

## HKT Home Phone Pro Service Terms and Conditions

The following terms and conditions (“**these Terms and Conditions**”) apply to your access and/or use of the HKT Home Phone Pro Service (“**Service**”, which term shall, as the context requires, include the App, the Software and the Content, all of which as defined below). By accessing or using the HKT Home Phone mobile application (“**App**”), you agree to be bound by the prevailing version of these Terms and Conditions (available at the HKT Home Phone website: <http://www.hkt-homephone.com/?lang=eng>). Our authorisation for you to install and download the App and any subsequent upgrades to the App (which shall only be done via means approved by us (Hong Kong Telecommunications (HKT) Limited (“**HKT**”)), i.e. by downloading and upgrading via App Store (for iPhones) and Google Play / Google Play Store (for Android phones)), to access the **Software** (meaning any software, applications and/or programmes from the Service) and to access and receive the **Content** (meaning any content made available or appearing in the Service, including but not limited to any data, information, images, graphics, video and/or audio content, applications, downloadable files or other multimedia content that can be accessed through or on the Service) under the App is conditional upon your strict compliance with the prevailing version of these Terms and Conditions. In order to provide you with continuing services, you are required to promptly update the App with the latest version.

### 1. HKT Home Phone Pro Service

- (a) You must be an existing HKT Home Phone Service or eye Service customers to be able to use the Service. The Service can only be accessed by downloading the App on designated smart mobile devices with specific operating systems and upgrading to the Service via the App.
- (b) The Service is provided and managed by us. The App is a self-service integrated platform for you to enjoy various features of the HKT Home Phone Lite Service (“**Lite Service**”) and the Service. The Service will enable you to enjoy all service features available on the Lite Service, subject to the prevailing version of the “HKT Home Phone Lite Service Terms and Conditions” (available at [http://www.hkt-homephone.com/media/HKT\\_Home\\_Phone\\_Lite\\_EN\\_T&C.pdf](http://www.hkt-homephone.com/media/HKT_Home_Phone_Lite_EN_T&C.pdf)). The Service will also enable you to enjoy those service features only available on the Service, some of which may only be available upon subscription and payment of the relevant service fees. Certain features of the Service may be subject to separate terms and conditions (such as those set out in [Clause 5](#) (Service Features)).
- (c) You may only access the Service by using a login ID that we accept and providing a related password.
- (d) While installing the App, you will be asked to give your consent for our access to various features or items on your smart mobile device (e.g. camera, record audio, contact list and location etc.), enabling us to provide the comprehensive features of the Service to you. If you do not give your consent, you will not be able to install or use the App or some features of the App.

### 2. Service Terms and Conditions

- (a) Besides these Terms and Conditions, the use of the Service is also subject to the prevailing version of the “General Conditions of Telecommunications Services (Consumer Customer)” (“**General Conditions**”) (available at [www.hkt.com/Terms+of+Use](http://www.hkt.com/Terms+of+Use)) and the prevailing version of the “HKT Privacy Statement” (“**Privacy Statement**”) (available at [www.hkt.com/legal/privacy.html](http://www.hkt.com/legal/privacy.html)), and such other provisions as we may advise you from time to time (“**Other Terms**”) (collectively, “**Contract**”).
- (b) If the provisions of the Other Terms, these Terms and Conditions and the General Conditions (collectively, “**Service T&Cs**”) conflict with each other, the inconsistency will be resolved in the descending order of preference set out in this Clause, unless we advise otherwise. If the “HKT Home Phone Lite Service Terms and Conditions” and these Terms and Conditions conflict with each other, these Terms and Conditions shall prevail, unless we advise otherwise. If the Privacy Statement and the Service T&Cs conflict with each other, the Privacy Statement shall prevail, unless we advise otherwise.
- (c) You acknowledge that we may, at any time, at our sole discretion, by publishing an updated version on the relevant websites and/or the App:
  - (i) change, modify or supplement on any terms and conditions in connection with the Service (including these Terms and Conditions, the General Conditions and the Privacy Statement); and
  - (ii) change, modify, suspend or discontinue all or any part of the Service (including any Content or features).

By continuing to use the Service, you will be deemed to accept the updated terms and conditions and/or Service and be bound by them. For details, please refer to Clause 22 of the General Conditions.

### 3. Software Licence

- (a) You may from time to time be requested to download Software and we hereby grant to you a non-exclusive and non-transferable licence for you to store, run and use the Software on such smart mobile devices specified by us in accordance with these Terms and Conditions and any software licence which accompanies the Software but not further or otherwise.
- (b) You agree to download and install the Software in the smart mobile devices specified by us only by means approved by us

(e.g. via App Store (for iPhones) and Google Play / Google Play Store (for Android phones)), to be used by you for accessing and/or installing the App or the Service.

- (c) You acknowledge that we may refuse to provide the Service to you in the event you fail to successfully download and install the App and the Software.

