

## 有關本服務指南 About this Service Guide

本 Now TV 服務指南載有關於 Now TV 服務、服務計劃及 Now TV 申請書中之選項的進一步資料。由於 Now TV 服務權利、申請資格標準及其他重要資料適用於 Now TV 服務，以及您根據 Now TV 申請書額外訂購的新媒體服務\*，故務須仔細閱讀本服務指南。This Now TV Service Guide provides further information relating to the Now TV services, the Service Plans and options in the Now TV Application. 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. 除非本 Now TV 服務指南另有說明，所有貨幣參考均以港元為單位。Unless otherwise specified in this Now TV Service Guide, all currency references are in Hong Kong dollars. 若英文版和中文版之間有任何不一致，以英文版為準。If there is any inconsistency between the English and Chinese versions, the English version prevails.

## 第一部分 PART I 重要資料 Important Information

### 服務供應商 Service Providers

- **Now TV Limited** 根據 Now TV 條款及條件, Now TV 服務指南及其他相關條款及條件提供 Now TV 服務 (可於 [nowtv.hk/terms-and-conditions](http://nowtv.hk/terms-and-conditions) 下載)。
- **Now TV Limited** provides Now TV services upon the Now TV Terms and Conditions, the Now TV Service Guide (available at: [nowtv.hk/terms-and-conditions](http://nowtv.hk/terms-and-conditions)) and other relevant terms and conditions.
- **MOOV (Hong Kong) Limited\*** 根據 MOOV 服務條款及條件 (可於 <http://moov.hk> 下載) 及本服務指南提供 MOOV 服務。
- **MOOV (Hong Kong) Limited\*** provides MOOV services upon the MOOV Terms and Conditions, available at <http://moov.hk> and this Service Guide.
- **PCCW OTT (Hong Kong) Limited** 根據 MEDIA 服務條款及條件 (可參考 <http://media.now.com> 下載及 Now TV 服務指南) 服務指南提供 MEDIA.now.com 服務。為便於閱讀，本公司在 Now TV 服務指南中亦會將 MOOV 服務及 MEDIA.now.com 服務簡稱為“新媒體服務”。
- **PCCW OTT (Hong Kong) Limited** provides MEDIA services upon the MEDIA Terms and Conditions, available at <http://media.now.com> and the Now TV Service Guide. For easy reading, we may also refer to MOOV services and MEDIA.now.com services as “New Media services” in the Now TV Service Guide.
- **Club HKT Limited** 根據 The Club 的條款及細則 (詳情可瀏覽 <https://www.theclub.com.hk/tnc>)、私隱政策聲明 (詳情可瀏覽 <https://www.theclub.com.hk/policy>) 以及其他適用的條款及細則提供和管理 The Club，一個會員獎賞計劃。The Club 的會員將因應其合資格的香港電訊服務項下 (並不包括 Now TV 服務或新媒體服務) 的合資格消費按比例獲得 Clubpoints，亦會獲得及/或能兌換各項優惠。請瀏覽 The Club 網址 (<https://www.theclub.com.hk>) 參閱有關資訊。
- **Club HKT Limited** provides and manages The Club, a member loyalty program, upon its Terms and Conditions (available at <https://www.theclub.com.hk/tnc>) and Privacy Policy Statement (available at <https://www.theclub.com.hk/policy>) and such other applicable terms and conditions. Members of The Club will be awarded with Clubpoints which are proportionate to the qualifying spending for eligible HKT services (which do not include the Now TV or New Media services), and are able to receive and/or redeem various benefits. Relevant information can be found on The Club's website (<https://www.theclub.com.hk>).
- **HKT CSP Limited (如適用)\*** 根據 My HKT 之總則及私隱政策聲明 (詳情可瀏覽 <https://www.hkt.com.hk/terms-and-conditions>) 及 My HKT 網頁 (<https://www.hkt.com.hk>) 提供及作為您的代理人管理 My HKT 客戶服務平台。My HKT 網頁讓您於 My HKT 網頁 (<https://www.hkt.com.hk>) 及 My HKT App (統稱“**My HKT**”) 以一個登錄賬戶同時管理您於 HKT 集團或 PCCW 集團成員的某些服務 (例如網上行、固網電話 / eye、Now TV 及/或某些流動通訊服務)，以及讓 HKT CSP Limited 作為您的代理人並根據適用的條款及條件於該平台登記和管理您的 My HKT 賬戶。
- **HKT CSP Limited (if applicable)\*** provides and manages My HKT, a customer service portal as your agent upon the General Conditions and the Privacy Policy Statement of My HKT (both available at My HKT website <https://www.hkt.com.hk>). 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 (such as NETVIGATOR, Fixed Line / eye, Now TV and/or certain mobile services) through a single login at My HKT website (<https://www.hkt.com.hk>) and My HKT App (collectively, “**My HKT**”), as well as HKT CSP Limited to register and manage your My HKT account on My HKT as your agent, subject to the applicable terms and conditions.

