

Service Charge Update**25/10/2023**

From 25 October 2023, the Additional Service Rates will be updated. For details of additional service rates, please refer to the below link:

<http://service.i-cable.com/en/editor.php?id=MT1x>

Service Charge Update**02/06/2021**

From 1 July 2021, the Additional Service Rates will be updated. For details of additional service rates, please refer to the below link:

<http://www.cabletv.com.hk/en/editor.php?id=MT1x>

Notice - Suspicious Sales Calls**01/09/2016**

Telephone sales provide consumers with a convenient and efficient way of obtaining sales information and services. However, there have from time to time been news reports of suspicious calls soliciting personal information for illicit sales purposes. Some would even falsely hold out as representing a certain organization so as to gain your trust. To ensure that valued i-CABLE subscribers would not be affected by such calls, we would wish to offer the following information for your kind reference:

1. Our telephone sales agents will identify the name of our Company and the purpose of the call. All our calls start with the prefix 3798 for your easy identification.
2. We would contact customers between 9 am and 10 pm only (or at such other times as requested by customers).
3. Our agent will always provide you with his/her name and staff number upon your request.
4. If you have any doubts about the call, please refrain from providing any personal information.

We attach great significance to customer data protection and have set up a special hotline at 1832 978 (9 am - 12 am) for verifying the identity of our sales agents.

i-CABLE Shop Notice**14/12/2015**

i-CABLE Tseung Kwan O & Fortress Hill shop will operate until Dec 31, 2015. You can now visit www.cabletv.com.hk/onlinecentre to subscribe, renew, bill checking, service account management, forms download, technical support and more at anytime.

i-CABLE Shop relocation notice and payment methods update**14/09/2015**

From October 1, 2015, i-CABLE Sha Tin Shop and Diamond Hill Shop will be relocated to Fortress Hill and Tseung Kwan O, and bill payment at all i-CABLE Shop will be suspended.

Subscriber may visit our Online Center www.cabletv.com.hk/onlinecenter for details of payment methods, bill checking, service account management, forms download, technical support and more.

Payment Method Update**26/6/2014**

From August 25, 2014, i-CABLE HomeLine Service bill payment at Hong Kong Post Office will be suspended. For other payment methods, please visit:

www.i-cable.com/cs/paymentmethod

Handling fee adjustment for bill payment at 7-Eleven**26/05/2014**

From Jun 26, 2014, handling fee for bill payment at 7-Eleven will be adjusted to \$3 per transaction.

General Terms and Conditions update**15/11/2013**

Service termination and charges under the General Terms and Conditions have been updated. For details, please refer to the below link:

i-CABLE HomeLine (Clause 12.5): <http://www.cabletv.com.hk/en/editor.php?id=MTA2>

Service Charge Update**24/10/2013**

From 12 December 2013, the Additional Service Rates will be updated. For details of additional service rates, please refer to the below link:

<http://www.cabletv.com.hk/en/editor.php?id=MTA3>

"Data Privacy Policy Statement" and "General Terms and Conditions" Update**27/03/2013**

“Data Privacy Policy Statement” and “General Terms and Conditions” of i-CABLE HomeLine Service has been updated. For details, please visit:

www.cabletv.com.hk/en/_privacypolicy.php (Data Privacy Policy Statement)

www.cabletv.com.hk/en/_teams_homeline.php (General Terms and Conditions)

General T&Cs update

28/02/2013

General Terms and Conditions of i-CABLE HomeLine service have been updated. For details, please visit:

www.cabletv.com.hk/tnc/en

Revision of General Terms and Conditions of i-CABLE HomeLine Service

01/11/2012

i-CABLE Telecom Limited General Terms and Conditions of Service

- 2.1 - “CA” means the Communications Authority established by section 3 of the Communications Authority Ordinance (Cap.616) or its successor.
- “TA” means the Telecommunications Authority appointed under the repealed section 5 of the Ordinance.
- 5.3 The Customer acknowledges that the Directory Numbers are governed by numbering plans and guidelines issued by the former TA and the CA and that the Customer has no title, goodwill or interest in any Directory Number.
- 7.4f. i-CABLE shall be entitled to charge the Customer repair or replacement cost and other testing or handling charges in respect of the Equipment or any part of the Equipment not covered by the Warranty in accordance with the “Additional Service Charge Table” at www.cabletv.com.hk (the “Website”) revised and published from time to time.
- 8.5 You may incur additional service charges when using the services. For details, please refer to Additional Service Charge Table at Website revised and published from time to time.
- 11j. to comply with a direction or request of the CA or other competent government authority.
- 15.9 These Conditions may be amended from time to time by i-CABLE. Such amendments shall become effective when published, advertised or notified to the Customer by such means as i-CABLE thinks fit and shall be binding on the Customer if the Customer continues to use any of the Services after the effective date thereof. For the most up-to-date version of these Conditions, the Customer may access i-CABLE’s official website www.cabletv.com.hk.

