

General Terms of Use of Norton Services

1. Norton Security, Norton Secure VPN, Norton Family Premier and Norton 360 for Gamers (collectively "**Norton Services**") are provided by NortonLifeLock Singapore Pte. Ltd., each as an Extra Service of NETVIGATOR Broadband Service.
2. By using each of the Norton Services, you agree to be bound by any applicable terms and conditions which may be imposed by such third party provider(s) (such as NortonLifeLock Singapore Pte. Ltd.) when subscribing to each of the Norton Services. You acknowledge and agree that you may also be required to enter into or agree to separate documents or terms in relation to those parts or features of each of the Norton Services provided by third party provider(s).
3. We do not in any way warrant that each of the Norton Services will be continuous or free from bugs or errors. You are responsible for implementing the requisite measures to protect your computer or mobile device and software. You agree that our company, Hong Kong Telecommunications (HKT) Limited, will not be liable for any damage to your or any party's computer or mobile device, software or files due to or related to any of the Norton Services.
4. You may terminate any of the Norton Services by giving us not less than 30 days' prior notice by completing a prescribed termination request form (available at any one of our Service Centres / selected HKT Shops or by calling our Customer Service Hotline 1000 to request the form to be posted to your Service Installation Address) and returning the same to us according to the instructions set out in the form.
5. Your NETVIGATOR Broadband Service and each of the Norton Services are non-severable services. If you terminate your NETVIGATOR Broadband Service, each of your Norton Services will also be terminated at the same time. If the relevant Norton Services are terminated prior to the expiry of the commitment period of your NETVIGATOR Broadband Service or Norton Services ("**Commitment Period**"), you are required to pay us the relevant early termination charges for the relevant Norton Services, 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.
6. At the end of the Commitment Period for your Norton 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 Norton Services, we will continue to provide each of the Norton 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 Norton Services by giving us not less than 30 days' advance written notice.