

Customer Name \_\_\_\_\_

ComNet Phone Number \_\_\_\_\_

Agreement between ComNet Telecom (HK) Limited and customer is as follows:

**ComNet Phone Services – IP Phone Version**

Plan Code	Basic Services Charge	Contract Period	Prepayment	Free Value-added Services	Outgoing Calls To HK Number	Answering Calls	「IDD 0050」 Promotions PPN33 *
<input type="checkbox"/> P16	HK\$38/mth	12 Mths	HK\$ 228	Caller ID Call Forwarding	Free	Free	HK\$ 0.1/min: China, USA & Canada (Mobile & Landline) HK\$0.23/min: Singapore (Mobile & Landline) HK\$0.94/min: Macau (Mobile & Landline)

\* The above USA rate is not applicable for calls made to Alaska (+1907), Hawaii (+1808), Guam (+1671) & Mariana Islands (+1670); The above Canada rate is not applicable to Canada North West Territory beginning with +1250232, 1250233, 1250234, 1250235, 1250237, 1250239, 1250471, 1250500, 125077, 1250772, 1250773, 1250774, 1250775, 1250776, 1250779 & 1867.

**# Steps to Use ComNet Phone on Smartphones**

1. Download Zoiper from App Store (iOS) or Google Play (Android)
2. Enter the username and password and press “Register”
3. When the color of the dialer button becomes “green”, the registration will be completed. You can then make and receive call as usual Hong Kong mobile service
4. To use call forwarding, please dial “\*57” + “Number to be forwarded” and then wait until finished; to cancel call forwarding, please dial “#57#”

**Terms and Conditions:**

1. Customer must use a valid HKID for the plan application and each HKID number can only be used for a maximum of 2 applications. It will be charged \$100 as deposit for additional line subscription.
2. The contract period is 12-month.
3. Customer needs to prepay 6 months’ service charges (a total of HK\$ 228). The prepayment will be credited to the account balance.
4. Free to call local mobile & landline numbers; free to receive calls; free value-added services including caller ID, call forwarding. (To use call forwarding, please dial “\*57” + “Number to be forwarded” and then wait until finished; to cancel call forwarding, please dial “#57#” )
5. Any offer is NOT exchangeable, transferable and redeemable.
6. This plan is contract-based. Prepayment made is non-refundable upon registration.
7. Customers themselves or others are not allowed to use the service or the device for any of the aforementioned or similar activities as listed (a) - (e) below:
  - (a) Unlawful. Customers shall use the service and the device only for lawful purposes (Under the regulations of Office Of The Telecommunication).
  - (b) Taking any action that imposes an unreasonably or disproportionately large load on ComNet Telecom (HK) Limited’ s infrastructure.
  - (c) Resell or transfer the service or the device to any other party without ComNet Telecom (HK) Limited prior written consent.
  - (d) Engaging in any activities that might interfere or disrupt the services of ComNet Telecom (HK) Limited’ s server or networks.
  - (e) Disrupt the service or make any use of the service that is inconsistent with its intended purpose.
8. ComNet Telecom (HK) Limited reserves the right to immediately terminate or modify the service if we determine, in our sole and absolute discretion, that customers have at any time used the service or the device for any of the aforementioned or similar activities as listed (a) – (e) above. ComNet Telecom (HK) Limited reserves all rights to pursue the matter. In case of any dispute, ComNet Telecom (HK) Limited’ s determination shall be the final.
9. Register for ComNet Phone basic services with IDD0050 service, customers shall be bound by, and to comply with, these Terms and Conditions set by ComNet Telecom (HK) Limited.
10. For customers who choose to settle their monthly bill through credit card auto pay. The ComNet Phone HK\$100 deposit and IDD HK\$500 deposit would be waived.
11. Monthly bill will be sent to customers by email. A charge of HK\$20 per invoice would be applied if customers request to receive it in paper form..
12. This plan is offered on a fixed term contract basis. If the plan is terminated within contract period, customers will have to pay a cancellation charge to ComNet Telecom (HK) Limited which is equivalent to HK\$ 100 or remaining contract period in month x HK\$ 100 (whichever is higher) and all remaining prepayment made is non-refundable.
13. If customers have terminated the service for more than 30 days within contract period regardless of any reasons, ComNet Telecom (HK) Limited reserves the right to determine whether the customers have terminated the contract and to charge for cancellation fee.
14. Customers must give ComNet Telecom (HK) Limited not less than 30 days’ notice for termination of the plan after the end of the contract period. Otherwise, the plan will be renewed monthly automatically and customer will be charged for regular monthly price (HK\$ 80) until further notice.
15. Terms and Conditions specified herein this Agreement shall be subjected to the General Terms and Conditions of ComNet Telecom (HK) Limited and all the terms and conditions stated herein as may be in force from time to time and Customer agrees to abide by the same. If there is any inconsistency among them, the Special Terms and Conditions herein shall prevail and take the precedence over the other.
16. ComNet Telecom (HK) Limited reserves the right to update or modify these Terms and Conditions at any time without prior notice.
17. The service may be failed or interrupted in case of power failure or such any other situation beyond reasonable control of the ComNet Telecom (HK) Limited. Customers have, before or upon subscription of service, confirmed that this services will not be used by lifeline user or connected with lifeline devices, and we accepts no legal liability in relation thereto.
18. ComNet Telecom (HK) Limited provides warranty, maintenance and repairing services only for customers who use landline service in Hong Kong. If customers use this service outside Hong Kong, ComNet Telecom (HK) Limited will NOT guarantee the provision and quality of service and will NOT undertake any legal liabilities or losses.

Customer Signature: \_\_\_\_\_

HKID: \_\_\_\_\_  
(Please provide a copy)

Date: \_\_\_\_\_