

HGC Broadband Service Termination Form 和記寬頻服務終止表格

HGC Residential Broadband Service 和記住宅寬頻 HGC-PowerCom Broadband Service 和記電聯寬頻

Please complete the following in CAPITAL letters and return it to Hutchison Global Communications Limited ("HGC")

by fax to **3163 1226**, or mail to P.O. Box 33, Tsuen Wan Post Office, New Territories.

請用英文正楷填寫表格，然後交回和記環球電訊有限公司（「和記電訊」），傳真至 **3163 1226** 或郵寄至新界荃灣郵政信箱 33 號

Important Note 重要事項：

HGC will terminate your "HGC Residential Broadband" and/or "HGC-PowerCom Broadband" service one month upon receipt of this termination form. To facilitate the processing of your service termination request, please ensure that your contact number is filled in so that we will be able to contact you if necessary. 和記電訊將於收到此表格一個月後終止您的「和記住宅寬頻」及/或「和記電聯寬頻」服務。為確保終止服務申請得到妥善處理，請登記填寫您的聯絡電話號碼，以便我們有需要時與您聯絡。

Customer Details 客戶資料

Customer Name 客戶姓名：_____ HKID No. 香港身份證號碼：_____

Account No. 賬戶號碼：_____ Contact No. 聯絡電話號碼：_____ (Day日間) _____ (Night晚間) _____

Email Address 電郵地址：_____

Reason(s) for Service Termination 終止服務原因

Please select the main reason(s) for service termination. 請選擇終止服務主要原因。(Please tick where appropriate 請於適當處填上✓號)

- Service 服務：
 Unsatisfactory customer service 客戶服務欠佳
 Insufficient technical support 技術支援不足
 Inaccurate information provided by salesperson 推銷員提供的資料欠清晰
 Long waiting time for arranging on-site support 安排上門維修需時太長
 Service fee too expensive 服務費太貴
 No attractive offer for contract renewal 欠缺續約優惠
- Service Charge 服務費：
 Unable to get on-line 經常不能上網
 Slow upload / download speed 上載/下載速度緩慢
 Unstable network / line always drop 寬頻網絡不穩定/經常斷線
- Network 網絡：
 Service fee too expensive 服務費太貴
 No attractive offer for contract renewal 欠缺續約優惠
 Net/Navigator 網上行
 i-cable 有線寬頻
 New World Telecom 新世界電訊
 Other 其他：_____
- Other 其他：
 Leaving Hong Kong 離開香港
 Moving out to non-HGC service coverage area* 搬遷至非和記電訊網絡覆蓋地點*
 Low usage 使用時間太少
 PC problem 電腦故障
 Unsatisfactory customer service 客戶服務欠佳
 Insufficient technical support 技術支援不足
 Inaccurate information provided by salesperson 推銷員提供的資料欠清晰
 Long waiting time for arranging on-site support 安排上門維修需時太長
 Service fee too expensive 服務費太貴
 No attractive offer for contract renewal 欠缺續約優惠
 Unable to get on-line 經常不能上網
 Slow upload / download speed 上載/下載速度緩慢
 Unstable network / line always drop 寬頻網絡不穩定/經常斷線
 Other 其他：_____
- *Please provide valid proof of new address 請提供有效之新地址證明

Service Termination Request 終止服務申請

Requested service termination effective date 要求終止服務生效日期：_____

Terms & Conditions 終止服務條款及細則：_____

- Upon receipt of this completed Service Termination Form, HGC will confirm customer's termination request and the customer has to return the modem to HGC (if applicable). The requested service termination effective date must fall after a one-month notice period. Otherwise, HGC has the right to reject your request concerned. 和記電訊有權拒絕其申請。確認客戶終止服務之要求，而有關客戶須自行交還寬頻數據機(如適用)。客戶要求之終止服務生效日期必須訂於和記電訊收到此表格一個月後，否則，和記電訊有權拒絕其申請。
 - Upon termination, customer shall return the Residential Broadband Modem / PowerCom Broadband Modem to the address specified by HGC within 14 days of the date of the notice. In the event that (i) customer does not agree to return the Residential Broadband Modem / PowerCom Broadband Modem; (ii) customer fails to return the Residential Broadband Modem / PowerCom Broadband Modem; or (iii) there is any loss or damage to the Residential Broadband Modem / PowerCom Broadband Modem for whatever reason, customer shall be liable to HGC for Residential Broadband Modem for an amount of HK\$1,200. 假如服務(被)終止時，客戶須於接獲通知日起計十四天內，完整歸還由和記電訊提供的住宅寬頻數據機/電聯寬頻數據機到和記電訊之指定地點。若(i)客戶不同意退回住宅寬頻數據機/電聯寬頻數據機，(ii)客戶退回住宅寬頻數據機/電聯寬頻數據機，或(iii)住宅寬頻數據機/電聯寬頻數據機因任何原因而遺失或損壞，客戶須向和記電訊繳付住宅寬頻數據機/電聯寬頻數據機港幣1,200元。
 - Any prepaid subscription fee is non-refundable and non-transferable. 任何預先繳付之服務費用均不獲退還及不能轉讓。
 - Customer acknowledges that if, prior to the expiration of the Minimum Subscription Period, any of the service(s) selected by the customer on the Agreement (the "Service") is terminated or the quantity of any Service agreed to be subscribed for during the Minimum Subscription Period is reduced ("Cancelled Services") (i) by the customer for whatever reason or (ii) by HGC due to the customer's fault, customer agrees to pay to HGC liquidated damages of an amount equal to the sum of the aggregate Total Monthly charges for the Canceled Services payable for the balance of the Minimum Subscription Period and the value of the gift (if applicable), which shall all become due and payable on the effective date of such cancellation or termination. 至於最少申用期內之總數，已取消服務於最少申用期下之月費總數及客戶已享用列明之禮品之價值(如適用)。在取消或終止服務所結欠之總承辦月費計劃最少申用期內之月費作為寬頻數據機。
 - Such termination request applies to both broadband, 56k dial up and @net-yan.com/@ngcbroadband.com free email accounts. 此項服務終止申請同時適用於寬頻服務賬戶、撥號上網賬戶及 @net-yan.com/@ngcbroadband.com 免費電郵戶口。
- I acknowledge and accept the Terms & Conditions of "HGC Residential Broadband" and/or "HGC-PowerCom Broadband" service termination. 本人明白並接受終止「和記住宅寬頻」及/或「和記電聯寬頻」服務之條款及細則。
- Customer Signature 客戶簽署：_____
- Date 日期：_____

For enquiry, please call our Customer Service Hotline 1222 (0000-2400) for HGC Broadband Service, or 2189 9388 (0000-2400) for HGC-PowerCom Broadband Service. 如有任何查詢，請致電和記寬頻客戶服務熱線 1222 (0000-2400) 或和記電聯寬頻客戶服務熱線 2189 9388 (0000-2400)。

For Office Use Only Case Handled by: _____ Date: _____ Modem Collection Date: _____