Additional Terms and Conditions Applicable to i-CABLE TELECOM LIMITED HomeLine Service

- 5a. If at any time Customer wants to change the registered address for i-CABLE service, Customer must give i-CABLE not less than 30 days’ prior notice in writing before such change can be effective. A Relocation Fee will be separately charged in accordance with the Additional Service Charge Table at the Website.
- 5b. If during the Commitment Period Customer change the registered address for i-CABLE or one or more of the services comprised in subscription contract for bundled Services, that is service package including services provided by other service operators (“Bundled Services”), to a place where i-CABLE is not available, Customer must give i-CABLE not less than 30 days’ prior notice in writing, Customer may choose either of the following options to deal with the remaining Commitment Period after the expiry of the 30-day notice period:
- Freeze and suspend Customer’s account
The provision of the services for the remaining Commitment Period shall be suspended until such time when network connection is available at the new place. In case Customer’s subscription consists only of the affected service, the Commitment Period will also be suspended when provision of the service is frozen and suspended; but where Customer’s subscription is for Bundled Services, the original end date of the Commitment Period will remain unchanged notwithstanding the suspension of one or more services due to the aforesaid reason. Suspension or freezing of Customer’s account by i-CABLE pursuant to this clause shall not however release any of Customer’s payment obligations hereunder and Customer shall continue to pay all the fees due hereunder. If, however, the required network connection is still not available at the expiration of the Commitment Period, any subscription fee paid or payable for the part of the Commitment Period during which services have been suspended or frozen will be deemed to have been spent and absolutely forfeited and i-CABLE may at its sole and absolute discretion terminate Customer’s subscription;
 - Terminate the subscription
Notwithstanding clause 12.2 above and clause 11.a. of “Service Plan Terms and Conditions”, the Customer may elect to terminate the subscription contract and i-CABLE shall debit the Customer’s account the full value of any upfront gifts (if applicable) and an installation fee as an offset to the installation cost (please refer to the Website for the detailed charges).
 - Enter into a new fixed-term subscription contract
Customer may enter into a new subscription contract with us for the remaining services and pay a fee of Service Relocation (please refer to the Website for the detailed charges) that are available at the new place to commence on the expiry of the said 30-day notice period whereupon the current subscription contract shall terminate. This option shall only be available for subscription contract for Bundled Services.

Additional Terms and Conditions Applicable to CABLE TV Service”

- 3c. CABLE TV is entitled to charge you an Administration Fee and a Rental Fee in accordance with the Additional Service

- Charge Table at the Website revised and published from time to time. If the rented converter and/or smart card are not returned within 30 days of termination of the service or if they are returned damaged.
- 3f. The converter (whether rented or purchased) and/or smart card must not be opened up except by CABLE TV's authorized representative, or be tampered with in any way. To take the smart card out in order to return it to CABLE TV is the only circumstance under which Subscriber may open up the converter. You are responsible for any damage to the converter and/or smart card while they are in your control, possession or custody.
- 3g. The converter (whether rented or purchased) and/or smart card must be used only at the registered service address where they are installed by CABLE TV. The converter must not be connected to more than one television receiver or to any other equipment. A Relocation Fee will be separately charged in accordance with the Additional Service Charge Table for any use of the converter and/or smart card in or for any place other than the original registered service address. An Unauthorised Use Fee will be separately charged in accordance with the Additional Service Charge Table for any use of the converter and/or smart card in or for any place other than the original registered service address without CABLE TV's prior consent.
- 3h. CABLE TV will refund to you the balance of any advanced payments (including deposit for the converter and/or smart card, if applicable) made by you, less any outstanding and/or applicable fees, rental and charges, if the converter and/or smart card are returned undamaged and in full working order within 3 months after termination of subscription. CABLE TV will not entertain refund requests for converter and/or smart card deposits if such requests are not made within 3 months after termination of subscription. For return instructions, please contact Customer Services.
10. A late or invalid payment may be subject to a surcharge in accordance with the Additional Service Charge Table.

