光纖寬頻計劃啟動申請表
Fibre Broadband Service Plan Activation Form
(Henley Park by Henderson Land)

查詢熱線
Enquiry Hotline
3490-1271

電子表格
eForm

v. 202511

客戶個人資料 Customer Personal Information

姓 Surname: 名 Given name:	□ 先生 Mr. □ 女士 Ms.
香港身份證/護照號碼 (首四個字, 如 A123) HKID/Passport No(first 4 digits, e.g. A123): XXX(X)	電話 Phone:
電郵 Email:	
安裝服務地址 Service Installation Address ☐ 低座 Mansion *(8 Muk Tai Street, Kai Tak)* 單位 Unit: 樓層 Floor: 座 Tower:	**屋苑 HENLEY PARK**

預計安裝日期 *
Estimated Installation Date *: _____ 日 DD _____ 月 MM _____ 年 YYYY
**請預留 10 個日曆天以外至安裝 (例子：6 月 1 日遞交申請表，預計安裝日期請填寫 6 月 11 日或之後)*
**Please block out >10 calendar days to installation (E.g.: Estimated Installation Date will be on or after Jun 11th if this form is submitted on Jun 1st)*

預計安裝時間 Estimated Installation Timeslot:

☐10:00-12:00 ☐12:00-14:30 ☐14:30-16:30 ☐16:30-18:30 ☐19:00-21:00 ☐21:30-23:30

2Gbps 光纖寬頻計劃 2Gbps Fibre Broadband Plan

- **24 個月免費家居寬頻及無線上網服務優惠****
- 2Gbps 光纖寬頻連多功能 WiFi 6 路由器
- 網絡安全防護
- 家長監護功能
- 24 小時客服支援

- **24 Months Free Home Broadband and Wi-Fi Services Benefit ****
- 2Gbps Fibre Broadband with All-in-one WiFi 6 Gateway
- Home Network Security
- Parental Control Functions
- 24x7 customer service hotline service

*** 免費服務期由客戶啟用該服務起計最長可達 24 個曆月（客戶必須於收取住宅單位當日起計 12 個月內申請及成功啟用服務；而不管各買方的啟用日期，免費家居寬頻及無線上網服務將於 2027 年 9 月 26 日終止）*
*** Customer may enjoy up to a maximum of 24 months of free home broadband and wireless internet access services, commencing from the date of activation of service by the Customer. (Please note Customer must apply for and successfully activate the services within 12 months from the handover date of the Customer's residential unit; and regardless of the service activation date of the Customer, the services will be terminated on 26 September 2027). Customer shall be notified of the final duration of the service charge waiver period by TGT and such determination by TGT shall be final and conclusive.*

條款及細則 Terms & Conditions

1. 以上服務計劃（簡稱「計劃」）只適用於 HENLEY PARK 之客戶。
2. 組合中之每項服務均受名氣通電訊固網有限公司(簡稱「名氣通」)之一般條款、家居寬頻服務條款(請瀏覽 https://www.towngastelecom.com/resources/) 、以及本表格內之條款及細則所約束。客戶明白及接受名氣通有絕對權隨時更改所有或部分的條款及細則，惟名氣通會盡力於更改生效前 30 天給予客戶合理可行的通知。
3. 每個計劃將獲豁免一次基本安裝費。
4. 如終止家居寬頻服務，計劃內其他服務將一併終止。
5. 每個安裝服務地址只可享優惠一次。
6. 客戶無權直接出售或經他人轉售此優惠或以任何形式從中獲利，名氣通將會保留追究其法律責任及拒絕新客戶之申請的權利。
7. 此計劃啟動後於服務期內將保持有效，不論其服務地址的業權/住戶更改。
8. 所有提供之器材為服務提供的必須品，客戶需妥善保留至計劃完結，如有關器材或其任何部份有所遺失或損壞以至服務未能繼續，名氣通將向客戶收取相關費用以恢復正常服務。
9. 服務將按交樓預設的插頭位置安裝，其他要求需另行報價。
10. 寬頻網絡包括增值服務及支援由第三方服務供應商提供，受相關條款及細則所約束。
11. 如有任何爭議，名氣通擁有最終決定權。

