

Service Termination Arrangements for Residential Broadband Services

Disclaimer:

This document sets out the service termination arrangements for residential broadband services in Hong Kong. It contains data and information submitted by third parties to, and compiled by the Office of the Communications Authority (OFCA), and is published for public information only.

While OFCA has endeavoured to ensure that the information in this document is correct, no warranty or guarantee, express or implied, is given as to its accuracy. The Government of the Hong Kong Special Administrative Region (HKSAR), the Communications Authority (CA) and OFCA shall not be responsible and accept no liability for any error, omission or inaccuracy in the materials and reserve the right to omit, suspend or edit any materials submitted.

The Government of HKSAR, the CA and OFCA shall not be liable for any direct, indirect, special or consequential losses or damages (including, without limitation, damages for loss of business or loss of profits) arising in contract, tort or otherwise from the use of or inability to use this document, or any material contained in it, or from any action or decision taken as a result of using this document or any material contained in it.

The materials in this document are not intended to offer solutions to problems, nor should they be regarded as substitute for professional advice. You should consult your professional adviser before taking action on any matters to which information provided in this document may be relevant.

Unless with OFCA's written consent, no person shall, with a view to promoting or disparaging any telecommunications service or promoting any person's image, publish any advertisement which either expressly or by implication makes reference to OFCA's publication or findings of surveys presented in this document.

Item	<p style="text-align: center;"><u>Hong Kong Broadband Network Limited (“HKBN”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>
<p>1. Advance notice period to effect service termination</p>	<p>At least 30 days’ advance notice is required for a contract with a fixed term, while at least one day’s advance notice is required for a contract without a fixed term. If the notice period is less than 30 days for a contract with a fixed term, HKBN will handle the service termination request on a case-by-case basis.</p> <p>Customer may submit service termination request anytime after the contract starts subject to the advance notice requirement.</p> <p><i>(Notes :</i> <i>(i) To avoid delay in processing the service termination request, customer shall ensure that all necessary information has been provided.</i> <i>(ii) A specific charge may apply in the event of early contract termination, such as payment of an amount for a gift or device provided to the customer and the amount of such gift and device, any administration fee and the actual amount payable by customer for the remainder of the term.)</i></p>
<p>2. Channels for accepting service termination request</p>	<p><u>24-hour Customer Service Hotline, fax, post, email and outlets</u></p> <p>HKBN accepts service termination requests (a) in verbal format through its 24-hour Customer Service Hotline (Hotline number: 128 100); and (b) in writing submitted by fax, post, email and at its outlets.</p> <p><u>Website</u></p> <p>A customer can log on to his/her account to download a service termination form. The individual account information will be shown on-screen to facilitate the customer to complete such form. The customer may return the completed form to HKBN by fax, post or email.</p>

Item	<u>Hong Kong Broadband Network Limited (“HKBN”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
3. Format of request	<p>(a) <input type="checkbox"/> Prescribed Form only <i>(please refer to (i) and (ii) below)</i></p> <p>(b) <input checked="" type="checkbox"/> Prescribed Form available, other written format acceptable <i>(please refer to (i) and (ii) below)</i></p> <p>(c) <input type="checkbox"/> Any written format acceptable <i>(please refer to (ii) below only)</i></p> <p>(d) <input checked="" type="checkbox"/> Verbal format acceptable through : <input checked="" type="checkbox"/> Service Hotline <input type="checkbox"/> Outlets/Service Centres</p>	
	<p>(i) <u>Channels to obtain the form</u></p> <p>(a) Specific locations</p> <p><input checked="" type="checkbox"/> Yes (Any of HKBN’s 12 outlets in the following districts:</p> <ol style="list-style-type: none"> (1) North Point, Hong Kong; (2) Sai Wan, Hong Kong; (3) Tai Kok Tsui, Kowloon; (4) Wong Tai Sin, Kowloon; (5) Sham Shui Po, Kowloon; (6) Yau Tong, Kowloon; (7) Kwai Chung, New Territories; (8) Tsuen Wan, New Territories; (9) Tuen Mun, New Territories; 	<p>(ii) <u>Channels to return the completed form/written request</u></p> <p>(a) Specific locations</p> <p><input checked="" type="checkbox"/> Yes (Any of HKBN’s 12 outlets in the following districts:</p> <ol style="list-style-type: none"> (1) North Point, Hong Kong; (2) Sai Wan, Hong Kong; (3) Tai Kok Tsui, Kowloon; (4) Wong Tai Sin, Kowloon; (5) Sham Shui Po, Kowloon; (6) Yau Tong, Kowloon; (7) Kwai Chung, New Territories; (8) Tsuen Wan, New Territories; (9) Tuen Mun, New Territories;