Revision of i-CABLE HomeLine Service Terms & Conditions

11/10/2011

i-CABLE Telecom Limited General Terms and Conditions of Service

- 4.7f. i-CABLE 's access to the premises; other than to the extent that the losses or damages is contributed by i-CABLE. Additional Terms and Conditions Applicable to i-CABLE TELECOM LIMITED HomeLine Service
- 5a. If at any time the Customer wishes to change the registered address for the Services, the Customer must give not less than 30 days' prior written notice. A transfer fee of HK\$500 shall be charged for each request for change but may be waived by i-CABLE if:
- at the time the change takes place, the Customer still has a fixed-term subscription contract with i-CABLE which has more than 2 months remaining in the Commitment Period; or
 - the Customer enters into another fixed-term contract for the Services with i-CABLE.
- 5b. If at any time during the Commitment Period, the Customer wishes to change the registered address for the Services to a place where the Services (or one or more of the Services in case of subscription contract for bundled Services, that is service package including Services provided by other service operators ("Bundled Services")) are not available, the Customer must give not less than 30 days' prior written notice. The Customer may choose either of the following options to deal with the remaining Commitment Period after the expiry of the 30-day notice period whereupon the current subscription contract shall terminate.
- i-CABLE may suspend the Customer account and the provision of the Services for the remaining Commitment Period until such time when network connection is available at the new place (in case the Customer subscription consists only of the affected Service, the Commitment Period will also be suspended when provision of the Service is suspended; but where the subscription is for Bundled Services, the original Commitment Period end date will remain unchanged notwithstanding the suspension of one or more Services due to the aforesaid reason). Suspension or freezing of the account pursuant to this clause shall not however release any of the Customer's payment obligations hereunder and Customer shall continue to pay all the fees due hereunder. If, however, the required network connection is still not available at the expiration of the Commitment Period, any subscription fee paid or payable for the part of the Commitment Period during which Services have been suspended will be deemed to have been spent and forfeited and i-CABLE may at its sole and absolute discretion terminate the Customer's subscription.
 - notwithstanding clause 12.2 above and clause 11.a of "Service Plan Terms and Conditions", the Customer may elect to terminate the subscription contract and i-CABLE shall debit the Customer's account the full value of any upfront gifts (if applicable) and \$300 as an offset to the installation cost (Regular installation fee of i-CABLE service would be \$600).
 - the Customer may enter into a new fixed-term subscription contract with i-CABLE for the remaining Services that are available at the new place commencing from the expiry of the said 30-day notice period whereupon the current subscription contract shall terminate. (This option shall only be available for subscription contract for Bundled Services)

Additional Terms and Conditions Applicable to CABLE TV Service

4. Subscription for CABLE TV service must be at least for the period set forth in the application form ("Commitment Period"). Upon expiry of the Commitment Period, your subscription for the Services will be continued on a month-to-month basis and the service charge will be announced around 30 days before the expiry of the Commitment Period. Subscriber may cancel or change his subscription to all or part of the subscribed CABLE TV service by giving not

less than 30 days written notice to CABLE TV, and the service will be terminated from the next billing cycle after the expiry of the 30-day notice or Commitment Period, whichever is the later. Any notice of termination, to be effective, must be given in the prescribed form and must be served within the last two months of the Commitment Period. If the subscription is terminated before the expiry of the Commitment Period, Subscriber must pay the subscription fee, converter rental and other fees payable hereunder for the remaining Commitment Period.

Revision of i-CABLE HomeLine Service Terms & Conditions

08/09/2011

i-CABLE Telecom Limited General Terms and Conditions of Service

- 2.1. i-CABLE” means i-CABLE Telecom Limited and includes any of its successors, transferees, assignees, principal or agents.
- “Network” means the telecommunication network established and/or maintained and/or operated and/or used for the provision of Service(s).
- “Tariff” in respect of a Service means the description of the Service, the charges and any Special Conditions relating to the Service as published and amended from time to time.
- 3.1. i-CABLE will provide the Services subject to these Conditions, the Tariff, any applicable codes of practice adopted by i-CABLE and any policies or user guides issued and revised by i-CABLE from time to time.
- 8.7. Unless otherwise stated by i-CABLE, statements for charges payable will be rendered through electronic means in accordance with i-CABLE’s normal billing cycle for the type of Service provided. A hard copy of this statement will be available upon request and payment of i-CABLE’s handling charge. Any such charges are due and payable by the Customer to i-CABLE by the date or within the time specified in the relevant statement from i-CABLE. Statements for Taxes payable by the Customer will be rendered by i-CABLE from time to time upon its receipt of request or notice from the competent governmental authority. Charges for Taxes are due and payable by the Customer either to i-CABLE or directly to the relevant governmental authority (as specified by i-CABLE in the relevant statement) by the date or within the time specified in the relevant statement from i-CABLE. The Customer shall be solely responsible for any late payment interest or penalty charges imposed by the relevant governmental authority in the event that it fails to make payment on or before the payment due date as specified in the relevant statement.
- 12.2. Unless otherwise specified in the Tariff or as notified by i-CABLE, subscription for the Services must be at least for the period set forth in the Application (“Commitment Period”). Upon the expiry of the Commitment Period, your subscription for the Services will be continued on a month-to-month basis and the service charge will be informed no less than 30 days before the expiry of the Commitment Period. The Customer may cancel a Service by giving to i-CABLE not less than 30 days notice in advance and the Service, together with all other value-added services will be terminated effective from the next billing cycle after the expiry of the 30-day notice period or Commitment Period, whichever is the later. Any notice of termination, to be effective, must be given in the prescribed form and shall not be served earlier than the last two months of the Commitment Period. If the Customer cancels the Service before expiration of the Commitment Period, i-CABLE has the right to charge the Customer cancellation charges as set out in the applicable Tariff or the Application, or an amount equivalent to the charges payable for that Service during the remaining Commitment Period, as the case may be. For the purpose of the Commitment Period, such period shall exclude any period of time during which free rental has been provided.
- 13.2. i-CABLE may use and/or disclose for the purpose of: (a) provisioning Services to the Customer and enforcing i-CABLE’s rights in connection with the provision of Services to the Customer; (b) the publication of any directory listing unless the Customer has opted to be unlisted; (c) credit checks; (d) debt collection; (e) market research; (f) informing the Customer, including by direct marketing, of products or offers of i-CABLE; (g) prevention or detection of crime; (h) disclosure as required by law or a government authority; (i) provisioning of emergency services; and (j) any other purposes as may be notified by i-CABLE or agreed between a Customer and i-CABLE. Further i-CABLE may disclose the Customer’s personal data to its suppliers/ contractors/ agents/ other network operators in connection with any of the purposes referred to in the foregoing. In these circumstances these third parties can make no use of the Customer’s personal data other than for the purpose for which it was provided.