### 須知事項 Things You Need to Know

- **Now TV 合約**：您的 Now TV 服務合約 (「合約」) 包括您的申請書、Now TV 條款和條件的現行版本、Now TV 服務指南、Now TV 應用程式/網站條款及細則以及任何其他附加條款和條件 (及上述文件之不時修訂之版本) (詳情可瀏覽 [nowtv.hk/terms-and-conditions](http://nowtv.hk/terms-and-conditions))。Now TV 申請書中未另行定義的術語具有 Now TV 條款和條件中定義的相同含義。
- **Now TV CONTRACT**: Your contract for Now TV services (“Contract”) comprises your Application, and the prevailing version of the Now TV Terms and Conditions, Now TV Service Guide, Now TV App/Website Terms and Conditions and any and all other additional terms and conditions of the services that you have subscribed for, and the any amendments thereto from time to time (available at [nowtv.hk/terms-and-conditions](http://nowtv.hk/terms-and-conditions)). Capitalised terms not otherwise defined herein Now TV Application have the meaning ascribed to them in the Now TV Terms and Conditions.
- **申請 Now TV**：如您的申請書上有遺漏或未有正確填寫任何您應繳付的費用，又或如按 Now TV 服務指南所述本公司未有提供您在申請書所選的 Now TV 組合/服務計劃選項，又或若申請書出現任何其他差異，則本公司的客戶服務人員將在切實可行範圍內盡快與您聯絡，以便修正該等差異。待所有差異問題被修正後，本公司將會繼續處理您的申請書。您的 Now TV 申請書審批情況視乎本公司之審批 (包括線路提供及安排之考慮因素，如適用)；若出現特別狀況 (如線路狀況，如適用) 影響本公司審批您的申請書，我們將聯絡您，否則您就該 Now TV 服務 (及您申請書項下的其他服務) 的合約將於本公司審批及接受您的申請書時準被視為作實。
- **Now TV APPLICATION**: If your Application contains any missing or incorrectly entered charges that are payable by you, or if your selected options in a Now TV Pack/Service Plan in your Application is not offered by us as specified in the Now TV Service Guide or if there are any other discrepancies, then our customer service will contact you as soon as practicable to rectify such discrepancies and we will resume processing your Now TV Application when all discrepancies have been rectified. Your Application is subject to our approval (which will depend on considerations such as the provision and availability of broadband lines if applicable). If there are any circumstances which may affect our approval of your Application (such as scarcity or lack of broadband lines if applicable), we will contact you accordingly, otherwise, your Contract for the Now TV services (and other services under your Application) shall be deemed to form as if your Application is approved and accepted by us.
- **安裝 Now TV (如適用)\***：您必須容許本公司於您提交 Now TV 申請書當日起計 30 天內在 Now TV 服務安裝地址進行及完成 Now TV 服務的安裝工作，否則本公司保留權利取消您的 Now TV 申請。
- **Now TV SERVICE INSTALLATION (if applicable)\***: You must allow installation of the Now TV services to be carried out and completed at the Now TV services installation address within 30 days of the date of your Now TV Application. Otherwise, we reserve the right to cancel your Now TV Application.
- **我可否終止 Now TV 服務?**：(i) 如果您的訂購費用是按月收費，您提前 30 天透過我們的系統通知本公司，要求終止訂購任何有承諾期的 Now TV 服務或 Now TV 組合 (指任何 Now TV 服務的組合) 或 Now TV 服務計劃。然而，若您終止訂購服務，在您的 Now TV 合約/申請書中所有的新媒體服務 (如適用) 及其他不可獨立提供的自選服務及自選優惠 (視乎情況而定) 將會同時終止，而您須向本公司支付有關 Now TV 服務、Now TV 組合/服務計劃、新媒體服務 (如適用)、自選服務及自選優惠 (如適用) 的提早終止費用及其他取消費用。Now TV 服務計劃的終止將同時終止您的新媒體服務 (如適用) 的訂購；而終止新媒體服務 (如適用) 並不會影響您的 Now TV 服務計劃。您可致電本公司客戶服務熱線或透過本公司服務網站的網上管理工具，終止新媒體服務 (如適用) 的訂購。視乎情況而定，本公司或會要求您就有關 Now TV 服務、Now TV 組合/Now TV 服務計劃、新媒體服務 (如適用)、自選服務及自選優惠支付指定的提早終止費用及其他取消費用。詳情請參閱 Now TV 條款條件第 11 條；(ii) 若您的訂購費用是預付費用，則此類 Now TV 組合/服務計劃訂購將無法提前終止、退款或更換；但請注意，除非您在到期前至少 48 小時向我們提交終止此類訂購的詳情，否則此類訂購將繼續訂，並且您將需要承擔相關費用。另請參閱下面的段落。(iii) 如您訂購購買賽事通行證或 1 日通行證 (例如：(一) 天或體育錦標賽的指定時間段)，此訂購不會自動續訂，除非另有明確規定；任何賽事通行證或 1 日通行證訂購均無法提前終止、退款或更換。
- **CAN I TERMINATE A NOW TV SERVICE?**: (i) If the charges of your subscription have been on a monthly charge basis, you can terminate such subscription(s) to any Now TV services or Now TV Pack (meaning a pack or bundle of any Now TV services) or Now TV Service Plan with a Commitment Period by giving us 30 days' prior notice to us by using our system; however, if you do so, all New Media services (if applicable)\*, other optional services and optional premiums (as the case may be) under your Now TV Contract/Application will also 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 services, Now TV Pack(s)/Service Plan(s), New Media services (if applicable)\*, optional services and optional premiums (as applicable). Upon termination of your subscription to all Now TV services, your subscription to New Media services (if applicable)\* will also be terminated. Termination of your subscription to the New Media services (if applicable)\* will not affect your subscription to the Now TV services. For termination of your subscription to the New Media services (if