Item	<p align="center"><u>Hong Kong Broadband Network Limited (“HKBN”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>	
	<p>(10) Tin Shui Wai, New Territories; (11) Ma On Shan, New Territories; and (12) Sheung Shui, New Territories.</p> <p>For detailed addresses of the outlets, please refer to http://www.hkbn.net/new/en/contact-us.shtml#find-our-shop--hong-kong-island)</p> <p><input type="checkbox"/> No</p> <p>(b) Service Hotline</p> <p><input checked="" type="checkbox"/> Yes (Hotline number: 128 100)</p> <p><input type="checkbox"/> No</p>	<p>(10) Tin Shui Wai, New Territories; (11) Ma On Shan, New Territories; and (12) Sheung Shui, New Territories.</p> <p>For detailed addresses of the outlets, please refer to http://www.hkbn.net/new/en/contact-us.shtml#find-our-shop--hong-kong-island)</p> <p><input type="checkbox"/> No</p> <p>(b) Post/Fax</p> <p><input checked="" type="checkbox"/> Yes (Postal address: Hong Kong Broadband Network Limited P.O. Box No. 73910, Kowloon Central Post Office, Kowloon</p> <p>Fax number: 3999 7000)</p> <p><input type="checkbox"/> No</p>

Item	<p align="center"><u>Hong Kong Broadband Network Limited (“HKBN”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>	
	<p>(c) Email</p> <p><input checked="" type="checkbox"/> Yes (HKBNbroadband@hkbn.net)</p> <p><input type="checkbox"/> No</p> <p>(d) Website</p> <p><input checked="" type="checkbox"/> Yes (https://apply.hkbn.net/myhkbn/login?lang=e)</p> <p><input type="checkbox"/> No</p> <p>(e) Others</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>	<p>(c) Email</p> <p><input checked="" type="checkbox"/> Yes (HKBNbroadband@hkbn.net)</p> <p><input type="checkbox"/> No</p> <p>(d) Website</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>(e) Others</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>
<p>4. Acknowledgment of receipt of request and confirmation of request details</p>	<p>Customer can contact HKBN’s 24-hour Customer Service Hotline (Hotline number: 128 100), outlets or send email (HKBNbroadband@hkbn.net) to confirm if the service termination request has been received.</p>	

Item	<u>Hong Kong Broadband Network Limited (“HKBN”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
5. Channel(s) for return of customer equipment	<p><u>Returning to specific location(s)</u></p> <p><input checked="" type="checkbox"/> Yes (Customer equipment can be returned to any of HKBN’s 9 outlets in following districts:</p> <p style="margin-left: 40px;">(1) North Point, Hong Kong; (2) Tai Kok Tsui, Kowloon; (3) Wong Tai Sin, Kowloon; (4) Shum Shui Po, Kowloon; (5) Yau Tong, Kowloon; (6) Tuen Mun, New Territories; (7) Sheung Shui, New Territories; (8) Tin Shui Wai, New Territories; and (9) Tsuen Wan, New Territories.</p> <p>For detailed addresses of the outlets, please refer to http://www.hkbn.net/new/en/contact-us.shtml#find-our-shop--hong-kong-island</p> <p><input type="checkbox"/> No</p>	<p><u>Collection service by service provider</u></p> <p><input checked="" type="checkbox"/> Yes (Collection service fee of \$400 will be charged)</p> <p><input type="checkbox"/> No</p>

Item	<p style="text-align: center;"><u>Hong Kong Cable Television Limited (“Cable TV”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>
<p>1. Advance notice period to effect service termination</p>	<p>At least 30 days’ advance notice is required for a contract with or without a fixed term. If the notice period is less than 30 days, the customer may be liable for payment of service charge for the full period of 30 days.</p> <p>For a contract with a fixed term, customer may submit service termination request as early as 60 days before the contract expires. For a contract without a fixed term, customer may submit service termination request anytime subject to the advance notice requirement.</p> <p><i>(Notes :</i> <i>(i) To avoid delay in processing the service termination request, customer shall ensure that all necessary information has been provided.</i> <i>(ii) A specific charge may apply in the event of early contract termination, such as payment of an amount for a gift or device provided to the customer and the amount of such gift and device, any administration fee and the actual amount payable by customer for the remainder of the term.)</i></p>
<p>2. Channels for accepting service termination request</p>	<p>Customers may make online service termination requests within the 60-day period before the expiry of contract commitment period via Cable TV’s official website (https://apps3.i-cable.com/OnlineCentre/home/jsp/login/en/loginPage.jsp). The whole service termination process only requires the customer to fill in two fields of the registrant’s information for authentication and to select service termination date and reason.</p> <p>Cable TV also accepts service termination requests by prescribed forms.</p>