Delete 15.4 The Conditions and the Tariffs may be translated into Chinese. If there is any inconsistency or conflict between the English version and the Chinese version, the English version shall prevail, to the extent of such inconsistency or conflict.

Additional Terms and Conditions Applicable to i-CABLE TELECOM LIMITED HomeLine Service

- 5a. If at any time the Customer wishes to change the registered address for the Services, the Customer must give not less than 30 days’ prior written notice. A transfer fee of HK\$500 shall be charged for each request for change but may be waived by i-CABLE if:
- i) at the time the change takes place, the Customer still has a fixed-term subscription contract with i-CABLE which has more than 2 months remaining in the Commitment Period; or
 - ii) the Customer enters into another fixed-term contract for the Services with i-CABLE.
- 5b. If at any time during the Commitment Period, the Customer wishes to change the registered address for the Services to a place where the Services (or one or more of the Services in case of subscription contract for bundled Services, that is service package including Services provided by other service operators (“Bundled Services”)) are not available,

the Customer must give not less than 30 days' prior written notice. The Customer may choose either of the following options to deal with the remaining Commitment Period after the expiry of the 30-day notice period whereupon the current subscription contract shall terminate. These options shall only be available for subscription contract for Bundled Services:

- i) i-CABLE may suspend the Customer account and the provision of the Services for the remaining Commitment Period until such time when network connection is available at the new place (in case the Customer subscription consists only of the affected Service, the Commitment Period will also be suspended when provision of the Service is suspended; but where the subscription is for Bundled Services, the original Commitment Period end date will remain unchanged notwithstanding the suspension of one or more Services due to the aforesaid reason). Suspension or freezing of the account pursuant to this clause shall not however release any of the Customer's payment obligations hereunder and Customer shall continue to pay all the fees due hereunder. If, however, the required network connection is still not available at the expiration of the Commitment Period, any subscription fee paid or payable for the part of the Commitment Period during which Services have been suspended will be deemed to have been spent and forfeited and i-CABLE may at its sole and absolute discretion terminate the Customer's subscription.
- ii) notwithstanding clause 12.2 above, the Customer may elect to terminate the subscription contract and i-CABLE shall debit the Customer's account \$300 and the full value of any upfront gifts as an offset to the installation cost (Regular installation fee of i-CABLE service would be \$600).
- iii) the Customer may enter into a new fixed-term subscription contract with i-CABLE for the remaining Services that are available at the new place commencing from the expiry of the said 30-day notice period whereupon the current subscription contract shall terminate.

Additional Terms and Conditions Applicable to CABLE TV Service

4. Subscription for CABLE TV service must be at least for the period set forth in the application form ("Commitment Period"). Upon the expiry of the Commitment Period, subscription will be automatically renewed from month to month at the then prevailing rate(s) for the subscribed CABLE TV service. Subscriber may cancel or change his subscription to all or part of the subscribed CABLE TV service by giving not less than 30 days written notice to CABLE TV, and the service will be terminated from the next billing cycle after the expiry of the 30-day notice or Commitment Period, whichever is the later. Any notice of termination, to be effective, must be given in the prescribed form and must be served within the last two months of the Commitment Period. If the subscription is terminated before the expiry of the Commitment Period, Subscriber must pay the subscription fee, converter rental and other fees payable hereunder for the remaining Commitment Period.