SmarTone Home 5G Broadband and 5G Broadband Device Rental Service – Frequently Asked Questions

SmarTone Home 5G Broadband Service

Q1: What is the difference between SmarTone Home 5G Broadband and Home Broadband?

A1: SmarTone Home 5G Broadband is powered by the faster, stabler and smoother SmarTone 5G network, with a designated model of wireless router, providing high-speed broadband service. No installation fee and on-site installation. Just plug and play.

Q2: Do I need to purchase Wi-Fi router from SmarTone?

A2: Customers require to use designated models of Wi-Fi router. SmarTone will provide special price for purchase and rental service of designated models of Wi-Fi router to registered Home 5G Broadband customer.

Designated models of Wi-Fi router
SmarTone 5G CPE MC888 Pro
SmarTone 5G CPE Pro 5
SmarTone 5G CPE Pro 3
SmarTone 5G CPE MC8020
SmarTone 5G CPE MC801A
HUAWEI 5G CPE Pro 2
5G CPE Pro 5
5G CPE Pro 3
5G CPE 5
ZTE 5G CPE MC888 Pro
ZTE 5G CPE MC888
ZTE 5G CPE MC8020
ZTE 5G CPE MC801A
Linksys FGW5500
Linksys FGW3000
OPPO 5G CPE T2
OPPO 5G CPE T1a
TP-Link Deco X80-5G
TP-Link Deco X50-5G

Q3: I want to relocate the service; how long will I have to wait for relocation and what is the relocation fee?

A3: Customer can unplug the wireless router and plug again at new service address to complete service relocation. No installation fee.

SmarTone Home 5G Broadband Device Rental Service

Q1: Why subscribe Home 5G Broadband Device Rental Service?

A1: Customer may rent the dedicated model with a special monthly charge and enjoy worry-free device replacement.

Q2: What is the benefit of rental Mesh Wi-Fi router?

A2: Mesh Wi-Fi router can maximize network coverage, eliminate Wi-Fi blind spots and ensure stable connections. Customers can choose to use 1 or 2 Mesh Wi-Fi routers together with a designated model of Home 5G broadband Wi-Fi router to flexibly solve the problem of Wi-Fi dead zone.

Q3: Do I need to pay device fee in addition to the monthly fee of Home 5G Broadband Device Rental Service?

A3: No device fee is required for the registration of Home 5G Broadband Device Rental Service. You only need to pay the deposit according to designated router model to enjoy the worry-free service. Deposit will be refunded in full upon return of the Home 5G Broadband Device in good workable condition. Our company will charge customer below deposit amount:

Device	Deposit
Wi-Fi Router	HK$1500
Mesh Wi-Fi Router（1 unit of Router）	HK$600
Mesh Wi-Fi Router（2 units of Router）	HK$1200

Q4: Do I need to pay for Home 5G Broadband Device repair?

A4: Customer may enjoy worry-free device replacement. If the device is damaged due to man-made damage, customer may need to pay at current maintenance fee.

Q5: If the rental Home 5G Broadband Device is lost or damaged (e.g. human-damage /accident / improper usage) upon return, do I need to pay?

A5: Our company will charge customer below lost equipment or damage fee:

Device	Damage/ loss area	Fee
Wi-Fi router	Loss router/ power plug damage/ loss	HK$2160
Mesh Wi-Fi router	Loss router/ power plug damage/ loss	HK$999/$780/$680 (Depends on model)
Wi-Fi router and Mesh Wi-Fi router	Shell of device burst/ damage	HK$350
Router accessory	AC adapter damage/loss	HK$180

Q6: How do I return the rental Home 5G Broadband Device when the service is terminated?

A6: Within 14 days upon termination of the Broadband Service, the Customer should contact service hotline 2155 3321 to register Device return and bring all Home 5G Broadband Device rented from the Company to designated locations. If the Customer fails to return the 5G Broadband Service Equipment or the Home 5G Broadband Device or any part thereof is damaged (due to human-damage /accident / improper usage) upon return, the Company will charge Customer repair and maintenance fee at current rate.

Designated SF Stores

District	SF District Code	SF Store Address	Business Hour (Subjected to change and please refer to SF Express official website)	
			Mon to Fri	Sat, Sun & Public Holidays
Hong Kong Island				
Sheung Wan	852M	Shop A, G/F, Man Lok Building, No. 91 Bonham Strand & No. 117 Wing Lok Street, Sheung Wan, Central and Western District, Hong Kong Island, Hong Kong	09:00-20:00	09:00-18:00
Ap Lei Chau	852Z601	209D, 2/F, Marina Square West Centre, 12A South Horizon Drive, Ap Lei Chau, Southern District, Hong Kong Island, Hong Kong	11:00-22:00	12:00-20:00
North Point	852NPTM	Shop 8, G/F, Fung Full Plaza, 480 King's Road, North Point, Eastern District, Hong Kong Island, Hong Kong	11:00-21:00	12:00-20:00
Wan Chai	852T	Shop A & B, G/F, Man Shek Building, No. 404-406 Jaffe Road, Wan Chai, Wan Chai District, Hong Kong Island, Hong Kong	09:00-20:00	09:00-18:00
Kowloon				
To Kwa Wan	852KFL	Shop 126, G/F, Block G, Lok Man Sun Chuen, To Kwa Wan, Kowloon City District, Kowloon, Hong Kong	11:00-21:00	12:00-20:00
Hung hom	852KEL	Shop Nos. 9A and 9B in the 1st Basement, Site 12, Whampoa Garden, Hunghom, Kowloon City District, Kowloon, Hong Kong	11:00-22:00	12:00-20:00