applicable)\*, you may contact our customer service hotline or through online account management at its service website. Depending on circumstances, you may be required to pay us the Early Termination Charge and other Cancellation Charges specified for Now TV Service Guide the particular Now TV services, Now TV Pack(s)/Service Plan(s), New Media services (if applicable)\*, optional services, optional premiums; and (where applicable) compensate us for the value of any premium received by you. Please refer to Clause 11 of the Now TV Terms and Conditions for details; (ii) If the charges of your subscription(s) were on an upfront basis, no early termination, refund or exchange will be available for such subscriptions to Now TV Pack(s)/Service Plan(s); however, please note that unless you submit a termination request to us for such subscription(s) at least 48 hours prior to expiry, such subscription(s) will be renewed and you will incur the relevant charges. Please see also the paragraph below; and (iii) If you have subscribed to Event Pass or Day Pass / 1-Day Pass (for example, one (1) day or a designated time period around a sports tournament), such a subscription will not be automatically renewed unless otherwise expressly provided; no early termination, refund or exchange will be available for such Event Pass or Day Pass / 1-Day Pass subscriptions
- **服務的承諾期結束後會出現甚麼情況?**：(i) 如果您的訂購費用是按月收費，在 Now TV 服務、Now TV 組合/服務計劃或新媒體服務 (如適用) 承諾期結束時，若本公司無法與您聯絡、您沒有聯絡本公司，或您未決定是否續訂，本公司會繼續按現有合約條款按月為您提供 Now TV 服務、Now TV 組合/服務計劃或新媒體服務 (如適用)，直至您透過我們的系統給予本公司最少 30 天 (或本公司在您的申請書上訂明的其他期間) 的事先通知終止訂購有關 Now TV 服務、Now TV 組合/服務計劃或新媒體服務 (如適用)。當本公司以每月形式為您提供 Now TV 服務或 Now TV 組合/服務計劃時，本公司不會按您於先前的承諾期繳付的價格收取費用，而會根據本公司於 Now TV 應用程式、Now TV 網站及 Now TV 入門不時公佈的現行標準月費向您收取該等服務費用。詳情可參閱 Now TV 條款及條件第 23.6 及第 23.7 條。就新媒體服務 (如適用)，本公司會按您的現有合約的指定期後月費收取費用；(ii) 如果您的訂購費用是預付費用 (自選服務除外)，且您未於現有訂購到期前至少 48 小時提交終止請求 Now TV 服務和 Now TV 組合/服務計劃，我們將相應地續訂您的訂購，並向您收取相關 Now TV 服務和 Now TV 組合/服務計劃的適用預付費用，並按照我們的 Now TV 申請書、Now TV 網站和 Now TV 入門 (如適用) 上不時公佈的現行預付費用向您收費。例如：如果您訂購了年繳 Now TV 組合並預付了年費，如果您沒有及時提交有效的終止請求，我們將重複地持續續訂您的年繳 Now TV 組合 (1) 年，並按照最新現行的費用向您收取適用的年費直至您終止服務。
- **WHAT HAPPENS WHEN THE COMMITMENT PERIOD OF A SERVICE ENDS?**: (i) if the charges of your subscription(s) have been on a monthly charge basis at the end of the Commitment Period of a Now TV services, Now TV Pack/Service Plan or New Media service (if applicable)\*, if we are unable to contact you, you do not contact us or you are undecided as to whether to renew your existing Contract, we will continue to provide that Now TV services, Now TV Pack/Service Plan or New Media service (if applicable)\* to you on the terms of the existing Contract on a month to month basis until you end your subscription to such Now TV services, Now TV Pack/Service Plan or New Media service (if applicable)\* by giving us at least 30 days' prior notice (or such other period we specify in your Now TV Application) by using our system; whilst we provide such the Now TV service, Now TV Pack/Service Plan to you on a monthly basis, instead of charging you at the rate payable under the preceding Commitment Period, we will charge you at the prevailing month-to-month rate published from time to time on our Now TV Apps, Now TV websites and Now TV television portal (if applicable)\*; you may refer to clauses 23.6 and 23.7 of the Now TV Terms and Conditions for details; for New Media Services (if applicable)\*, we will charge you the month-to-month rate specified in your existing Contract (if applicable)\*; (ii) if the charges of your subscription(s) were on an upfront basis other than video on demand, and you do not submit a termination request at least 48 hours before the expiry of your existing subscription(s) to such Now TV services and Now TV Pack(s)/Service Plan(s), we will renew your subscription(s) accordingly and charge you the applicable upfront charge for the relevant Now TV services and Now TV Pack(s)/Service Plan(s) at the prevailing upfront charges rate published from time to time on our Now TV Apps, Now TV websites and Now TV television portal (if applicable)\*. For example, if you have subscribed to an annual Now TV Pack and have paid an upfront annual charges, if you do not timely submit a valid termination request, we will continue to renew your annual Now TV Pack for one (1) year recurrently and charge you the applicable annual charges at the new prevailing rate until you terminate.