#### 4. Account Creation

For the purpose of creating an account under the App or the Service, management and provision of the Service:

- (a) you must provide us with accurate, complete and updated registration information;
- (b) you must safeguard any user name and password which we provide to you and/or used by you;
- (c) you authorise us to assume that any person accessing or using the App under your Service account is either you or is duly authorised to act for you and on your behalf, and you shall be liable for any actions undertaken by such person in connection with his access to and/or use of your Service account.

#### 5. Service Features

##### (a) Smart Care Voice Reminder

- (i) The Smart Care Voice Reminder feature under the Service enables voice reminders for your daily activities be setup on your Designated HKT Home Phone Number. Once a voice reminder is setup, an automatic voice reminder call will be made to your Designated HKT Home Phone at the scheduled time. You may also authorise your family member, friend and/or caregiver to setup voice reminders for you via a pre-approved mobile phone number.
- (ii) Voice reminders can be setup via the App. You may also call our designated service hotline to setup voice reminders. For such purpose, you acknowledge and agree that our customer service will have access to the reminder messages set on your service account.
- (iii) When you setup a voice reminder for the first time, you will be required to provide a mobile phone number which is capable of receiving SMS (short message service). A one-time password (OTP) will be sent to that mobile phone number for your verification, and that mobile phone number will be used as your registered mobile phone under your service account. You may change such mobile phone number at any time on the App or by calling our designated service hotline.
- (iv) Voice reminders can be setup in Cantonese, Putonghua or English. You may record your own voice reminder via the App. There is a "Text-to-Speech" function on the App whereby you may type in a reminder message and convert the message into a voice reminder message. There will also be a list of reminder message templates on the App for you to choose from.
- (v) Up to 15 voice reminders may be setup at any one time, and you may create / edit / copy reminders up to 50 times per day. You may schedule voice reminders for up to one (1) year prior. Subject to the aforesaid, you may setup repeated reminders (e.g. to set reminders that are repeated every month up to a designated end date), but please be aware if a monthly repeated reminder is setup to commence on 29 February and on the 31<sup>st</sup> day of a month.
- (vi) Once a voice reminder is setup, an automatic voice reminder call will be made to your Designated HKT Home Phone Number at the scheduled time.
- (vii) Once a voice reminder call has been picked up, it is considered "answered" if the call lasts for over 15 seconds or the length of the voice reminder message set (if the voice reminder message set is less than 15 seconds), even though you or any person picking up the call might not have actually listened to the voice reminder message, and after that no further automatic voice reminder call will be made. A voice reminder call will be considered not answered if the pickup call lasts for less than 15 seconds or less than the length of the voice reminder message set (if the voice reminder message set is less than 15 seconds). If the voice reminder call is not answered, up to two (2) more automatic voice reminder calls will be made to your Designated HKT Home Phone Number at around three (3) to five (5) minutes' intervals. If all three (3) voice reminder calls are not answered, an SMS and an App push notification (if the App push feature is turned on) will be sent to your registered mobile phone.
- (viii) This feature does not include our provision of any voice reminder records which have been set under your service account. As such, we are unable to provide you or anyone with such record. Voice clips of voice reminders will not be available for downloading. However, history of up to 300 voice reminders set to your Designated HKT Home Phone Number for the past 90 days will be available for reference under your service account on the App.
- (ix) If voice mail service has been enabled on your Designated HKT Home Phone Number, the voice mail may answer a voice reminder call, and the voice reminder call will be considered having been answered, even if the voice reminder call was not answered by you or other person.
- (x) If call forward service has been enabled on your Designated HKT Home Phone Number whereby all calls are forwarded

to another telephone number, a voice reminder call will be forwarded to that other phone number. Whether the voice reminder call is considered as answered depends on whether the voice reminder call forwarded to the other phone number is answered or not.