Date: 1/2/2024

District	SF District Code	SF Store Address	Business Hour (Subjected to change and please refer to SF Express official website)	
			Mon to Fri	Sat, Sun & Public Holidays
Prince Edward	852BDL	Shop A, G/F, No. 24, 24A & 26 Tai Nan Street, Prince Edward, Yau Tsim Mong District, Kowloon, Hong Kong	11:00-22:00	12:00-20:00
Tsim Sha Tsui	852Z251	Gateway Arcade Level 4 (near Shop GW4002), Harbour City, 3-27 Canton Road, Tsim Sha Tsui, Yau Tsim Mong District, Kowloon, Hong Kong (Self drop-off Only)	11:00-21:00	12:00-21:00
Mong Kok	852GLPM	Room 1626, 16/F., Gala Place (Park-In), 56 Dundas Street, Mong Kok, Yau Tsim Mong District, Kowloon, Hong Kong	11:00-22:00	12:00-20:00
Lai Chi Kok	852DCL	Shop 2A, G/F, Banyan Mall, Banyan Garden, 863 Lai Chi Kok Road, Lai Chi Kok, Sham Shui Po District, Kowloon, Hong Kong	11:00-22:00	12:00-20:00
Kwun Tong	852YMCM	Shop No. 53 on Ground Floor., Yue Man Centre, Nos. 300 & 302 Ngau Tau Kok Road, Ngau Tau Kok, Kwun Tong District, Kowloon, Hong Kong	11:00-22:00	12:00-20:00
New Territories				
Yuen Long	852UBL	Shop 20, 21 on G/F, Tak Cheung Building, No.1 Hung Shui Kiu Main Street, Yuen Long, Yuen Long District, New Territories, Hong Kong	11:00-21:00	12:00-20:00
Yuen Long	852UFL	Shop No.79 on the Ground Floor of Ho Shun Lee Building, No.9 Fung Yau Street South, Yuen Long, Yuen Long District, New Territories, Hong Kong	11:00-22:00	12:00-20:00
Sheung Shui	852NDL	G/F, 4 Fu Hing Street, Sheung Shui, North District, New Territories, Hong Kong	11:00-22:00	12:00-20:00
Tai Po	852FCL	Shop A5, G/F, Fortune Plaza, 4 On Chee Road, Tai Po, Tai Po District, New Territories, Hong Kong	11:00-22:00	12:00-20:00

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SmarTone

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			Mon to Fri	Sat, Sun & Public Holidays
Tuen Mun	852Z661	Shop No. 32, Level 2, North Wing, Trend Plaza, Tuen Mun District, New Territories, Hong Kong	11:00-22:00	12:00-20:00
Sha Tin	852NJL	Shop ST5, G/F, Wah Fung House, Lek Yuen Estate, 6 Lek Yuen Street, Shatin, Sha Tin District, New Territories, Hong Kong	11:00-22:00	12:00-20:00
Ma On Shan	852FDL	Shop No. G-3/68B, G/F, MOSTown Street, Ma On Shan, Sha Tin District, New Territories, Hong Kong	11:00-22:00	12:00-20:00
Tsuen Wan	852GDL	Unit Nos. 638 & 639 on 6/F of Nan Fung Centre, 264-298 Castle Peak Road Tsuen Wan & 64-98 Sai Lau Kok Road, Tsuen Wan, Tsuen Wan District, New Territories	11:00-22:00	12:00-20:00
Tsing Yi	852Z352	TSY 14-15, U2 Airport Express Platform, Tsing Yi Station, Tsing Yi, Kwai Tsing District, New Territories, Hong Kong	11:00-22:00	12:00-20:00
Tseung Kwan O	852ABL	Shop Nos. S21 & S21A on The First Floor of Commercial Centre, Bauhinia Garden, 11 Tong Chun Street, Tseung Kwan O, Sai Kung District, New Territories, Hong Kong	11:00-22:00	12:00-20:00
Sai Kung	852SKL	Shop 10, G/F, 66 Yi Chun Street, Sai Kung, Sai Kung District, New Territories, Hong Kong	11:00-21:00	12:00-20:00