

## PCCW Home EasyWatch Service Guide

### About this Service Guide

This PCCW Home EasyWatch Service Guide provides further information relating to PCCW Home EasyWatch Service, the Service Plans, Optional Service and other options in the PCCW Home EasyWatch Service Application.

Please read this Service Guide carefully as the Service entitlements, eligibility criteria and other important information applies to the PCCW Home EasyWatch Service, the Service Plans, Optional Service and other options you may select under your PCCW Home EasyWatch Service Application.

### PART I Important Information

#### Service Providers

■ **Hong Kong Telecommunications (HKT) Limited** provides all telecommunications Services upon the General Conditions of Service for Telecommunications Services (Consumer Customers) ("General Conditions"), which is available at [www.pccw.com/Terms-of-Use](http://www.pccw.com/Terms-of-Use). The PCCW Home EasyWatch Service Special Conditions, available at [www.pccweasywatch.com](http://www.pccweasywatch.com).

#### Things You Need to Know

■ **COOLING-OFF PERIOD:** If the Contract was concluded during an unsolicited visit to your home ("Unsolicited Contract") and you did not waive your Cooling-off Period at the time you signed your PCCW Home EasyWatch Service Application you have a Cooling-off Period of up to 7 days within which to cancel your PCCW Home EasyWatch Service Application by calling our customer service hotline 1000 or visiting our shops at such locations that we tell you. However, this Cooling-off Period will immediately end: (i) once we commence the physical provisioning of the Service (likely to be on the Target Commencement Date); (ii) after a quality control confirmation call in respect of the Contract has been made (likely to be within 24 hours of you signing this Contract) provided that: (a) we shall inform you clearly, and, you acknowledge your awareness, that the quality control confirmation call will terminate the Cooling-off Period; and (b) the quality control confirmation call is made more than 1 hour after the conclusion of the Unsolicited Contract. We will tell you the likely date when the event(s) relevant to you will occur. Please refer to Clause 8 of the General Conditions of Telecommunications Service (Consumer Customers).

■ **PCCW HOME EASYWATCH SERVICE APPLICATION:** When processing your PCCW Home EasyWatch Service Application and your PCCW Home EasyWatch Service Application contains any missing or incorrectly entered Charges that are payable by you, the selected combination of options in your PCCW Home EasyWatch Service Application is not offered by us as specified in this Service Guide or there are any other discrepancies or errors, then our customer service will contact you as soon as practicable to rectify such discrepancies and we will resume processing your PCCW Home EasyWatch Service Application when all discrepancies and errors have been rectified.

■ **PCCW HOME EASYWATCH SERVICE INSTALLATION:** Installation of PCCW Home EasyWatch Service may only be carried out at the residential service Installation Address in the PCCW Home EasyWatch Service Application. The initial installation for the wireless IP camera ("Camera") will cover plugging in the Camera to the power adapter, establishing connection to the Modem, camera parameter setting, testing and commissioning. The Camera must be located within 33 feet (approximately 10 metres) from the Modem (the actual distance between the Modem and the Camera will vary from case to case depending on the conditions of the premises). Electricity source must be available within 5 feet (approximately 1.5 metres) of the Camera and no wall mounting or drill works will be provided.

■ **CAN I TERMINATE A SERVICE?:** You can terminate your PCCW Home EasyWatch Service or Optional Service on 30 days' prior notice to us by sending a completed termination request form by post to us at the address specified in the termination request form or by other means agreed by us. If we receive your termination request form less than 30 days from the expiration of the Fixed Term, we will charge you charges for 30 days from the date we receive your termination request form. However, if you terminate your PCCW Home EasyWatch Service, all other Optional Services (as the case may be) subscribed under your PCCW Home EasyWatch Application are non-severable services and will also be terminated at the same time and you will need to make a separate arrangement with the relevant Service Provider(s) if the provision of the relevant service(s) is/are required. You are required to pay us the Early Termination Charge if you terminate PCCW Home EasyWatch Service or Optional Service (if applicable) during the Fixed Term as well as the replacement price of the Camera (for selected Service Plans under the PCCW Home EasyWatch Service Application). You may contact our **customer service hotline** to obtain a termination request form. Please refer to Clause 13.3 of the General Conditions for details.

