Please read this Service Guide carefully as the Now TV services entitlements, eligibility criteria and other important information applies to the Now TV services and New Media services you may additionally subscribe under your Now TV Application.

Important Information

Service Application:

- **Now TV Application** is subject to our approval (which will depend on considerations such as the provision and availability of broadband lines). If there are any circumstances which may affect our approval (which will depend on considerations such as the provision and availability of broadband lines), you will be notified.

- **My HKT account** allows you to manage some of your service(s) subscribed with the relevant member(s) of the HKT Group or the PCCW Group (as applicable). Upon termination of your subscription to the Now TV services, your subscription to New Media services will also be terminated. Termination of your subscription can result in the cancellation of the commitment period, cancellation charges specified for the particular Now TV service, Now TV Pack, New Media services, optional services, optional premiums; and (where applicable) compensate us for the value of any premium received by you.

- **Can I extend the commitment period?**

- **Can I terminate a Now TV Service?** You can terminate your subscription to any Now TV service or Now TV Pack (meaning a pack or bundle of any Now TV services) with a Commitment Period on 30 days’ prior notice to us by giving us a completed termination request form. However, if you do so, all New Media services, other optional services and optional premiums (as the case may be) under your New TV Application are non-refundable and will be terminated at the same time and you are required to pay us the Early Termination Charge and other Cancellation Charges specified for such Now TV service, Now TV Pack, New Media services, optional services and optional premiums (as applicable).

- **What happens when the commitment period of the existing Contract ends?** At the end of the Commitment Period of a Now TV service, Now TV Pack or New Media service, if we do not inform you in writing that we will not continue to provide the same Now TV service, Now TV Pack or New Media service by giving us at least 30 days’ advance written notice (or such other period we specify in your Now TV Application). When we provide the notice, we will cease all obligations under this Contract and you are not entitled to any refund from us. Unless otherwise specified in the applicable Contract, you will be responsible for payment of all charges due under this Contract until the end of the Commitment Period.

- **Can I extend the Commitment Period?** You can extend the Commitment Period of a Now TV service, Now TV Pack or New Media service by agreeing to an additional Commitment Period under the applicable Contract. The new Commitment Period will start immediately after the termination of the existing Commitment Period and will continue for the period agreed.

**Now TV Service Guide**

© 2021 PCCW Media Limited (電話服務有限公司)
In respect of customers who subscribe to Current Pack(s) and/or any Value Added Service(s); and the Commencement Date for such pack(s) or service(s) falls on the 2nd or subsequent day of the billing cycle, then the first month of the Commitment Period for such pack(s) and/or service(s) is deemed to start from the Commencement Date and continues up to and including the next bill cut date (even if such period is less than 30 days). The monthly subscription charges in respect of the first and second months for such pack(s) and the first month for such service(s) will be charged on a pro-rata basis. Thereafter the Commitment Period continues for the next 10, 16, 22 or 28 calendar months for such pack(s) and the first month for such service(s) will be charged on a pro-rata basis. The remaining months of the Commitment Period will be charged on a pro-rata basis.

MODEM SHARING WITH OTHER PCCW TELECOMMUNICATIONS SERVICES:

- This is the target date which we will conduct installation of the Now TV services at the Now TV service installation address and may be subject to change.

Commitment Period (Applicable for Current Pack(s) and/or Value Added Service(s)):
- This is the Commitment Period which you agree to subscribe to the Now TV services. This automatically applies to the optional services, premiums and/or Value Added Service(s) selected under your Now TV Application. This does not apply to New Media services. The Commitment Period is calculated as follows:
  
  i. Commencement Date falls on the 1st day of the Billing Cycle

In respect of customers who subscribe to Current Pack(s) and/or any Value Added Service(s); and the Commitment Date for such pack(s) or service(s) falls on the 1st day of the billing cycle, then the first and second months of the Commitment Period for such pack(s), are deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 60 days); and the first month of the Commitment Period for such service(s), is deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 30 days). The monthly subscription charges in respect of the first and second months for such pack(s) and the first month for such service(s) will be charged on a pro-rata basis. Thereafter the Commitment Period continues for the next 10, 16, 22 or 28 calendar months for such pack(s), and 11, 17, 23 or 29 calendar months for such service(s) (depending on whether the Commitment Period is for 12, 18, 24 or 30 months respectively).

ii. Commencement Date falls on the 2nd or subsequent day of the Billing Cycle

In respect of customers who subscribe to Current Pack(s) and/or any Value Added Service(s); and the Commitment Date for such pack(s) or service(s) falls on the 2nd or subsequent day of the billing cycle, then the first month of the Commitment Period for such pack(s) and/or service(s) is deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 30 days) and the monthly subscription charges in respect of the first month will be charged on a pro-rata basis. Thereafter the Commitment Period continues for the next 11, 17, 23 or 29 calendar months (depending on whether the Commitment Period is for 12, 18, 24 or 30 months respectively).

