

PCCW-HKT mobile Service Guide

About this Service Guide

This PCCW-HKT mobile service Guide provides further information relating to PCCW-HKT mobile service, the Service Plans, Offers, Rebates, Deposits and options in the PCCW-HKT mobile service Application and PCCW-HKT mobile service Optional Services Application.

Please read this Service Guide carefully as it contains important information that applies to PCCW-HKT mobile service, any value-added services and options that you may select under your PCCW-HKT mobile service Application.

PART I Important Information

Service Providers

- PCCW Mobile HK Limited provides PCCW-HKT mobile service upon the terms of your PCCW-HKT mobile service Application, this Service Guide, and PCCW-HKT mobile service General Terms and Conditions which you may download at: <http://www.pccw-hkt.com/en/Footer-General-Terms-ConditionsFooter-General-Terms-Conditions/> and the Special Conditions of PCCW-HKT mobile service (available at <http://www.pccw-hkt.com/en/Footer-Special-Conditions2/>)
- PCCW Media Limited provides the now TV services under your PCCW-HKT mobile service Application, this Service Guide, and the now TV Terms and Conditions (which can be viewed and downloaded at: <http://www.now-tv.com>). PCCW Media Limited provides MOOV on mobile upon the terms of your PCCW-HKT mobile service Application, this Service Guide, and the MOOV on mobile Terms and Conditions (available at <http://e.pccw-hkt.com/moovtnc-e>)
- Hong Kong Telecommunications (HKT) Limited ("HKT") provides all telecommunications Services (other than PCCW-HKT mobile service) upon the terms of your PCCW-HKT mobile service Application, this Service Guide, and the General Conditions of Telecommunications Service (which you may download at <http://www.pccw-hkt.com/en/Footer-General-Terms-Conditions/>) and the applicable special conditions. The Special Conditions of IDD 0060 International Call Service are available at <http://www.pccw.com/Business/Voice+Services/International+Telephone+Services>. The Special Conditions of WiFi Service are available at http://cs.netvigator.com/support/software/download/wifi_tnc_e.pdf. HKT also provides uHub service upon the terms and conditions of your PCCW-HKT mobile service Application, this Service Guide, the General Conditions of uHub Service and Special Conditions of uHub Service (available at <http://www.uhub.com>). The Special Conditions of KingKing Service are available at <http://www.pccw-hkt.com/tc/KK-voice-call-service-2nd/>.

Things You Need to Know

- **PCCW-HKT mobile service APPLICATION:** When processing your PCCW-HKT mobile service Application (including, for the avoidance of doubt, the VAS Package Menu) and your PCCW-HKT mobile service Application contains any missing or incorrectly entered charges that are payable by you, Service Entitlements under a Service Plan, details of any Rebates or Offers, your selected options in your PCCW-HKT mobile service Application (including the VAS Package Menu) is not offered by us or there are any other discrepancies or errors, then our customer service will contact you as soon as practicable to rectify such discrepancies and errors and we will resume processing your PCCW-HKT mobile service Application when all discrepancies and errors have been rectified.
- **CAN I TERMINATE A SERVICE?:** You can terminate PCCW-HKT mobile service by giving us at least 30 days' prior notice by calling our hotline on 10088 or submitting a completed service termination form at our shops. However, if you terminate your PCCW-HKT mobile service, all value-added services under your PCCW-HKT mobile service Application and any optional services that you may from time to time subscribe are non-severable services and will also be terminated at the same time. You are required to pay us the Early Termination Charges in accordance with the Agreement, if you terminate PCCW-HKT mobile service, value-added services or optional services during a Commitment Period. When you terminate any PCCW-HKT mobile service and/or value-added services that have a Commitment Period, any pre-paid charges for the next billing cycle will not be refunded on a pro-rata basis upon termination and for the purposes of early termination of the relevant Commitment Period, the Early termination Charge may include any pre-paid service charges for the billing month commencing in the last month of the relevant Commitment Period for the terminated PCCW-HKT mobile service and/or value-added services. If you wish to avoid incurring prepaid charges which are not refundable you can choose a termination date longer than 30 days which falls on the last day of your bill period. When you terminate any PCCW-HKT mobile service and/or value-added services that do not have a Commitment Period and are provided by us on a monthly basis, any pre-paid charges for the next billing cycle will not be refunded on a pro-rata basis upon termination.
- **WHAT HAPPENS WHEN THE COMMITMENT PERIOD ENDS?:** At the end of the Commitment Period of PCCW-HKT mobile service or any value-added services, if we are unable to contact you or you do not contact us or you are undecided as to whether to renew your existing Agreement, we will continue to provide PCCW-HKT mobile service and value-added services to you under the existing Agreement on a month to month basis subject to payment of the charges after the Commitment Period (i.e. the Monthly Rate within Commitment Period) specified in the existing Agreement until you cancel PCCW-HKT mobile service or value-added services by giving us at least 30 days' advance notice by calling our hotline on 10088 or submitting a completed service termination form at our shops. In some cases, you may have to pay a Monthly Rate after Commitment Period for the value-added services within VAS package under the Service Plan that you have selected after the Commitment Period has expired. The Monthly Rate after Commitment Period for value-added services included in the VAS Package for a Service Plan are specified in the VAS Package Menu. You may refer to Clauses 7.10 and 7.11 of PCCW-HKT mobile service General Terms and Conditions for details. If you have not committed to a Commitment Period, or if we are unable to contact you or you do not contact us or you are undecided as to whether to renew your existing Agreement by the end of the Commitment Period, you will be charged the Monthly Rate within Commitment Period for the services applied for under your PCCW-HKT mobile service Application. We also charge you other miscellaneous charges as listed your PCCW-HKT mobile service Application when applicable.

