

## High Speed Home Broadband Plus Router – Collection / Return Notice

### Collection Arrangement

Please present the SMS and your HK Identity Card within the date indicated in the SMS to collect one (1) High Speed Home Broadband Plus Router together with its accessories / parts (collectively, the “Router”) at one of the following collection locations listed below.

### 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 can only be handled by you, the registered customer.

### Special Point to Note

In view of the latest situation of COVID-19, the business hours of service center may be temporarily changed, please visit <https://www.hkt.com/contact-us/service-center-locations?/locale=en> for more details.

### Address of Collection Locations

HKT Service Center	24/F., West Exchange Tower, 322 Des Voeux Road Central, Sheung Wan, HK (MTR Sheung Wan exit A1, opposite to Western Market) 香港 上環德輔道中 322 號 西區電話機樓 24 樓  <b>Opening Hours</b> Mon - Sat: 10:00 – 19:30 Sun and Public Holidays: Closed
	Suite E, 12/F., Legend Tower, 7 Shing Yip Street, Kwun Tong, Kowloon (MTR Kwun Tong exit B2, next to Kwun Tong Plaza) 九龍觀塘成業街 7 號寧晉中心 12 樓 E 室  <b>Opening Hours</b> Mon – Sat: 10:00 – 19:30 Sun and Public Holidays: Closed
	<p style="color: red;">In order to provide better service environment to our employees and customers, Tsim Sha Tsui Service Center is closed until further notice. The premises will be subjected to enhancement works before we reopen. Please accept our apologies for any inconvenience.</p> 3/F Hermes House, 10 Middle Road, Tsimshatsui, Kowloon, Hong Kong (MTR East Tsim Sha Tsui exit K, entrance nearby Minden Row, between TST Post Office and Mariners’ Club) 九龍尖沙咀中間道 10 號 國際電信大廈 3 樓  <b>Opening Hours</b> Mon – Sat: 10:00 – 19:30 Sun and Public Holidays: Closed

Unit Nos. 1720-21, Level 17, Tower II, Grand Central Plaza Shatin  
(MTR Shatin exit B, Next to IKEA)

新界沙田新城市中央廣場 2 座 17 樓 1720-21 室

**Opening Hours**

Mon – Sat: 10:00 – 19:30


Sun and Public Holidays: Closed

**Return Arrangement at Service Termination**

You will receive an SMS reminder of equipment return after termination of the High Speed Home Broadband Plus Router service. Please return the High Speed Home Broadband Plus 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\$1,900
Power Adapter	HK\$1,900
SIM Card	HK\$200

## High Speed Home Broadband Plus Router

Brand:	Huawei
Model:	CPE Pro 2 (H122-373)
Dimension:	99 mm (L) x 96.6 mm (W) x 178 mm (H)
Packaging List	<p>- Main body of High Speed Home Broadband Plus Router (Inserted SIM Card)</p>  <p>- Power Adapter</p>

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 Home Broadband Plus Router – Third Party Authorisation

If you, the Registered Customer, would like authorise a Representative to collect the High Speed Home Broadband Plus 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 Home Broadband Plus 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](http://www.hkt.com/legal/privacy.html)) and of the PCCW Group ([www.pccw.com/legal/privacy.html](http://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](mailto:privacy@pccw.com).