

Terms & Conditions of Cooling-off Period after Installation

1. Subscriber 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. 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 is completed; (ii) the successful number porting to HKBNES (or the third party provider) of Business Line Service or (iii) Subscriber has collected any gift or premium.

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 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). 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.