

### **HKBN “11.11 Mega Sale” (“this Promotion”) Terms and Conditions**

1. This Promotion includes “11.11 Buy 1 get 1 free offer” and “Referral Program - 11.11 offer”.
2. During the promotion period of “11.11 Buy 1 get 1 free offer” (from Hong Kong time 11 November 2018 00:00 to 11 November 2018 23:59), Subscribers can enjoy “Free 3GB+2GB (Port in) Data Mobile Services Plan”, “Free 100M Access Plan” and “Free myTV SUPER Additional Entertainment Pack” offer, and shall be bound by relevant terms and conditions.
3. The promotion period of “Referral Program - 11.11 offer” (from Hong Kong time 9 November 2018 00:00 to 13 November 2018 23:59), Subscribers can extra referral rewards.
4. By participating in this Promotion, Subscribers are deemed to acknowledge and agree to comply with the terms and conditions. HKBN reserves the right to amend the terms and conditions without prior notice.
5. In case of any disputes, the decision of HKBN shall be final and conclusive.

### **Free 3GB+2GB (Port in) Data Mobile Service Plan (“this Data Mobile Service Plan Promotion”) Terms and Conditions**

1. This Data Mobile Service Plan Promotion commences from Hong Kong time 11 November 2018 00:00 to 11 November 2018 23:59 (“Promotion Period”).
2. This Offer is only applicable to Subscribers with eligibility to subscribe designated service plan(s) (“Eligible Customer”).
3. During the Promotion Period, Subscribers are required to register a 12GB Data Mobile Service Plan and sign a 24-month contract to get a free 3GB + 2GB (Port in) Data Mobile Service Plan. This Mobile Service Plan includes the following basic services: (i) basic services of 3GB of local data (extra 2GB for port-in numbers) per month, (ii) 3,000 minutes of local airtime per month, (iii) unlimited intra-SMS (applicable to Subscriber with the service supported by same network operator) per month, and free value-added-services including Voicemail, Call Waiting, Caller Number Display, Call Forwarding, Conference Call and HKBN Wi-Fi service. Local data usage excludes tethering and peer-to-peer applications. Subscriber is responsible for paying all charges or fees incurred from using the Mobile Service, including but not limited to inter-SMS, roaming charges, thereafter voice airtime and/or other charges from value-added services and pay-as-you-go services. Maximum download speed for the first 3GB (for new numbers) and first 5GB (for port-in numbers) is 21Mbps. Maximum upload and download speed for thereafter data access is 128kbps. Actual data transmission speed that Subscribers experience may vary due to Internet traffic conditions, local conditions, hardware, software and other conditions which may arise. If the Subscriber continues to use the Plan and/or Value-added Plan(s) after the Minimum Commitment Period, Subscriber will be charged at the after Minimum Commitment Period (Refer to Service confirmation notification).
4. To get the offer, Subscriber has to successfully register designated Mobile Service Plan and activate the service within 30 days after registration.
5. Eligible Customers will receive a promo code by email within 60 days after the activation of 12GB Data Mobile Service Plan,. Subscriber must register 3GB+2GB (Port in) Data Mobile Service Plan with the designated promo

code and website URL within 30 days from the date of the email notice. At service registration, Subscriber can select the service start date, whereas the service in the Mobile Service Plan will be activated on the selected date, subjected to service provisioning lead time and successful porting for port-in cases. However, the service start date must be within 30 days of service registration. Subscriber must confirm his/her selection of the service start date before its occurrence. Once Subscriber confirms this date with HKBN, the Minimum Commitment Period will commence starting from the service start date.

