

HKBN " Free Broadband for The Disadvantaged " Plan

Terms and conditions

1. The " Free Broadband for The Disadvantaged " service plan (hereinafter referred to as the "Plan") includes 100Mbps home broadband, Wi-Fi Concierge (i.e. the router)*, and myTV SUPER Alpha Pack*. The Minimum Commitment Period for the Plan is 24 months and the installation fee thereof is waived. In addition, the Applicant may enjoy Wi-Fi Concierge, Home Telephone Service, and IDD 0030 (30 minutes of free air time) at a discounted price of HK \$10 per month. (* at the Applicant's own choice)
2. The Applicant must apply for the Plan through our Partner Organisation, which will verify the Applicant's eligibility. The Applicant must reach the age of 18 when the application is submitted to our partner organisations.
3. To enjoy the Plan, the Applicant must complete the entire application process and have the service successfully installed.
4. Application period starts from 1 April 2020 to 31 August 2020. Subscription quotas will be distributed by our partner organisations monthly, totalling 10,000 subscriptions over the application period. Available while the quota lasts.
5. The Plan requires that the Applicant be the registrant of the Plan service. Each eligible Applicant of the Plan may subscribe once, and the subscription shall not be transferred to another person, exchanged for other services or offers, or used in conjunction with other offers.
6. Once the Applicant has completed the registration procedure online, the registered address shall not be changed for the purpose of another application in the event that an installation is not successful at the registered address.
7. Once the Partner Organisation has verified the Applicant's eligibility for application and provided the Applicant with an exclusive application code, the Applicant must fill in the relevant details on the service plan webpage within 14 days after receiving the code. Late submission will not be accepted.
8. If the Applicant is a new customer of Hong Kong Broadband Network Limited ("HKBN"), he/she shall ensure that the current contract(s) with other companies has expired or is about to expire, otherwise he/she may be subject to the penalties and liabilities of the relevant contract(s).
9. The Plan is only available to Applicants whose address is within designated residential areas. If the Applicant is a new HKBN customer, the service installation address must have no provision of HKBN broadband service within 120 days prior to registration. Whether an installation will be successful at the address will be determined by the HKBN arranged technician on-site.
10. If the Applicant is a new customer of HKBN, he/she may decide a service activation date, which must be within 180 days after service installation.
11. If the Applicant is an existing HKBN customer, any prepaid fees will not be refunded before switching to this Plan.
12. If the Applicant is an existing HKBN customer, after switching to this Plan, the discount benefits of the

original plan services will be concurrently forfeited. For details of service plans other than this Plan, please contact HKBN directly.

13. If the Applicant relocates during the Plan period, HKBN will charge an installation fee for the service relocation. For details of such fee, please refer to the HKBN website.
14. The Plan has a Minimum Commitment Period of 24 months and any cancellation of the broadband service, Wi-Fi Concierge, or myTV SUPER Alpha Pack during contract period shall not be subject to a service termination fee. The Applicant shall note that reapplication for the Plan service will not be accepted after cancellation. For those who have also applied for paid Home Telephone service, however, service cancellation within the contract period is subject to a service termination fee.
15. The Plan covers a service period of 24 months only. The Applicant shall contact HKBN to renew or cancel the contract in person before the expiration of the Plan.
16. The Home Telephone service cannot work properly in the event of a power failure, and is therefore not suitable for connection to a personal emergency link or citizens who rely on it.
17. HKBN is not responsible for any failure in application, installation or activation of the Plan due to any reason such as loss, incompleteness, late submission or wrong delivery of information, and does not guarantee that the application system accepts registration at any time.
18. If any Applicant applies for the Plan by any illegal or improper means or cheats on the application in any way, his/her eligibility will be automatically revoked. The Company reserves all legal rights to recover damages or other compensation from the relevant Applicant.
19. To the extent permitted by law, HKBN will not be liable to any person for any loss (including direct, indirect or other reasons, including but not limited to loss of income, profit or reputation), damage, liability, or personal injury arising from the Plan.
20. By participating in or applying for this Plan, the Applicant or the beneficiary understands and agrees that under these terms and conditions, HKBN may use and disclose the information provided by the Applicant or the beneficiary for the purposes under the HKBN's Personal Data & Privacy Policy Statement. For more information, please refer to HKBN's Personal Data & Privacy Policy Statement.
21. HKBN reserves the right to modify, suspend or cancel the Plan and its terms and conditions at any time without any prior notice. HKBN has the final decision on any disputes.
22. These terms and conditions are available in English and Chinese. In case of any discrepancy, the English version shall prevail.
23. The Plan is subject to terms and conditions. Please visit hkbn.net/ToughTimesTogether-en for details.