

Smart Home Assistant Service Terms and Conditions

Unless indicated otherwise, Smart Home Assistant service (“**Smart Home Assistant Service**”) is offered by us, Hong Kong Telecommunications (HKT) Limited, subject to these Terms and Conditions and other relevant terms and conditions. The featured services or contents under Smart Home Assistant Service may be provided by us or by our affiliates or business partners. For general enquiries about this Smart Home Assistant Service and to make appointment for certain featured services, please call our Smart Home Assistant Service Hotline at 2345 3388 (“**Service Hotline**”).

1. What is Smart Home Assistant Service?

- (a) Smart Home Assistant Service is only available to consumer customers of HKT Home Phone service, as an optional service of their HKT Home Phone service.
- (b) With this Smart Home Assistant Service, customers will be able to enjoy an array of featured services. Certain featured services may be subject to separate terms and conditions (such as those set out in Clause 3).

2. Service Terms and Conditions

- (a) These Terms and Conditions supplement and form part of the terms and conditions of your HKT Home Phone service.
- (b) By using this Smart Home Assistant Service, you agree to the prevailing version of these Terms and Conditions (latest version available at <https://www.hkt-homephone.com>), the prevailing version of the General Conditions of Telecommunications Service (Consumer Customers) (latest version available at www.hkt.com/terms-of-use) (“**General Conditions**”) (wherein the defined terms of “**Service**” / “**Services**” in the General Conditions shall include Smart Home Assistant Service) and such other relevant terms and conditions which we may advise you from time to time (including any changes thereto) (collectively, “**Service Terms and Conditions**”).

3. Featured Services

(a) Mobile Phone Support Service Content

(i) Mobile Phone Data Transfer Service

- (A) Content transfer lead time under this Mobile Phone Data Transfer service may vary, depending on the model of the mobile Phone, the volume of content contained in the mobile phone etc. Transferring different file types between the old and new mobile phones may lead to content not being transferred in its entirety. This service is not available to phones that have been modified in an unauthorised manner (e.g. jailbroken). Customers are strongly advised to back-up all data and information on their phone prior to requesting this service.
- (B) This service is only available at designated csl/1O1O retail shops, with prior appointment. If you wish to schedule an appointment, please call the Service Hotline.
- (C) We are not liable for any direct, indirect, incidental or consequential loss or damages which may arise in connection with your use of this service whatsoever, including but not limited to any loss of content or any property loss and damage howsoever occurs

(ii) Smartphone Workshop Service

- (A) Subject to any special arrangements which may or may not be available, all Smartphone Workshops are taught in Cantonese at our designated location. We reserve the right to make the final decision on all workshop arrangements.
- (B) Prior appointment to Smartphone Workshop is required. If you wish to schedule an appointment, please call the Service Hotline.

(iii) Screen Protector Replacement Service

- (A) This Screen Protector Replacement service is only applicable to designated mobile phone models.
- (B) This service is only available at designated csl/1O1O retail shops, with prior appointment. If you wish to schedule an appointment, please call the Service Hotline and check our stock status of the relevant model screen protector.
- (C) We are not the supplier of any screen protectors, and make no representations, guarantee or warranties in connection with any screen protectors whatsoever (including but not limited to their quality) of products and shall not in any way be liable to any party in relation thereto.

(iv) One-on-One Mobile Consulting / App Installation / Setup Service

- (A) This One-on-One Consulting / App Installation / Setup service is for general enquiries for designated models of mobile phones only.
- (B) This service is only available at designated csl/1O1O retail shops, with prior appointment. If you wish to schedule an appointment, please call the Service Hotline.
- (C) While our staff are trained to respond to general enquiries for designated models of mobile phones, we do not in any way represent, guarantee or warrant that they will be able to respond to all queries you may have to your satisfaction or not all.

(v) Delivery to Authorised Mobile Phone Repair Centre Service

- (A) This service is merely a delivery service for designated mobile phone models. Under this service, we will provide delivery of your mobile phone to an authorised mobile phone repair centre as we may designate, upon your production of your mobile phone together with the relevant invoice from local designated retailers or dealers to our designated csl/1O1O retail shop. The mobile phone must have been bought from an authorised retailer and not a parallel import item and must not have been modified in an unauthorised manner (e.g. jailbroken).
- (B) Prior appointment to this service is required. If you wish to schedule an appointment, please call the Service Hotline.
- (C) We are not in any way responsible for any repair service and we do not, in any way, make any representation, guarantee or warranty in connection with the repair service whatsoever. We are not liable for any direct, indirect, incidental or consequential loss or damages which may arise in connection with your use of this service or the repair service whatsoever, including but not limited to any loss of mobile phone or content or any property loss and damage howsoever occurs. All repairs will be provided in accordance with and are subject to the terms and conditions of the repair centre.

(b) Home Broadband Support Service Content

(i) Home Broadband Support Service

- (A) This Home Broadband Support service is for general enquiries for dedicated home Wi-Fi consultation and speed improvement recommendation.
- (B) This service is only available at designated csl/1O1O retail shops, with prior appointment. If you wish to schedule an appointment, please call the Service Hotline.
- (C) While our staff are trained to respond to general enquiries for home Wi-Fi services, we do not in any way represent, guarantee or warrant that they will be able to respond to all queries you may have to your satisfaction or not all.

(c) Home Phone Support Service Content

(i) Smart Care Voice Reminder Service

- (A) This Smart Care Voice Reminder service is provided by us, subject to the prevailing version of the "Smart Care Voice Reminder Service Terms and Conditions", available at <https://www.hkt-homephone.com/smartcare/?lang=eng>.
- (B) This service will be able you to set reminders for your daily activities via your designated HKT Home Phone. Once a voice reminder is setup, an automatic voice reminder will dial your designated HKT Home Phone number to remind you of your set daily activity.
- (C) This service 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 service at the material time and other limitations. For details, please see the said "Smart Care Voice Reminder Service Terms and Conditions".

(d) Travel Planning and Support Service Content

(i) Travel Planning Support Information Service

- (A) This Travel Planning and Support Information service is provided by us via designated electronic platforms.
- (B) All information provided under this service are for reference only and we do not in any way represent, guarantee or warrant the accuracy, completeness or currency of any of the information provided.

(ii) Travel App Installation / Setup Service

- (A) This Travel App Installation / Setup service is only applicable to designated mobile phone models.
- (B) We will not provide recommendation of download of mobile applications. We make no representations, guarantee or warranties in connection with any applications (including but not limited to their quality) and shall not in any way be liable to any party in relation thereto.

(e) Home Support Service Content

(i) 24-hour Home Support Service

- (A) This 24-hour Home Support service is merely an informative service, whereby we will suggest to you third party service providers for home emergency support services as you may require and their contact information, and you may contact those providers directly.
- (B) If you require this service, please call the Service Hotline 2345 3388.
- (C) All information provided under this service is for reference only. We shall not be responsible in any way in connection with any dealings between you and any third party service providers. We do not in any way recommend or endorse any non-PCCW Group's or any non-HKT Group's service providers and we make no representations, guarantee or warranties in connection with any of those service providers and their services (including but not limited to their quality of services) and shall not in any way be liable to any party in relation thereto.