- (xi) If Smart Connect service has been enabled on your Designated HKT Home Phone Number, the voice mail on the designated mobile phone may answer a voice reminder call, and the voice reminder call will be considered having been answered, even if the voice reminder call was not answered by you or other person.
- (xii) If do not disturb service has been enabled on your Designated HKT Home Phone Number, the do not disturb may answer a voice reminder call, and the voice reminder call will be considered having been answered, even if the voice reminder call was not answered by you or other person.
- (xiii) At or after the time of service subscription, you can provide up to three (3) mobile phone numbers for your service account. You may provide your own mobile phone number(s) and/or mobile phone number(s) of your family members, friends and/or caregivers (each a “**Caregiver**”, being the person / persons who may access the relevant mobile phone number). If you are providing a mobile phone number of a Caregiver, you must ensure that you have already notified and obtained prior consent from the relevant individual for the use of his mobile phone number for the purpose of this feature.
- (xiv) Always be careful when providing a mobile phone number which is not yours for this feature, as once the mobile phone number has been approved for this feature, any persons with may have access to that mobile phone number will be able to setup voice reminders for you. Do not use anyone’s mobile phone number for this feature unless the person(s) who may have access to that mobile phone number is / are genuinely trustworthy.
- (xv) [If you have already provided mobile number(s) at the time of subscription to this feature] To be able to use each provided mobile phone number to setup voice reminders via the App, the person who have access to that mobile phone number (who may be you or your Caregiver) is required to create his own HKT Home Phone account under the App using that mobile phone number, which may be done by inputting the telephone number of your Designated HKT Home Phone onto his service account on the App. Once completed, the relevant mobile phone number will be deemed to be an approved mobile phone number, and the person who have access to that mobile phone number (who may be you or your Caregiver) will be able to setup voice reminders onto your Designated HKT Home Phone via the App.
- (xvi) [If no mobile phone number has been provided during subscription to this feature] To be able to use a mobile phone number to setup voice reminders via the App, the person who have access to that mobile phone number (who may be you or your Caregiver) is required to create his own service account on the App using that mobile phone number and to complete “Home Link” with the mobile phone number. To Home Link, one is required to enter the telephone number of your Designated HKT Home Phone and your identity document number onto the service account on the App.
- (xvii) You may change any of your approved mobile phone number at any time or by calling our service hotline. Any approved mobile phone number can be unlinked from your Designated HKT Home Phone via the relevant service account on the App.
- (xviii) Notwithstanding any provisions of these Terms and Conditions, this feature is provided to you on a best commercial efforts basis and is subject to certain quota of voice reminders being sent out by us to all relevant customers of this feature at the material time, whereby we do not in any way guarantee:
  - (x) that timely voice reminders will be made to your Designated HKT Home Phone Number at exactly the scheduled time, especially when the said quota is reached at the material time;
  - (y) the voice quality of any voice reminder call; and
  - (z) the accuracy or reliability of the conversion or result under the “Text-to-Speech” function on the App.

(b) Home Link

- (i) The Home Link feature under the Service allows you to link one (1) HKT Home Phone Service or eye Service (“**Designated HKT Home Phone Number**”) with the Service, and will enable you to make calls using the Designated HKT Home Phone Number and to receive and pick up calls made to the Designated HKT Home Phone Number anywhere via your smart mobile device, subject to your smart mobile device being online, your smart mobile device’s Internet connectivity and the “Simultaneous ring with home phone” feature on your smart mobile device having been turned on at the material time.
- (ii) Only one (1) Designated HKT Home Phone Number may be linked with the Service at any one time. You may unlink the linked Designated HKT Home Phone Number and link another fixed line number under Home Link at any time, so long as the new fixed line number to be linked is provided by HKT.
- (iii) By enabling Home Link, you acknowledge and agree that the Designated HKT Home Phone Service will become a Voice Over Internet Protocol (“**VoIP**”) service and we have the right to upgrade or change the Designated HKT Home Phone Service as necessary to support Home Link. Quality of phone calls made or received under Home Link is subject to Internet connectivity.
- (iv) Upon the Designated HKT Home Phone Service becoming a VoIP service, you must ensure that the Designated HKT

Home Phone Service (i.e. the VoIP service) will not in any way be used for external telecommunications services, whereby you must not convey third party's traffic from overseas public telecommunications network ("PSTN") to Hong Kong PSTN (e.g. you must not call forward an overseas telephone number to the Designated HKT Home Phone Service (i.e. the VoIP service) for overseas use).

