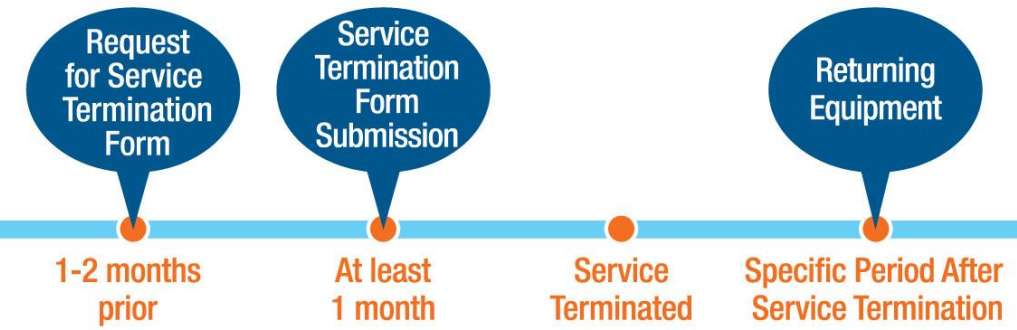


Thank you for choosing HKBN broadband service. During the migration process from your current Internet Service Provider to HKBN, you may encounter some issues. This leaflet will help you resolve these issues.

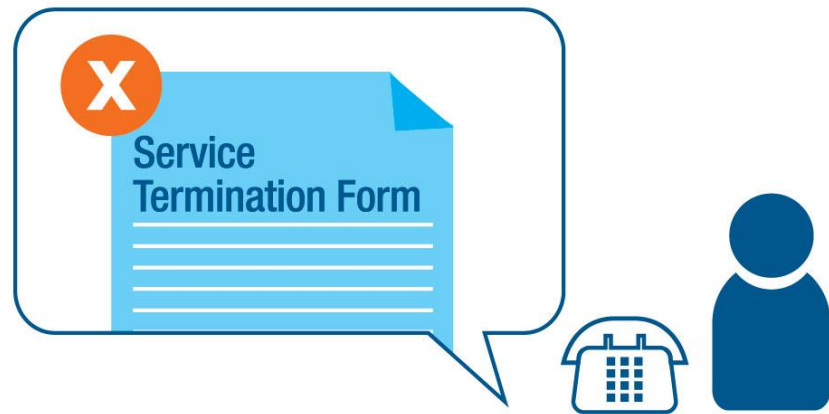


Step 1 Request for Service Termination Form

In general, you are required to submit a Service Termination Form to your Internet Service Provider at least one month prior to the time of contract end. To obtain the form, please contact your current Internet Service Provider and request a Service Termination Form one to two months prior to contract expiry.

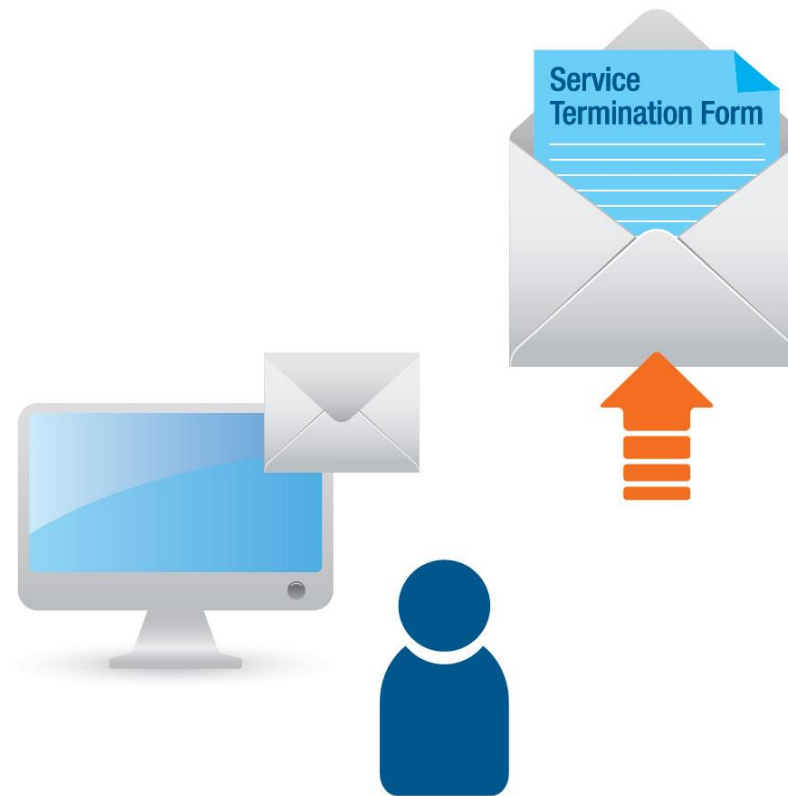
You should also check:

- 1) If there is any equipment to return
- 2) When and how they should be returned



Step 2 Service Termination Form Submission

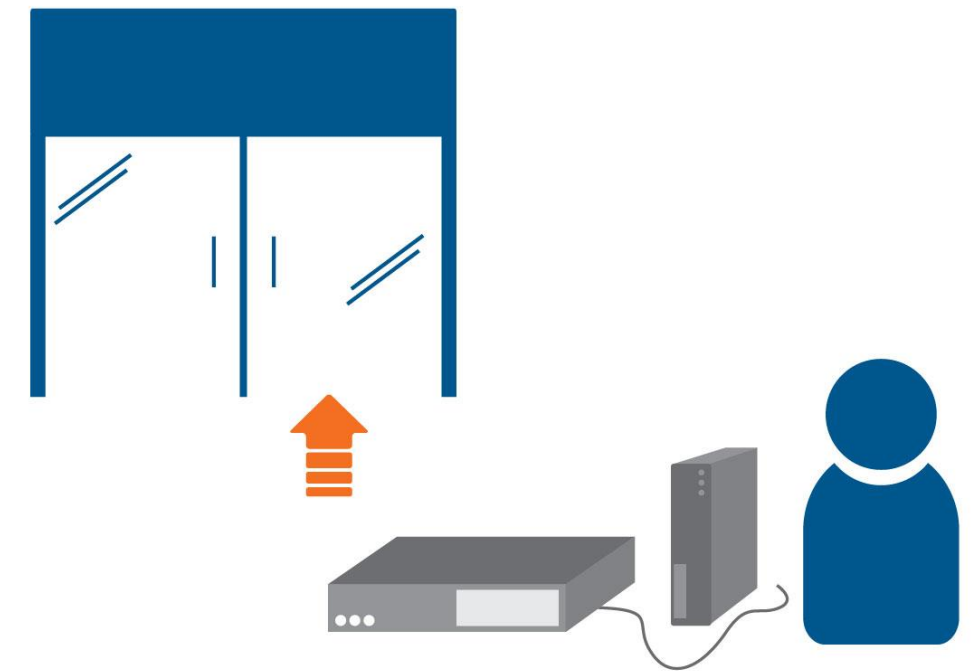
Submit the Service Termination Form to Internet Service Providers through specified method(s) at least one month prior to contract end.



Step 3 Returning Equipment

Internet Service Providers will usually require customers to return service equipment after service termination. If the related equipment has been damaged or late for return, a charge may be incurred.

To avoid any unnecessary charges, you should return the related equipment within the specified period of time given by your Internet Service Provider.