■ **我可否延長承諾期？**：您可透過同意以額外承諾期的方式，延長Now TV服務、Now TV組合/服務計劃或新媒體服務（如適用）的承諾期。您亦可同意於Now TV服務、Now TV組合/服務計劃或新媒體服務（如適用）的承諾期屆滿時，以新合約取代現有合約。

**CAN I EXTEND THE COMMITMENT PERIOD?** You can extend the Commitment Period of a Now TV services, Now TV Pack/Service Plan or New Media service (if applicable) by agreeing to an additional Commitment Period. You can also agree to replace the Contract with another new Contract upon expiry of the Commitment Period of the Now TV services, Now TV Pack/Service Plan or New Media service (if applicable).

■ **哪些服務合約條款可以更改？**：本公司可以透過Now TV服務、Now TV組合/服務計劃、新媒體服務（如適用）或自選服務或自選禮品網站（見本服務指南G節）在網上公佈Now TV服務、新媒體服務（如適用）或自選服務或自選禮品的任何及所有條款及條件的更改。詳情請參閱Now TV條款及條件第18條。

**WHICH CONTRACT TERMS OF A SERVICE CAN BE CHANGED?** We can change any and all terms and conditions of the Now TV services, Now TV Pack/Service Plan, New Media services (if applicable) or optional services or optional premiums by publishing the changes online at the Now TV services', New Media services' (if applicable) optional services' or optional premiums' websites optional premiums listed in Section G of the Now TV Service Guide. Please refer to clause 18 of the Now TV Terms and Conditions for details.

