



Terms and Conditions for Wi-Fi 7 Package Service

1. Customer is required to subscribe designated Wireless Broadband Monthly Plan, commit to 24 months contract. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired. Customer is required to pay an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the subscribed for service plan.
2. The bandwidth refers to the maximum of the relevant bandwidth that may be achieved between a customer's premise and the first piece of HGC's network equipment, which may be different from the actual speed performance that a customer may experience. The attainment of the relevant bandwidth depends on various factors including but not limited to HGC Global Communications network coverage, types of building infrastructure, usage levels, site traffic loading, type of content being accessed and performance and configuration of customers' computers. The bandwidth to overseas sites will also be subject to the conditions of local network there, and therefore the bandwidth might be even less. For further information on bandwidth availability to any particular building, upload/ download speeds, or the terms and conditions of our services, please call HGC Broadband Customer Services Hotline 1228.
3. When the service contract is terminated or services are discontinued for any other reason, the customer must return the Wi-Fi 7 package router / device provided by HGC in its entirety, including the complete packaging, accessories, and user manual.
4. The rented Wi-Fi 7 package router / device could be contact HGC of sales if the router / device malfunctions within the contract period of Service. If HGC confirms that the malfunction is a technical or functional failure, a free replacement of the rented router / device with another refurbished router / device of the same model will be arranged. In case of the same router / device model is out of stock, HGC reserve the rights to replace the rented router / device with another refurbished router / device model without prior notice. Customers must present the original or photocopy of the sales receipt or service contract for a warranty service request. Customers shall back up the data being stored in the router / device (if any) as such data may be erased during the course of inspection. HGC will not be liable for any loss or damage arising from the provision of inspection or warranty services.
5. This offer is subject to HGC Global Communications' final notice. HGC Global Communications reserves the right to change the terms and conditions of the above offers and service plans at any time without prior notice. For details, please refer to the sales agreement. HGC Global Communications reserves the right to vary the terms and conditions of service without prior notice and shall have the final decision in terms of any dispute. Broadband Service monthly fee discount in designated months will be activated during the fixed contract period.