

Terms & Conditions T&C-WB004E

Terms & Conditions for “SmarTone Home 5G Broadband - Fixed IP Service”

1. Your Acceptance:

1.1. This is an agreement between SmarTone Mobile Communications Limited ("SmarTone" or "the Company") and you ("you" or the "Customer"), a user of Fixed IP Service ("the Service"). BY USING THE SERVICE, YOU ACKNOWLEDGE AND AGREE TO THESE TERMS AND CONDITIONS. If you do not agree to any of these terms and conditions, you may not use the Service.

2) Term (Where applicable):

2.1 You shall use the “Fixed IP Service” Plan for the period specified in the Sales and Services Agreement (“Term”). The Term shall start from the service effective date.

2.2 If you have an existing contract of a designated Home 5G Broadband monthly service plan (“Specified Home 5G Broadband Service Plan”) that has not yet expired, the Term shall start from the service effective date and expire on the same date as the expiry date of the existing contract of a specified Home 5G Broadband Service Plan. You can refer to the Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement) for details of the relevant contract expiry date.

2.3 Before contract expires, the Company’s retention team will contact you for the latest re-contract offer. Should you decline the offer, and upon expiry of existing contract, you will automatically be switched to a then prevailing comparable plan on non-contract basis that is specified from time to time.

3. Service

3.1. The Service is only available for SmarTone’s customers with a Home 5G Broadband Service Plan subscription.

3.2. The Service is a broadband value-added service provided and operated by SmarTone for customers to connect network with a fixed IP address.

3.3. The Customer shall use the Service for the period specified in the Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement) (“Term”). The Term shall start from the service effective date.

3.4. The Service Plan is applicable to Customers with a Home 5G Broadband Service Plan subscription.

Service Plan	Term
Fixed IP (One)	Same as the Term of Home 5G Broadband Service Plan

3.5. The Service Plan is charged on a monthly basis. Even if the Customer actually uses the Service for less than a month, the applicable monthly service fee shall still be payable by the Customer in full. The monthly charges are non-refundable under whatever circumstances.

3.6. Unless otherwise specified by the Customer before the Term expires, the Term will be automatically extended at the prevailing service plan for successive periods of the Term period. The same terms and conditions of this service shall apply unless otherwise stated. The said automatic extension is subject to the final and absolute discretion of the Company at all times.

3.7. You agree:

- a) To use the Service for personal and non-commercial use only;
- b) Not to violate, reverse-engineer, duplicate, reproduce, transfer, share, capture, copy, forward, distribute or otherwise tamper with any content obtained from using the Service and any part of the Service for any reason or assist another person to do so.

3.8. Usage rules established by the Company relating to the Service may be controlled and modified by the Company for compliance purpose and the Company reserves the right to enforce such usage rules without notice to you

3.9. The Company makes no warranty that:

- 3.9.1 The Service will meet the Customer's requirements;
- 3.9.2 The Service will be uninterrupted, timely, secure or error-free;
- 3.9.3 The results that may be obtained from the use of the Service will be accurate or reliable; or
- 3.9.4 The quality of any services, information or other material obtained by the Customer through the Services will meet his/her expectation.

3.10. The Company assumes no responsibility for the timeliness, deletion, mis-delivery or failure to store any user communications or personalization settings or for any damage to the Customer's device or loss of data that results using the Service, including without limitation, the download of any materials, data or information. The Customer expressly relieve SmarTone from any and all liabilities arising from the access or use of any part of the Service.

3.11. The content and categories of content available in the Service and the charges of the Service are subject to change at any time without prior notice.

3.12. The Company may (i) deactivate or suspend the Service or any part thereof, with or without notice to you, to carry out system, maintenance, upgrading, testing and/or repairs; (ii) limit or suspend your access to any of the Service with or without notice to you if the Company is of the opinion that such action is appropriate as a result of your use of the Service; (iii) take any steps or omit to take any steps, with or without notice to you, for any reason the Company deems relevant to the management or the operation of any of the Service and the Company's business, that may expand, reduce, modify, suspend, limit, make inaccessible or adversely affect the Service or any part thereof.

3.13. The Company may, upon discovery of suspected or inchoate, fraudulent, deceptive, unlawful or improper use of the Service by users, suspend users' access to any or all of the Service temporarily or permanently.

4. Rebate (if applicable)

4.1. If the Customer subscribes to the specified Service Plan, the Customer shall be entitled to the rebate.

4.2. The Credit Amount will be credited to the monthly bill of the Customer's Account according to Credit Arrangement. The first Credit Amount will be credited to the 1st monthly bill after the service effective date.

4.3. If, on the date of this Sales and Services Agreement, the Account is already subject to an arrangement (each a "Previous Credit Arrangement") under which any sums or charges prepaid by the Customer or the Company are to be credited by the Company to the Account, the crediting of the first installment to the Account by the Company under this Sales and Services Agreement shall be postponed to the date falling 30 days after the date of cessation of: a) the Previous Credit Arrangement; or b) if there is more than one Previous Credit Arrangements, the Previous Credit Arrangement with the latest expiry date. The date of cessation of the Previous Credit Arrangement will be deemed to be the date on which the last amount to be credited to the Account under the Previous Credit Arrangement is actually credited to the Account.