■ **於服務終止時向本公司歸還器材？（如適用）**：除非本公司另行通知，否則您須將本公司的器材歸還及送至在您終止訂購 Now TV服務時本公司告知您的地址。有關歸還本公司器材的安排細節，請致電本公司的客戶服務熱線。

**RETURNING EQUIPMENT TO US WHEN A SERVICE TERMINATES? (if applicable)**: Unless we tell you otherwise, you are required to return our equipment to the address that we inform you at the time you terminate your subscription to the Now TV services. Please contact our customer service hotline for details on the arrangements for the return of our equipment.

■ **搬遷（如適用）**：若Now TV服務在您的新地址有所覆蓋，則本公司會向您收取搬遷費用。若您的新地址不在Now TV服務的覆蓋範圍內，而若您選擇終止訂購Now TV服務，本公司可能不向您收取提早終止費用。然而，本公司可向您收取其他取消費用，而您訂購的新媒體服務亦會終止。

**MOVING HOME (if applicable)**: If you move your home and there is coverage of our Now TV services at your new address, we will charge you a Moving Charge. If there is no coverage of our Now TV services at your new address, we may not charge you the Early Termination Charge for the Now TV services if you choose to end your subscription to the Now TV Services. However, we may charge you the other Cancellation Charges and your subscription to the New Media services will also be terminated.

■ **賬單**：您會於不同日期收到組合式服務（如有）的個別賬單。稅務訂購Now TV服務的銷售管道，此服務之收費將透過 csl、1010、Club Sim 月費服務、網上行或Now TV 帳單、或信用卡、或有關指定付款方式（如適用）收取。賬單將會以電郵方式發送至您相關服務申請中填寫的指定電郵地址。

**BILLING**: You may receive separate bills for the bundled services (if any) at different dates. Depending on the sale channel through which you subscribe to Now TV services, the charges will be billed through a csl, 1010, Club Sim Postpaid, Netvigator, Now TV invoice, credit card, or specific payment, as applicable. The bills will be sent to the email address specified by you in the relevant service application.

■ **保證金（如適用）**：您應負責支付Now TV合約項下的所有費用。您所支付的保證金會由您提供服務的所有電訊盈科服務供應商共同持有。就一個服務供應商所提供的一項服務而支付的保證金可被用於支付由相同或另一電訊盈科集團服務供應商提供的另一服務的應付費用，或用於支付Now TV服務及新媒體服務的應付款項。若在本合約或您相關的Now TV服務及新媒體服務的訂購終結時所有費用均已付清，剩餘保證金則將會退還給您。詳情請查閱Now TV條款及條件第4.6條。

**DEPOSITS (if applicable)**: You shall be responsible for all charges under the Now TV Contract. Deposits paid by you will be jointly held by all our service providers who provide services to you. Deposits paid in relation to a service provided by one service provider may be used to pay outstanding charges in relation to another service provided by the same or another service provider within the PCCW group companies or used to settle the outstanding amount of any payment for the Now TV services and/or New Media services. Any remaining deposits will be refunded to you when all charges are paid at the end of the Contract or at the end of your subscription to the relevant Now TV service and/or New Media services. Please refer to clause 4.6 of the Now TV Terms and Conditions for details.

■ **與其他電訊盈科電訊服務共用數據機（如適用）**：若您透過網上數據機使用多於一個服務並共同使用相同的傳輸頻寬和路徑，加上所用服務之合併傳輸頻寬要求高於您正享用之網上行服務的傳輸頻寬，使用網上行服務時可用之頻寬可能會減少。

**MODEM SHARING WITH OTHER PCCW TELECOMMUNICATIONS SERVICES (if applicable)**: When you are using a NETVIGATOR modem for more than one service using the same transmission bandwidth or path and the combined bandwidth requirements of the services are higher than the transmission bandwidth you have subscribed to, the bandwidth available when using the NETVIGATOR Services will be reduced.