- (v) You must ensure that all registered customer's information of the Designated HKT Home Phone Service will be accessed by your trusted personnel only, and that your fixed telephone device for the Designated HKT Home Phone Service is kept in a safe location and accessible by your trusted personnel only.
  - (vi) We have the right to unlink the Designated HKT Home Phone Service / Number with Home Link at any time at our discretion, with or without prior notice, including but not limited to under any of the following circumstances:
    - (aa) The Designated HKT Home Phone Service having been relocated to another service installation location;
    - (bb) Any change in the registered customer's profile of the Designated HKT Home Phone Service, e.g. customer's name or identity document number;
    - (cc) Change of the service / telephone number under the Designated HKT Home Phone Service;
    - (dd) Termination of the Designated HKT Home Phone Service; and
    - (ee) Upon request of the registered customer of the Designated HKT Home Phone Service.
  - (vii) IDD 0060 calls can be made by any designated personnel under Home Link. To avoid any unauthorised use, you are advised to enable the IDD Personal Identification Number (PIN) on the Designated HKT Home Phone Service.
  - (viii) By using Home Link, outgoing calls (including emergency calls) could be made via your smart mobile device installed with the App under the Designated HKT Home Phone Service Number. Any 999 emergency calls made via the App will be made to the Regional Command & Control Centre under the Hong Kong Police Force.
  - (ix) You are required to provide us with your then current location address via the App before you may start using emergency call service under this App / the Home Link. If there is any change to such address at the time you made the emergency call, you are required to promptly update us with your then current location address via the App. Whether an emergency call can be made or not depends on various factors, such as network connection and device's hardware etc. We make no representation or guarantee as to the accessibility or quality of such emergency call service and shall not be liable in any way for any direct or indirect loss or damage or expense of any kind arising out of, or are in any way connected with any matters in relation to such emergency call service.
  - (x) We do not in any way guarantee that all incoming calls to the Designated HKT Home Phone Service Number will be transferred successfully under Home Link. You acknowledge and agree that we or our **Affiliates** (meaning our subsidiaries, our holding companies and any subsidiaries of those holding companies, wherein the terms "**subsidiary**" and "**holding company**" shall have the same meaning as defined in the Companies Ordinance, Chapter 622 of the Laws of Hong Kong) will not in any way be held responsible for any loss or damage howsoever incurred in connection with Home Link (including but not limited to any linking or unlinking of any Designated HKT Home Phone Number or any unauthorised use of IDD services).
- (c) IDD 0060
- (i) The IDD 0060 feature under the Service may only be accessed after you have linked the Designated HKT Home Phone Number under the Home Link feature of the Service, and will enable you to make IDD 0060 calls on your smart mobile device installed with the App using the Designated HKT Home Phone Number.
  - (ii) All IDD 0060 charges incurred under IDD 0060 will be billed onto the Designated HKT Home Phone Number.
  - (iii) IDD 0060's charging rate, fixed fee plan and free minutes (if any) will be applied and shared among you and the designated personnel.
- (d) Video Calling
- (i) The Service allows app-to-app video calls to be made via the App on your smart mobile device to other user of the App on his smart mobile device, given both devices are equipped with video calling function. You may also receive app-to-app video calls on the App from other users of the App.
  - (ii) The Service also allows video calls to be made via the App on your smart mobile device to eye3 Smart Communications Service device ("**eye3 Device**") (but not to other eye device with lower models than eye3 Device), and you may also receive video calls on the Designated HKT Home Phone Number via the App from any eye3 Device.
  - (iii) The quality of video calls on the App is dependent on various factors (e.g. the camera quality of the smart mobile device, firmware of the smart mobile device and Internet connectivity), and as such, we do not in any way guarantee the quality of such video calls.
- (e) Audio Call
- (i) The Service allows app-to-app audio calls to be made via the App on your smart mobile device to other users of the

App on his smart mobile device, and you may also receive app-to-app audio calls on the App from other users of the App.

- (ii) The Service also allow audio calls to be made via the App on your smart mobile device to any telephone numbers (including on any mobile phone, fixed telephone and eye device), and you may also receive audio calls on the Designated HKT Home Phone Number via the App.
- (iii) The quality of audio calls on the App is dependent on various factors (e.g. firmware of the smart mobile device and Internet connectivity), and as such, we do not in any way guarantee the quality of such audio calls.

(f) Unknown Caller Identifier (for Designated HKT Home Phone Number)

- (i) This Unknown Caller Identifier feature under the Service is provided by Third Party Provider(s) (as defined in Clause 11 (Third Party Providers)).
- (ii) With the Home Link feature of the Service activated, this Unknown Caller Identifier feature under the Service can help you to identify calls from or to the Designated HKT Home Phone Number.
- (iii) By enabling this Unknown Caller Identifier feature, you acknowledge and agree that the phone number of all calls made to or from the Designated HKT Home Phone Number will be matched with the lists of identified phone numbers (provided by our Third Party Provider(s)) in the telephony system, in order to check whether each call can be identified or not.
- (iv) You authorise and agree that we may at our discretion identify the phone number of a call and display its identity on the fixed telephone of your designated smart mobile device.
- (v) While the call identification lists of our Third Party Provider(s) are updated from time to time, we or our Third Party Provider(s) do/does not in any way guarantee all calls could be identified, and you acknowledge and agree that we or our Affiliates will not in any way be held responsible for any loss or damage incurred in connection with any identified or not identified calls.

(g) Unknown Caller Identifier (for smart mobile device)

- (i) This Unknown Caller Identifier feature (for smart mobile device) under the Service is provided by Third Party Provider(s).
- (ii) With the Home Link feature of the Service activated, this Unknown Caller Identifier feature (for smart mobile device) under the Service can be extended to mobile number(s) of designated mobile device, which can help you to identify the calls from or to your designated mobile number(s).
- (iii) By enabling this Unknown Caller Identifier feature (for smart mobile device), you acknowledge and agree that the phone number of all calls made to or from your designated mobile phone number will be matched with the lists of identified phone numbers (provided by our Third Party Provider(s)) in the App, in order to check whether each call can be identified or not. To ensure the latest lists of identified phone numbers in the App will be used for the matching, you are required to promptly update the App with the latest version.
- (iv) You authorise and agree that we may at our discretion identify the phone number of a call and display its identity on your designated smart mobile device.
- (v) While the call identification lists of our Third Party Provider(s) are updated from time to time, we or our Third Party Provider(s) do/does not in any way guarantee all calls could be identified, and you acknowledge and agree that we or our Affiliates will not in any way be held responsible for any loss or damage incurred in connection with any identified or not identified calls.