- **CAN I EXTEND THE COMMITMENT PERIOD?:** You can extend the Commitment Period of PCCW-HKT mobile service or value-added services by agreeing to an additional Commitment Period. You can also agree to replace the Agreement with another new Agreement upon expiry of the Commitment Period of PCCW-HKT mobile service or value-added services.
- **WHICH CONTRACT TERMS CAN BE CHANGED?:** We can change all terms and conditions of PCCW-HKT mobile service or value-added services, including changing the charges, by publishing the changes online at the general website listed in SECTION A of Part IV of this Service Guide.
- **CANCELLATION:** If for any reason you cancel your PCCW-HKT mobile service Application or that you do not provide us with all necessary documentation by such time as we may require so that we can provide PCCW-HKT mobile service to you by the Target Commencement Date, you will have to pay us the Pre-activation Cancellation Charge (Monthly Rate within Commitment Period x Commitment Period).
- **COMPATIBILITY:** Whether or not you are able to use PCCW-HKT mobile service or value-added services depends on whether or not your device is compatible with the service, network configuration, roaming status and any limitations of the service.
- **REBATES:** We may give different types of rebates to Customers under different Service Plans, offers and promotions. We will indicate in your PCCW-HKT mobile service Application any rebate(s) which is/are applicable to you, the rebate amount and rebate schedule. Unless otherwise specified, all rebates will be credited to your account in consecutive months starting from the 1st month. All outstanding rebates will be forfeited if for any reason PCCW-HKT mobile service or value-added services are suspended or terminated.
- **PROMOTIONS TO PCCW CUSTOMERS:** Promotions may be offered to existing PCCW customers (i.e. customers of NETVIGATOR, now TV, fixed line and PCCW-HKT mobile service) with good payment standing. If at any time during your subscription to PCCW-HKT mobile service you terminate these other PCCW service(s) or cease to have a good payment standing, all promotions including Rebates will be terminated automatically.
- **PREPAYMENT OTHER THAN DEPOSIT:** You are required to make prepayments if they are specified by us in your PCCW-HKT mobile service Application or this Service Guide. Unless we tell you otherwise in this Service Guide or your PCCW-HKT mobile service Application, prepayment will be refunded to you as Rebates as specified in your PCCW-HKT mobile service Application. We shall cease to refund the prepayment to you immediately if you terminate PCCW-HKT mobile service before the Commitment Period ends.
- **OVERSEAS USAGE:** Unless otherwise specified, all PCCW-HKT mobile service, value-added services are intended for use in Hong Kong only. If you use PCCW-HKT mobile service or any value-added services outside Hong Kong, roaming charges may apply.
- **CHARGES:** You will be charged (i) the Monthly Rate within Commitment Period for the services you have applied for under your PCCW-HKT mobile service Application during the Commitment Period and afterwards (ii) any usage based charges (if applicable) and (iii) any other miscellaneous charges listed in your PCCW-HKT mobile service Application and Service Guide when applicable. You will also be charged a Month-to-Month Rate as specified in the VAS Package Menu for the value-added services within the VAS package under the Service Plan you have selected after the Commitment Period has expired as specified in the VAS Package Menu (if any).
- **NETWORK SPECIFICATION:** Your network specification will be:
 - 150Mbps/73Mbps downlink and 50Mbps/25Mbps uplink operating on the frequency band 2600MHz/1800MHz respectively, if you subscribe to a Top-Up service plan. You will be provided with a 4G-LTE mobile data service in those areas where we have appropriate coverage. In areas where we cannot provide 4G-LTE service, you will be provided with a 3G mobile data service.
 - 14.4Mbps downlink and 5.76Mbps uplink if you subscribe to a BlackBerry Internet Service plan
 - 384Kbps downlink and 384Kbps uplink if you subscribe to a \$88/\$99 Non Top Up service plan
 - However, the actual speed that you experience will be considerably less than the network specifications and will be affected by your device, transmission technology, individual network and software used, network configuration, coverage, usage level, international bandwidth and other extraneous factors.
- **DEPOSITS:** You shall be responsible for all charges under this Agreement. Deposits paid by you will be jointly held by all our service providers who provide services to you. Deposits paid in relation to a service provided by one service provider may be used to pay outstanding charges in relation to another service provided by the same or another service provider within the PCCW group companies or used to settle the outstanding amount of any payment at PCCW-HKT mobile service. Any remaining deposits will be refunded to you when all charges are paid at the end of the Agreement or at the end of your subscription to relevant service. Please refer to Clause 3.7 of PCCW-HKT mobile service General Terms and Conditions for details.