Item	<u>Hong Kong Cable Television Limited (“Cable TV”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
3. Format of request	<p>(a) <input checked="" type="checkbox"/> Prescribed Form only <i>(please refer to (i) and (ii) below)</i></p> <p>(b) <input type="checkbox"/> Prescribed Form available, other written format acceptable <i>(please refer to (i) and (ii) below)</i></p> <p>(c) <input type="checkbox"/> Any written format acceptable <i>(please refer to (ii) below only)</i></p> <p>(d) <input type="checkbox"/> Verbal format acceptable through : <input type="checkbox"/> Service Hotline <input type="checkbox"/> Outlets/Service Centres</p>	
	<p>(i) <u>Channels to obtain the form</u></p> <p>(a) Specific locations</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>	<p>(ii) <u>Channels to return the completed form/written request</u></p> <p>(a) Specific locations</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>

Item	<p align="center"><u>Hong Kong Cable Television Limited (“Cable TV”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>	
	<p>(b) Service Hotline</p> <p><input checked="" type="checkbox"/> Yes (Hotline number: 1832832)</p> <p><input type="checkbox"/> No</p> <p>(c) Email</p> <p><input checked="" type="checkbox"/> Yes (cs@i-cable.com)</p> <p><input type="checkbox"/> No</p> <p>(d) Website</p> <p><input checked="" type="checkbox"/> Yes (https://apps3.i-cable.com/OnlineCentre/home/jsp/login/en/loginPage.jsp)</p> <p><input type="checkbox"/> No</p>	<p>(b) Post/Fax</p> <p><input checked="" type="checkbox"/> Yes (Postal address: Hong Kong Cable Television Limited P.O. Box 357, Tsuen Wan Post Office, New Territories</p> <p>Fax number: 2112 7723)</p> <p><input type="checkbox"/> No</p> <p>(c) Email</p> <p><input checked="" type="checkbox"/> Yes (eform@i-cable.com)</p> <p><input type="checkbox"/> No</p> <p>(d) Website</p> <p><input checked="" type="checkbox"/> Yes (https://apps3.i-cable.com/OnlineCentre/home/jsp/login/en/loginPage.jsp)</p> <p><input type="checkbox"/> No</p>

Item	<u>Hong Kong Cable Television Limited (“Cable TV”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
	(e) Others: Fax <input checked="" type="checkbox"/> Yes (Fax number: 2112 8855) <input type="checkbox"/> No	(e) Others <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4. Acknowledgment of receipt of request and confirmation of request details	<p>Customer who has submitted the service termination request via website would see an instant confirmation page right after the submission.</p> <p>Customer who has submitted service termination form would receive a confirmation SMS (to a local mobile number) 1 day after Cable TV received and completed the processing of the service termination request. The processing time is within 1 day.</p>	

Item	<u>Hong Kong Cable Television Limited (“Cable TV”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
5. Channel(s) for return of customer equipment	<p><u>Returning to specific location(s)</u></p> <p><input checked="" type="checkbox"/> Yes (Customer equipment can be returned to any of the following locations:</p> <ul style="list-style-type: none"> (1) Room 1427, 14/F, Star House (Center Block), No. 3 Salisbury Road, Tsim Sha Tsui, Kowloon; (2) Unit 1404, 14/F, Eastern Commercial Centre, 395-399 Hennessy Road, Wan Chai, Hong Kong; (3) Room 03-04, 9/F, Brightway Tower, 33 Mongkok Road, Mongkok, Kowloon; and (4) G/F, Cable TV Tower, 9 Hoi Shing Road, Tsuen Wan, New Territories) <p><input type="checkbox"/> No</p>	<p><u>Collection service by service provider</u></p> <p><input checked="" type="checkbox"/> Yes (Collection service of \$50 will be charged)</p> <p><input type="checkbox"/> No</p>