(h) Home Junk Call Blocking (for Designated HKT Home Phone Number)

- (i) This Home Junk Call Blocking feature under the Service will enable blocking of detected spam incoming calls made to the Designated HKT Home Phone Number.
- (ii) This Home Junk Call Blocking feature is provided by Third Party Provider(s), as well as HKT and/or CSL Mobile Limited (“CSL”).
- (iii) By enabling this Home Junk Call Blocking feature, you acknowledge and agree that the phone number of all the incoming calls made to the Designated HKT Home Phone Number will be matched with the spam call lists (provided by our Third Party Provider(s), HKT and CSL) in the telephony system, in order to check whether each call might be a spam call or not.
- (iv) You authorise and agree that we may at our discretion block the phone number of an incoming call which has been identified as a spam call.
- (v) To provide a better service, you acknowledge and agree that calls from PCCW or HKT group of companies will NOT be blocked under this Home Junk Call Blocking feature.
- (vi) While the spam call lists of the Third Party Provider(s), HKT and CSL are updated from time to time, each of the Third

Party Provider(s), HKT and CSL does not in any way guarantee all spam calls could be identified or blocked, and you acknowledge and agree that HKT, CSL and their respective Affiliates will not in any way be held responsible for any loss or damage incurred in connection with any blocked calls or unblocked calls.

(i) Junk Call Blocking (for smart mobile device)

- (i) This Junk Call Blocking feature under the Service is provided by Third Party Provider(s).
- (ii) With this Junk Call Blocking feature under the Service activated on your designated mobile phone, it will enable blocking of detected spam incoming calls made to the mobile number(s) under the said mobile phone.
- (iii) By enabling this Junk Call Blocking feature, you acknowledge and agree that the phone number(s) of all the incoming calls made to your designated mobile phone will be matched with the spam call lists (provided by our Third Party Provider(s)) in the App, in order to check whether each call might be a spam call or not. To ensure the latest spam call lists in the App will be used for the matching, you are required to promptly update the App with the latest version.
- (iv) You authorise and agree that we may at our discretion block the phone number of an incoming call which has been identified as a spam call.
- (v) To provide a better service, you acknowledge and agree that calls from PCCW or HKT group of companies will NOT be blocked under this Junk Call Blocking feature.
- (vi) While the spam call lists of the Third Party Provider(s) are updated from time to time, each of the Third Party Provider(s) and HKT does not in any way guarantee all spam calls could be identified or blocked, and you acknowledge and agree that HKT and its Affiliates will not in any way be held responsible for any loss or damage incurred in connection with any blocked calls or unblocked calls.

(j) Report Call

- (i) This Report Call feature under the Service will allow you to report call identity to us, our Affiliates and Third Party Provider.
- (ii) You authorise and agree that we, our Affiliates or our Third Party Provider may at its discretion to use, edit or reject the information in your reported call.
- (iii) You acknowledge and agree that we or our Affiliates or our Third Party Provider will not in any way be held responsible for any loss or damage incurred in connection with any reported calls.

(k) eFax

- (i) There may be limit to the numbers of pages of facsimile you may send out via the eFax feature under the Service, and such numbers may be subject to change from time to time at our discretion, with or without prior notice.
- (ii) The delivery and receipt of any facsimile sent out via eFax will depend on whether the target recipient of the facsimile has his facsimile machine switched on ready for receiving facsimiles or not; and as such, we do not in any way guarantee the prompt or due delivery or receipt of the facsimile sent out via eFax.
- (iii) The image quality of the facsimile sent out via eFax is dependent on the image quality of the photo taken for the facsimile; and as such, we do not in any way guarantee the quality of the faxed image.

(l) Call Recording

- (i) The Call Recording feature under the Service supports voice recording for both voice and video calls. The recording will only be stored on your smart mobile device. There may be limit to the number of voice recordings you may record, depending on the storage capability of your smart mobile device.
- (ii) Whether you may successfully record a voice recording under Call Recording will depend on the storage capacity of your smart mobile device; and as such, we do not in any way guarantee prompt or due recording via Call Recording.

The quality of the recordings via Call Recording is dependent on various factors (e.g. the microphone quality of your smart mobile device and Internet connectivity); and as such, we do not in any way guarantee the quality of the recordings under Call Recording.

## 6. Our rights and responsibilities

We may at any time, with or without prior notice:

- (a) deactivate, limit and/or suspend the Service to carry out system maintenance, upgrading, testing and/or repairs;
- (b) limit or suspend your access to and/or terminate the Service where we are of the opinion that such action is appropriate as a result of your use of the Service or any actual or suspected breach any of the terms of the Contract (e.g. if we have evidence to show that you may have used the VoIP service improperly by having used it intensively at various countries at the same time); and

- (c) expand, reduce, withdraw and/or modify any part of the Service and/or any Content, remove, disable and/or suspend transmission or streaming of the Service or Content which we consider in our sole opinion, that you may have breached any applicable law, rules (e.g. Stock Exchange rules), regulation, regulatory directive or licences (collectively, "**Applicable Law**") or to be otherwise unacceptable.

