSITES: The following are websites of Services, NOW TV services and New Media Services referred to in this Service Guide:

NETVIGATOR Service:	www.netvigator.com
NOW TV service:	www.now-tv.com
MOOV service:	moov.hk
Home Wireless Service:	homewireless.netvigator.com
MEDIA.now.com.hk:	www.media.now.com.hk

PCCW-HKT Wi-Fi Service	www.wifi.pccw-hkt.com
F-Secure Safe Anywhere service:	fsecure.netvigator.com
uHub service:	www.uhub.com
HKT atHome Service:	http://www.hkt.com/hktpremier/eng/product/homeit.html
My HKT Customer Service:	cs.hkt.com



HKT - a PCCW Group member