6. Mobile number port-in procedure: After successfully completing registration, Subscriber will receive a SMS and email with details about the required port-in documents. Subscriber will then need to submit the required documents online before the deadline.
7. If the 12GB Data Mobile Service Plan is terminated during the contract period, the 3GB + 2GB (Port in) Data Mobile Service Plan will be changed to a paid plan. Subscriber can choose to continue enjoying remaining contract period of the 3GB + 2GB (Port in) Data Mobile Service Plan at standard price or terminate the relevant service plan.
8. HKBN Wi-Fi will be activated with the designated Mobile Service Plan. The log-in username and password will be sent to Subscriber's registered mobile number via SMS.
9. By default, this Mobile Service Plan enables Subscriber to use the pay-as-you-go value-added services such as roaming voice, roaming data day plan lite and IDD. For usage rates and other service details, please contact HKBN Customer Services representative.
10. The minimum unit chargeable for roaming data usage at specified destinations is 1KB. Usage under 1KB will be rounded up to nearest KB.
11. Subscriber can enjoy IDD 0030, IDD 001 and international roaming service, with deposit waiver. All IDD 0030 and IDD 001 charges are calculated on a 1-minute incremental basis where usage charges under 1 minute will be rounded up to 1 minute and to the nearest 10 cents, according to HKBN's call records.
12. If any one of the services in the designated Mobile Service Plan is terminated, all other services and value-added services in the Mobile Service Plan will also be terminated.
13. Any payment made to HKBN will be non-transferable and/or non-refundable.
14. If Subscriber continues to use the Mobile Service Plan(s) after the Minimum Commitment Period, Subscriber will be charged at the rate applicable after the Minimum Commitment Period (i.e. Standard monthly fee).
15. All fees and charges associated with other services in the Mobile Service Plan are detailed out in the respective services' terms and conditions.
16. Each service included in the Mobile Service Plan(s) is subject to the General Terms and Conditions of HKBN (please visit: [hkbn.net/tnc/en/general.html](http://hkbn.net/tnc/en/general.html)), Special Terms and Conditions of Mobile Service (please visit [hkbn.net/tnc/en/mobile.html](http://hkbn.net/tnc/en/mobile.html)), Terms and Conditions of HKBN Wi-Fi Service (please visit [hkbn.net/tnc/en/HKBN\\_Wi-Fi.html](http://hkbn.net/tnc/en/HKBN_Wi-Fi.html)) and other terms and conditions stated in the Mobile Service Plan. Subscriber understands and agrees that HKBN has the absolute right to revise all the terms and conditions from time to time, while HKBN will endeavour to give 30 days' prior notice to Subscriber before such revision takes effect.
17. In case of any disputes, the decision of HKBN shall be final and conclusive.

### **Free 100M Access Plan (“this Access Plan Promotion”) Terms and Conditions**

1. This Access Plan Promotion commences from Hong Kong time 11 November 2018 00:00 to 11 November 2018 23:59 (“Access Plan Promotion Period”).
2. This Access Plan Promotion (Free 100M Access Plan) is only applicable to customers with eligibility to subscribe designated service plan(s) (“Eligible Customer”).
3. During the Promotion Period, Eligible Customers are required to register designated 1000M Access plan (Contract period: 24 months or above) on 11 Nov 2018 and successfully install by 10 Dec 2018, to get a free 100M Access Plan (Contract period: 12 months/ 24 months, Subscriber can freely to choose 12 months service plan or free 12 months with 24 months service plan ),and enjoy waiver for the standard installation fee. If the Subscriber continues to use the Plan and/or Value-added Plan(s) after the Minimum Commitment Period, Subscriber will be charged at the after Minimum Commitment Period (Refer to Service confirmation notification).
4. Eligible Customers will receive a specific promo code by email within 60 days after the installation of designated 1000M Access Plan. Subscriber must register 100M Access service with the designated promo code and website URL within 30 days from the date of the email notice. At service registration, Subscriber can select the service start date, whereas the service in the 100M Access Plan will be activated on the selected date.–The service start date must the next day of service registration (Contract period: 12 months) / within 180 days (Contract period: 24 months).
5. Promotion period may be extended due to customer response. HKBN reserves the right to alter or cancel the promotion offers without prior notice. In case of any dispute, the decision of HKBN shall be final and conclusive.
6. If the 1000M Access plan is terminated during the contract period, the free 100M Access Service will be changed to a paid plan. Subscriber can choose to continue enjoying the 100M Access Plan at standard price or terminate the relevant service plan (Contract period: 24 months).
7. Access Plan will only be applicable to Subscriber whose service installation address is at designated residential area with no provision of HKBN broadband service within 120 days prior to registration.
8. Specifications of 100M are based on internet connection from the wallplate at Subscriber's premises to the first piece of HKBN's network equipment. Maximum upload/download speed to local site could be up to 100Mbps. The actual bandwidth that the Subscriber can enjoy may be affected by Subscriber's hardware / software, router specification, site traffic loading, type of content being accessed and other environmental factors; and hence is normally less than the above speed. The bandwidth to overseas sites will also be subject to the conditions of local network there, and therefore the bandwidth might be even less.
9. When using the broadband service, it is necessary to use the Optical Network Terminal provided HKBN for successful connection with the network.
10. The Optical Network Terminal needs to plug into the voltage transformer adapter to the external power. This voltage transformer / adapter is only suitable for the Optical Network Terminal provided by HKBN. Please do not use this voltage transformer / adapter with other electrical appliances for safety precaution.
11. The optical fibre is extremely sharp as it consists of fine glass line. Should Subscriber find the optical fibre line exposed to air, please contact HKBN immediately. HKBN will send technical specialist to follow up.