■ **WHAT HAPPENS WHEN THE FIXED TERM OF A SERVICE ENDS?:** At the end of the Fixed Term of PCCW Home EasyWatch Service and Optional Service, if we are unable to contact you or you are undecided as to whether to renew your existing Contract, we will continue to provide PCCW Home EasyWatch Service and Optional Service to you under the existing Contract on a month to month basis subject to payment of the Charges after the Fixed Term (i.e. the Month-to-Month Rate) specified in the existing Contract until you cancel PCCW Home EasyWatch Service by giving us at least 30 days' advance written notice by sending a completed service termination request form to the address specified in the termination request form or by other means agreed by us. You may refer to Clauses 23.6 and 23.7 of the General Conditions for details.

■ **CAN I EXTEND THE FIXED TERM?:** You can extend the Fixed Term of PCCW Home EasyWatch Service and Optional Service by agreeing to an additional Fixed Term. You can also agree to replace the Contract with another new Contract upon expiry of the Fixed Term of PCCW Home EasyWatch Service.

■ **WHICH CONTRACT TERMS OF A SERVICE CAN BE CHANGED?:** We can change all terms and conditions of PCCW Home EasyWatch Service or Optional Service, including the charges, by publishing the changes online at the websites listed in Section E of this Service Guide. If we believe that the change causes you material disadvantage or will result in an increase in your Charges for PCCW Home EasyWatch Service or Optional Service, we shall give you at least 30 days' prior notice. You have the right to terminate your Contract in certain circumstances without incurring any charges in respect of that termination (other than incidental costs) when we increase Charges or change other terms and conditions of PCCW Home EasyWatch Service or Optional Service which are telecommunications Services by giving 15 days prior notice to the change coming into effect. Please refer to clause 22.4 of the General Conditions for details.

■ **RETURNING SERVICE PROVISIONING EQUIPMENT TO US WHEN A SERVICE TERMINATES?:** If you are a standalone PCCW Home EasyWatch Service customer, you are required to return our Modem to the address that we inform you at the time you terminate PCCW Home EasyWatch Service.

■ **MOVING HOME / INTERNAL RELOCATION:** If you move your home and PCCW Home EasyWatch Service is available at your new address, we will provide a one time free relocation service for you. If PCCW Home EasyWatch Service is not available at your new address, we may not charge you the Early Termination Charge for the PCCW Home EasyWatch Service if you choose to end the PCCW Home EasyWatch Service. If you require internal relocation of PCCW Home EasyWatch Service within the Service Installation Address, we will provide a one time free internal relocation service for you if you have not enjoyed the free external relocation service before.

■ **MODEM SHARING WITH OTHER PCCW TELECOMMUNICATION SERVICES:** If the same Modem is shared between your PCCW Home EasyWatch Service and PCCW Fiber Direct / NETVIGATOR Broadband Service, and if the PCCW Fiber Direct / NETVIGATOR Broadband Service is terminated or suspended for whatever reasons, you shall contact our **customer service hotline** to continue uninterrupted use of PCCW Home EasyWatch Service. Otherwise, your PCCW Home EasyWatch Service may be suspended simultaneously on the effective date of termination or suspension of the PCCW Fiber Direct / NETVIGATOR Broadband Service without prior notice while you shall be charged for the relevant Charges.

■ **ACCESSING PCCW HOME EASYWATCH SERVICE VIA OTHER PCCW TELECOMMUNICATION SERVICES OR NOW TV SERVICE:** You may access PCCW Home EasyWatch Service via our eye Multimedia Service, eye2 Communication Package, PCCW mobile Service, NETVIGATOR Broadband Service or now TV service. Other terms and conditions apply for the use of such Services. Please visit their service websites listed in Section E of this Service Guide for further information.

■ **CAMERA:** The Camera is customized to be used for PCCW Home EasyWatch Service only and cannot be used for any other purpose. We reserve the right to change any technical specifications of the Camera without prior notice. The wireless signal reception of the Camera may be affected by various extraneous factors including, for example, the presence of other nearby wireless routers or electronic devices, the actual distance between the Camera and the wireless receiver, the sharing of Modem with other device(s) or the physical layout of the Service Installation Address.

■ **WHAT IS PERSONAL CONNECTION NUMBER?:** We will send you a Personal Connection Number (PCN) by letter separately for you to access PCCW Home EasyWatch Service via eye2 Communication Package / eye Multimedia Service / PCCW Mobile / nowTV service. This number is randomly assigned and cannot be changed.

■ **MINIMUM COMPUTER SPECIFICATIONS:** The minimum computer specifications requirement for accessing PCCW Home EasyWatch Service via Internet is Microsoft Windows XP Service Pack 1 (32-bit Edition) or Window Vista (32-bit Edition) platform (except Mac OS), Intel Pentium 4 3.0 GHz equivalent or above and 1GB RAM or above. Recommended browser is Microsoft Internet Explorer 7.0 or above, with resolution of 1024 x 768. You should use HTTP (port 80) and RTSP streaming port (554) for connection. The transmission quality of PCCW Home EasyWatch Service may be affected by various extraneous factors including your computer hardware, and software meeting the minimum requirements, Internet firewall settings or other applications running in parallel while accessing PCCW Home EasyWatch Service. Activating the Camera will use approximately 400Kbps (uplink bandwidth) and you shall ensure sufficient broadband bandwidth for ideal viewing experience.

■ **MOBILE ACCESS (3G VIDEO CALL AND 2.5G/3G WAP DATA STREAMING):** PCCW Home EasyWatch Service is only compatible with 3G phones with video call capability for video call access and 2.5/3G phones with 3GPP-compliant player, such as Real Player One for WAP access. You shall be responsible for payment of the prevailing charges imposed by a mobile service provider(s) for accessing PCCW Home EasyWatch Service through 3G video call and data access on their platforms. If you access PCCW Home EasyWatch Service through 3G network of PCCW Mobile HK Limited ("PCCW mobile") via video calls, you are responsible for payment of the prevailing charges imposed by PCCW mobile for accessing PCCW Home EasyWatch Service through 3G video call and data access equivalent to the making of local intra video call. From now until 31 December, 2011 (or such date as determined by us), 3G customers of PCCW mobile can access PCCW Home EasyWatch Service via a PCN through local video for free. You can access PCCW Home EasyWatch Service via local video call or PCN through other mobile network(s) which has an interconnection facility established with the relevant 3G mobile service provider(s) (subject to the payment of the prevailing charges of the relevant service provider(s)). You are hereby reminded that some 3G mobile phones (including smart phones) may not be compatible with PCCW Home EasyWatch Service. Please contact our **customer service hotline 1000** to check whether your 3G mobile phone (including smart phone) is compatible.

■ **CAMERA MAINTENANCE?:** We will provide maintenance and support service to the Camera during the Fixed Term provided that (a) the defect or damage to the Camera is not caused by you or any third party; (b) the Camera has not been modified, adapted, reverse engineered, decomiled or disassembled; and (c) such maintenance and support service is only applicable to the consumable parts (if applicable). For details, please refer to terms and conditions in warranty letter.

■ **CHARGES:** If you have committed to a Fixed Term, you will be charged the Monthly Fixed Term Rate for the PCCW Home EasyWatch Service and Optional Service during the Fixed Term. If you have not committed to a Fixed Term or if your Fixed Term has expired and not been extended or renewed, you will be charged the Month-to-Month Rate. We will also charge you Optional Service or other Charges listed in the PCCW Home EasyWatch Service Application and/or this Service Guide when applicable.

■ **BILLING:** You may receive separate bills for the PCCW Home EasyWatch Service and Optional Service if they are subscribed at different dates. Unless you tell us otherwise, all bills will be sent to your email address.

■ **DEPOSITS:** You shall be responsible for all charges under this contract. Deposits paid by you will be jointly held by all our service providers who provide services to you. Deposits paid in relation to a service provided by one service provider may be used to pay outstanding charges in relation to another service provided by the same or another service provider within the PCCW group companies or used to settle the outstanding amount of any payment of PCCW Home EasyWatch Service. Any remaining deposits will be refunded to you when all charges are paid at the end of this contract or at the end of your subscription to the relevant service. Please refer to clause 13.5 of the General Conditions of Telecommunications Service (Consumer Customers) for details.

### PART II PCCW Home EasyWatch Application

#### SECTION A CUSTOMER DETAILS

■ **Service Installation Address:** The Service Installation Address will be used by us as the correspondence address. If your correspondence address is different from Service Installation Address, please contact our **customer service hotline 1000**.

■ **PCCW Home EasyWatch Service Login ID:** Your Login ID is limited to 2 to 15 lower case alphanumeric characters. Please fill in capital letters for ease of recognition. The first character must be selected from the letters A-Z. If your preferred Login ID(s) is/are not available, we will assign a Login ID that is similar to your preferred choice. If you are currently a customer of NETVIGATOR Broadband Service, your PCCW Home EasyWatch Service website Login ID is same as your NETVIGATOR Login ID.

#### SECTION B CONTRACT TERM

■ **Fixed Term:** This is the Fixed Term period which you agree to subscribe to PCCW Home EasyWatch Service, and this automatically applies to the Optional Service under your PCCW Home EasyWatch Service Application. The Fixed Term commences on the actual Commencement Date.

■ **Target Installation Date:** This is the target date which we will conduct installation of the PCCW Home EasyWatch Service at the Service Installation Address.