Indoor Coverage

- At the request of the Customer, PCCW-HKT mobile service may procure HKT to install equipment, accessories and cabling (collectively as "Equipment") on the Customer's premises at location(s) to be mutually agreed as a solution to enhance indoor coverage. Such solution is revocable by either party by 14 days' written notice in advance.
- The Equipment will be owned and operated by HKT at all times. The Customer will have no title and interest in the Equipment in any event but is required to take good care of the Equipment while the same remains at the Customer's premises.
- The electricity charge consumed by the Equipment will be borne by the Customer.

PART II PCCW-HKT mobile service Application

SECTION A CUSTOMER DETAILS

- **Registered Address:** This is the registered address for your PCCW-HKT mobile service Application. We do not accept PO Box address as registered address. You must provide us address proof for this address for the last 3 months.
- **Correspondence Address:** This is the correspondence address to be used by us for all kinds of customer correspondence including billing. If you do not provide a correspondence address, all correspondences will be sent to your registered address.
- **Existing registered PCCW customer:** Please provide your account information for us to check the account status.

SECTION B CONTRACT TERM**For New Contract Only**

- **Commitment Period:** This is the Commitment Period which you agree to subscribe to PCCW-HKT mobile service and any value-added services under your PCCW-HKT mobile service Application and/or Optional Services Application. The Commitment Period commences on the actual Commencement Date.
- **Target Commencement Date:** This is the target date on which services applied for under your PCCW-HKT mobile service Application and/or Optional Services Application will commence. You must submit necessary information on a timely basis and documentation in order for all of the services you applied for to commence on or before this target date. We will inform you if the Target Commencement Date changes. If your payment is paid by cheque, service will be activated on the target Commencement Date after clearance of the cheque.

For Contract Renewal Only

- **Commitment Period:** This is the Commitment Period which you agree to subscribe to PCCW-HKT mobile service and any value-added services under your PCCW-HKT mobile service Application and/or Optional Services Application. The Commitment Period commences on the actual Commencement Date.
- **Target Commencement Date:** This is the target date on which the Commitment Period will commence. We will inform you if the Target Commencement Date changes. If your payment is paid by cheque, service will be activated on the actual Commencement Date after clearance of the cheque.
- **Monthly Rate within Commitment Period Effective Date:** This is the target date on which the Monthly Rate within Commitment Period becomes effective and the PCCW-HKT mobile service and any value-added services under your PCCW-HKT mobile service Application will commence. You must timely submit necessary information and documentation in order for all the services you applied for to commence on this target date.

For Append Contract Only

- **Commitment Period:** This is the Commitment Period which you agree to subscribe to PCCW-HKT mobile service and any value-added services under your PCCW-HKT mobile service Application (“New Application”). The Commitment Period commences on the actual Commencement Date. Your existing contract will remain in place until the Commitment Period for your New Application commences. You are reminded that if you terminate your PCCW-HKT mobile service and any value added services of the existing Contract and the New Application and/or Optional Services Application. The Commitment Period commences on the actual Commencement Date.
- **Target Commencement Date:** This is the target date on which the Commitment Period will commence. We will inform you if the Target Commencement Date changes.
- **Monthly Rate within Commitment Period Effective Date:** This is the target date on which the Monthly Rate within Commitment Period becomes effective and the PCCW-HKT mobile service and any value-added services under your PCCW-HKT mobile service Application will commence. You must timely submit necessary information and documentation in order for all the services you applied for to commence on this target date.

SECTION C SERVICE NUMBER AND SUBSCRIPTION TYPE

PCCW-HKT mobile service No.: This is the mobile number selected by you for PCCW-HKT mobile service and any value-added services under the PCCW-HKT mobile service Application. If we have to port-in this number from another operator and the port-in process is not successful, you will need to select another number.

CU Mobile No.: This is the additional mobile number for “China HK 1-Card-2-Number” service. The number is provided by China Unicom.