## 7. Your Use of the Service

- (a) You:
- (i) have to be aged 18 or above to subscribe to the Service;
  - (ii) are only authorised to use the Service and view the Content for your own personal and non-commercial use in accordance with the terms of the Contract;
  - (iii) will be strictly and solely responsible for your own use of the Service and any use of them by any party who uses your login details will be treated by us as use by you;
  - (iv) must not, and must not permit any other person, to sell, reproduce, copy, distribute, publish, modify and/or prepare derivative works based on the Service and/or Content;
  - (v) will abide by all Applicable Law, and any of our operating and/or usage rules, as amended from time to time;
  - (vi) will provide true, accurate, current and complete information about yourself as required to complete your application for and/or use of the Service ("**User Data**");
  - (vii) will agree to maintain and promptly update the User Data you have submitted to us and keep it true, accurate, current and complete;
  - (viii) will not provide any information that is untrue, inaccurate, not current or incomplete, if we have reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, we have the right to suspend or restrict your access to the Service; and refuse any and all current or future use of the Service;
  - (ix) will report any violation of the terms of the Contract to our customer service team; and
  - (x) safeguard your login details and password(s) (if any) and ensure that they are not disclosed or provided to any other person.
- (b) You must not in any way intercept, interfere or tamper with any part of the Service and must not use the Service or allow the Service to be used to, directly or indirectly:
- (i) access or attempt to access the Service in any way or method other than the instructions or interface provided by us;
  - (ii) restrict or inhibit any other persons from using the Service, including, without limitation, by means of "hacking" or defacing any portion of the Service;
  - (iii) modify, adapt, sub-license, reproduce, distribute, copy, exploit, translate, sell, reverse engineer, decompile or disassemble any portion of the Service, the Content or the Software;
  - (iv) remove any copyright, trademark, or other proprietary rights notices contained in the Service, the Content or the Software;
  - (v) copy and/or frame any part of the Service, the Content or the Software without our prior written authorisation;
  - (vi) use any robot, spider, site search/retrieval application, or other manual or automatic device or process to retrieve, index, "data mine" or in any way reproduce, disrupt or circumvent the navigational structure or presentation of the Service and/or Content;
  - (vii) collect information of users of the Service;
  - (viii) hack, break into, or attempt to hack or break into, in any manner the Service, the Content or the Software and/or any data areas on our server(s) or that of any third parties;
  - (ix) download, copy, store, rip, distribute, share or re-direct any Content from the Service in any way or through any media;
  - (x) incorporate any software or other materials that contain any virus, worm, time bomb, Trojan horse, or other harmful or disruptive component;
  - (xi) forge headers or otherwise manipulate identifiers in order to disguise the origin of any content transmitted through the Service;
  - (xii) disrupt or interfere with any part of the Service, or any servers, network, software, hardware or equipment connected to or via the Service;
  - (xiii) disclose your login details and password (if any) or permit other persons to use your login details and password to

access the Service;

- (xiv) commit any action which may be unsolicited, offensive, defamatory, indecent, obscene, menacing, immoral, tortious, unlawful, illegal or infringe any intellectual property rights of any party; and/or
- (xv) send unsolicited, offensive, defamatory, indecent, obscene, menacing, nuisance or hoax messages or Content.

## 8. Fees

You are responsible for all carrier data plan and other fees and taxes associated with your use of the Service. Your download and access to the App and/or use of the Service may be subject to payment of certain fees, and you agree to pay such fees on time. We reserve the right at any time to:

- (a) charge or waive such fees (or any part thereof); and/or
- (b) change or supplement on any terms and conditions on which any such fees shall be charged and/or waived.

## 9. Content

- (a) You acknowledge that the Content on the App is subject to copyright and possibly other intellectual property rights (“**Intellectual Property Rights**”). Unless you are expressly authorised by law and by the relevant copyright owner(s), you must not in any way whatsoever participate in or permit any other entities or persons, to, directly or indirectly:
  - (i) sell, reproduce, distribute, modify, display, publicly perform, prepare derivative works based on, repost or otherwise use any of the Content in any way for any public or commercial purpose without our prior written consent;
  - (ii) use any Content on any other websites or in a networked computer environment for any purpose;
  - (iii) reverse engineer any Content consisting of downloadable software; or
  - (iv) otherwise infringe any of the Intellectual Property Rights of any person in using the App or any Content.
- (b) Nothing you do on or in relation to the App will transfer any Intellectual Property Rights to you or license you to exercise any Intellectual Property Rights unless this is expressly stated.