■ **Target Commencement Date:** This is the target date on which PCCW Home EasyWatch Service and Optional Service will commence at the Service Installation Address.

#### SECTION C SERVICE PLAN

##### PCCW HOME EASYWATCH SERVICE

###### All Service Plans:

All Service Plans include the provision of the Service Provisioning Equipment including the Modem, cables and associated equipment.

###### Service Description / Entitlements:

- PCCW Home EasyWatch Service access and view Camera images via Internet, now TV, mobile phone(3G), eye Multimedia Service or eye2 Communication Package.
- 8 hours basic recording storage in central server.
- Free maintenance and support service during the Fixed Term.
- For new PCCW Home EasyWatch Service customers, a standalone Modem will be provided to access the PCCW Home EasyWatch Service.

- For existing eye2 Communication Package / eye Multimedia Service / NETVIGATOR Broadband Service / PCCW Fiber Direct / nowTV service customers, the same Modem will be shared to access the PCCW Home EasyWatch Service.

###### Eligibility:

- Customer must subscribe for at least **18-month Fixed Term**.
- Additional criteria apply depending on Service Plan.

###### Service Plan 1:

###### Service Description / Entitlements:

- Monthly Charge in the 4<sup>th</sup>, 8<sup>th</sup> and 12<sup>th</sup> month of the Fixed Term will be waived if the customer subscribes to eye2 Communication Package at the same time.

###### Eligibility:

- Customer must subscribe for **18-month Fixed Term**.

- Customer must purchase the Camera at the discounted price of HK\$1,800 (replacement price: HK\$2,200) upfront.
- Customer must be an existing or new customer of eye2 Communication Package / eye Multimedia Service / NETVIGATOR Broadband Service / PCCW Fiber Direct / nowTV service.
- Customer must pay HK\$40 monthly line rental if eye2 Communication Package / eye Multimedia Service / NETVIGATOR Broadband Service / PCCW Fiber Direct / nowTV service is terminated during the Fixed Term.

**Service Plan 2:****Service Description / Entitlements:**

- Includes the Camera (replacement price: HK\$2,200).
- Monthly Charge for the 4<sup>th</sup>, 8<sup>th</sup> and 12<sup>th</sup> month of the Fixed Term will be waived if the Customer subscribes to eye2 Communication Package at the same time.

**Eligibility:**

- Customer must subscribe for **24-month Fixed Term**.

- Customer must be an existing or new customer of eye2 Communication Package / eye Multimedia Service / NETVIGATOR Broadband Service / PCCW Fiber Direct / nowTV service.
- Customer must pay HK\$40 monthly line rental if eye2 Communication Package / eye Multimedia Service / NETVIGATOR Broadband Service / PCCW Fiber Direct / nowTV service is terminated during the Fixed Term.
- Customer must pay in full \$2,200 for the Camera if customer terminates PCCW Home EasyWatch Service during the Fixed Term.

**Service Plan 3:****Eligibility:**

- Customer must subscribe for **18-month Fixed Term**.

- Customer must purchase the Camera at the discounted price of HK\$1,800 (replacement price: HK\$2,200) upfront.

**Service Plan 4:****Service Description / Entitlements:**

- Includes the Camera (replacement price: HK\$2,200).

**Eligibility:**

- Customer must subscribe for **24-month Fixed Term**.
- Customer must pay in full \$2,200 for the Camera if Customer terminates PCCW Home EasyWatch Service during the Fixed Term.

**SECTION D OPTIONAL SERVICE****72 hours recording storage upgrade****Service Description / Entitlements:**

- Upgrade from 8 hours to 72 hours recording storage inclusive of ad hoc, motion triggered recording and alert functions. Please visit our Service website for other information.

**SECTION E OTHER INFORMATION**

■ **PCCW HOME EASYWATCH CUSTOMER SERVICE:** You may call our **customer service hotline 1000**.

■ **OUR SERVICE WEBSITES:** Please visit the websites below for further information about the following services:

PCCW Home EasyWatch Service:	<a href="http://www.pccweasywatch.com">www.pccweasywatch.com</a>
eye2 Communication Package:	<a href="http://www.pccweye.com">www.pccweye.com</a>
eye Multimedia Service:	<a href="http://www.pccweye.com">www.pccweye.com</a>
NETVIGATOR Broadband Service:	<a href="http://www.netvigator.com">www.netvigator.com</a>
PCCW Fiber Direct:	<a href="http://www.netvigator.com">www.netvigator.com</a>
nowTV service:	<a href="http://www.now-tv.com">www.now-tv.com</a>