SIM No.: This is the number specified on the back of the SIM Card provided to you.

Bill Date: This is the date of which all your bills will be issued.

SIM only: SIM only subscription.

SIM + Device: SIM subscription along with a purchase of a device from us.

Device Only: Device only subscription.

SECTION D SERVICE PLAN

Service Plans: There are four categories of Service Plans – 3G: (Voice Plan, Data Plan, BlackBerry Plan) and 4G-LTE Plan. A Service Plan includes PCCW-HKT mobile service basic core Services and a package of value-added services. Unless otherwise specified, all your entitlements are for use within Hong Kong only.

Service Entitlements: Service entitlements to PCCW-HKT mobile service core Services and value-added services under different Service Plans vary. Please refer to your PCCW-HKT mobile service Application for your monthly entitlements to PCCW-HKT mobile service core Service; and to VAS Package Menu for your entitlements to any value-added services under the Service Plan. You will have to pay thereafter charges if your usage exceeds your monthly entitlements. Please see below for brief descriptions of PCCW-HKT mobile service core Service, for brief descriptions of any value-added services, please refer to Part III.

Service Descriptions**Mobile Data**

- Downloading and/or uploading of local data with “PCCW” set as the Access Point Name (APN)
- Applicable only to certain devices and cannot be used for any kind of connectivity for Internet tethering
- Internet tethering: Use of mobile data by other device connected to your mobile via any kind of connectivity

SMS / MMS - SMS/MMS (intra-network): Local outgoing SMS/MMS to local PCCW-HKT mobile service number.

Video Call: Video Call (intra-network): Local outgoing/incoming video calls within PCCW-HKT mobile service network only. All video calls will be rounded up to the next minute.

Voice Call: Outgoing/incoming voice calls between any local mobile or fixed-line networks or RoamSave calls or KingKing calls to non Hong Kong numbers. All voice calls will be rounded up to the next minute.

Voice Mail, Call Management Package: Voice Mail. Call Management Package: Includes Unconditional Call Forward, Unanswered Call Forward, Busy Call Forward and Unreachable Call Forward to a Hong Kong number, Call Waiting, Call Conference, Call Hold and Caller ID Display.
uHub service – You are required to register for the service via <http://www.uhub.com>.

SECTION E BLACKBERRY SERVICE

- Email data usage is applicable only to sending and receiving email via BlackBerry handhelds.
- Mobile data is available on a pay-as-you-go basis, or as part of your VAS Package or as an optional service.
- BlackBerry Roaming Email Data – China: Monthly service entitlement is only applicable to usage in China.
- BlackBerry Roaming Email Data – International (designated destinations): Monthly service entitlement is only applicable to usage in the designated destinations. Please visit <http://pccw-hkt.com/en/All-in-one-Roaming-Passport--D/#coverage> for details.
- For Blackberry internet services and Blackberry enterprise services, please visit <http://www.pccw-hkt.com/tc/BlackBerry-BlackBerry1/> for details.

SECTION F OFFER(S) FOR SIM AND DEVICE SUBSCRIPTION

Special offers may be given to you if you sign up for SIM and device subscription. You need to pay for the device (although for some devices, payment will be waived). Payment can be made in one lump sum cash or credit card payment. Credit card installment payment for the device is also available for selected banks and is subject to bank's approval.

SECTION G IDD AND ROAMING SERVICES

PCCW mobile HK Limited provides IDD, International Roaming and China Roaming Service. The details of PCCW-HKT mobile service IDD, International Roaming and China Roaming fees and charges may be found at www.pccw-hkt.com > Roaming & IDD > Roaming Coverage and Charge

Roaming Passport (Day Pass) "Service"

