

**UNIFIED CARRIER LICENSE
TELECOMMUNICATIONS ORDINANCE (Chapter 106)**

**PCCW-HKT Telephone Limited and
Hong Kong Telecommunications (HKT) Limited**

Name of Tariff:

Internet Access Services (the “Services”)

Description of Tariff:

The Services offer a wide range of dial-up and fixed broadband services to access the Internet. Customers can choose from a wide range of services with various bandwidths to meet their needs. The Legacy Services listed below are provided to existing subscribers of those services, but are no longer sold to new customers. The new Services are currently available for subscription.

Current Services:

Service	Monthly Fee
8M to 1000M and 10G Fiber-to-the-home Plan	\$3,500
2x1000M Multi-Use Broadband Service Plan	\$3,500
4x1000M Multi-Use Broadband Service Plan	\$3,500
1.5M to 100M Basic Plan	\$700
Additional NETVIGATOR Email Account	\$88/email account

All plans include unlimited data consumption.

The reference to M and G in the service description refers to the bandwidth specifications of the subscribed Services for the broadband line connected from the first piece of network equipment or central office of the NETVIGATOR network to the modem at the customer premises. For Basic Plans, bandwidth specifications of 1.5M, 3M, 6M, 8M, 18M, 30M and 100M listed on the Application correspond to a dedicated downstream bandwidth of 1.5Mbps/3Mbps/6Mbps/8Mbps/18Mbps/30Mbps/100Mbps and dedicated upstream bandwidth of 640Kbps/640Kbps/640Kbps/800Kbps/1Mbps/10Mbps/30Mbps respectively. For Fiber-to-the-home Plans, bandwidth specifications 8M, 30M, 50M, 100M, 200M, 300M, 500M and 1000M correspond to a maximum upstream and downstream bandwidth of 8Mbps/30Mbps/50Mbps/100Mbps/200Mbps/300Mbps/500Mbps/1000Mbps respectively. For 2x1000M Multi-Use Broadband Service Plans, bandwidth specification corresponds to a maximum downstream bandwidth of 2Gbps and maximum upstream bandwidth of 1Gbps (by two passive optical network modem ports of 1Gbps each and up to 1Gbps each respectively). For 4x1000M Multi-Use Broadband Service Plans, bandwidth specification corresponds to a maximum downstream bandwidth of 4Gbps and maximum upstream bandwidth of 2Gbps (by

four passive optical network modem ports of 1Gbps each and up to 1 Gbps each respectively). For 10G Fiber-to-the-Home Plans, bandwidth specification corresponds to a maximum downstream bandwidth of 10Gbps and maximum upstream bandwidth of either 2.5Gbps or 10Gbps depend on the 10G Fibre-to-the-home plan subscribed. The actual speed you experience using the Service will be less than the network specifications and affected by your device, technology, network and software used, network configuration and coverage, usage levels, international bandwidth and extraneous factors.

Legacy Services:

Service	Monthly Usage Fee	Include Usage
56K Dial-up Internet Services	\$298	Unlimited
1.5M – 18M Broadband Service	\$628	20 - 200 hrs

Dial-up services use Public Switch Telephone Network and analog modem to access the Internet.

Broadband services use broadband network (which can cater for various broadband technologies) and digital modem to access the Internet.

Remarks for Legacy Plans:

1. Service plans include the following:
 - (a) email address
 - (b) email storage
 - (c) Wi-Fi hotspots access (selected plans only)
 - (d) 56K dial-up access (selected plans only)

2. Specific service plans which don't include unlimited data usage provide at least 20 hours of broadband usage. Charge is based on the actual usage in hour with a \$2/hour above the entitlement.

