

APPLICATION FORM FOR CHANGE OF REGISTERED CONSUMER CUSTOMER

(This Form is only applicable for proposed change of registered consumer customer, not for change of service installation address or other changes.)

^ Please delete as appropriate * Mandatory fields

Fax no. (Internal use only): _____

Service number(s) / Card number(s) / Mobile number(s) *: _____

SERVICE(S) AND SERVICE NUMBER(S) TO BE TRANSFERRED UNDER THIS FORM (collectively, "Services"):

☐ eye Service / Residential Telephone Line Service ☐ IDD0060 Fixed Fee Plan ☐ Mobile IDD0060 Service ☐ Global Calling Card Service

The effective date of change of registered consumer customer will normally be around THREE (3) working days after receipt of all documents.

SECTION A: FOR CONSUMER CUSTOMERS (INCLUDING CONSUMER CUSTOMERS REGISTERED UNDER BUSINESS REGISTRATION NUMBER)	
<p>To be completed by the Transferee (New Customer) ("Transferee / New Customer", which definition includes the Executor, Administrator or Transferee of the Deceased Customer)</p> <p>1. Registered Customer Name* (in BLOCK LETTER) OR Registered Company Name* (in BLOCK LETTER) (if applicable) Mr. / Ms. / Others (please specify)^</p> <p>_____ Surname Given Name Company Name</p> <p>2. HKID Card / Passport / Business Registration No.*^: _____ (Please provide original or copy of HKID Card/ Passport / Business Registration Certification for verification) <input type="checkbox"/> Verified by staff</p> <p>3. Billing Address (if different from above Service Address): _____</p> <p>4. Contact Number*: _____ 5. Contact Email Address (if any): _____</p> <p>Applicable to consumer customers registered under Business Registration number</p> <p>6. Name of Authorised Person* (in BLOCK LETTER) 7. Title of Authorised Person Mr. / Ms. / Others (please specify)^</p> <p>_____ Surname Given Name</p>	
<p>To be completed by the Transferor (Current Customer) ("Transferor / Current Customer") (Not applicable to Deceased Customer cases)</p> <p><input type="checkbox"/> I agree to transfer my Services set out in this Form to the Transferee / New Customer, including those extra services I have selected above.</p> <p>1. Registered Customer Name* (in BLOCK LETTER) OR Registered Company Name* (in BLOCK LETTER) (if applicable) Mr. / Ms. / Others (please specify)^</p> <p>_____ Surname Given Name Company Name</p> <p>2. HKID Card / Passport / Business Registration No.*^: _____ (Please provide original or copy of HKID Card / Passport / Business Registration Certificate for verification) <input type="checkbox"/> Verified by staff</p> <p>3. Contact Number*: _____ 4. Contact Email Address (if any): _____</p>	
SECTION B: FOR COMPLETION BY THE EXECUTOR, ADMINISTRATOR OR TRANSFEREE OF THE DECEASED CUSTOMER	
<p>If the Transferee of the Deceased Customer is not a Court-appointed executor or administrator of the Deceased Customer, he must be an immediate family member of the Deceased Customer (such as spouse, sibling, parent or child)</p>	
<p>1. Name of Executor / Administrator / Transferee*^ (in BLOCK LETTERS) Mr. / Ms. / Others (please specify)^ (New Customer)</p> <p>_____ Surname Given Name</p>	<p>2. Name of Deceased Customer* (in BLOCK LETTERS) Mr. / Ms. / Others (please specify)^ ("Deceased Customer")</p> <p>_____ Surname Given Name</p>
<p>3. Relationship with Deceased Customer*: _____</p>	

SECTION C: STATEMENT OF INDEMNITY

In consideration of the service provider(s) of the PCCW / HKT Group (which shall, for the purposes of this Form, include but not limited to Hong Kong Telecommunications (HKT) Limited, Club HKT Limited and HKT CSP Limited) ("**Service Providers**") agreeing to the request to transfer the Services to the Transferee as instructed under this Form, the Transferee agrees to indemnify the Service Providers and keep the Service Providers indemnified in full and hold the Service Providers harmless for and against all demands, proceedings, litigation, liabilities, claims, losses, damages, costs and expenses which may be brought against the Service Providers (or other members or affiliates of the PCCW / HKT Group) or suffered or incurred by the Service Providers (or other members or affiliates of the PCCW / HKT Group), either directly or indirectly, out of or in connection with such request, such transfer and/or this Form, and the Service Providers shall also have the absolute right to restore the Services to the Current Customer or the rightful customer at any time without obtaining any consent from the Transferor or from the Transferee.

SECTION D: APPLICANT'S SIGNATURE

Part A. FOR CONSUMER CUSTOMERS, INCLUDING CONSUMER CUSTOMERS REGISTERED UNDER BUSINESS REGISTRATION NUMBER (Not applicable to Deceased Customer cases. For Deceased Customer cases, please complete "Part B" below)

We, the Transferor / Current Customer and the Transferee / New Customer named in this Form, apply for the Services to be transferred to the Transferee / New Customer upon the terms and conditions as set out in this Form. We acknowledge that we have read and hereby agree to be bound by all the terms and conditions applicable to the Services and this Form. All information provided by me/us is up-to-date, complete, true and correct. Each of us, the Transferee / New Customer (as the case may be), has attained 18 years of age.

I, the Transferee / New Customer, agree to pay all charges in connection with the Services pursuant to this Form and the Contract.