- This Service is available to certain rate plan subscribers and allows you to use mobile data, Wi-Fi and "KingKing" services outside Hong Kong. The Service will be activated within 24 hours after an application for subscription is made with PCCW-HKT mobile service.
- Each Service is for data usage between 00:00 to 23:59 of the Hong Kong time zone. If you use mobile data or Wi-Fi roaming in more than one place during the same day, only one day pass will be charged for.
- By subscribing to this Service, you understand and agree that you may only use the Service via the specified operators ("Specified Operators") of the relevant international roaming destinations as set out in and as from time to time updated on <http://pccw-hkt.com/en/All-in-one-Roaming-Passport--D/#coverage>. Once you have subscribed to the Service and used the Service, you must pay the Service fees unless subscription has been cancelled. You may cancel this Service by calling our Commercial Customer service Hotline at 10088.
- You can access voice-and-data roaming services via Specified Operators only at the specified roaming destinations after subscribing to this Service. Mobile data roaming or Wi-Fi roaming via non-specified network providers will be charged for according to the charges as set out in and as from time to time updated on <http://www.pccw-hkt.com/en/Roaming-Coverage-and-Charge/>.
- You cannot use this data roaming service at the specified roaming destinations for audio or video streaming or peer-to-peer file sharing, tethering, BT, VoIP (any apps/service that can make and receive voice or video calls) and FTP.
- The Service does not include any other mobile value-added service, roaming voice or SMS, which will be charged for separately according to PCCW-HKT mobile's prevailing rates.
- Mobile data roaming service will be suspended after the daily free entitlement of selected Day Pass package (A / B / C) in a billing day is consumed. You are required to top up and pay for additional mobile data service entitlement at selected additional charges (\$38/5MB for Package A; \$38/10MB for Package B / C) in order to resume the service. The amount of additional mobile data purchased can only be used that same day.
- Service subscribers will have access to outbound HSPA/3G mobile data service which complies with a network specification with a HSDPA downstream speed up to 1.8Mbps and upstream speed up to 384Kbps. When the roaming data usage exceeds the entitlement per day, we shall continue to provide roaming data Service at 128 kbps bandwidth. (For Package D)
- Roaming Passport (Day Pass) enables you to enjoy a special rate for standard voice roaming calls in mainland China at \$1.9 per minute (For Packages A & B & C)
 - The \$1.9 per minute special rate for standard voice roaming calls in mainland China is applicable only to customers subscribing to the Roaming Passport (Day Pass).
 - This special rate is applicable to receiving calls in mainland China, making outgoing calls to Hong Kong and any mainland China numbers (excluding outgoing calls to non-Hong Kong numbers or non-mainland China numbers while in China).
 - If you cancel the Roaming Passport (Day Pass), the special rate for standard voice roaming call in China will be cancelled at the same time.
- A flat rate of \$1.5 per minute applies after the daily Wi-Fi roaming entitlement of 60 minutes for a billing day is consumed. For International Wi-Fi Roaming details, please visit <http://e.pccw-hkt.com/wificm>. (For Packages A & B & C)
- Data roaming service performance and actual speed will be lower and are affected by user's device; technology, network and software used; network configuration and coverage, usage levels and extraneous factors. We make no guarantee regarding service performance and network availability.
- In order to enjoy this Service, you must first subscribe to International/ China Roaming and IDD services.
- PCCW-HKT mobile service reserves the right to change the Service and these terms and conditions at any time without prior notice. All matters and disputes will be subject to our final decision.
- The Service is subject to the terms and conditions of your PCCW-HKT mobile service Application.
- For details of Packages A & B & C, please refer to <http://www.pccw-hkt.com/en/All-in-one-Roaming-Passport-D/>. For destination coverage, please refer to <http://pccw-hkt.com/en/All-in-one-Roaming-Passport--D/#coverage>.

RoamSave/KingKing: A voice roaming service/VoIP based on Wi-Fi connectivity for use in Hong Kong or while you are abroad. PCCW-HKT mobile service cannot guarantee RoamSave service/KingKing service performance on handset models not listed, nor voice call quality at every single Wi-Fi hotspot. For details, please refer to www.pccw-hkt.com/roamsave or <http://www.pccw-hkt.com/en/KK-voice-call-service-2nd/>.

No charge is made for making outgoing calls to any Hong Kong phone number or receiving incoming calls from anywhere in the world via RoamSave service/KingKing service. IDD charges will apply if making calls to non Hong Kong phone numbers, and local voice call minutes will be deducted/ charged for the duration of such a call during all calls. Charges for Wi-Fi connectivity and IDD charges (if any) are additional.

SECTION H ADDITIONAL CHARGES

- **Pay-As-You-Go Charges:** These rates apply where you do not have any monthly entitlements for these services.
- **Thereafter Charges:** These rates apply if your usage exceeds your monthly entitlements under any Service Plan, Upgrades or Packages.
- **Pre-activation Cancellation Charges:** Charges for cancelling your PCCW-HKT mobile service Application prior to service activation
- **Early Termination Charges:** Monthly Rate within Commitment Period X remaining months of the Commitment Period. Any partial month will be regarded as one full month. Rebates and monthly fee waivers will be automatically forfeited and will not be applied to offset any Early Termination Charges payable.
- **Transfer of Ownership:** Applicable if you acquire a PCCW-HKT mobile number from another PCCW customer who is subscribing to PCCW-HKT mobile service on a monthly service plan. You must sign up a new Service Plan with Commitment Period Service Plan and be responsible for all accrued charges prior to the transfer.

SECTION I BILL PREFERENCES

Bills will be issued in the language and by such means as selected by you. Paper bills will only be issued, subject to payment of additional charges as specified in your PCCW-HKT mobile service Application.