Commitment Period (Applicable for Current Pack(s) and/or Value Added Service(s)): This is the Commitment Period which you agree to subscribe to the Now TV services. The Commitment Period commences on the First Billing Date and continues for the next 12, 18 or 24 calendar months (depending on whether your Commitment Period is for 12, 18 or 24 months respectively). This automatically applies to the optional services and/or premium services selected under your Now TV Application. This does not apply to New Media services.

i. Concluded early:

- 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 remain the property of the service providers and are not available when using the NETVIGATOR Services will be reduced.

ii. MOVING HOME:

- This is the Commitment Period which you agree to subscribe to the Now TV services. This automatically applies to the optional services, premiums and/or Value Added Service(s) selected under your Now TV Application. This does not apply to New Media services. The Commitment Period is calculated as follows:

  i. Commencement Date falls on the 1st day of the Billing Cycle

In respect of customers who subscribe to Current Pack(s) and/or any Value Added Service(s); and the Commitment Date for such pack(s) or service(s) falls on the 1st day of the billing cycle, then the first and second months of the Commitment Period for such pack(s), are deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 60 days); and the first month of the Commitment Period for such service(s), is deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 30 days). The monthly subscription charges in respect of the first and second months for such pack(s) and the first month for such service(s) will be charged on a pro-rata basis. Thereafter the Commitment Period continues for the next 10, 16, 22 or 28 calendar months for such pack(s), and 11, 17, 23 or 29 calendar months for such service(s) (depending on whether the Commitment Period is for 12, 18, 24 or 30 months respectively).

ii. Commencement Date falls on the 2nd or subsequent day of the Billing Cycle

In respect of customers who subscribe to Current Pack(s) and/or any Value Added Service(s); and the Commitment Date for such pack(s) or service(s) falls on the 2nd or subsequent day of the billing cycle, then the first month of the Commitment Period for such pack(s) and/or service(s) is deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 30 days) and the monthly subscription charges in respect of the first month will be charged on a pro-rata basis. Thereafter the Commitment Period continues for the next 11, 17, 23 or 29 calendar months (depending on whether the Commitment Period is for 12, 18, 24 or 30 months respectively).

Concluded early:

- 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 remain the property of the service providers and are not available when using the NETVIGATOR Services will be reduced.

MODEM SHARING WITH OTHER PCCW TELECOMMUNICATIONS SERVICES:

- This is the Commitment Period which you agree to subscribe to the Now TV services. This automatically applies to the optional services, premiums and/or Value Added Service(s) selected under your Now TV Application. This does not apply to New Media services. The Commitment Period is calculated as follows:

i. Commencement Date falls on the 1st day of the Billing Cycle

In respect of customers who subscribe to Current Pack(s) and/or any Value Added Service(s); and the Commitment Date for such pack(s) or service(s) falls on the 1st day of the billing cycle, then the first and second months of the Commitment Period for such pack(s), are deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 60 days); and the first month of the Commitment Period for such service(s), is deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 30 days). The monthly subscription charges in respect of the first and second months for such pack(s) and the first month for such service(s) will be charged on a pro-rata basis. Thereafter the Commitment Period continues for the next 10, 16, 22 or 28 calendar months for such pack(s), and 11, 17, 23 or 29 calendar months for such service(s) (depending on whether the Commitment Period is for 12, 18, 24 or 30 months respectively).

ii. Commencement Date falls on the 2nd or subsequent day of the Billing Cycle

In respect of customers who subscribe to Current Pack(s) and/or any Value Added Service(s); and the Commitment Date for such pack(s) or service(s) falls on the 2nd or subsequent day of the billing cycle, then the first month of the Commitment Period for such pack(s) and/or service(s) is deemed to start from the Commitment Date and continues up to and including the next bill cut date (even if such period is less than 30 days) and the monthly subscription charges in respect of the first month will be charged on a pro-rata basis. Thereafter the Commitment Period continues for the next 11, 17, 23 or 29 calendar months (depending on whether the Commitment Period is for 12, 18, 24 or 30 months respectively).

