

### **Special Terms and Conditions of Biz in Motion Solution Package**

1. Biz in Motion Solution Package("Package") is only applicable to new or existing customers ("Customers") of HKBN Enterprise Solutions Limited ("HKBNES").
2. The contract period for the Package is 24 months ("Minimum Contract Period").
3. The Package is a bundled service. Customers must subscribe to all included services for the Minimum Contract Period. All services in the Package will only commence after the broadband service becomes effective.
4. If any of the services included in the Package are suspended or terminated, all other services included in the Package will also be suspended or terminated simultaneously.
5. If any of the services included in the Package are terminated before the expiration of the Minimum Contract Period, Customer shall pay the aggregate prevailing charges of the Package for the remaining term of the Minimum Contract Period. Upon such termination, if Customer wishes to continue using any individual service included in the Package, Customer shall be required to transition to the applicable standard plan for such service, which shall be subject to the prevailing pricing and respective terms and conditions.
6. The service installation address of 2Gbps/2.5Gbps/5Gbps/10Gbps Business Broadband service must be within HKBNES's service coverage.
7. Specifications of broadband internet speed 2.5Gbps/5Gbps/10Gbps are based on an internet connection from the wall plate at Customer's premises to the first piece of HKBNES' network equipment. Maximum upload/download speed to local site could be up to the specification speed 2.5Gbps/5Gbps/10Gbps. For 2Gbps Fibre Broadband service, speed specification corresponds to the maximum download speed of 2Gbps and maximum upload speed of 1Gbps. The actual bandwidth that the Customer can enjoy may be affected by the Customer's hardware/ software, router specification, site traffic loading, content accessed, and other environmental factors; hence, it is normally less than the specified speed. The bandwidth to overseas sites will also be subject to the conditions of the local network there, and therefore, the bandwidth might be even less.
8. All services provided under this package are subject to HKBNES's General Terms and Conditions of Service, as published on <https://www.hkbnes.com/web/terms-conditions/>. The services included in the Package are subject to their respective terms and conditions. For more details, please refer to the relevant service registration form or inquire with your account manager.
9. The Package includes services and/or products provided by third-party suppliers. Customers agree to comply with and accept the terms and conditions of these third-party suppliers.
10. Any payments made to HKBNES are non-transferable and non-refundable.
11. Customers are required to register in the name of the company and provide a valid Business Registration number, a copy of the Business Registration Certificate, the company name, contact telephone number(s) and email address(es) for liaison and account registration purposes. Registration in the name of an individual will not be accepted.
12. If there are discrepancies between the Chinese and the English versions of these terms and conditions, the English version shall prevail.
13. HKBNES reserves the right to modify, suspend, cancel or terminate the Package, and/or amend the applicable terms and conditions at any time without prior notice.
14. If there is any dispute, the decision of HKBNES shall be final.