



SmarTone Home 5G Broadband Device Rental Service Plan

Offer valid for limited period only. The Service is only available for existing customers who subscribe to the Company's designated Home 5G Broadband Service Plan on a designated monthly contract subscription. The provision of the service is subject to the network coverage of the Company. In case particular spots where the 5G network are not available, we will continue to provide the service through 4G network. Internet experience can vary due to factors such as the relative position between user and the base stations, the download server resources, Internet traffic conditions, the number of users, users' devices and other factors that may arise. Wi-Fi coverage depends on factors such as area & layout of the premises, construction materials, and other extraneous factors. This service plan includes rental router service; a deposit of HK\$1,500 for "5G Broadband Device Rental Service" is waived. Customer who registers the Services for the first time is entitled to a Trial & Return Guarantee period commencing from the service activation date of the designated service plan of the Services (Not eligible for selected promotion plans, re-contract offers or existing customers who add on Home 5G Broadband Device Rental Service). Customer can enjoy free maintenance of the leased equipment during the service period. The Company will charge the Customer additional maintenance fees at the current rate for maintenance due to specified circumstances. At the end of the contract, the Customer will be charged at the prevailing plan price if the Customer continues to use the Service. Upon termination of the Services, the Customer must return all equipment (if applicable) provided by the Company to SmarTone's stores within fourteen (14) days. Customer shall at its own risk and expense return the rental equipment in the same condition as when delivered to the Customer ordinary fair wear and tear excepted. If the Customer does not return the rental equipment or the returned equipment is damaged due to human-damage /accident / improper usage, SmarTone will charge Customer extra maintenance fee, for details, please visit [SmarTone Home 5G Broadband Frequently Asked Questions](#)

The Company reserves the right of final decision relating to the promotion and any dispute thereof, and may change the Terms and Conditions without prior notice. For service plans and offers detail, please contact salesperson.