

Home Wireless Service / HKT Smart Living Home Networking Wireless Service — Terms and Conditions

1. Home Wireless Service / HKT Smart Living Home Networking Wireless Service is an extra service of NETVIGATOR Broadband Service.
2. NETVIGATOR Broadband Service and Home Wireless Service / HKT Smart Living Home Networking Wireless Service are provided by us, Hong Kong Telecommunications (HKT) Limited and are available only in designated residential areas, subject to relevant terms and conditions.
3. Home Wi-Fi performance depends on various situations. The actual speed experienced by a customer will be less than the router's network specifications, and wired network specifications, and will be affected by factors including your router's network specifications, network specifications of the service you subscribe to, layout of your apartment, device used, technology, network and software used, network configuration and coverage, plus availability of international bandwidth, as well as Wi-Fi interference and extraneous factors.
4. You agree to look after our Home Wireless Service / Home Networking Wireless Service provisioning equipment that we provide to you, including but not limited to routers, power adaptor, network cables, network switches (collectively, "**Equipment**"). Unless otherwise stated, you are required to return our Equipment in good working condition as soon as possible after termination of your Home Wireless Service / Home Networking Wireless Service to the address that we inform you at the time you terminate the service. Please refer to details as contained in the designated termination request form completed upon your termination request. If you fail to return such Service provisioning Equipment, you shall pay us upon demand the relevant Lost or Replacement Equipment Charge.
5. Home Wireless Service / Home Networking Wireless Service Maintenance Service does not cover damage or loss caused by misuse, abuse, neglect or unauthorised repair or modification.
6. Your NETVIGATOR Broadband Service and Home Wireless Service / Home Networking Wireless Service are non-severable services. If you terminate your NETVIGATOR Broadband Service, your Home Wireless Service / Home Networking Wireless Service will also be terminated at the same time. If any of your Home Wireless Service / Home Networking Wireless Service is terminated prior to the expiry of the commitment period of your NETVIGATOR Broadband Service or Home Wireless Service / Home Networking Wireless Service ("**Commitment Period**"), you are required to pay us the relevant Early Termination Charges for the relevant Home Wireless Service / Home Networking Wireless Service, as set out in your Application Form (on top of the relevant Early Termination Charges for your NETVIGATOR Broadband Service), and (where applicable) compensate us for the value of any premium received by you or the discounted amount of any premium you purchased.
7. At the end of the Commitment Period for your Home Wireless Service / Home Networking Wireless Services, if (a) we are unable to contact you; (b) you do not contact us; or (c) you are undecided as to whether to renew your existing contract for the Home Wireless Service / Home Networking Wireless Services, we will continue to provide each of the Home Wireless Service / Home Networking Wireless Services to you under the existing contract (provided that you continue to be a NETVIGATOR Broadband Service customer) on a month-to-month basis, subject to payment of our prevailing charges after the Commitment Period, until you terminate any of the Home Wireless Service / Home Networking Wireless Services by giving us not less than 30 days' advance written notice. For details, please go to Public Housing (<https://www.netvigator.com/eng/info/month-rate-public.html>)/ Other Housing (<https://netvigator.com/eng/info/month-rate-private.html>). These rates are subject to change from time to time.
8. We may revise these Terms and Conditions without notice. The revised terms will take effect when they are posted.
9. In the event of any dispute concerning these Terms and Conditions or the relevant services, our decisions shall be final and binding.