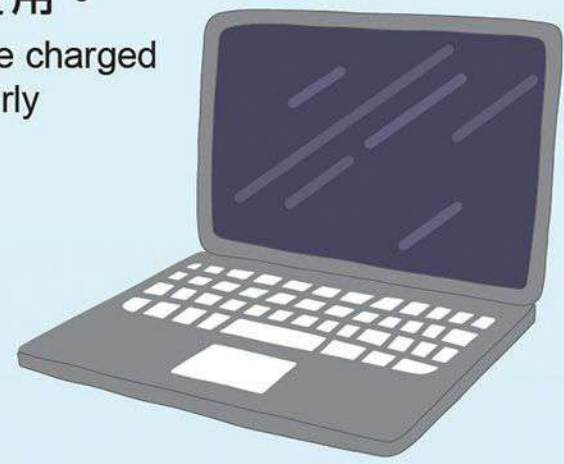




# 家居寬頻服務終止服務安排

## Residential Broadband Service Termination Arrangements

- 各提供家居寬頻服務的電訊商在處理終止服務的申請上有其各自的安排。  
Operators providing residential broadband service have their respective arrangements in handling service termination requests.
- 如沒有給予足夠的通知期而終止服務，你可能須繳付代通知金。如你現時的服務合約訂有固定期限，提早終止合約或須繳付額外費用。  
Without giving sufficient notice of service termination to your operator, you may be charged for payment in lieu of notice. If your existing service contract is of a fixed-term, early termination may incur charges.
- 如你有意轉用另一家電訊商，或終止現有服務，應先向現有服務供應商查詢其終止服務的安排和相關要求，例如：  
If you intend to switch to another operator or terminate your existing service, you should check with your existing service provider the relevant service termination arrangements and requirements, such as
  - 終止服務預先通知期的要求  
advance notice requirement for service termination
  - 接受終止服務的申請途徑及方式  
channels for accepting service termination requests and the relevant formats
  - 認收及確認終止服務申請安排和詳情  
arrangements and details regarding acknowledgement and confirmation of receipt of service termination requests
  - 交還顧客設備的途徑  
channels for the return of customer equipment to operators



為增加服務資訊的透明度及令消費者有更充份認識，通訊辦已在其網站刊載提供主要電訊商的《家居寬頻服務的終止服務安排》：

In order to enhance service information transparency and to better inform consumers, OFCA has published on its website the "Service Termination Arrangements for Residential Broadband Services" adopted by major operators:

