

Service Termination Form

Please put a "X" in the appropriate box

Subscriber Information (Please fill in the form in Block letters)						
Company Name: _____ ("Subscriber")						
Contact Person: _____ Contact No.: _____ E-mail address: _____						
Account No.(PPS) – Broadband Service : _____ Account No.(PPS) – Voice Service : _____						
Account No.(PPS) – IDD Service : _____						
Please Select the Service(s) for Termination				Preferred Service Termination Date (Subscriber must give HKBN not less than 30 days prior notice to terminate any of the services provided)		
Service Type	Details			Contract end date	Selected Date (yyyy/mm/dd)	
Broadband Network						
<input type="checkbox"/>	Broadband Service	Plan code: Plan code: Plan code: Plan code:	Plan sequence: Plan sequence: Plan sequence: Plan sequence:	<input type="checkbox"/>	/ /	
<input type="checkbox"/>	HKBN Wi-Fi Service	Plan code:	Login ID:	<input type="checkbox"/>	/ /	
<input type="checkbox"/>	Premium Dedicated Internet Access (PDIA)	Plan code: Plan code: Plan code: Plan code:	Plan sequence: Plan sequence: Plan sequence: Plan sequence:	<input type="checkbox"/>	/ /	
<input type="checkbox"/>	Dedicated Internet Access (DIA)	Plan code: Plan code: Plan code: Plan code:	Plan sequence: Plan sequence: Plan sequence: Plan sequence:	<input type="checkbox"/>	/ /	
<input type="checkbox"/>	bbmail	Plan code:		<input type="checkbox"/>	/ /	
<input type="checkbox"/>	IT Advisor (Monthly plan)	Plan code:		<input type="checkbox"/>	/ /	
Data Connectivity						
<input type="checkbox"/>	MetroNet	CID:	End:	<input type="checkbox"/>	/ /	
<input type="checkbox"/>	Dark Fibre	CID:		<input type="checkbox"/>	/ /	
<input type="checkbox"/>	Multi-Protocol Label Switching (MPLS)	CID:	End:	<input type="checkbox"/>	/ /	
<input type="checkbox"/>	Facility Management	Plan code:	Plan sequence:	<input type="checkbox"/>	/ /	
Voice Communication						
<input type="checkbox"/>	Direct Line	Telephone Line Number:			<input type="checkbox"/>	/ /
<input type="checkbox"/>	Fax Line	Telephone Line Number:			<input type="checkbox"/>	/ /
<input type="checkbox"/>	Centrex	Telephone Line Number:			<input type="checkbox"/>	/ /
<input type="checkbox"/>	Hunting Line	Telephone Line Number:			<input type="checkbox"/>	/ /
<input type="checkbox"/>	Mobile Services	Telephone Line Number:			<input type="checkbox"/>	/ /

<input type="checkbox"/>	Direct Dial In (DDI)	Telephone Line Number:	<input type="checkbox"/>	/ /
<input type="checkbox"/>	Integrated Digital Access-P (IDA-P)	Telephone Line Number:	<input type="checkbox"/>	/ /
<input type="checkbox"/>	Enterprise SIP Trunk	Telephone Line Number:	<input type="checkbox"/>	/ /
<input type="checkbox"/>	Infinite Voice / MobileOffice	Telephone Line Number:	<input type="checkbox"/>	/ /
<input type="checkbox"/>	IDD 0030 / IDD 1666	Telephone Line Number:	<input type="checkbox"/>	/ /
<input type="checkbox"/>	International Call Forwarding	Telephone Line Number:	<input type="checkbox"/>	/ /
<input type="checkbox"/>	International Calling card	Telephone Line Number:	<input type="checkbox"/>	/ /
<input type="checkbox"/>	E See Fax	Telephone Line Number:	<input type="checkbox"/>	/ /
Others				
<input type="checkbox"/>			<input type="checkbox"/>	/ /
Remarks				
Reason for Termination				
<input type="checkbox"/>	Moving to an address that is not within HKBN's service coverage	<input type="checkbox"/>	Poor selling arrangement	
<input type="checkbox"/>	Unsatisfactory network / service performance	<input type="checkbox"/>	High service charge	
<input type="checkbox"/>	Unsatisfactory technical support service	<input type="checkbox"/>	Scale down / cessation of business operation	
<input type="checkbox"/>	Unsatisfactory customer service			
<input type="checkbox"/>	Others:			
Return of Equipment				
<input type="checkbox"/>	Return the equipment to HKBN shops by Subscriber <i>(For details of HKBN shop address, please visit http://es.hkbn.net/en/contact-us.shtml)</i>			
<input type="checkbox"/>	Request HKBN to perform on-site service at service installation address for collecting the equipment			
	Preferred date of collecting the equipment (DD/MM/YYYY):	/ /	<i>(Please apply for the on-site service at least 4 working days prior to the preferred date)</i>	
	Address for collecting the equipment (If different from service installation address):	_____ <i>(Note: equipment collection service is only available in general commercial areas)</i>		
Terms and Conditions for Service Termination				
1. For Subscribers who wish to terminate any of the above commenced services, a written notice of no less than 30 days must be given to HKBN prior to the termination date (an HKBN specified service termination form must be submitted). During the month of service termination, the monthly service charge will levied as usual. You are required to pay the outstanding amount as stated on the bill statement. Should there be no other chargeable items; the service fee received will be reimbursed with the bill statement in following month. 2. No written notification will be issued separately by HKBN after the termination takes effect. 3. All equipment (if applicable) provided by HKBN must be returned to HKBN within 30 days after termination takes effect. If Subscriber does not return the equipment within the said period or in case of any loss of or damage to the equipment or any part thereof, HKBN shall have the right to charge Subscriber \$3,800 or rates specified by HKBN from time to time. HKBN will either debit such amount directly from the credit card account registered by Subscriber with HKBN or treat it as a debt payable by the Subscriber without further notice.				
Please complete the form and send it back by Fax: (852) 3999 7800 or E-mail: contract@hkbn.net				

Authorized Signature & Company Chop
Name:
Title :
Date :

Internal Use	Sales Code:	Sales Name:	Verified By:
	Received Date:	Remarks:	