Signature of the Transferee (New Customer)
(with Company Chop, if applicable)

X

Date: _____

Signature of the Transferor (Current Customer)
(with Company Chop, if applicable)

X

Date: _____

Part B. REGARDING DECEASED CUSTOMERS

I/We, the Executor, Administrator or Transferee named in this Form, apply for the Services to be transferred to me/us upon the terms and conditions as set out in this Form. I/We acknowledge that I/we have read and hereby agree to be bound by all the terms and conditions applicable to the Services and this Form. All information provided by me/us is up-to-date, complete, true and correct. I have / Each of us has attained 18 years of age. I/We also agree to pay all charges in connection with the Services pursuant to this Form and the Contract.

Signature of the Executor / Administrator / Transferee of the Deceased Customer (New Customer)

X _____ Date: _____

SECTION E: OTHER TERMS AND CONDITIONS

- The application of transfer under this Form is subject to approval by the Service Providers at their discretion.
- Necessary supporting documents, as so requested by the Service Providers, will have to be submitted to the Service Providers for processing this Form, which may include but not limited to the followings:
 - Hong Kong Identity Card / Passport;
 - Business Registration Certificate / Certificate of Incorporation and Certificate of Incorporation on Change of Name (if any);
 - Death Certificate / Other death-related documents;
 - Probate / Letters of Administration / Letters of Administration (with Will annexed);
 - Documents to show that the Transferee of the Deceased Customer is an immediate family member of the Deceased Customer (e.g. Birth / Marriage Certificate); and/or
 - Power of Attorney or Authorisation Letter acceptable to the Service Provider(s), showing that the Transferee is duly authorised by the Transferor to proceed with the application under this Form.
- The Transferee acknowledges and agrees to all the applicable terms and conditions of the Services from the effective date of the transfer of the Services under this Form. A copy of the relevant terms and conditions of the Services can be obtained by writing to GPO Box 9896, Hong Kong or at any of HKT Shop.
 - eye Service is provided by Hong Kong Telecommunications (HKT) Limited ("**HKT**"), subject to the relevant Application Form and Service Guide entered into by the Transferor, the Special Conditions of eye Service for Consumer Customers (available at <http://www.pccweye.com/>) and the General Conditions of Telecommunications Service (Consumer Customers) ("**Telecom General Conditions**") (available at www.hkt.com/Terms+of+Use).
 - Residential Telephone Line Service, IDD 0060 Service (including Global Calling Card Service), IDD 0062 Fax Service and 0060 everywhere Service are provided by HKT, subject to the relevant Application Form and Service Guide entered into by the Transferor, the applicable Special Conditions and the Telecom General Conditions. The Special Conditions of Residential Telephone Line Service for Consumer Customers are available at www.pccw.com/Consumer/Residential+Line/Local+Telephone+Services/Welcome+Special+Offer, the Special Conditions of 0060 Service and 0062 Fax Service for Consumer Customers are available at www.pccw.com/Consumer/International+Telephone+Services and the Special Conditions of 0060 everywhere Service for Consumer Customers are available at www.0060everywhere.com/terms/tnc_eng.html.
- Unless otherwise provided in this Form or advised by HKT, all associated value added services or extra services of the Services will be automatically

transferred to the Transferee at the same time as the transfer of the Services. The contract(s) of the Services of the Transferor ("**Contract**") is/are deemed to have been novated and transferred to the Transferee from the effective date of the transfer of the Services.

5. For eye Service or Residential Telephone Service transfer, on approval of the transfer of Services under this Form, the subject telephone number(s) and all associated services (if any) will be transferred from the Transferor to the Transferee from the effective date of the transfer. The Transferee shall also be responsible for all charges and liabilities incurred in respect of the subject telephone number(s) prior to the effective date of the transfer. While the Transferee will be able to use all the existing Residential Telephone Line service number(s) upon the transfer, all calling cards issued to the said service number(s) will be invalidated unless specified otherwise by the Transferee. HKT reserves the right, at its sole discretion, to terminate IDD promotional rate(s) pertaining to the said service number(s) and charge the then prevailing rate(s).
6. The Transferee agrees to be responsible for all charges and liabilities incurred by the Transferor in respect of the Services prior to and after the effective date of the transfer, as if the Transferee were the Transferor under the Contract. Any deposit held in the name of the Transferor will be applied to offset against any outstanding charges and liabilities incurred in respect of the Services up to the day immediately prior to the effective date of the transfer. Any surplus amount of such deposit will be returned to the Transferor. But if the deposit is not sufficient to offset the said outstanding charges and liabilities, the Transferor shall be responsible for all outstanding charges and liabilities incurred in respect of the Services. Notwithstanding the aforesaid, HKT reserves the right to, at its discretion, charge either the Transferor or the Transferee (or both, provided there will not be any double charging) for any charges or liabilities in respect of the Services up to the day immediately prior to the effective date of the transfer and to return the aforesaid deposit held in the name of the Transferor incurred in respect of the Services up to and including the effective date of the transfer (and any surplus amount thereof) to either the Transferor or the Transferee (or both, provided there will not be any double payment). The Transferee may be required by HKT to pay for deposits for the Services. All autopay arrangements set up by the Transferor will be terminated upon the transfer of the Services.
7. In some cases, the Transferee may be required to make a prepayment for the Services. The Transferee will be required to pay a prepayment if the same is specified in the relevant Application Form and Service Guide entered into by the Transferor. Prepayment will not be refunded to the Transferor if the Services are transferred before expiry of the relevant commitment period.
8. References to the one gender shall include all genders, and references to the singular shall include the plural and vice versa.
9. The terms and conditions herein contained shall be governed by and construed in accordance with the laws of Hong Kong and the applicants agree to submit to the exclusive jurisdiction of the courts of Hong Kong.