3. Wi-Fi hotspots and 56K dial-up services are provided subject to charges based on the actual usage in minute:
 - (a) \$3/10 minutes, maximum up to \$98/month for Wi-Fi hotspots usage

Charges (Apply to both Current Plans and Legacy Plans)

(1) Installation Charge / Installation Service Fee (Remarks)	\$250,000
(2) Activation Service Fee (Remarks)	\$250,000
Moving Charge (either Installation Service Fee or Activation Service Fee applies with effect from 1 October 2012 for all new contracts and from 1 November 2012 for all pre-existing customers)	\$250,000
(3) On-site inspection	\$200
(4) On-site broadband dialer / software installation	\$530

(5) ADSL modem connection	\$430
(6) Wi-Fi modem installation fee	\$250
(7) Service relocation at the same address (non-FTTH only)	\$1,500
(8) Relocation of FTTH at the same address	\$20,000
(9) Service reconnection fee	\$200
(10) Change connection type (from ATM to Ethernet only)	\$530
(11) Change of service plan	\$200
(12) Change of login ID or email address	\$50
(13) Paper Bill	\$20/month
(14) Lost or damage or buy ATM bridge / ADSL modem / fiber network modem	\$1,000 each
(15) Lost or damage or buy AC adapter	\$100 each
(16) Lost or damage or buy fiber connector	\$350 each
(17) Lost or damage or buy fiber network wall socket	\$350 each
(18) Lost or damage or buy optical fiber	\$680 each
(19) Lost or damage or buy ADSL / fiber network modem cable	\$10 each
(20) Lost or damage or buy wireless modem stand	\$50 each
(21) Lost or damage or buy all type of wireless router	\$2,000 each
(22) Lost or damage or buy wireless dongle	\$500 each
(23) Lost or damage or buy wireless range extender	\$600 each
(24) Lost or damage or buy NETVIGATOR Everywhere Auto Network Selector /pocket Wi-Fi	\$1,000 each
(25) Lost or damage or buy all type of power sourcing equipment	\$500 each
(26) Lost or damage or buy all type of Pico fiber modem	\$2,000 each

Remarks:

1. Additional charges may apply on a costs plus basis if our costs on a one-off or an amortized basis exceed \$250,000.
2. We can only provide the Services to those locations where our network is currently installed and the Service is being and can in the future be provided. Whether our Service is available at your address will depend on the infrastructure in place to your residence, the technology we are currently using within and to your building (which we may change from time to time), marketing initiatives and other factors as determined by the Company from time to time.
3. Our Services are also dependent on the internal infrastructure at customer address being installed and ready of immediate provision of service. If additional work is required within customer premises in order to be ready for Service, Installation Service Fee or Activation Service Fee as the case may be will be increased by a further amount which will be quoted to customer before the necessary work begins.

Terms and Conditions

The Services are provided only to residential customers.

For customers who subscribed to the Services before 4 July 2011, the Services are provided subject to the Company’s General Conditions of Services and the respective Special Conditions as follows:

- (a) Broadband service – subject to the Company’s prevailing Netvigator Broadband Terms and Conditions.
- (b) 56K dail-up service – subject to the Company’s prevailing Netvigator 56K Basic Plan Terms and Conditions.
- (c) Wi-Fi access service – subject to the Company’s prevailing Terms and Conditions for Using PCCW Wi-Fi Service.

For customers who subscribed to the Services on or after 4 July 2011, the Services are provided subject to the Company’s General Conditions of Telecommunications Service (Consumer Customers) and the respective Special Conditions as follows:

- (a) Broadband & additional NETVIGATOR email services – subject to the Company’s prevailing Netvigator Broadband Terms and Conditions and Special Conditions of HKT Broadband Service for Consumer Customers.
- (b) 56K dail-up service – subject to the Company’s prevailing Netvigator 56K Basic Plan Terms and Conditions.
- (c) Wi-Fi access service – subject to the Company’s prevailing Terms and Conditions for Using PCCW Wi-Fi Service and Special Conditions of PCCW Wi-Fi for Consumer Customers.

We reserve the right not to provide the Services to those customers who have previously found our service to be unacceptable despite it being provided in accordance with our tariff terms and conditions and at our normal service levels.

Effective date of tariff:

8 March 2021

Revision history:

Revision to the Tariff published in Tariff No. U0025-006-Jul2017-R on 5 July 2017.