- SMS bills will be sent to your PCCW-HKT mobile service number monthly.
- You can also login to 'My Account' on web or wap to view last 3 months' bill statements.
- A monthly fee of \$10 will apply if you wish to receive a paper copy of your bill statements.

PART III PCCW-HKT mobile service Optional Services Application

Service Entitlements

You will have to pay thereafter charges if your usage exceeds your monthly entitlements specified in your PCCW-HKT mobile service Optional Services Application. Please see below for brief descriptions of PCCW-HKT mobile service Optional Services.

Service Descriptions

China HK 1-Card-2-Number

- One card with 2 mobile numbers – PCCW-HKT mobile service number and a China Unicom mobile number.
- **Voice Call:** Outgoing/incoming voice calls within Guangdong province and Shanghai between Hong Kong and China-based mobile or fixed-line network operators.
- All voice calls will be rounded up to the next minute.
- **China Wi-Fi:** Wi-Fi access in designated Wi-Fi hotspots within China.
- You can receive incoming and make outgoing voice calls outside Guangdong province and Shanghai with your China Unicom mobile number, additional charges applies.
- Details please refer to <http://e.pccw-hkt.com/china1c2n>.

China Voice Roaming Packing

- Call minutes including local calls, incoming calls and outgoing IDD calls to Hong Kong when customer located at China.

GOTV Monthly Pass

- Enjoy viewing of TVB dramas on mobile devices.
- The Service is provided by Television Broadcasts Limited ("TVB") and is provided pursuant to the terms and conditions of TVB's GOTV Service set out in <http://www.tvb.com>.
- The Service is provided to PCCW-HKT mobile service customers who subscribed for mobile service plans with a data entitlement. To utilize the Service, you are required to subscribe for the TVB GOTV monthly pass and download and successfully install the TVB GOTV app from Google Play.
- If you are using local mobile data to access to the Service, the utilized data usage will be deducted from the entitlement of your PCCW-HKT mobile service plans. You will have to pay thereafter charges or top up charges if your usage exceeds your monthly entitlements.
- The customer shall not, or permit any other person to sell, reproduce, copy, distribute, broadcast, transmit, re-transmit, modify, exploit the Services or any of its contents by any means or reverse engineer any content consisting of downloadable software.
- GOTV programs and content are only for the customer's personal viewing and access. The customer shall not, or permit any other person to show, play, use, access or view the Service and its content for any public or commercial purpose in any place.
- TVB reserves the right to edit, change, withdraw and/or withhold any GOTV programs or content on the Service at any time without notice or assigning any reason.
- The use and the provision of the Service are governed by the relevant terms and conditions of the Service by TVB (<http://www.tvb.com>) and PCCW Mobile HK Limited (<http://e.pccw-hkt.com/tvbgotv>), as amended from time to time. The customer shall be deemed to have agreed to and be bound by such terms and conditions of Service upon the downloading and opening of the GOTV app.
- Video quality depends on customer's mobile device, service location, network coverage and usage.
- PCCW Mobile HK Limited is not the provider of the Service and hence PCCW Mobile HK Limited does not provide any representations or warranties regarding the Service. PCCW Mobile HK Limited shall not be responsible for any matters arising from any dealings or transactions between you and TVB.
- The customer acknowledges that should the customer subscribe for the Service via PCCW Mobile HK Limited, PCCW Mobile HK Limited shall act as the billing agent to bill the customer for the use of the Service and shall receive from the customer the fees for the Service.

- For the purposes of providing the Service, verifying the customer's eligibility to use the Service or to any related offers, determining the service fees applicable to the customer, billing and all related purposes, the customer agrees that the PCCW-HKT mobile number used by the customer in accessing the Service, as well as the customer's mobile service operator will be provided to TVB by PCCW Mobile HK Limited.
- The customer's subscription for the Service will form part of the contract for the PCCW-HKT mobile service between us which you have signed.
- GOTV 14-Day Free Trial ("14-Day Free Trial") Terms and Conditions:
 - The 14-Day Free Trial is only available to PCCW-HKT mobile service customers who have not subscribed to the PCCW-HKT GOTV monthly pass previously. Each eligible PCCW-HKT mobile service subscriber is entitled to one 14-Day Free Trial.
 - If the customer subscribed to any PCCW-HKT GOTV monthly pass during the 14-Day Free Trial, the 14-Day Free Trial will terminate immediately without notice to the customer.
- For details of GOTV Monthly Pass, please refer to <http://e.pccw-hkt.com/tvbgotv>.

Connecting Tone

- Choice of songs to replace the traditional normal tone when the call is being connected.
- Includes the first default connecting tone and the first self-selected connecting tone free of charge for the first month.
- Details please refer to <http://e.pccw-hkt.com/connectingtone>.