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1. The above service plans ("Plan(s)") are only applicable to new subscribers with service(s) installation at HENLEY PARK.
2. Each service included in the Plan(s) is subject to the General Terms and Conditions, Residential Broadband Service Terms and Conditions of Towngas Telecommunications Fixed Network Limited ("TGT") (please visit https://www.towngastelecom.com/resources/) and the Terms and Conditions stated in this activation form. Subscriber understands and agrees that TGT has the absolute right to amend all or part of the terms and conditions from time to time, while TGT will endeavour to give 30 days' prior notice to subscriber before such amendment takes effect.
3. Standard installation fee(s) of this Plan will be waived once.
4. If Home Broadband Service is terminated, other service(s) included in the same plan will also be terminated.
5. Each subscriber may only register for the Plan once in respect of the same residential unit.
6. Subscriber may not directly or indirectly through a third party sell or in any way benefit from the sale of this offer. TGT reserves the right to take any legal action against those in violation and reject the application of new subscriber.
7. The service for each installation address shall start upon service activation as requested, and remain active for the service period regardless of the actual utilization or change of ownership or occupancy of the household / unit.
8. All equipment provided are items required for service provision. They must be kept in good order until the end date of the Plan(s). In case the service is affected by of any loss of or damage to the equipment or any part thereof whereby service could not continue, TGT will charge the subscriber relevant fees for repairs in order to resume normal service.
9. Service installation is at original socket position from first handover. Other request is subject to extra charge.
10. Broadband network including value added service and support is powered by third party service provider and is subject to related terms and conditions.
11. For any disputes arising from the service plan, the decisions of TGT shall be final and conclusive.

2Gbps 光纖寬頻補充 Supplemental Terms of 2Gbps Fibre Broadband

1. 2Gbps 乃是由客戶單位之牆身插座至本公司第一台網絡器材之連線的規格。2Gbps 光纖寬頻服務之速度規格，最高總計下載速度為 2Gbps 及上載速度為 1Gbps，而每個網絡端口之最高速度為 1Gbps，但實際可享用之頻寬會受客戶之硬件/軟件、路由器規格、網站負載、連線內容及其他環境因素所影響而低於以上速度。而連線到海外網站之頻寬除受以上之因素影響外，還會受當地網絡之影響，因此將低於本地可得之頻寬。
2. 在使用光纖寬頻時，需配合由本公司提供的光纖數據機，方能成功接駁網絡。
3. 光纖數據機需接駁變壓器/轉接器至外置電源。該變壓器/轉接器只適用於由本公司提供的光纖數據機。請不要使用該變壓器/轉接器於其他電子器材，免生危險。
4. 由於光纖纖維線是由玻璃細線所組成，因而極為鋒利。如發現光纖纖維線外露，應立即與本公司聯絡，本公司會派專員跟進。
5. 如發現光纖纖維線外露及碎裂，在許可的情況下，應避免接觸該光纖纖維線或其碎片，免生危險。
6. 在棄置光纖纖維碎片時，應先放進印有警告字句的密封容器內，再作處理。不要隨便棄置光纖纖維碎片於沒有警告字句及保護措施的廢物箱內。
7. 切勿於光纖纖維線附近留下火種或使用發熱之電器用品。
8. 如光纖纖維線已成功安裝，切勿凝視外露的光纖纖維線或光纖纖維線的接駁位，以免強光對眼睛產生不良影響。