Concluded early:

- 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 remain the property of the service providers and are not available when using the NETVIGATOR Services will be reduced.

- This is the target date on which the Now TV services will be made available at the Now TV service installation address. The Commitment Date shall be the actual date the Now TV services are made available at the Now TV service installation address.

- This is the target date on which we will conduct installation of the Now TV services at the Now TV service installation address and may be subject to change. The installation date shall be the actual date the Now TV services are made available at the Now TV service installation address.

- Please refer to clause 25 of the Now TV Terms and Conditions for details.
Connection Fee will be charged each month unless customer gives us advance notice of termination 30 days before the start of the 3rd month.

Eligibility:
- Customers who subscribe to the Now TV Pack(s) from the Now TV Services Menu (Channel Pack, Fixed/ Flexi Combo / Premium Channel:)
- New customers may subscribe to any of the Service Plans below:

New customers can subscribe to the Now TV Pack(s) from the Now TV Services Menu (Channel Pack, Fixed/ Flexi Combo / Premium Channel) or any Now TV Pack as specified by us from time to time (each a “Current Pack”) cannot subscribe to any other Now TV Packs, channels, combos and/or offers which are not Current Packs.

**Application Conditions: Eligibility:**
- Customer must subscribe for a 24 month Commitment Period.
- Customer must pay for all charges by credit card.
推介之選

- 现有客户提供额外折扣
- 新客户也可订阅

对于Now TV服务申请(频道组合)订阅额外Now TV组合及/或特选频道。所有指定之选频道於Now TV服务目录(推介之選)列明。频道订阅费用将於首3及首9月获减共24个月承诺期之推介之選。New customers may subscribe to the Flexi Combo; and other Now TV Pack(s) and/or Premium Channel(s) from the Now TV Services Menu (Channel Pack). All channels available in the Flexi Offer are set out in the Now TV Services Menu (Fixed Combo). The monthly channel subscription charges will be waived for the 3rd and 9th months for 24-month Flexi Combo offer.

指定之選

- 现有客户提供额外折扣
- 新客户也可订阅

Now TV服务申请(频道组合)订阅额外Now TV组合及/或特选频道。所有指定之选频道於Now TV服务目录(推介之選)列明。频道订阅费用将於首3及首9月获减共24个月承诺期之推介之選。New customers may subscribe to the Flexi Combo; and other Now TV Pack(s) and/or Premium Channel(s) from the Now TV Services Menu (Channel Pack). All channels available in the Flexi Offer are set out in the Now TV Services Menu (Fixed Combo). The monthly channel subscription charges will be waived for the 3rd and 9th months for 24-month Flexi Combo offer.

新南丫岛客户可订阅以下服务计划

- New South Lamma Island Customers may subscribe to any of the Service Plans below:

现有客户优惠

- Existing customers may subscribe to any of the Service Plans below:

- New South Lamma Island Customers: 

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- Existing customers may subscribe to any of the Service Plans below:

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- New South Lamma Island Customers: 

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- Existing customers may subscribe to any of the Service Plans below:

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- New South Lamma Island Customers: 

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- Existing customers may subscribe to any of the Service Plans below:

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- New South Lamma Island Customers: 

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

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- New South Lamma Island Customers: 

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- Existing customers may subscribe to any of the Service Plans below:

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- New South Lamma Island Customers: 

指定现有新南丫岛客户可订阅以下服务计划（南丫岛优惠）：

- Existing customers may subscribe to any of the Service Plans below:
Eligibility:
Customer must subscribe for a 24 month Commitment Period.

Now TV services; and whose subscriptions to the HD/SD connection service are not where such customers are not required to pay the above service charges.

Existing customers who use their own Now One 4K UHD All-in-One Set Top Box to receive the Now TV services must continue to pay for the monthly HD/SD connection fee (if applicable).

Customers who meet the requirements below are eligible to enjoy a waiver of the monthly rental for their Now TV set top box.

Eligibility:
Customer must subscribe to his first Now TV set top box, @YD Device or @Y Home Smartphone.
Customer may subscribe to an additional Now TV set top box in the case of the @Y Home Smartphone, On Demand Services shall also be excluded.