Item	<p align="center"><u>Hutchison Global Communications Limited (“HGC”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>
<p>1. Advance notice period to effect service termination</p>	<p>At least one month’s advance notice is required for a contract with or without a fixed term. If the notice period is less than a month, the customer may be liable for payment of the service charge for the full month.</p> <p>Customer may submit service termination request two months before the contract expires.</p> <p><i>(Notes :</i> <i>(i) To avoid delay in processing the service termination request, customer shall ensure that all necessary information has been provided.</i> <i>(ii) A specific charge may apply in the event of early contract termination, such as payment of an amount for a gift or device provided to the customer and the amount of such gift and device, any administration fee and the actual amount payable by customer for the remainder of the term.)</i></p>
<p>2. Channels for accepting service termination request</p>	<p><u>Service Hotline</u></p> <p>After a customer has submitted a service termination request by calling HGC’s Service Hotline (Hotline number: 1033), HGC staff will send a prescribed form to the customer by email, post or fax at the customer’s option.</p> <p><u>Website</u></p> <p>An individualized service termination form (pre-printed with individual account number) is available on HGC's website for customers to download with user login requirement.</p>

Item	<p align="center"><u>Hutchison Global Communications Limited (“HGC”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>	
3. Format of request	<p>(a) <input checked="" type="checkbox"/> Prescribed Form only <i>(please refer to (i) and (ii) below)</i></p> <p>(b) <input type="checkbox"/> Prescribed Form available, other written format acceptable <i>(please refer to (i) and (ii) below)</i></p> <p>(c) <input type="checkbox"/> Any written format acceptable <i>(please refer to (ii) below only)</i></p> <p>(d) <input type="checkbox"/> Verbal format acceptable through : <input type="checkbox"/> Service Hotline <input type="checkbox"/> Outlets/Service Centres</p>	
	<p>(i) <u>Channels to obtain the form</u></p> <p>(a) Specific locations</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>	<p>(ii) <u>Channels to return the completed form/written request</u></p> <p>(a) Specific locations</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>

Item	<p align="center"><u>Hutchison Global Communications Limited (“HGC”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>	
	<p>(b) Service Hotline</p> <p><input checked="" type="checkbox"/> Yes (Hotline number: 1033)</p> <p><input type="checkbox"/> No</p> <p>(c) Email</p> <p><input checked="" type="checkbox"/> Yes (form@hgc.com.hk)</p> <p><input type="checkbox"/> No</p> <p>(d) Website</p> <p><input checked="" type="checkbox"/> Yes (https://e-account.threebb.com.hk)</p> <p><input type="checkbox"/> No</p>	<p>(b) Post/Fax</p> <p><input checked="" type="checkbox"/> Yes (Postal address: HGC - Service Termination Follow-up Team 8/F Watson Centre, 16-22 Kung Yip Street, Kwai Chung, New Territories</p> <p>Fax number: 3544 1879)</p> <p><input type="checkbox"/> No</p> <p>(c) Email</p> <p><input checked="" type="checkbox"/> Yes (form@hgc.com.hk)</p> <p><input type="checkbox"/> No</p> <p>(d) Website</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>

Item	<u>Hutchison Global Communications Limited (“HGC”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
	(e) Others <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(e) Others <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4. Acknowledgment of receipt of request and confirmation of request details	A letter will be issued to the customer by HGC confirming receipt of the service termination request and explaining how to return the customer equipment.	
5. Channel(s) for return of customer equipment	<u>Returning to specific location(s)</u> <input checked="" type="checkbox"/> Yes (A designated Collection Centre as listed out in HGC’s letter “Confirmation for 3Home Broadband Service Disconnection & Request for Return of Equipment” for non-FTTH (fibre to the home) service) <input type="checkbox"/> No	<u>Collection service by service provider</u> <input checked="" type="checkbox"/> Yes (Collection service is free of charge. Customer is required to call HGC’s Service Hotline for collection of equipment within 14 days from the issue date of HGC’s letter “Confirmation for 3Home Broadband Service Disconnection & Request for Return of FTTH Equipment” for FTTH service.) <input type="checkbox"/> No

