

要求終止網上行寬頻服務表格 (不適用於商業網上行用戶)

NETVIGATOR Broadband Service termination request form (not applicable to Business NETVIGATOR customers)

此表格不可影印。請以英文正楷完成表格，並提供聯絡電話及將填妥之表格正本郵寄至香港郵政總局信箱320號、或電郵至 custserv@netvigator.com 或傳真至36581184，以便我們通知你正確的終止服務日期。亦請保留「客戶存根」以作日後查詢及參考之用。**Photocopies will not be accepted.** Please complete the following in BLOCK letters, provide a contact telephone number and send the "original completed form" by POST to GPO Box 320, Hong Kong, by email to custserv@netvigator.com or by fax to fax number 36581184 so that we can inform you of the exact service termination date. Please also keep the "Customer Copy" for future enquiry and reference.

用戶姓名：姓 LEE 名 KA CHEONG
 Customer's name: Family name LEE Given name KA CHEONG
 香港身分證／護照號碼：D705769(6)
 HKID/passport no.: D705769(6)
 聯絡電話號碼 (日間) 9805 7812 (夜間) 9805 7812
 Contact tel. no.: (Day) 9805 7812 (Night) 9805 7812
 手提電話號碼**：9805 7812
 Mobile number**：9805 7812
 聯絡電郵地址 (非網上行電郵地址)：kdeepery@gmail.com (服務終止後)
 Correspondence email address (Non-NETVIGATOR email address): kdeepery@gmail.com (after service termination)
 要求終止服務日期*：4/2/2017 (日/月/年)
 Preferred service termination date*：4/2/2017 (dd/mm/yyyy)

* 終止服務要求必須最少一個月 (但不多於兩個月) 前提出。Advance notice of at least ONE month, but not longer than TWO months, is required for service termination.
 當本公司收到此表格後，直至服務正式終止日為止，客戶需在此期間繳付最少一個月的服務費。From receipt of this Form until the effective service termination date, customer must pay service fees incurred for a period of at least one month.
 ** 客戶之手提電話號碼用作確認終止服務要求。Your mobile number is needed to confirm a service termination request.

重要事項 Important Notice

- 客戶服務主任將於收到此表格後約一星期內 (如因節慶而郵遞需時，聯絡你的日期可能會有延遲) 致電給你，以確認終止服務日期，並安排自行交還或上門收取寬頻數據機及/或解碼器 (如適用)。若你未能退回運作良好的器材，你須支付本公司按現行費用收取的有關之遺失或損壞或更換費用。此外，若你未被聯絡，請即致電香港電訊個人客戶服務綜合熱線1000，按 [1] [6] [1]，然後確認身份証號碼或賬戶號碼，再按[3]查詢跟進。否則，終止服務要求將不獲確認。A customer service executive will call you within around a week of receiving this form (this may take a little longer during holiday seasons) to confirm service termination date and arrange for the return/collection of your modem and/or decoder (if applicable). If you are unable to return the equipment in good working condition, you shall be liable to pay the prevailing rate for the loss or damage of equipment. Furthermore, if you do not receive a receipt acknowledgement call as aforesaid, please call HKT Consumer Service Hotline 1000, press [2] [6] [1], then confirm your HKID no. or account no., and press [3] for follow-up. Otherwise, the termination request cannot be confirmed and executed.
- 如你選擇把填妥的表格交回香港電訊專門店，表格將於約兩個工作天後交到有關部門處理。If you return the completed form to a HKT shop, it will be sent to the relevant department for handling after around 2 working days.
- 倘若你是自行安裝數據機，你必須在服務終止日把該數據機退還到香港電訊指定的服務中心。如你的服務終止日是在公眾假期，你須在該公眾假期前一個工作天退還數據機。If your modem was self-installed, you must return the equipment to specified HKT service centres on the service termination date. If service termination date falls on a public holiday, you must return the modem on the business day immediately preceding the public holiday.
- 你可致電香港電訊個人客戶服務綜合熱線 1000，然後選擇語言及確認身份証號碼或賬戶號碼，再按 [3] [2] [4] [3] 查詢提早終止寬頻服務所需繳付之費用 (如有)。
 You can call HKT Consumer Service Hotline 1000, then press [1] [2] [4] [3] after language selection and confirm your HKID no. or account no. to check any fee detail for early termination of broadband service (if any).
- 若你終止網上行寬頻服務，你的新媒體服務 (即Moov.hk, Media.now.com.hk, Now Sports Online等) 亦將會同時終止。如你於承諾期內終止服務，則你須支付提早終止費用及任何預繳費將不獲退還。If you terminate your NETVIGATOR broadband service, Your New Media services (i.e. Moov.hk, Media.now.com.hk, Now Sports Online etc.) will also be terminated at the same time. Early termination charges may be payable. You are required to pay the Early Termination Charge if you terminate a service during the Commitment Period and any prepayment will not be refunded to you.
- 若你終止網上行寬頻服務，你的uHub / uHub plus雲端儲存服務 (如適用) 之儲存量將會被降級至本公司當時的免費基本儲存量，詳情可參閱www.uhub.com。If you terminate your NETVIGATOR broadband service, your uHub / uHub plus cloud storage service (if applicable) will then be downgraded to our prevailing basic entitlement. Please refer to www.uhub.com for more details.

