

續約後冷靜期之條款及細則

(1) 客戶於登記續約住宅固網服務(包括續約計劃、家居寬頻及/或家居電話) (「固網服務」) 翌日起計可享有 14 天的冷靜期。客戶可於冷靜期內電郵至 HKBNbroadband@hkbn.net 取消續約計劃，香港寬頻將不會收取任何費用。惟若(i) 續約計劃已生效；或(ii) 已完成安裝續約計劃之固網服務；或(iii) 客戶已收取根據續約計劃或登記續約計劃時提供之相關產品或禮品，冷靜期立即終止。(2) 如客戶在冷靜期內取消任何固網服務，同一服務計劃內之其他服務或同一申請內之其他服務計劃或其他增值服務將同時被取消。為清晰起見，如客戶於冷靜期內取消續約計劃，現行服務計劃將不會於續約計劃生效日前一天被終止，現行服務計劃會被視為因客戶沒有登記續約計劃而繼續生效。

Terms and conditions of Cooling-off Period after Renewal

(1) Subscriber is entitled to a 14-day cooling-off period commencing from the day after the registration of renewal of residential fixed telecommunications network services (which includes Renewal Plan, home broadband and/or home telephone) (“FTN Services”). Subscriber may cancel Renewal Plan within the cooling-off period without any charges by sending email to HKBNbroadband@hkbn.net. However, the cooling-off period will immediately cease to apply if (i) Renewal Plan has been effective; or (ii) Subscriber has collected any relevant gift and/or device being provided with or under Renewal Plan; or (iii) installation of the FTN Services is completed. (2) If any service of a service plan is cancelled during cooling-off period, other service(s) included in the same plan and any other service plan(s) or value-added service(s) subscribed together on the same application will also be cancelled. For clarity, in the event that Subscriber cancel Renewal Plan within the cooling-off period, the current service plan will not be terminated, and shall continue as if Subscriber has not registered for Renewal Plan.