## 10. Other User Content

- (a) The App may contain Content uploaded, posted, emailed or otherwise electronically transmitted (“**Posted**”, and to “**Post**” shall be construed accordingly) by users of the App, including you (“**User Content**”).
- (b) We do not monitor or exercise editorial control over User Content. However, we reserve the right:
  - (i) to access or examine any User Content; and
  - (ii) at our discretion move, remove or disable access to User Content which we consider, at our sole opinion to breach any Applicable Law or to be otherwise unacceptable.
- (c) In relation to any Content Posted by you, you grant us a perpetual, irrevocable, royalty-free licence throughout the world to use, reproduce, modify, adapt, publish, translate, sublicense, create derivative works from, incorporate in other works (whether electronic or not), distribute, perform and display such Content, whether in whole or in part.
- (d) You acknowledge that we may remove Content Posted by you in accordance with any applicable guidelines, such as guidelines relating to period of storage or the maximum disc space which is allotted to you.

## 11. Third Party Providers

- (a) You acknowledge that:
  - (i) parts of the App;
  - (ii) certain features of the Service (e.g. the “Text-to-Speech” function under the Voice Reminder feature on the App); and
  - (iii) parts of the Content,

may be contributed, provided or maintained by third party providers (“**Third Party Provider(s)**”) and not by us. We make no statement, representation or warranty, express or implied, that we agree, disagree, approve or endorse with any such materials or external websites and we will not have or accept any liability, obligation or responsibility whatsoever for any loss, destruction or damage (including without limitation consequential loss, destruction or damage) however arising from or in respect of any use or misuse of or reliance on the contents of any such materials or external websites delivered on or via the App or inability to use any of them.



- (b) Those parts, features or Contents so contributed, provided or maintained by a Third Party Provider may be subject to change by the Third Party Provider from time to time, without prior notice.
- (c) Your correspondence or dealings with any Third Party Providers are solely between you and that Third Party Provider, and you agree that we will not in any way be liable or responsible for any loss or damage of any sort howsoever incurred as the result of such dealings.

## **12. Links and Advertisements**

- (a) We have not reviewed all of the sites linked to the App and we are not responsible for the content or accuracy of any off-App pages or any other sites linked to the App (including without limitation sites linked through advertisements or through any search engines).
- (b) Some links which appear on the App are automatically generated, and may be offensive or inappropriate to some people. The inclusion of any link does not imply that we agree, disagree, approve or endorse the linked site, and you use the links at your own risk.
- (c) Your correspondence or dealings with, or participation in promotions of, advertisers on the App are solely between you and such advertisers.
- (d) The inclusion of any such sites or advertisements on the App does not imply that we agree, disagree, approve or endorse any of those sites or advertisements. We will not have or accept any liability, obligation or responsibility whatsoever for any loss, destruction or damage (including without limitation consequential loss, destruction or damage) however arising from or in respect of any use or misuse of or reliance on such sites or advertisements delivered on or via the App or inability to use any of them.

## **13. Personal Data**

- (a) In using the App, you may be requested to give us certain personal data (as this term "Personal Data" is defined in the Personal Data (Privacy) Ordinance ("PDPO", Chapter 486 of the Laws of Hong Kong) ("Data"). You have certain rights in the Data you provide in accordance with the PDPO. By using the App you grant us your consent to use your Personal Data in accordance with the "HKT Privacy Statement" (available at [www.hkt.com/legal/privacy.html](http://www.hkt.com/legal/privacy.html)).
- (b) You will provide us with the information relating to you or your use of the Service we reasonably require:
  - (i) to help us in complying with the Applicable Law and to report to any government or regulatory agency regarding such compliance; and
  - (ii) to assess whether or not you have complied, are complying and will be able to continue to comply with all obligations under the Contract.
- (c) We do not collect device location information when you use the Service.

## **14. The Use of the App At Your Own Risk**

- (a) You use the App at your own risk. You must evaluate, and bear all risks associated with, the use of the App, including reliance on the accuracy, completeness or usefulness of the App. All information provided on or via the App by us or any of the Third Party Providers or our related service providers is for general and indicative purposes only. You should seek your own independent advice with respect to your use of the App.
- (b) We endeavor to provide a convenient and functional App, but we do not guarantee in any way that the App (or any feature, function or Content thereunder, whether provided by us or a Third Party Provider) will meet your or any user's requirements or expectations, be error free, continuous, uninterrupted, timely or secure or that the App or the server that operates it will be free of viruses or other harmful components, nor we guarantee the quality of the voice or video calls you made under the App, as the same will be dependent on various factors, such as the user's hardware, Internet connection status etc.
- (c) Although we will use reasonable endeavors to maintain the App, we do not undertake in any way to provide support or maintenance services for the App.
- (d) Unauthorised access to the Service is a breach of the Contract and a violation of the law. You agree not to access the Service by any means other than by providing us your login details and password or allow anyone to do so. You agree not use any automated means, including, without limitation, agents, robots, scripts, or spiders, to access, monitor or copy any part of the App, the Service or the Content.
- (e) If your use of the App results in the need for servicing or replacing any property, material, equipment or data, we will not be in any way responsible for any costs or expenses in relation to any loss or damages.
- (f) Without limiting other provisions of these Terms and Conditions, everything on the App is provided to you on an "as is" and an "as available" basis, without warranty or condition of any kind, either expressed or implied, including, but not limited to, any

implied warranties of merchantability, fitness for a particular purpose, or non-infringement. We exclude all representations and warranties to the fullest extent permissible under any Applicable Law.