☒ 終止網上行寬頻服務

NETVIGATOR broadband service termination

電郵地址：perylee01 @netvigator.com/@hkstar.com
 Email address: perylee01 @netvigator.com/@hkstar.com
 寬頻賬戶號碼：1099446797
 NETVIGATOR broadband account no.: 1099446797

申請終止網上行寬頻服務時，你 (請在適當處填上✓號)

After requesting NETVIGATOR broadband service termination, I (please tick if applicable)

- ☐ 已申請或考慮改用其他網絡供應商之服務 have subscribed or may subscribe to the service from another service provider
- ☐ 3家居寬頻 3Home Broadband ☐ SmarTone 光纖寬頻 Fiber Broadband
- ☐ 有線寬頻 i-Cable ☐ 3香港流動寬頻 3HK Mobile Broadband
- ☐ 香港寬頻 Hong Kong Broadband ☐ 其他 Others _____
- ☐ 已計劃日後再申請網上行寬頻服務 have planned to subscribe to NETVIGATOR broadband service again later
- ☒ 暫時沒有計劃在家中使用的互聯網服務 currently have no plan to subscribe to Internet service at home
- ☐ 已向其他網絡供應商 (請於上列明) 申請並完成安裝服務 have subscribed to and have installed the service from another service provider (please specify above)
- ☐ 已向其他網絡供應商 (請於上列明) 申請並正待安排安裝服務 have subscribed to the service from another service provider (please specify above) and installation will be completed soon
- ☐ 將會向其他網絡供應商 (請於上列明) 申請服務 will subscribe to the service from another service provider (please specify above) soon

終止服務原因 (最多選兩項，請在適當處填上✓號)

Reason for service termination (please tick a maximum of 2 reasons, if applicable)

服務 Service

- ☐ 客戶服務問題
 Unsatisfactory customer service
- ☐ 技術支援問題
 Unsatisfactory technical support
- ☐ 寬頻速度問題
 Unsatisfactory broadband speed
- ☐ 寬頻網絡穩定性問題
 Unsatisfactory broadband stability
- ☐ 其他
 Others _____

個人 Personal

- ☒ 很少機會於家中上網
 Low usage at home
- ☐ 上網興趣減低
 Less interest in Internet
- ☒ 節省開支
 Cost saving
- ☐ 其他
 Others _____

價錢 Pricing

- ☐ 基本月費太貴
 High subscription fee
- ☐ 額外用量收費太貴
 High extra usage charge

《個人資料 (私隱) 條例》下的個人資料收集聲明 Personal Information Collection Statement under the Personal Data (Privacy) Ordinance

閣下就本表格而提供的個人資料和其他資料 (統稱「資料」) 將由一家或多家香港電訊集團內及電訊盈科集團內的服務供應商，包括 Hong Kong Telecommunications (HKT) Limited、電訊盈科媒體有限公司、Club HKT Limited及HKT CSP Limited (視乎情況而定)，根據《個人資料 (私隱) 條例》及香港電訊集團和電訊盈科集團各自的《私隱聲明》(載於www.hkt.com/legal/privacy.html及www.pccw.com/legal/privacy.html) 的規定所收集、使用及保留。被收集的資料，或會披露予香港電訊集團及電訊盈科集團的關聯公司或有關公司、其各自的代理 (包括債務追收代理)、業務合作夥伴，以及適用監管或政府機關 (任何時候均在適用法律、牌照、規則及規例容許的範圍內)，及/或由該等公司使用或保存，以處理有關本表格項下之服務終止要求。資料查閱、更改或使用的要求，或任何有關資料的查詢，可致函私隱條例事務主任 (香港郵政總局信箱9896號)。

All personal data and other information ("Data") so provided is collected, used and retained by one or more of the service providers of the HKT Group and the PCCW Group, including Hong Kong Telecommunications (HKT) Limited, PCCW Media Limited, Club HKT Limited and HKT CSP Limited (as the case may be), in accordance with the requirements in the Personal Data (Privacy) Ordinance and HKT's Privacy Policy Statement (which can be viewed at <http://www.pccw.com/legal/privacy.html>), which also governs how the Data is used and to whom it is disclosed. The Data could be used by and/or disclosed to affiliates or related companies of the HKT Group and the PCCW Group, or their respective agents (including debt collection agents) and business partners, and applicable regulatory or governmental authorities (at all times to the extent permissible under applicable laws, licences, rules and regulations) for the purpose in connection with processing your service termination request under this Form. Request for accessing or correction or use of the Data or any enquiry about the Data can be made in writing to Privacy Compliance Officer (GPO Box 9896, Hong Kong).

用戶簽署：

Customer's signature: _____

日期：

Date: 2017/1/4

Official use:

Serial no.: _____ Date: _____ Team: _____
 Case handled by name & S/N: _____ / _____ Date: _____
 FSA no.: _____ Order no.: _____ Email sent (Yes / no) on _____
 SR date: _____ Modem collection date (if applicable): _____
 Remarks: _____