EasyCare

- Offers 300 location searching requests and status updates enabling you to keep in touch with family and friends
- For details, please refer to <http://e.pccw-hkt.com/easycare>.

Extra Voice Call (inter-network & intra-network)

- Outgoing/incoming voice calls between any local mobile or -fixed-line networks or RoamSave/KingKing calls to non Hong Kong numbers
- All voice calls will be rounded up to the next minute

Info Express

- Daily weather, weather forecast, weather alert and Mark 6 results.
- Content will be automatically sent to your mobile devices by SMS.
- For details, please refer to <http://e.pccw-hkt.com/infoexpress/idd>.

Inter-network SMS

- Local outgoing SMS to non PCCW-HKT mobile service Hong Kong based number.

Mobile Data

- Downloading and/or uploading of local data with "PCCW" set as the Access Point Name (APN)
- Applicable only to certain devices and cannot be used for any kind of connectivity for Internet tethering
- Internet tethering: Use of mobile data by other device connected to your mobile via any kind of connectivity

Mobile Secretarial Service / Premium Mobile Secretarial Service

- Unanswered calls will be picked up by an operator and return the message by SMS.
- Premium Mobile Secretarial Service offers you a dedicated secretarial service number.
- For details, please refer to <http://e.pccw-hkt.com/vas>.

Mobile Catalog Services

- Provides all-rounded electronic product catalog experience for corporate customers including product showcase, 360° product shot presentation, key product search function, quotation creation, real-time product information and pricing update, and activities report generation.

Mobile Security Package

- Provides comprehensive Android device security including antivirus, anti-theft, safe mobile surfing, app protection and call/SMS -filter
- PCCW-HKT mobile service customer service representatives can provide remote device locking and PIN resetting services if your device is lost.
- Mobile Security Package is a service provided via McAfee Antivirus & Security App by McAfee Inc. PCCW-HKT mobile service is only the reseller and customer service provider, PCCW-HKT mobile service expressly disclaim all or any liability for any loss (including any loss of data and content) and damage (including any damage to the Mobile Devices) suffered by the Customer or any other persons arising, directly or indirectly, from the Mobile Security Package.
- This service cannot be used on two different mobile devices simultaneously. If you need to use the service on another device, you are required to download, install and register the McAfee Antivirus & Security App again for such device. The service on all previously registered device(s) will then be suspended immediately.
- This service is applicable only to designated Android device models.
- For details and terms and conditions, please refer to <http://e.pccw-hkt.com/mobilesecurity>.

Security Pack

- Includes Mobile Security Package & i-Guard PhoneProtector.
- i-Guard PhoneProtector protects your newly purchased mobile phone if lost, stolen or damaged beyond repair.
- Applicable for Handset price is HK\$4,000 or above.
- For i-Guard details and terms and conditions, please refer to www.i-guard.hk.

Mobile Security (Enterprise Version)

- Mobile security provides antivirus, antitheft, antispyware & browsing protection to android phone & tablet.
- Execute remote lock, wipe & reset via online admin portal or SMS.

MOOV on mobile (Mini Version)

- MOOV on mobile offers a wide-ranging pop songs, concerts and MVs for your music enjoyment
- For details, please refer to <http://e.pccw-hkt.com/mom>.

MOOV on mobile (Full Version/Upgrade Pass)

- MOOV on mobile offers pop songs, latest MOOV Live concert and MVs for your music enjoyment
- For details, please refer to <http://e.pccw-hkt.com/mom>.

Newsic

- The Newsic app provides a daily news feed to keep you updated plus music to suit mood, place and time for your lifestyle enjoyment.
- For details, please refer to <http://e.pccw-hkt.com/newsic>.

NFC Mobile Payment Service ("MP Service")

- The Near Field Communications (NFC) Mobile Payment Service ("MP Service") is provided to the Customer for facilitating the NFC payment service to be provided by the relevant financial institution(s) with which the Customer has made an arrangement for NFC payment by using the MP Service. The Company shall not be responsible for any matters arising from dealings between the Customer and the relevant Financial Institution or any other persons.
- For details, please refer to <http://e.pccw-hkt.com/mobilepayment>
- For Octopus Mobile Payment Service, you should read and understand the terms & conditions of Octopus service. The terms and conditions of Octopus service is available at <http://e.pccw-hkt.com/mobilepayment>.

now SPORTS

- Viewing of football matches and world-class sports events on mobile devices.
- For details, please refer to <http://e.pccw-hkt.com/nowsports>.

now TV

- Viewing of financial info, news, sports and entertainment programs 24 hours a day on mobile devices.
- For details, please refer to <http://e.pccw-hkt.com/nowtv>.

now TV Premium Finance

- Viewing of China and global market information on mobile devices.
- For details, please refer to <http://e.pccw-hkt.com/nowtvfinance>.