Customers who extend their subscriptions to the Now TV services for an additional Commitment Period and subscribe to the Now TV 4K/HD Connection Service can enjoy a waiver of the monthly rental for their Now TV set top box for the duration of the additional Commitment Period.

Eligibility:
Customer must subscribe for an 18 or 24 month Commitment Period.

Eligibility:
Customer does not subscribe to the relevant channels, he/she will not be able to access the Now TV services. If you have subscribed to the 4K or HD Connection Service, please note that the picture quality and/or transmission of certain programs on the Now TV services will be affected by many factors including the network coverage, quality and specifications of the content provided by third parties, the specifications of your Now TV equipment and your devices. In order to ensure that you can watch all 4K content, please use a TV or device which supports HDMI 2.0 and HDCP 2.2. Please note that only certain channels and programs are available in 4K versions and if a customer does not subscribe to the relevant channels, he/she will not be able to receive any 4K content from such channel on the Now TV services notwithstanding that he/she may have subscribed to the 4K Connection Service and/or use the Now One 4K UHD All-in-One Set Top Box.

Eligibility:
Customer must subscribe to his first Now TV set top box, @YD Device or @Y Home Smartphone.

Eligibility:
Customer must subscribe to his first Now TV set top box, @YD Device or @Y Home Smartphone.

Eligibility:
Customer must subscribe for an 18 or 24 month Commitment Period.

Eligibility:
Customer must subscribe for an 18 or 24 month Commitment Period.

Eligibility:
Customer must subscribe for an 18 or 24 month Commitment Period.
服務內容 / 權利 Service Description / Entitlements:

- 客戶使用電視錄影服務(電視錄影服務條款及條件)所約定。您可於本公司網
 站 (nowtv.hk)參閱。客戶使用TV Recording Service is subject to the
 “TV Recording Service Terms and Conditions”. (available for viewing at our website
 nowtv.hk).

- 如客戶的Now TV服務訂購被終止，該客戶不能使用或透過Now 500GB
 外置儲存硬碟及WD 1TB My Passport外置儲存硬碟的所有功能使用任何Now TV
 服務。如果一客戶的subscripion to the Now TV services is terminated, he/she will
 not be able to use any functions of or access any Now TV services through the, the
 Now 500GB Hard Disk Drive and WD 1TB My Passport Hard Disk Drive.

- 設定新的機種必須連接一個兼容的機種，才可使用電視錄影服務。客戶使用
 電視錄影服務受(電視錄影服務條款及條件)約束。如客戶終止電視錄影服務，必
 須向本電訊盈科媒體有限公司提出最少30日書面通知。詳情請參閱(電視錄影服務
 條款及條件)。The TV Recording Service can only be used when a specified set-top box
 model is connected to a compatible hard disk drive. Customers’ use of the TV Recording
 Service is subject to the TV Recording Service Terms and Conditions. Customers who wish
to terminate their subscription to the TV Recording Service shall provide no less than 30
days written notice to PCCW Media Limited. For further details relating to the TV Recording
 Service, please refer to “TV Recording Service Terms and Conditions”.

- 僅適用於現有Now TV客戶的指定計劃或其旗下客戶於$780月費訂購4K接裝費達
 18個月或以上承諾期。此電訊盈科媒體有限公司保留更改Now TV服務的承諾期
 完結為A。Only available to existing Now TV customers who renew designated
 service plans or other customers who pay $780/month for 4K connection fee with a

Commitment Period of 18 months or above. The monthly charges of TV Recording
 Service will be waived until your Now TV service commitment period ends.

- 有關 WD 1TB My Passport外置儲存硬碟之保養及費用，請參閱http://store.
 \n
www.wdc.com及VST COMPUTER公司 fora WD 1TB My Passport

外置儲存硬碟提供3年保養。WD 1TB My Passport外置儲存硬碟的部份容量
用於儲存索引及搜索功能。因此，儲存錄影檔案的容量將會少於1TB。電訊盈科
 媒體有限公司不接受任何商品退換或更換；並不就有關商品之品質及表現負上任
 何責任。For the warranty of the WD 1TB My Passport Hard Disk Drive, please visit
 the VST VCAST website: http://www.wdc.com及VST COMPUTER公司

( biệt). For further details relating to the TV Recording Service, please refer
to the TV Recording Service Terms and Conditions.