Item	<p align="center"><u>PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited (“HKT”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>
<p>1. Advance notice period to effect service termination</p>	<p>At least 30 days’ advance notice is required for a contract with or without a fixed term. If the notice period is less than 30 days, full service fee of the last month is still payable by the customer.</p> <p>Customer may submit service termination request 60 days before the contract ends.</p> <p><i>(Notes :</i> <i>(i) To avoid delay in processing the service termination request, customer shall ensure that all necessary information has been provided.</i> <i>(ii) A specific charge may apply in the event of early contract termination, such as payment of an amount for a gift or device provided to the customer and the amount of such gift and device, any administration fee and the actual amount payable by customer for the remainder of the term.)</i></p>
<p>2. Channels for accepting service termination request</p>	<p><u>Service Hotline (Hotline Number: 1000)</u></p> <p>After verification of customer identity, HKT Service Hotline staff will provide the contract expiry date for the customer and advise whether there will be any early contract termination charge. If the customer decides to submit a service termination request, the staff will send a prescribed form to the customer for completion by post.</p> <p><u>Outlets/Service Centres</u></p> <p>After verification of customer identity, HKT frontline staff will provide the contract expiry date for the customer and advise whether there will be any early contract termination charge. If the customer decides to submit a service termination request, the staff will ask the customer to fill in a prescribed form or to obtain the form from the designated outlets/centres, or HKT’s Service Hotline.</p>

Item	<p align="center"><u>PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited (“HKT”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>	
3. Format of request	<p>(a) <input checked="" type="checkbox"/> Prescribed Form only <i>(please refer to (i) and (ii) below)</i></p> <p>(b) <input type="checkbox"/> Prescribed Form available, other written format acceptable <i>(please refer to (i) and (ii) below)</i></p> <p>(c) <input type="checkbox"/> Any written format acceptable <i>(please refer to (ii) below only)</i></p> <p>(d) <input type="checkbox"/> Verbal format acceptable through : <input type="checkbox"/> Service Hotline <input type="checkbox"/> Outlets/Service Centres</p>	
	<p>(i) <u>Channels to obtain the form</u></p> <p>(a) Specific locations</p> <p><input checked="" type="checkbox"/> Yes (Service termination form can be collected at any of HKT’s 15 selected outlets or HKT’s Service Centres. Customers are advised to contact HKT’s Service Hotline 1000 for the addresses of such locations.)</p>	<p>(ii) <u>Channels to return the completed form/written request</u></p> <p>(a) Specific locations</p> <p><input checked="" type="checkbox"/> Yes (Service termination form can be returned to any of HKT’s outlets and any of HKT’s Service Centres.</p> <p>For detailed addresses of the outlets, please refer to https://www.hkt.com/Contact+us/Shop+locations/?language=en_US&keyword=pccw_hkt_shop_location)</p>

Item	<u>PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited (“HKT”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
	<p data-bbox="584 603 689 639"><input type="checkbox"/> No</p> <p data-bbox="533 687 801 724">(b) Service Hotline</p> <p data-bbox="584 762 1048 799"><input checked="" type="checkbox"/> Yes (Hotline number: 1000)</p> <p data-bbox="584 922 689 959"><input type="checkbox"/> No</p> <p data-bbox="533 1007 667 1043">(c) Email</p> <p data-bbox="584 1082 701 1118"><input type="checkbox"/> Yes</p> <p data-bbox="584 1241 689 1278"><input checked="" type="checkbox"/> No</p>	<p data-bbox="1603 368 2119 560">For detailed addresses of the service centres, please refer to https://www.hkt.com/Contact+us/Service+center+locations?language=en_US)</p> <p data-bbox="1435 603 1541 639"><input type="checkbox"/> No</p> <p data-bbox="1379 687 1559 724">(b) Post/Fax</p> <p data-bbox="1435 762 2119 879"><input checked="" type="checkbox"/> Yes (Designated postal address and fax number can be found on the service termination form)</p> <p data-bbox="1435 922 1541 959"><input type="checkbox"/> No</p> <p data-bbox="1379 1007 1514 1043">(c) Email</p> <p data-bbox="1435 1082 2119 1198"><input checked="" type="checkbox"/> Yes (Designated email address can be found on the service termination form)</p> <p data-bbox="1435 1241 1541 1278"><input type="checkbox"/> No</p>

Item	<u>PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited (“HKT”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
	<p>(d) Website</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>(e) Others</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>	<p>(d) Website</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>(e) Others</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>
4. Acknowledgment of receipt of request and confirmation of request details	Having received the completed prescribed form, HKT staff will call the customer to confirm the service termination date and equipment return arrangement, if applicable.	
5. Channel(s) for return of customer equipment	<p><u>Returning to specific location(s)</u></p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>	<p><u>Collection service by service provider</u></p> <p><input checked="" type="checkbox"/> Yes (Collection service is free of charge)</p> <p><input type="checkbox"/> No</p>