\* 只適用於有訂購Now TV連機頂盒服務的客戶

\* Applicable to subscription with a Now TV Set-Top Box only

## 第二部分 PART II Now TV申請書 Now TV Application

### A節 SECTION A 客戶資料 CUSTOMER DETAILS

■ **Now ID及通信**：我們將使用您提供的流動電話號碼或電郵地址將用作設定 Now ID，以便為您提供 Now TV 服務並向您發送有關 Now TV 服務的通信。請參閱Now TV合約之L節部分。

**Now ID and Correspondences**: The mobile number or email address that you have provided will be used to us to set up a Now ID to provide you with Now TV services and to send your correspondences regarding Now TV services. Please see Section L of Now TV Contract.

■ **Now TV服務安裝地址（如適用）**：本公司將會以 Now TV服務安裝地址用作通訊地址。

**Now TV service Installation Address (if applicable)**: The Now TV service installation address will be used by us as the correspondence address.

### B節 SECTION B 合約年期 CONTRACT TERM

■ **承諾期（適用於現行按月收費的Now TV組合/服務計劃 / 自選服務、禮品及 / 或增值服務）**：這列明您同意訂購 Now TV服務的承諾期，而承諾期將自動適用於您在 Now TV申請書中選擇的自選服務及 / 或自選優惠及 / 或增值服務，但不適用於新媒體服務（如適用）。有關承諾期計算方式如下：

#### i. 生效日為賬單週期起始日

若客戶訂購現行Now TV組合、自選服務、禮品及/或任何增值服務，而該組合或增值服務的生效日為賬單週期起始日，則該組合的第一及第二個月承諾，將會由生效日起計直至及包括下一個賬單截止日（少於60天亦會第一及第二個月計算），而該增值服務的第一個月承諾，將會由生效日起計直至及包括下一個賬單截止日（少於30天亦會第一個月計算）。該組合的第一及第二個月及/或該增值服務的第一個月的服務月費則會按比例收取。其後，視乎6、12、18、24或30個月承諾期，該組合會按4、10、16、22或28個月延續，而該增值服務會按5、11、17、23或29個月延續。

#### ii. 生效日為賬單週期的第二日或之後

若客戶訂購現行組合及/或任何增值服務，而該組合或增值服務的生效日為賬單週期的第二日或之後，則該組合及/或增值服務的第一個月承諾，將會由生效日起計直至及包括下一個賬單截止日（少於30天亦會第一個月計算），而該組合及/或增值服務的第一個月的服務月費則會按比例收取。其後，視乎6、12、18、24或30個月承諾期，該組合及/或增值服務會按5、11、17、23或29個月延續。

**Commitment Period (Applicable for Current Now TV Pack(s)/Service Plan(s), Optional Service(s), Premiums and/or Value Added Service(s)) where the Charges are Charged on a Monthly Basis**: 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 (if applicable). 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 Now TV Pack(s), optional services, premiums and/or any Value Added Service(s); and the Commencement 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 Commencement 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 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 4, 10, 16, 22 or 28 calendar months for such pack(s), and 5, 11, 17, 23 or 29 calendar months for such service(s) (depending on whether the Commitment Period is for 6, 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 Now TV Pack(s), optional services 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) 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 5, 11, 17, 23 or 29 calendar months (depending on whether the Commitment Period is for 6, 12, 18, 24 or 30 months respectively).

■ **承諾期（適用於現行預付費用的Now TV組合/服務計劃）（自選服務除外）**：承諾期為您訂購此類 Now TV組合/服務計劃並支付相關預付費用時規定的期限。提前終止、退款或換貨將不允許。

**Commitment Period for Now TV Pack(s)/Service Plan(s) where the Charges are Charged on an Upfront Basis (other than Video on Demand)**: The Commitment Period will be for the duration set out at the time of your subscription to such Now TV Pack(s)/Service Plan(s) and paid the relevant upfront charges. No early termination, refunds or exchanges will be allowed.

■ **預計安裝日期（如適用）**：這列明本公司將會在Now TV服務安裝地址安裝Now TV服務（如適用）的預計日期，並可能有所更改。安裝日期應為在 Now TV服務安裝地址安裝Now TV服務的實際日期。

**Target Installation Date (if applicable)**: This is the target date which we will conduct installation of the Now TV services (if applicable) 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 installed at the Now TV service installation address.