- 僅適用於現有Now TV客戶的指定計劃或其旗下客戶於$780月費訂購4K接裝費達
 18個月或以上承諾期。此電訊盈科媒體有限公司保留更改Now TV服務的承諾期
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 service plans or other customers who pay $780/month for 4K connection fee with a

Commitment Period of 18 months or above. The monthly charges of TV Recording
 Service will be waived until your Now TV service commitment period ends.

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 何責任。For the warranty of the WD 1TB My Passport Hard Disk Drive, please visit
 the VST VCAST website: http://www.wdc.com及VST COMPUTER公司

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to the TV Recording Service Terms and Conditions.

- 僅適用於現有Now TV客戶的指定計劃或其旗下客戶於$780月費訂購4K接裝費達
 18個月或以上承諾期。此電訊盈科媒體有限公司保留更改Now TV服務的承諾期
 完結為A。Only available to existing Now TV customers who renew designated
 service plans or other customers who pay $780/month for 4K connection fee with a

Commitment Period of 18 months or above. The monthly charges of TV Recording
 Service will be waived until your Now TV service commitment period ends.

- 有關 WD 1TB My Passport外置儲存硬碟之保養及費用，請參閱http://store.

www.wdc.com及VST COMPUTER公司 fora WD 1TB My Passport

外置儲存硬碟提供3年保養。WD 1TB My Passport外置儲存硬碟的部份容量
用於儲存索引及搜索功能。因此，儲存錄影檔案的容量將會少於1TB。電訊盈科
 媒體有限公司不接受任何商品退換或更換；並不就有關商品之品質及表現負上任
 何責任。For the warranty of the WD 1TB My Passport Hard Disk Drive, please visit
 the VST VCAST website: http://www.wdc.com及VST COMPUTER公司

( biệt). For further details relating to the TV Recording Service, please refer
to the TV Recording Service Terms and Conditions.

- 僅適用於現有Now TV客戶的指定計劃或其旗下客戶於$780月費訂購4K接裝費達
 18個月或以上承諾期。此電訊盈科媒體有限公司保留更改Now TV服務的承諾期
 完結為A。Only available to existing Now TV customers who renew designated
 service plans or other customers who pay $780/month for 4K connection fee with a

Commitment Period of 18 months or above. The monthly charges of TV Recording
 Service will be waived until your Now TV service commitment period ends.

- 有關 WD 1TB My Passport外置儲存硬碟之保養及費用，請參閱http://store.

www.wdc.com及VST COMPUTER公司 fora WD 1TB My Passport

外置儲存硬碟提供3年保養。WD 1TB My Passport外置儲存硬碟的部份容量
用於儲存索引及搜索功能。因此，儲存錄影檔案的容量將會少於1TB。電訊盈科
 媒體有限公司不接受任何商品退換或更換；並不就有關商品之品質及表現負上任
 何責任。For the warranty of the WD 1TB My Passport Hard Disk Drive, please visit
 the VST VCAST website: http://www.wdc.com及VST COMPUTER公司

( biệt). For further details relating to the TV Recording Service, please refer
to the TV Recording Service Terms and Conditions.
PREMIUM PACKAGES AND OPTIONAL PREMIUMS: All third party products in premium packages and optional premiums are only available while supplies last and are non-refundable.


Additional Installation Charge:
- $800 or $500 (applicable to customers whose monthly channel subscription charges for the Now TV services less than $180 or customers who subscribe to the Additional Box – same channel list Service Plan).

Early Termination Charge:
- $680 (applicable to customers paying by credit card):
  - $230 for customers whose Now TV installation address has HKT fiber network coverage.
  - $230 for customers whose Now TV installation address has HKT fiber network coverage and where the Now TV services can be connected to such fiber network. If you have subscribed to the 4K /HD Connection Service, please note that the picture quality and/or transmission of certain programs on the Now TV services will be affected by many factors including the network coverage, quality and specifications of the content provided by third parties, the network coverage, quality and specifications of the Now TV services.

For customers who subscribe to a Service Plan (with no optional premium), may choose to pay their monthly channel subscription fees by credit card, will have to pay the first month’s channel subscription fee before installation of the Now TV services. Other Charges will be charged in the next bill. For customers who wish to install Now TV services, Other Charges will be charged in the next bill.

For customers who wish to install Now TV services, or existing customers who wish to upgrade their Now TV services in SD to HD; in selected districts which require special installation services, must pay an installation charge of $680.

Now TV installation fee:
- $230 (applicable to customers paying by credit card): must pay the first month’s channel subscription fee before installation of the Now TV services. Other Charges will be charged in the next bill.