

Terms and Conditions for Mobile Services post-activation cooling off period:

1. Upon activation of selected Mobile Services Plan(s), Subscriber can enjoy post-activation cooling off period of 14 days, starting the next day after service activation. During this 14-day period, Subscriber can call 128 180 to cancel the registered service plan. This post-activation cooling off period will immediately expire if: (i) Subscriber has successfully ported his/her number to HKBNES (or the third party provider of the Mobile Services) from another mobile operator; (ii) Subscriber has collected any device or premium (including, but not limited to, handset) under the plan.

2. If Subscriber terminates his/her Mobile Services Plan within the 14-day post-activation cooling off period, all other services and value-added services those are included in the same service plan and/or that are registered under the same application will also be terminated. At the same time, Subscriber must pay off all outstanding charges as listed in section 3.

3. If Subscriber terminates his/her Mobile Services Plan within the 14-day post-activation cooling off period, Subscriber must pay off the charges as follow: (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) associated usage charges or fees incurred from value-added services and pay-as-you-go services, including but not limited to data and roaming; and (iii) administrative charges for terminating service/service plan, if applicable. Subscriber agrees that HKBNES can set off the abovementioned charges with prepayment (or any part thereof) and Subscriber shall pay the remaining balance of the charges payable after set off, if applicable.