Item	<p style="text-align: center;"><u>SmarTone Mobile Communications Limited (“SmarTone”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>
<p>1. Advance notice period to effect service termination</p>	<p>At least 30 days’ advance notice is required for a contract with or without a fixed term. If the notice period is less than 30 days, SmarTone may handle the request with a flexible approach.</p> <p>Customer may submit service termination request anytime after the contract starts subject to the advance notice requirement.</p> <p><i>(Notes :</i> <i>(i) To avoid delay in processing the service termination request, customer shall ensure that all necessary information has been provided.</i> <i>(ii) A specific charge may apply in the event of early contract termination, such as payment of an amount for a gift or device provided to the customer and the amount of such gift and device, any administration fee and the actual amount payable by customer for the remainder of the term.)</i></p>
<p>2. Channels for accepting service termination request</p>	<p><u>Service Hotline (Hotline number: 2880 2688)</u></p> <p>Hotline staff will process the service termination request for the customer after identity verification.</p> <p><u>Outlets</u></p> <p>Frontline staff will process the service termination request for the customer after identity verification.</p>
<p>3. Format of request</p>	<p>(a) <input type="checkbox"/> Prescribed Form only <i>(please refer to (i) and (ii) below)</i></p> <p>(b) <input type="checkbox"/> Prescribed Form available, other written format acceptable <i>(please refer to (i) and (ii) below)</i></p>

Item	<p align="center"><u>SmarTone Mobile Communications Limited (“SmarTone”)’s Arrangement for Residential Broadband Service Termination Requests</u></p>	
	<p>(c) <input checked="" type="checkbox"/> Any written format acceptable (<i>please refer to (ii) below only</i>)</p> <p>(d) <input checked="" type="checkbox"/> Verbal format acceptable through : <input checked="" type="checkbox"/> Service Hotline <input checked="" type="checkbox"/> Outlets/Service Centres</p> <p align="center">(For detailed addresses of the outlets, please refer to http://www.smartone.com/en/privileges_and_support/contact_us/store_location.jsp</p> <p align="center">Verbal request for service termination can be made at any of SmarTone’s outlets.)</p>	
	<p>(i) <u>Channels to obtain the form</u> (<i>Not applicable</i>)</p> <p>(a) Specific locations</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>(ii) <u>Channels to return the completed form/written request</u></p> <p>(a) Specific locations</p> <p><input checked="" type="checkbox"/> Yes (Written request can be made to any SmarTone’s outlets.</p> <p align="center">For detailed addresses of the outlets, please refer to http://www.smartone.com/en/privileges_and_support/contact_us/store_location.jsp</p> <p><input type="checkbox"/> No</p>

Item	<u>SmarTone Mobile Communications Limited (“SmarTone”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
	<p>(b) Service Hotline</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>(c) Email</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>(d) Website</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>(e) Others</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>(b) Post/Fax</p> <p><input checked="" type="checkbox"/> Yes (Fax number: 2562 8229)</p> <p><input type="checkbox"/> No</p> <p>(c) Email</p> <p><input checked="" type="checkbox"/> Yes (customer_care@smartone.com)</p> <p><input type="checkbox"/> No</p> <p>(d) Website</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>(e) Others</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>

Item	<u>SmarTone Mobile Communications Limited (“SmarTone”)’s Arrangement for Residential Broadband Service Termination Requests</u>	
4. Acknowledgment of receipt of request and confirmation of request details	<p>Hotline staff and frontline staff in all of SmarTone’s outlets will verify the customer identity and confirm the service termination details with the customer when he/she submits the request.</p> <p>For requests made through email or fax, SmarTone Hotline staff will call the customer for identity verification.</p>	
5. Channel(s) for return of customer equipment	<p><u>Returning to specific location(s)</u></p> <p><input checked="" type="checkbox"/> Yes (Customer equipment can be returned to any SmarTone’s outlets.</p> <p>For detailed addresses of the outlets, please refer to http://www.smartone.com/en/privileges_and_support/contact_us/store_location.jsp)</p> <p><input type="checkbox"/> No</p>	<p><u>Collection service by service provider</u></p> <p><input checked="" type="checkbox"/> Yes (Collection service fee of \$300 will be charged)</p> <p><input type="checkbox"/> No</p>