



Terms and Conditions for Wireless Broadband Router 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 expires. 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. Infinite Wireless Broadband Data of Wireless Broadband Monthly Plan is only applicable to designated devices. Once the mobile data usage reaches the 300GB data entitlement of your monthly service plan, data service will continue subject to the maximum download speed of 5G network but less network resources will be allocated according to network condition which may affect your data service experience until the cutoff date of the relevant bill cycle. 5G network experience may be affected due to the 5G coverage of HGC and other factors including but not limited to network setting/specification or coverage, the features or functionality of individual mobile device and router, transmission technology, network traffic and usage, speed of websites servers, service stability of other content providers, weather and other circumstantial factors (e.g. blockades such as buildings, mountains, tunnels) which may lead to radio interference. HGC reserves the rights to terminate the service if this monthly plan service is not used at the designated registration address (if applicable) or/and with the designated device.
3. Voice and roaming service is not applicable for the Wireless Broadband Monthly Plan. The SIM must be used with designated routers/devices. The add-on or rented 5G router can only be used with HGC SIM card during the contract period.
4. Customer must give HGC one month's prior written notice for termination of the Services. In the event of such termination or where HGC terminates the Services due to Customer's default during the Fixed Contract Period, Customer agrees to pay to HGC an early termination charge equivalent to the total payable service fee for the remaining Fixed Contract Period.
5. When the service contract is terminated or services are discontinued for any other reason, the customer must return the 5G router device provided by HGC in its entirety, including the complete packaging, accessories, and user manual.
6. The rented router could be contact HGC of sales if the router 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 with another refurbished router of the same model will be arranged. In case of the same router model is out of stock, HGC reserve the rights to replace the rented router with another refurbished router 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 (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.
7. The above Service is subject to other terms and conditions. Please refer to the Sales & Service Agreement and related registration form for details.