

High Speed Wireless Broadband Router – Collection / Return Notice

Collection Arrangement

You, the registered customer, will receive a redemption SMS within around one (1) week upon successful application. Please present the SMS and your HK Identity Card within one (1) month from the sent date of the SMS to collect one (1) High Speed Wireless Broadband Router together with its accessories / parts (collectively, the “Router”) at one of the following collection locations listed below.

Please keep all the packaging of the Router together with the original of the Collection Acknowledgement in case you will need to return and/or replace the Router within the designated 7-day period from the day of collection.

Third Party Collection

You may authorise an adult to collect the Router on your behalf. To do so, your representative must, at the time of collection of the Router, present to our staff at the collection location (1) a Third Party Authorisation Form (see Appendix) duly completed by you; (2) a photocopy of your (the registered customer’s) HK Identity Card; and (3) the Representative’s HK Identity Card, within the collection period.

Your Representative may only be allowed to act on your behalf to collect the Router. Any issues relating to your service or service contract (including but not limited to any request for a return or replacement of the Router within the designated 7-day period) can only be handled by you, the registered customer.

Address of Collection Locations

HKT Shop	Shop No.6, G/F., Hang Seng Tsimshatsui Building, No.9-11 Cameron Road, Tsim Sha Tsui, Kowloon 九龍 尖沙咀 金馬倫道 9-11 號 恒生尖沙咀大廈 地下 6 號商店 <u>Opening Hours</u> Mon-Sat: 10:00-22:00 Sun/Public Holiday: 10:00-22:00
	Shop 2025, Level 2, Sheung Shui Centre, No. 3 Chi Cheong Road, Sheung Shui, NT 新界 上水 智昌路 3 號 上水中心 第二層 2025 號商店 <u>Opening Hours</u> Mon-Sat: 10:30-21:30 Sun/Public Holiday: 10:30-21:30
	Shop G127, G/F., Tuen Mun Town Plaza, Phase I, Tuen Mun, NT 新界 屯門市廣場第一期 地下 G127 號商店 <u>Opening Hours</u> Mon-Sat: 10:30-21:30 Sun/Public Holiday: 10:30-21:30

	<p>24/F., West Exchange Tower, 322 Des Voeux Road Central, Sheung Wan, HK 香港 上環德輔道中 322 號 西區電話機樓 24 樓</p> <p>Opening Hours Mon - Sat: 09:30 - 21:00, Sun: 13:00 - 18:00 Public Holidays: Close</p>
HKT Service Centre	<p>Suite E, 12/F., Legend Tower, 7 Shing Yip Street, Kwun Tong, Kowloon 九龍 觀塘 成業街 7 號 寧晉中心 12 樓 E 室</p> <p>Opening Hours Mon - Sat: 09:30 - 21:00, Sun: 13:00 - 18:00 Public Holidays: Close</p>

Return / Replacement Arrangement Within 7 Days


If you are dissatisfied with the performance of the Router and would like to return it, you may do so within seven (7) days after collection without incurring any early termination charge or other charges, provided that the High Speed Wireless Broadband Router together with its accessories / parts remain clean and in their original packaging and that you can produce the original of the Collection Acknowledgement for verification. Any service contract-related issues or request for early return arrangement can only be handled by the registered customer. For the return arrangements or if the Router malfunctions (excluding damage or loss caused by human factors) and you would like a replacement, please call our Consumer Service Hotline at 1000.

Return Arrangement at Service Termination

You will receive an SMS reminder of equipment return after termination of the High Speed Wireless Broadband Router service. Please return the High Speed Wireless Broadband Router together with its accessories / parts in clean and working condition within 14 days from the service termination date, otherwise you will be liable to the relevant prevailing Fees for Lost or Damage Equipment. For your information, the current chargeable fees are listed below. If you have any questions, please call our Consumer Service Hotline at 1000.

Lost / Damaged Item	Fee
Main body of High Speed Wireless Broadband Router	HK\$1,500
Power Adapter	HK\$1,500
Antenna	HK\$200
SIM Card	HK\$200

High Speed Wireless Broadband Router

Brand:	Huawei
Model:	B525s-65a
Place of Manufacture :	China
Features	<p>4G network Specification : 4G LTE Cat 6</p> <p>Wi-Fi Specification : AC1600 (2.4GHz 300Mbps + 5GHz 1,300Mbps)</p> <p>Ports : 3 × Gigabit LAN + 1 × Gigabit WAN/LAN + 1 × RJ11 + 1 × USB 2.0</p>
Packaging List	<p>- Main body of high speed wireless broadband router (Inserted SIM Card)</p> 

- Power Adapter



- One pair antenna



Recommended
Retail Price: HK\$1,650

If you have any enquiry about the product, please contact our Consumer Service Hotline at 1000

The above information is extracted from literature and / or information on this product by manufacturer / supplier.

Appendix

High Speed Wireless Broadband Router – Third Party Authorisation

If you, the Registered Customer, would like authorise a Representative to collect the **High Speed Wireless Broadband Router** on your behalf, your Representative must present (1) **the original of this Third Party Authorisation Form duly completed**, (2) **a photocopy of your HKID card**; and (3) **the Representative's HKID card** at the time of the collection.

Registered Customer * : _____

* Mandatory Fields

HKID No. * (1st 4 digits *) : XXX

Official Use: Verified

I, the Registered Customer, have read and agreed to be bound by the below terms and conditions and authorise the following person as my Representative to collect the aforesaid Router on my behalf.

XXX

Representative's Name *

Representative's HKID No.
(1st 4 digits) *

Registered Customer's Signature *

Terms and Conditions:

1. High Speed Wireless Broadband Router not collected within the specified period will be forfeited and customers will not be compensated.
2. Hong Kong Telecommunications (HKT) Limited will base on the condition of the equipment upon receipt to determine whether any damaged or lost equipment charges are chargeable to you.
3. A registered customer's representative may only be allowed to act on his / her behalf to collect the Router. Any issues relating to the service or service contract must only be handled by the registered customer or his/her authorized immediate family member.
4. In case of disputes, the decision of Hong Kong Telecommunications (HKT) Limited shall be final, binding and conclusive.
5. **Personal Information Collection Statement:** The personal data and other information (collectively, "Data") that are provided under this Form are collected, used and retained by the relevant service provider(s) of the relevant service, being one or more of the members of the Group (being, HKT Limited and PCCW Limited and their respective subsidiaries, affiliates and associated companies), including but not limited to Hong Kong Telecommunications (HKT) Limited, in accordance with the requirements of the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong), other applicable laws, rules and regulations relating to data privacy and the Privacy Statement of the HKT Group (www.hkt.com/legal/privacy.html) and of the PCCW Group (www.pccw.com/legal/privacy.html) (collectively, the "Privacy Statement"). The applicable terms and conditions of the relevant service, the Privacy Statement, and this Personal Information Collection Statement all apply to and govern our collection, use and disclosure of your Data. Your Data is collected, may be used or maintained by and/or disclosed, at all times to the extent permitted under applicable laws, rules, regulations and licence requirements, to affiliates and/or related companies of the Group, their respective agents (including debt collection agent) and business partners (or their contractors, sub-contractors and/or consultants), and/or applicable regulatory bodies or governmental authorities for purposes in connection with the relevant service, including without limitation processing this Form and complying with applicable laws, rules, regulations and licence



requirements. You are entitled to access, correct or enquire about the Data held by us about you. If you wish to access, correct or enquire about any Data held by us about you, please mail to GPO Box 9896 or via email to: privacy@pccw.com.