Push to Talk

- A chargeable mobile application to provide instant voice communication ("push to talk") services. Only available to designed mobile devices
- For details, please refer to <http://e.pccw-hkt.com/pushtotalk>.

SMS BOXX

- Offers unprecedented SMS management service and save all your SMS and MMS automatically in the SMS BOXX
- Basic service includes 1MB storage
- MMS plus service includes 10MB storage
- For details, please refer to <http://e.pccw-hkt.com/smsboxx>.

Smart Visual Voice Mail

- Voicemail messages will be downloaded from the system automatically and saved to your handsets
- Roaming data or voice charges will be incurred for synchronization or listening to voicemail via 63880000 on a mobile phone when roaming
- If you de-activate Smart Voice Mail Premium Package or Smart Voice Mail Package, the user will de-activate the Smart Visual Voicemail at the same time
- For details, please refer to <http://e.pccw-hkt.com/smartvvm>.

PCCW-HKT Wi-Fi

- Unlimited Wi-Fi usage at any PCCW-HKT Wi-Fi hotspots for Wi-Fi enabled devices. For details, please refer to <http://www.pccw-hkt.com/tc/Mobile-Internet-Wi-Fi/>.

SMS / MMS (intr-network)

- Local outgoing SMS/MMS to local PCCW-HKT mobile service number.

Traveler's Pack

- Traveler's Pack (China) applies to China, with HK\$2/min for local calls, receiving calls and calls to Hong Kong in China; and HK\$10/MB for mobile data in China (less than 1MB will be counted as 1MB)
- Traveler's Pack (Greater China) applies to China, Taiwan, Macau, with HK\$3.8/min for local calls, receiving calls and calls to Hong Kong in applicable countries.
- Traveler's Pack (International) applies to China, Taiwan, Macau, with HK\$3.8/min for local calls, receiving calls and calls to Hong Kong in applicable countries; and UK, US, Japan, South Korea, Singapore & Malaysia, with HK\$8.8/min for local calls, receiving calls and calls to Hong Kong in applicable countries.
- Traveler's Pack (Plus) applies to China, Taiwan, Macau, Malaysia & Singapore, with HK\$3.5/min for local calls, receiving calls and calls to Hong Kong in applicable countries; and US, UK, Japan, South Korea, Australia, Germany, Italy, Spain, Holland, New Zealand, Switzerland, France, Belgium, Vietnam & South Africa, with HK\$8.5/min for local calls, receiving calls and calls to Hong Kong in applicable countries.

Video Call

- Video Call (intra-network): Local outgoing/incoming video calls within PCCW-HKT mobile service network only. All video calls will be rounded up to the next minute.

Voice Call

- Outgoing/incoming voice calls between any local mobile or fixed-line networks or RoamSave calls to non Hong Kong numbers. All voice calls will be rounded up to the next minute.

Voice Mail, Call Management Package

- Includes Unconditional Call Forward, Unanswered Call Forward, Busy Call Forward and Unreachable Call Forward to a Hong Kong number, Call Waiting, Call Conference, Call Hold and Caller ID Display.

PART IV Additional Information

SECTION A OTHER INFORMATION

PCCW-HKT mobile service Login ID & password: You may login to the Service Website to view Customer's account and to send SMS through the Service Website. Your login ID is Customer's PCCW-HKT mobile service number; the preset password is the first 6 digits of Customer's HKID card number or passport number as provided in your PCCW-HKT mobile service Application. This preset password will be required when you set up remote call forwarding via IVRS at our hotline 10088 and for other services which require a password unless we provide you with an alternate password. For security reasons, please change your password regularly.

GIFTS AND PREMIUMS: All gifts and premiums are only available while supplies last and are non-exchangeable, non-redeemable for cash or other benefits. Please refer to the manufacturer's warranty statement included with the product for a detailed explanation of the product warranty terms applicable to a particular product.

REDEMPTION PROCEDURE FOR GIFTS AND OTHER PREMIUMS: We will send a redemption letter by mail to your correspondence address or a redemption SMS to your mobile number in approximately 4-6 weeks after the commencement of PCCW-HKT mobile service. You are required to redeem the product at a designated address during the redemption period in accordance with the redemption letter / SMS.

PCCW-HKT mobile service CUSTOMER SERVICE: You may call our customer service hotline at 10088 or send your email to bizmobile@pccw-hkt.com.

OUR SERVICE WEBSITE: The following are websites of Services referred to in this Service Guide:

PCCW mobile Service: www.pccw-hkt.com.
PCCW Wi-Fi Service: www.pccwwifi.com.
uHub Service: www.uhub.com.