

Flexi-pack Terms and Conditions

Eligibility

1. Customers must be an existing consumer customer of designated NETVIGATOR broadband service, with 24-month or 30-month commitment period (“**Commitment Period**”).
2. Flexi-pack is not available to customers subscribing to pre-installation of NETVIGATOR broadband service.
3. Flexi-pack is not available to customers subscribing to NETVIGATOR broadband service with their business registration certificate.

General

4. Upon successful subscription of the Flexi-pack, customer may either select one of the designated NETVIGATOR Extra Services or upgrade his / her existing NETVIGATOR broadband service to 1000M Fiber-to-the-Home Broadband Upgrade Pack (“**Upgrade Pack**”) during the Commitment Period. A customer may choose a new NETVIGATOR Extra Service or Upgrade Pack every six (6) months during the Commitment Period. The service will normally become effective within two (2) working days after the selection. Please contact our sales representatives for details.
5. The selection of NETVIGATOR Extra Services under Flexi-pack may be changed from time to time at our discretion. Currently, customers may choose one of the following services: (a) Norton Security (4-Device); (b) Norton Secure VPN (4-device); (c) Norton Security (1-device) + Norton Secure VPN (1-device) + Norton Family Premier; (d) Gamer Pack; (e) uHub plus Cloud Storage (100GB storage entitlement and monthly printing of 35 pieces of 3R/4R/4D photos); and (f) csl Wi-Fi. Each of the NETVIGATOR Extra Services and the Upgrade Pack will be subject to relevant terms and conditions.
6. Once a customer has made his selection, he / she must continue to use the selected NETVIGATOR Extra Service or Upgrade Pack (as the case may be) for at least six (6) months during the Commitment Period. If a customer does not make a new selection after the said 6-month period, his chosen NETVIGATOR Extra Service or Upgrade Pack (as the case may be) will continue until the expiry of the Commitment Period.
7. Customers need not pay extra service fees for switching to a new NETVIGATOR Extra Service or Upgrade Pack under the Flexi-pack, and we will not compensate customers for any price difference or be responsible for any loss resulting from any such switching of services.
8. If, at the time of or after subscribing to the Flexi-pack, customer is to apply for or subscribe to services provided by us the same as the services the customer has selected under his / her Flexi-pack through any other way for whatever reasons and results in any extra fee or loss therefrom, we shall not in any event be responsible for any such extra fee or loss.
9. Gamer Pack service, uHub plus service and the Upgrade Pack are provided by us, Hong Kong Telecommunications (HKT) Limited, subject to relevant terms and conditions. csl Wi-Fi service is available at the designated locations in Hong Kong and provided by CSL Mobile Limited, subject to relevant terms and conditions. Please contact our sales representatives for details. For the “Gamer Pack Terms and Conditions”, please [click here](#). For the “General Conditions of uHub plus Service”, please [click here](#). The 35 printing quotas of 3R/4R/4D photos per month will be reset on the first day of each month; and unused printing quotas cannot be accumulated to the next month. Norton Security, Norton Secure VPN and Norton Family Premier are provided by NortonLifeLock Inc. For the “General Terms of Use of Norton Services”, please [click here](#). For the “Special Conditions of csl Wi-Fi Service for Consumer Customers”, please [click here](#).

10. The Upgrade Pack is applicable to designated NETVIGATOR 500M or below Fiber-to-the-Home Broadband service consumer customers only. The bandwidth specifications will be upgraded to NETVIGATOR 1000M Fiber-to-the-Home Broadband Service after subscription to the Upgrade Pack. The terms and conditions of the other service items in the existing NETVIGATOR contract, including but not limited to Extra Services, will remain the same. Unless otherwise specified herein, all terms and conditions of your upgraded service will remain the same as your existing NETVIGATOR Broadband Service contract. Bandwidth specification refers to network specifications of the services subscribed to for the broadband line connected from the modem at your premises to the first piece of NETVIGATOR network equipment or central office. For Fiber-to-the-Home Plans, bandwidth specifications of 1000M correspond to a maximum upstream and downstream bandwidth of 1000Mbps. The actual speed you experience using the service will be less than the network specifications and affected by your device, technology, network and software used, network configuration and coverage, usage levels, international bandwidth and extraneous factors.
11. If you terminate your NETVIGATOR Broadband Service, this Flexi-pack will also be terminated at the same time. You are required to pay us the value of other premium / gift you may have received (if applicable), on top of such early termination charges and other charges you may be required to pay for termination of your NETVIGATOR Broadband Service and this Flexi-pack.
12. We reserve the right to terminate or change this Flexi-pack or any terms and conditions of this Flexi-pack at any time without notice, and to make the final decision in the event of any dispute.

Version: Oct 2020