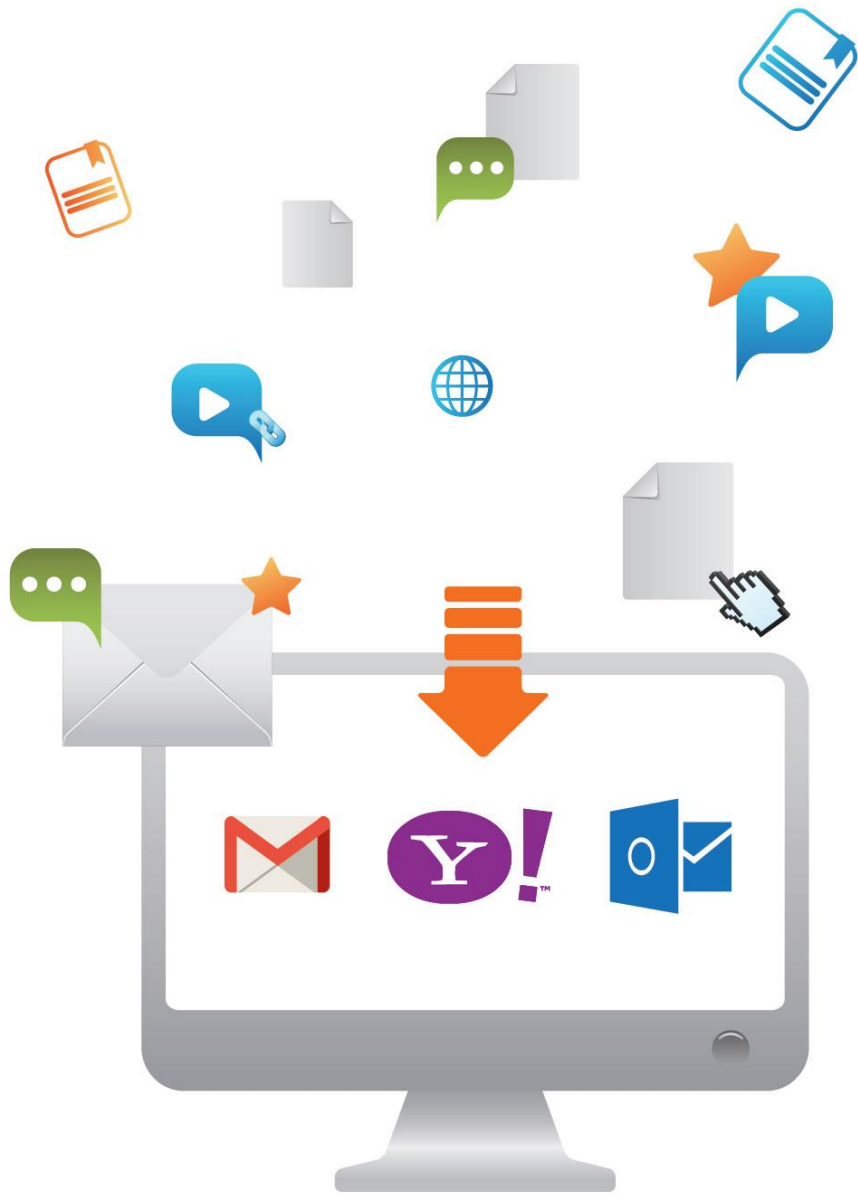


Netvigator	i-Cable	3 Home Broadband
Customer Service Hotline 1000	Customer Service Hotline 183 2832	Customer Service Hotline 3166 3333

To confirm whether the Internet Service Provider has received your Service Termination Form, you may contact the related Internet Service Provider hotline several working days after submitting the form.

Tip 1 Email Backup

Email provided by your current Internet Service Provider will deactivate upon the termination of broadband service. Please ensure your email messages have been properly backed up before you terminate broadband service.



Backup Method:

If you want to back up by Yahoo Mail, Gmail or Outlook.com, please refer to the following link for details.
www.hkbn.net/technical-support/en

Tip 2 Set up Email Changes Notice

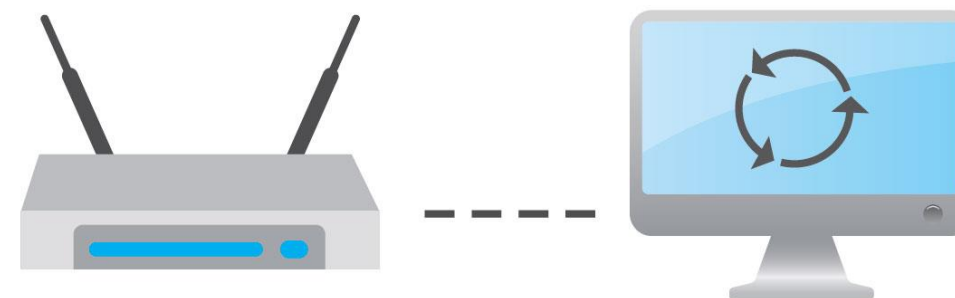
If you are using an email service provided by your current Internet Service Provider, please set up a reply notification to alert your recipients about changes being made to your email address.



In addition, you can also notify friends through social media by using Facebook, WhatsApp and WeChat.

Tip 3 Update Router Setting

As settings may vary across different Internet Service Providers, we recommend you update your router settings once HKBN service has been activated. You may also consider using a router equipped to support higher connection speeds for better performance.



For the router setting method, please refer to HKBN Technical Support web page for details.
www.hkbn.net/technical-support/en



Tips for Home Broadband New Customers