1. Specifications of 2Gbps is based on internet connection from the wallplate at subscriber's premises to the first piece of TGT's network equipment. For 2Gbps Fibre Broadband service, speed specification corresponds to an aggregated maximum download speed of 2Gbps and maximum upload speed of 1Gbps, and the maximum throughput of any network port is 1Gbps. The actual bandwidth that the subscriber can enjoy may be affected by subscriber's hardware / software, router specification, site traffic loading, type of content being accessed and other environmental factors; and hence is normally less than the above speed. The bandwidth to overseas sites will also be subject to the conditions of local network there, and therefore the bandwidth might be even less.
2. When using the broadband service, it is necessary to use the optical network terminal provided by our company for successful connection with the network.
3. The optical network terminal needs to plug into the voltage transformer / adapter to the external power. This voltage transformer / adapter is only suitable for the optical network terminal offered by our company. Please do not use this voltage transformer / adapter with other electrical appliances for safety reasons.
4. The optical fibre is extremely sharp as it consists of fine glass line. Should you find the optical fibre line exposed to air, please contact us immediately. We will send technical specialist to follow up.
5. If you find the optical fibre exposed and cracked, please stay away from the optical fibre or its chip to avoid danger.
6. When disposing of the cracked optical fibre and its chip, you should put them into a sealed container marked with warning message before further handling. Never throw away the optical fibre and its chips in the rubbish bin which does not carry any warning messages and protective measure.
7. Do not smoke or leave tinder or overheated electrical appliance near the optical fibre.
8. Upon successful installation of the optical fibre, please do not look at the exposed optical fibre or the connection point of optical fibre as its strong light may be harmful to human eyes.

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免責聲明 Disclaimer

1. 在法例准許的範圍內，名氣通及該服務的任何第三方服務供應商，在任何情況下，均毋須就客戶或任何人士由於或有關該服務而（直接或間接）蒙受、承受或產生的任何費用、申索，特別、直接、間接或相應損失（包括但不限於收入損失、利潤損失或任何相應損失）而承擔任何責任，不論是否合約、侵權、法規或其他責任（包括但不限於疏忽、違反合約、誹謗或侵犯知識產權權利所致）。
2. 在法例准許的範圍內，名氣通、其集團公司及該服務的任何第三方服務供應商，以及其各自董事、僱員或代理人明確卸棄以下情況產生的任何責任：（i）客戶使用該服務、該軟件或設備而產生的任何數據、語音或其他資料的損毀或損失；（ii）由於經由、通過或有關使用該服務、該軟件或設備導致客戶的電腦系統、設備或其他裝置內或引進有關電腦系統、設備或其他裝置的任何錯誤、偏差或電腦病毒而根據合約、侵權或其他方式作出的任何直接或間接收入或利潤損失或任何相應損失，不論是否經濟損失亦然，或客戶因而蒙受的任何損失所提出的申索；（iii）該服務及/或經由或通過該服務供應、提供、出售或可得的任何內容、該軟件或設備（或未能或延遲如此供應、提供、出售或可得）有關的任何申索；（iv）該服務或其任何部分的干擾、暫停或退化；及（v）任何可歸因於名氣通可控制範圍以外的情況或環境所引致的損壞（即是「不可抗力理由」）不可抗力理由」包括但不限於天災、戰爭、叛亂、爆炸、火災、洪水、政府行動、本協議生效時仍未生效之法例、政府或其監管機構所施加的制約、勞資糾紛、貿易爭議及任何由第三者所造成而名氣通無法控制的延誤。
3. 客戶知悉及同意名氣通不會就以下事項承擔任何責任：（i）任何數據資料或於客戶電腦預先安裝之軟件及/或硬件之損失或損壞；（ii）任何由於客戶電腦系統上出現之錯誤、干擾或受電腦病毒入侵而導致客戶或任何第三者蒙受之任何直接或間接的收入、利潤或任何連帶的經濟損失或任何其他損失之索償；及（iii）任何客戶電腦或其任何部分受到之干擾或停止運作之索償。
4. 客戶明白及同意名氣通毋須於下列情況下對客戶承擔任何責任：（i）客戶所使用的其他設備或裝置之任何故障；（ii）有關器材的故障，而該故障不論是否因客戶干擾有關器材、其疏忽、或客戶未能遵守名氣通就有關器材發出之使用指南所引致的故障；（iii）客戶將有關器材與其他未得到名氣通書面授權可使用的設備或裝置一併使用；（iv）客戶並非於服務安裝地址內使用有關器材；或 (v) 由於客戶的任何作為或不作為而導致名氣通不能或延遲提供或啟用服務。
5. 客戶同意在任何情況下名氣通均不須對因使用和/或無法使用服務而造成的收入或利潤上之損失或任何損害（不論直接或間接）而承擔任何責任。
6. 客戶應妥善及安全地保管他/她的帳戶登入資訊及 Wi-Fi 的登錄名稱和密碼，以及不得在任何情況下向任何第三方披露。名氣通和第三方提供商（包括但不限於名氣通）不會對因披露此類資訊而造成的任何損失負責。
7. 客戶同意本服務的某些部署或配置可用作協助檢測、測量或避免某些風險（包括但不限於盜竊、火警或入屋盜竊），但名氣通不會為客戶使用本服務時產生的相關風險及後果而負責。
8. 對於本服務提供的方法及送達的途徑，名氣通保留所有權利及絕對酌情決定權。而名氣通可在它認為適當的情況下不時更改該方法及途徑。名氣通將盡力於有關情況下合理切實可行的期間作出通知。
9. 本服務利用部分或整個公用互聯網及第三者網絡作傳遞話音及其他通訊。名氣通將不就客戶於使用本服務可能遇到之私隱問題負上責任。詳細資料請參閱刊載於名氣通網頁 www.towngastelecom.com 的私隱政策。
10. 名氣通毋需就客戶或任何第三者因本服務或其他情況而導致寬頻服務及/或頻寬速度所受到的任何後果及影響承擔責任。
11. 客戶瞭解並接受在電源故障或名氣通合理控制範圍之外的其他情況下，本服務可能會中斷、延遲或暫停。 名氣通會盡力在合理可行的情況下儘快恢復提供服務。名氣通對服務的質量或可用性不作任何保證，並且不承擔任何與此相關的法律責任。名氣通對因服務故障、中斷、延遲或暫停而引起或與之有關的任何損失、索賠、損害、費用和開支概不負責。
12. 客戶使用服務的風險由客戶自行承擔。 服務按"目前情況"提供，名氣通對服務不作任何形式的陳述或保證。此外，在法律允許的最大範圍內，名氣通拒絕任何明示或暗示的擔保，包括但不限於不侵權、所有權、 適銷性或特定用途的適用性。 名氣通不保證服務中包含的功能或其中包含的任何材料或內容將不間斷或無錯誤、該缺陷將得到糾正，或使其可用的服務器沒有病毒或其他有害組件。 在任何情況下，名氣通、其主管、股東、僱員、代理人、 董事、子公司、附屬公司、繼承者或授權人對於任何索賠、損失、損害、訴訟、訴訟、訴訟、責任、任何附帶、間接、懲罰性、特殊、懲戒性或衍生性損害（包括利潤損失、商譽損失、中斷、業務信息丟失或任何金錢損失）、 因本協議或本協議引起的訴訟或其他訴訟，包括但不限於客戶使用、依賴或使用服務或其任何部分， 或根據本協議授予客戶的任何權利，即使名氣通被告知存在此類損害的可能性，無論該索賠是基於合同、侵權行爲（包括疏忽）、侵犯知識產權或其他權利均不承擔任何責任。

