

UNIFIED CARRIER LICENCE  
TELECOMMUNICATIONS ORDINANCE (Chapter 106)

New World Telecommunications Limited

**Name of Tariff**

Residential Broadband Service

**Description of Tariff**

A) The service rates / charges are updated as follows:

I) Rental

Bandwidth	Standard Tariff (HK\$ per month)
10M	\$168
100M	\$298
500M	\$398
1000M	\$498

II) Other Charges

Service Type	Standard Charge (HK\$)
Cancellation Fee	\$650 per line
CPE Re-configuration fee	\$300 per line
External Removal Fee (to another building)	\$3,000 per line
Installation Fee	\$3,000 per line
Internal Removal Fee (within same building)	\$3,000 per line
Penalty - NOT return / Loss of CPE	\$1,800 per unit
Reconnection Fee	\$3,000 per line

All services referred to above are subject to NWT's General Terms and Conditions of Service (Consumer) and their applicable special terms and conditions as may be amended from time to time.

B) Update of Terms and Conditions of Residential Broadband Service:

1. A computer with pre-installed Ethernet Card is required for providing NWT bb Broadband Service. Customer acknowledges that the maximum download and maximum upload speeds provided by NWT bb Broadband Service may vary subject to extraneous factors. These factors include, but not limited to, customer's devices, technology, network and software used, network configuration and coverage, usage levels, and public Internet environment.

2. If Customer cancels NWT bb Broadband Service before installation, Customer is required to pay NWT an administration fee of HK\$650 per broadband line and any losses and damages as may be suffered by NWT.
3. NWT shall be entitled to charge an administration fee of HK\$530 to re-activate the Customer's account with NWT if the Customer's account is terminated (whether on his own accord or terminated for overdue payment).
4. If Customer applies for relocation service, and Customer's new installation address is under NWT's service coverage, Customer is required to pay NWT a relocation fee of HK\$530 per broadband line.
5. Unless the error or problem was caused by the system or equipment/accessories of NWT, an administration fee of HK\$150 (or such other inspection and maintenance charges as may be specified by NWT from time to time) will be levied by NWT if Customer requests NWT to provide on-site inspection/repair and maintenance service.
6. Customer is not allowed to change any service plans during the fixed term contract period. If Customer requests for any such change, all special offers will be cancelled and any prepaid amount will not be refunded or applicable to settlement of other service charges. The amended service will be charged according to the then prevailing monthly standard tariff.
7. Subject to clause 8 hereof, if Customer terminates the Service before the expiry of fixed term contract period, Customer shall pay NWT a cancellation charge which is equivalent to the aggregate monthly service charges for the remaining fixed term contract period, HK\$400 for the welcome gift (if applicable) and other related charges including but not limited to the waived charges. Any prepayment will not be refunded.
8. If Customer terminates the Service before the expiry of fixed term contract period due to Customer's new installation address is not under NWT's service coverage, Customer shall pay NWT (i) HK\$400 for the welcome gift (if applicable); (ii) installation charges waived (if any); and (iii) on a pro rata basis, the value of any benefits given to Customer on the basis of Customer's agreement to use the Service for the specified fixed term contract period, including but not limited to discounted monthly fee.
9. Unless the Customer gives NWT not less than 1 month's notice of termination before the expiry of fixed term contract period, the Service will be automatically renewed on a monthly basis on the same terms and conditions (save and except that service fee will be charged according to the then prevailing monthly standard tariff) and shall continue thereafter until terminated in accordance with clause 10 below or other clauses hereof.
10. After the expiry of fixed term contract period, Customer may terminate the Service by giving NWT not less than 1 month's prior notice and must pay the monthly service fee up to the date of service termination. Customer is required to fill in the service amendment / termination form provided by NWT.
11. NWT will grant to Customer a right to use the Customer Premises Equipment ("CPE") including the Modem and accessories, Wireless Router (as the case may be), at no charges during the service subscription period. NWT retains the ownership of the CPE. Upon termination of the Service, such CPE must, within 30 days from the date of termination, be returned to NWT at the address specified in the Service Termination Notice, failing which NWT shall, upon expiry of 30 days after service termination, be entitled to charge the Customer HK\$1,800 as compensation.
12. NWT reserves the rights at any time by giving not less than 30 days' prior notice to the Customer: (a) to change the tariff for monthly fee or cancel any special offer; and/or (b) to transfer the Customer to more suitable alternative service. Such amendments shall be binding on the Customer if the Customer continues to use the service after the notice. If the variation of terms would cause an increase in service fee and/or other relevant charges; or Customer can demonstrate that the change will result in a substantial and adverse

impact to the Service that he / she has acquired, Customer can terminate the contract by giving written notice to NWT not less than 15 days prior to the effective date of such change, without incurring any charges in respect of that termination ( other than any outstanding payments of Customer and incidental costs regarding the termination of contract).

13. Customer shall not use the Service or allow the Service to be used by others for sending unsolicited promotional call or fax, spam, other unsolicited advertising material or bulk messages of whatever kind.
14. If NWT terminates any service due to breach of contract by the Customer (which includes, without limitation, sending unsolicited promotional call or fax, spam, other unsolicited advertising material or bulk messages of whatever kind), the Customer will continue to be liable for all service charges during the period of suspension; or any previously waived charges and any early termination charges if termination occurs before the expiry of the fixed term contract period. All prepaid and unused amounts are non-refundable and non-transferable.
15. NWT may contact Customer to provide their products and services information. If Customer does not wish to receive such information, please write to NWT who will then cease to use Customer's personal data for such purposes without any charge.
16. Provision of the relevant services is subject to NWT's General Terms and Conditions of Service (Consumer) and NWT's Privacy Policy which have been published on <http://www.newworldtel.com> and can be sent to Customer upon request. NWT reserves the rights at any time by giving not less than 30 days' prior notice to the Customer to amend all of the above terms and conditions. Such amendments shall be binding on the Customer if the Customer continues to use the service after the notice. If the variation of terms would cause an increase in service fee and/or other relevant charges; or Customer can demonstrate that the change will result in a substantial and adverse impact to the Service that he has acquired, Customer can terminate the contract by giving written notice to NWT not less than 15 days prior to the effective date of such change, without incurring any charges in respect of such termination (other than any outstanding payments of Customer and incidental costs regarding the termination of contract). If there is any inconsistency between the terms and conditions herein and the General Terms and Conditions of Service (Consumer), the terms and conditions herein shall prevail.
17. This agreement is subject to Code of Practice for Telecommunications Service Contracts.
18. The above special offer cannot be used in conjunction with other promotional offers. All matters related to the above special offer shall be subject to the final decision of New World Telecommunications Limited.

### **Effective Date of Tariff**

7 August 2015

### **Revision History**

Last Revision: U0022-012-OCT2013-R