- (g) In particular, we do not make any express or implied warranty as to the accuracy, fitness for a particular purpose, non-infringement, reliability, security, timeliness or freedom from computer virus in relation to any content on the App. We will not be liable for any errors in, omissions from, or misstatements or misrepresentations (whether express or implied) concerning any such information, and will not have or accept any liability, obligation or responsibility whatsoever for any loss, destruction or damage (including without limitation consequential loss, destruction or damage) however arising from or in respect of any use or misuse of or reliance on the information delivered on the App or inability to use the App or any services delivered through the App.

## 15. Indemnities

You agree to indemnify us, our content providers, contractors, sub-contractors, licensors and agents (including but not limited to the Third Party Providers) and their respective officers, directors and employees (collectively, the “**Indemnified Parties**”) against any action, liability, cost, claim, loss, damage, proceeding, and/or expense suffered or incurred by any of the Indemnified Parties arising from or which is related to:

- (a) your use of the App, the Service, the Content, and/or the Software; and
- (b) any breach or non-observance of any provisions of the Contract by you and/or other person(s) using the Service under your Service account, whether with or without your authority or knowledge.

## 16. Limitation of Liability

- (a) To the fullest extent permitted by law, we will accept no liability whatsoever for any direct, indirect, consequential, collateral, special, punitive or incidental loss, destruction or damage (including but not limited to corruption of data, loss of profits, goodwill, bargain or opportunity or loss of anticipated savings or any other loss) resulting from your access to, reliance on, or use of, or inability to use the Service (including the App, the Content and the Software) (including any services provided by any Third Party Providers), whether based on warranty, contract, tort, negligence or any other legal theory, and whether or not we know of or reasonably should have known of the possibility of such damage.
- (b) If a jurisdiction does not allow the exclusion or limitation of liability in accordance with the relevant provisions under the Contract but allows a limitation of a certain maximum extent, then our liability is limited to that extent.

## 17. Cancellation of Registration

- (a) We may cancel or suspend your registration or your use of the App if we reasonably believe that you may have violated any Applicable Law or any of the provisions of the Contract, acted inconsistently with the provisions or spirit of the Contract, or have violated our rights or those of another party, or if we are investigating any suspected misuse or misconduct. If you encounter any cancellation or suspension of service, please contact our Customer Service Hotline 1000.
- (b) When your registration is cancelled, you may no longer have access to the App.
- (c) You acknowledge and agree that [Clause 14](#) (The Use of the App At Your Own Risk), [Clause 15](#) (Indemnities), [Clause 16](#) (Limitation of Liability), this [Clause 17\(c\)](#) and [Clause 19](#) (General Provisions) shall survive cancellation of your registration or termination of the App.

## 18. Notices

- (a) We will give you any necessary notices by posting them on the App. You agree:
- (i) to check the App for notices regularly; and
- (ii) that you will be considered to have received a notice when it is made available to you by posting on the App.
- (b) We may also give you notice by such other means as designated by us (e.g. by post, email, SMS and/or bill insert).

## 19. General Provisions

- (a) All personal pronouns used in these Terms and Conditions, whether used in the masculine, feminine or neuter gender, shall include all other genders, and the singular shall include the plural and vice versa.
- (b) We shall not be liable or deemed in default for failure to fulfil any obligation under the Contract due to causes beyond our reasonable control. Such causes or conditions shall include, but shall not be limited to, acts of God, acts of the Government, fires, floods, epidemics, quarantine restrictions, strikes, civic unrests, shortages of labor or materials, freight embargoes, unusually severe weather, electrical power failures, telecommunication or internet backbone outages, failure of an internet

access provider or other similar causes beyond our control, and we shall not be liable for losses, expenses or damages, ordinary, special, remote or consequential, resulting directly or indirectly from such causes.

- (c) Any disputes in connection with the Service (including the App, the Content and the Software), our decision shall be final, binding and conclusive.
- (d) If any part of these Terms and Conditions is held to be unenforceable, the unenforceable part shall be given effect to the greatest extent possible and the remainder will remain in full force and effect.
- (e) You agree to defend, indemnify, and hold harmless us, our officers, directors, employees and agents, from and against any claims, actions or demands, including without limitation reasonable legal and accounting fees, alleging or resulting from your use of the App or the Content or your breach of these Terms and Conditions.
- (f) Save for PCCW Limited and its subsidiaries (as defined in the Companies Ordinance, Chapter 622 of the Laws of Hong Kong), no other person or entity who is not a registered user of the App has any right under the Contracts (Rights of Third Parties) Ordinance (Chapter 623 of the Laws of Hong Kong) to enforce any provisions of these Terms and Conditions or any rights and/or benefits in connection thereunder.
- (g) These Terms and Conditions will be governed by the laws of Hong Kong. You irrevocably submit to the exclusive jurisdiction of the courts of Hong Kong.

*Version: August 2024*