

Home Wi-Fi Service - Terms and Conditions

1. Home Wi-Fi Service is an extra service of NETVIGATOR Broadband Service.
2. NETVIGATOR Broadband Service and Home Wi-Fi 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 the customer's router's network specifications, network specifications of the service the customer has subscribed to, layout of the customer's apartment, device, technology, network and software used, network configuration and coverage, plus availability of international bandwidth, as well as Wi-Fi interference and other extraneous factors.
4. You agree to well look after our Home Wi-Fi 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 clean and good working condition as soon as possible after termination of your Home Wi-Fi Service to our designated location, otherwise you shall be liable to pay us the relevant Lost or Replacement Equipment Charge.
5. Home Wi-Fi Service's 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 Wi-Fi Service are non-severable services. If you terminate your NETVIGATOR Broadband Service, your Home Wi-Fi Service will also be terminated at the same time. If your Home Wi-Fi Service is terminated prior to the expiry of the commitment period of your NETVIGATOR Broadband Service or Home Wi-Fi Service ("**Commitment Period**"), you are required to pay us the relevant Early Termination Charges for the relevant Home Wi-Fi Service, as set out in your relevant contract (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 Wi-Fi Service, if (a) we have not received any valid termination request of the contract from you; or (b) you have not renewed your existing contract nor entered into any new contract in respect of the Home Wi-Fi Service with a new commitment period, we will continue to provide the Home Wi-Fi Service 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 validly terminate the Home Wi-Fi Service. For details, please go to Public / HOS / Sandwich Class 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, unless we advise otherwise.
9. In the event of any dispute concerning these Terms and Conditions or the relevant services, our decisions shall be final, binding and conclusive.

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