1. To the extent permitted by law, TGT and any third party service provider of the services shall under no circumstances be liable whether or not in contract, tort, statute or otherwise (including without limitation to negligence, breach of contract, defamation, or intellectual property right infringement) for any cost, claim, special, direct, indirect or consequential loss or damage (including without limitation, loss of revenue, loss of profit, or any consequential loss whatsoever) suffered, sustained or incurred by the subscriber or any person (directly or indirectly) from or out of or relating to the services.
2. To the extent permitted by law, TGT, its group companies and any third party service provider of the services, together with their respective directors, employees or agents expressly disclaim any liability for: i) any damage to or loss of data,

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voice or other information arising from the subscriber's use of the services, software or equipment; ii) any claim based on contract, tort, or otherwise for any direct or indirect loss of revenue, profits or any consequential loss whether of an economic nature or any such loss which the subscriber suffers as a result of any error, inaccuracy or computer virus in or introduced into the subscriber's computer system or other devices by, through or in connection with the use of the services, software or equipment; iii) any claim relating to the services and/or any content, software or equipment supplied, provided, sold or made available by or through the services (or any failure or delay to so supply, provide, sell or make available); iv) any disruption or suspension or degradation of the services or any part thereof; and v) any damage which is attributable to an event or circumstance beyond TGT's control ("Force Majeure Event"). A Force Majeure Event includes but is not limited to acts of God, war, civil disobedience, explosion, fire, flood, governmental action, legislation not in force at the time of this agreement, restraints imposed by government or any other regulatory authorities, labour disputes, trade disputes or delays of third parties over which TGT has no control.