4.4. The Credit Amount paid by the Company will only be applied by the Company to meet the Customer's payment obligations to the Company in respect of the Customer's Account. However, the Customer cannot set-off any other sum payable to the Company against any part of the Credit against any part of the Credit Amount payable by the Company to the Customer's Account.

4.5. The Credit Amount cannot be exchanged for cash.

4.6. The Company shall not be under any obligation to pay any interest to the Customer on the Credit Amount.

4.7. The Customer will not be entitled to the Credit Amount or any balance thereof and shall pay the Company liquidated damages upon the occurrence of any of the following events before the expiry of the Term:

- a) if the Customer changes the Service;
- b) if the Customer changes the Service installation address/ the registered name for the Service;
- c) if the Customer changes the monthly fee as specified in the Sales and Services Agreement;
- d) if the Service and/or related services are terminated/disconnected for whatever reason

5. Liquidated Damages (if applicable)

5.1. The Customer shall pay the Company liquidated damages (which is equivalent to the sum of the monthly fee of the Service multiplied by the remaining months of the Term) upon the occurrence of any of the following events before the expiry of the Term:

- a) if the Customer cancels or changes the Service; or
- b) if the Customer changes the registered name for the Service; or
- c) if the Customer changes the monthly fee as specified in the Sales and Services Agreement; or
- d) if the Service and/or related services are terminated/disconnected for whatever reason (other than termination of Service as specified in Clause 4.2 below).

5.2. If the Customer terminates the Service as a result of moving to an area without the Company's service coverage, the Customer will be released of all its obligations under this fixed term contract and will not be required to pay any liquidated damages specified in Clause 4.1 but the Customer shall settle all outstanding monies in the Service account and payable shall be the sum of the following amounts : (i) any installation charge previously waived or any difference between the standard installation fee and installation fee paid; and (ii) (if applicable) list price (as determined by the Company) of premium enjoyed by the Customer multiply by remaining months of the Term; and (iii) (if applicable) The specified liquidated damages of optional equipment . Upon such termination, all offers, rights and benefits incidental to the Service Plan subscribed by the Customer shall cease immediately.

6. Intellectual Property rights

6.1. The design of the Service along with any service features (“Applications”) and the trademarks, service marks and logos contained therein (“Marks”) are owned by NortonLifeLock Inc. and is protected by applicable intellectual property laws including but not limited to copyright. Except to the extent permitted by law, you shall not use such Applications and/or Marks in any way whatsoever except for use of the Service. You shall not modify, rent, lease, loan, sell, distribute or create derivative works based on the Applications in any manner

7. Privacy Policy

7.1. Your privacy is important to the Company. The Company has developed a Privacy Policy that covers how it collects, uses, discloses, transfers and stores your information. Please visit smartone.com/privacypolicyen for full details of the Company’s Privacy Policy.

7.2. The Company will do its best to keep your privacy safe, but still need your help. Please protect your own personal information carefully.

8. Applicable Laws

8.1. You shall comply with the laws of Hong Kong Special Administrative Region in relation to your use of the Service.

8.2. You expressly agree to the exclusive jurisdiction of the courts of Hong Kong Special Administrative Region in determining any dispute with the Company or relating to the use of the Service.

9. Limitation of Liability

9.1. The Company shall under no circumstances be liable whether in contract, tort, statute or otherwise (including without limitation for negligence, breach of contract, defamation) for any special, direct, indirect or consequential loss or damage (including without limitation, loss of revenue, loss of data or goodwill) which is suffered, sustained or incurred by you, or any person arising (directly or indirectly) from or out of or relating to the Service.

10. Advertising

10.1. You acknowledge and agree that the Service includes advertisement.

10.2. The Company is not a party to and is not otherwise involved in any manner in any correspondence or business dealings with, or participation in promotion of, advertisers found on or through the Service, including payment and delivery of goods or services and any other

terms, conditions, warranties or representations associated with such dealings which are solely between the Customer and such advertiser. The Customer agrees that the Company shall not be responsible or liable for any loss or damage whatsoever incurred as a result of any such dealings or as the result of the presence of such advertisers on the Service.

10.3. The Company does not represent or endorse the accuracy or reliability of any information, advertisements or contents contained on, distributed through, or linked, downloaded or accessed from the Service. The Company cannot and does not guarantee the quality or reliability of any products or information purchased or obtained by you as a result of an advertisement or any other information displayed in the Service. By using the Service, you expressly acknowledge and agree that the Company shall not be responsible for any damages, claims or other liability arising from or related to such advertisements or information displayed in the Service.

10.4. The Company may provide advertisers with reports on how their advertisements performed on the Service, but the Company only provides the data to them after the Company has removed your name or any other personally identifying information from it, or has combined it with other people's data in a way that it is no longer associated with you.

11. The Company reserves the right to revise the terms and conditions of the Service from time to time. If any dispute arises, the Company's decision shall be final.