12. If Subscriber find the optical fibre exposed and cracked, please stay away from the optical fibre or its chip to avoid danger.
13. When disposing of the cracked optical fibre and its chip, Subscriber should put them into a sealed container marked with warning message before further handling. Never throw away the optical fibre and its chips in the rubbish bin which does not carry any warning messages and protective measure.
14. Upon successful installation of the optical fibre, please do not look at the exposed optical fibre or the connection point of optical fibre as its strong light will have negative effect on human eyes.

**Free myTV SUPER Additional Entertainment Pack (“This Additional Entertainment Pack Promotion”) Terms & Conditions:**

1. This Additional Entertainment Pack Promotion commences from Hong Kong time 11 November 2018 00:00 to 11 November 2018 23:59 (“Additional Entertainment Pack Promotion Period”).
2. This Additional Entertainment Pack Promotion is only applicable to existing Subscriber who has subscribed myTV SUPER Alpha Pack. This Additional Entertainment Pack Promotion is not applicable to broadband renewal Subscriber. (“Eligible Customer”)
3. Each valid subscriber’s account can only enjoy This Additional Entertainment Pack Promotion once.
4. Eligible Customer who successfully registered one of the designated 24-month contract of myTV SUPER additional entertainment pack (“Purchased Additional Entertainment Pack”) within Additional Entertainment Pack Promotion Period, including “Ani-One Anime SVOD”, “SONY Pictures Television Entertainment Pack”, “Blue Ant Entertainment”, “BBC Entertainment & Information Pack” or “CJ Korean Entertainment Pack” and successfully activate the Purchased Additional Entertainment Pack on or before November 12, 2018, shall be entitled to a promotion code (“Promotion Code”) to redeem another designated 12-month contract of myTV SUPER additional entertainment pack (“Free Additional Entertainment Pack”) for free, including “Ani-One Anime SVOD”, “SONY Pictures Television Entertainment Pack”, “Blue Ant Entertainment”, “BBC Entertainment & Information Pack” or “CJ Korean Entertainment Pack”.
5. Promotion Code will be sent to Subscriber’s registered email address within 1 month after the Purchased Additional Entertainment Pack is effective. Subscriber must register the Free Additional Entertainment Pack using the Promotion Code through the designated website within one month from the date of email notice. To avoid duplicated subscription and charge, Subscriber should not apply promotion code to redeem any Free Additional Entertainment Pack which is already registered under the myTV SUPER account (either through HKBN or directly at the myTV SUPER Box).
6. The Free Additional Entertainment Pack will continue to be charged at monthly fee at \$28 after the completion of 12-month free period (“Free Period”). Subscriber can terminate this pack anytime.
7. If Subscriber terminates the Purchased Additional Entertainment Pack or myTV SUPER Alpha Pack within Free Period, the Free Additional Entertainment Pack will be terminated simultaneously. For the terms and conditions of the service plan with myTV SUPER Alpha Pack, please refer to [http://www.hkbn.net/tnc/myTV\\_SUPER\\_ENG.pdf](http://www.hkbn.net/tnc/myTV_SUPER_ENG.pdf).

8. Purchased Additional Entertainment Pack and Free Additional Entertainment Pack are both subject to terms and conditions. For details, please refer to the terms and conditions of the relevant packs.
9. Subscriber understands that HKBN is not the content provider of the myTV SUPER. The channel(s) and content(s) included in the myTV SUPER is subject to the announcement of MyTV Super Limited (Please visit [www.mytvsuper.com/en](http://www.mytvsuper.com/en)). HKBN shall not be liable for any change and cancellation of any channel(s) and/or contents.

**[Referral Program - 11.11 offer] Terms & Conditions:**

1. This [Referral Program - 11.11 offer] commences from Hong Kong time 9 November 2018 00:00 to 13 November 2018 23:59 (“[Referral Program - 11.11 offer] Promotion Period”).
2. During [Referral Program - 11.11 offer] Period,
  - i. For successful referral for a Home Broadband Service / Mobile Service contract plan of 12 months or above, Referrer and Referee both are entitled to 1 piece of UA Movie Voucher each (each value \$90). UA Movie Voucher are limited while stock lasts. There is no limit to the number of referrals that a Referrer can make. UA Movie Voucher will be sent to registered address of Referrer and Referee within January 2019.
  - ii. For successful referral for a Home Broadband Service contract plan of 12 months or above, Double Account Rewards will be granted to the Referee and the Referrer 2 months after the successful activation of the new subscribed Home Broadband services.

The referral is effective only when the Referee submitted registration within [Referral Program - 11.11 offer] Promotion Period, and had the designated Home Broadband service successfully installed or the Mobile Services plan(s) activated on/before 12 December, 2018, also successfully paid the bill of first instalment after installation/activation.

3. This [Referral Program - 11.11 offer] are bound by HKBN Referral Program (Subscription for New Residential Service) Terms & Conditions, details please [click here](#).