3. Subscriber understands and accepts that TGT disclaims any liability for (i) any damage to or loss of data, software and/or hardware pre-installed in subscriber's computer; (ii) any claim for any direct or indirect loss of revenue, profit or any consequential loss whether of economic nature or any such loss the subscriber or any third party may suffer as a result of error, disruption and/or computer virus introduced into subscriber's computer system; and (iii) any claim for the disruption or suspension of use of subscriber's computer or any part thereof.

4. Subscriber acknowledges and agrees that TGT shall not be liable to the subscriber for: (i) any fault in other equipment or device which subscriber uses; (ii) any fault in the equipment whether or not caused by subscriber tampering with it, subscriber's negligence or failure to follow TGT's instructions; (iii) subscriber's use of equipment with any other equipment or device that has not been authorized by TGT in writing in advance; (iv) subscriber's use of equipment in any place other than at the installation address; or (v) the failure or delay in the provision or activation of the service by TGT due to any action or inaction of the subscriber.

5. Subscriber agrees that TGT shall in no circumstances be responsible for any loss of income, loss of profit or any damage (direct or indirect) caused by the use of and/or inability to use the service.

6. Subscriber should ensure that his/her login information and Wi-Fi login and password will be kept properly and securely and shall not be disclosed to any third party under any circumstances. TGT and its third party provider (including but not limited to TGT) shall not be responsible for any loss due to the disclosure of such information.

7. Subscriber agrees that while certain deployments or configurations of the service can be used to help detect, monitor or avert certain risks (including without limitation to theft, fire or burglary), TGT shall not be responsible for the consequences of those risks actually arising while subscriber uses the service.

8. TGT reserves all its rights and final discretion to determine the methods and delivery route for the provision of the service to subscriber, and TGT may change such methods and routes from time to time as it shall deem appropriate. TGT endeavours to provide notification within a period as reasonably practicable in the circumstances in advance of its effective date.

9. The service utilizes, in whole or in part, the public Internet and third party network to transmit voice and other communications. TGT shall not be liable to subscriber for any privacy issues which may be experienced with regard to the use of the service. Please refer to our Privacy Policy applicable to subscriber at our website www.towngastelecom.com for additional information.

10. TGT shall not be liable to subscriber or any third party in regard to any consequences or effect on the broadband service and/or speed of bandwidth that may be caused by the service or otherwise.

11. Subscriber understands and accepts that the service may fail, be interrupted, delayed or suspended in circumstances of power failure or in other circumstances that are beyond TGT's reasonable control. TGT will endeavour to resume the provision of the service as quickly as reasonably practicable. TGT makes no warranty whatsoever as to the quality or availability of the service and accepts no legal liability in relation thereto. TGT shall not in any way be held liable for any loss, claims, damages, costs and expense arising under or in connection with any failure, interruption, delay and suspension of the service.

12. SUBSCRIBER'S USE OF THE SERVICE IS AT SUBSCRIBER'S OWN RISK. THE SERVICE IS PROVIDED "AS IS" AND TGT MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WHATSOEVER FOR THE SERVICE. FURTHER, TO THE FULLEST EXTENT PERMISSIBLE BY LAW, TGT DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, NON-INFRINGEMENT, TITLE, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TGT DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SERVICE OR ANY MATERIALS OR CONTENT CONTAINED THEREIN WILL BE UNINTERRUPTED OR ERROR FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE SERVICE OR THE SERVER THAT MAKES IT AVAILABLE IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. IN NO EVENT WILL TGT, ITS OFFICERS, SHAREHOLDERS, EMPLOYEES, AGENTS, DIRECTORS, SUBSIDIARIES, AFFILIATES, SUCCESSORS OR LICENSORS BE LIABLE FOR ANY INCIDENTAL, INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING DAMAGES FOR LOSS OF PROFITS, LOSS OF GOODWILL, INTERRUPTION, LOSS OF BUSINESS INFORMATION OR ANY PECUNIARY LOSS) IN CONNECTION WITH ANY CLAIM, LOSS, DAMAGE, ACTION, SUIT OR OTHER PROCEEDING ARISING UNDER OR OUT OF THIS AGREEMENT, INCLUDING WITHOUT LIMITATION SUBSCRIBER'S USE OF, RELIANCE UPON, ACCESS TO, OR USE OF THE SERVICE, OR ANY PART THEREOF, OR ANY RIGHTS GRANTED TO SUBSCRIBER HEREUNDER, EVEN IF TGT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER THE ACTION IS BASED

- *請使用電子表格或填妥本表格電郵至 order.THL@tgtgoez.com Please use the eForm or fill in this form and email to order.THL@tgtgoez.com for activation*
- *收到表格後將有專人與客戶聯絡確認安裝 Follow up call to confirm installation after form received*

光纖寬頻計劃啟動申請表
Fibre Broadband Service Plan Activation Form (Henley Park by Henderson Land)

查詢熱線
Enquiry Hotline
3490-1271

電子表格 eForm

v. 202511

ON CONTRACT, TORT (INCLUDING NEGLIGENCE), INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OR OTHERWISE.

聲明 Declaration

個人資料收集聲明

本人明白及同意，本人的個人資料，無論列載於此表格，或由貴公司(即名氣通電訊固網有限公司)以其他方式獲得、收集或編纂，均可被貴公司保留及使用(包括由貴公司向其代理人、承包商、服務供應商或其他人士,包括香港中華煤氣有限公司集團的附屬公司或聯營公司(統稱「該集團」),披露或轉移)作不時向本人提供貴公司的服務及產品的用途。沒有該等資料，貴公司未必能夠向本人提供服務或產品。本人亦同意貴公司可能將本人的個人資料用於推銷由貴公司或該集團旗下的任何其他成員不時提供的服務及產品。根據個人資料(私隱)條例，本人有權拒絕收取直接促銷資料，要求查閱或更正本人的個人資料。如本人要行使此等權利，有關要求須以書面形式提出，致函至香港七姊妹道郵政信箱 60088 號香港中華煤氣有限公司資料保護主任。

如這條款及細則的中文及英文版本有差異，以英文版本為準。

本人確認 (i) 本人已明白此服務計劃的條款及細則，亦同意一經名氣通接納服務便生效；(ii) 本人已年滿 18 歲；(iii) 本人所提供的資料均真實無誤。

Personal Information Collection Statement

I understand and agree that my personal data, whether contained in this form or otherwise obtained, collected or compiled by you, Towngas Telecommunications Fixed Network Limited, may be kept and used by you (including disclosing or transferring by you to your agents, contractors, service providers or other persons including subsidiaries or associated companies in the Hong Kong and China Gas Company Limited group ("Group")) for the purposes of providing your services and products to me from time to time. Without such data, you may not be able to provide services or products to me. I further agree that you may use my personal data for marketing services and products offered by you or any other member of the Group from time to time. Under the Personal Data (Privacy) Ordinance, I have the right not to receive the direct marketing materials, to request access to or correction of my personal data. If I wish to exercise these rights, requests should be made in writing to the Data Protection Officer, The Hong Kong and China Gas Company Limited, PO Box 60088, Tsat Tsz Mui Post Office.

Should there be any discrepancy between the English and the Chinese versions of these terms and conditions, the English version shall apply and prevail.

I acknowledge and confirm that (i) I have read all the related terms and conditions of this activation form, and I hereby agree to be bound by them once this activation form has been accepted by TGT; (ii) I have attained the age of 18 years old; (iii) all the information provided by me is true and correct.

日期 Date (DD/MM/YYYY):	客戶簽署 Signature:

For Office User Only

Staff Name:	Service Start Date (DD/MM/YY):

- *請使用電子表格或填妥本表格電郵至 order.THL@tgtgoez.com* *Please use the eForm or fill in this form and email to order.THL@tgtgoez.com for activation*
- *收到表格後將有專人與客戶聯絡確認安裝* *Follow up call to confirm installation after form received*