■ **預計生效日期**：生效日期應為您成功訂購Now TV服務的實際日期或在Now TV服務安裝地址提供Now TV服務的實際日期。

**Target Commencement Date**: The Commencement Date shall be the actual date when you successful subscribe to the Now TV services; or will be made available at the Now TV service installation address (if applicable)

## C節 SECTION C 服務計劃 SERVICE PLANS

### Now TV服務 Now TV SERVICES

Now TV條款及條件可於nowtv.hk瀏覽。Terms and Conditions: Now TV Terms and Conditions, available at nowtv.hk.

#### 尊貴之選 Premier Combo\*

##### 服務內容 / 權利 Service Description / Entitlements:

- 新或指定現有客戶可從 Now TV 服務申請表 (尊貴之選) 訂購尊貴之選及可於 Now TV 服務申請表 (頻道組合) 訂購額外 Now TV 組合及 / 或特選頻道。所有尊貴之選頻道於 Now TV 服務目錄 (尊貴之選) 列明。New or selected existing customers may subscribe to the Premier Combo from the Now TV Services Menu (Premier 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 Premier Combo are set out in the Now TV Services Menu (Premier Combo).
- 訂購尊貴之選及 / 或就本公司不時指定的 Now TV 組合 ("現行組合") 之客戶, 將不可訂購現行組合以外之其他 Now TV 組合、頻道、精選組合及 / 或優惠。Customers who subscribe to the Premier Combo and/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.

##### 申請資格標準 Eligibility:

- 客戶必須訂購 24 個月承諾期的服務。Customer must subscribe for a 24 month Commitment Period.
- 客戶必須以信用咭繳付所有費用。Customer must pay for all charges by credit card.
- 付款詳情請參閱 G 節 - 其他收費。For payment details, please refer to Section G - Other Charges.

#### 頻道組合、特選頻道、推介計劃、指定計劃、尊貴之選、通行證 Channel Pack, Premium Channel, Flexi Combo Offer, Fixed Combo, Premier Combo, Pass:

##### 服務內容 / 權利 Service Description / Entitlements:

##### 新客戶可訂購以下服務計劃 New customers may subscribe to any of the Service Plans below:

- 新客戶可從Now TV服務申請表(頻道組合/推介之選/指定之選/只供指定住戶之指定之選)訂購 Now TV組合。New customers may subscribe to the Now TV Pack(s) from the Now TV Services Menu (Channel Pack/Flexi Combo Offer/Fixed Combo/Fixed Combo for Selected Customers Only).
- 訂購頻道組合、特選頻道、推介計劃、指定計劃、尊貴之選、通行證及/或就本公司不時指定的Now TV組合("現行Now TV 組合")之客戶, 將不可訂購現行Now TV 組合以外之其他Now TV組合、頻道、精選組合、通行證及/ 或優惠。Customers who have subscribed to the Channel Pack, Premium Channel, Flexi Combo Offer, Fixed Combo, Premier Combo, Pass and/or any Now TV Pack as specified by us from time to time (each a "Current Now TV Pack") cannot subscribe to any other Now TV Packs, channels, combos, pass and/or offers which are not Current Now TV Packs.

##### 頻道組合 Channel Pack

- 新客戶須訂購至少兩(2)個 Now TV組合方可訂購任何額外特選頻道。已選購特選頻道的客戶如在承諾期內終止訂購任何 Now TV組合(網上行內的 Now TV服務目錄之精選組合或組合亦被視為 Now TV組合, 如適用\*), 必須確保任何時候至少訂購兩(2)個 Now TV組合, 以繼續訂購特選頻道。如客戶未能訂購至少兩(2)個 Now TV 組合, 該客戶的特選頻道將被終止。所有 Now TV組合頻道於 Now TV服務目錄(頻道組合)列明。New customers must subscribe to at least two (2) Now TV Packs before they can subscribe to any Premium Channel(s). Customers who have subscribed to Premium Channel(s) and wish to terminate their subscription to any Now TV Packs (a Special Pack or Pack under the NETVIGATOR Now TV SERVICES BUNDLE is considered a Now TV Pack if applicable\*) within their Commitment Period, have to ensure that they subscribe to at least 2 Now TV Packs at all times in order to continue with their subscription to the Premium Channel(s). Customer's subscription to any Premium Channel(s) will be terminated if he/she fails to subscribe to at least two (2) Now TV Packs. All channels available in the Now TV Packs are set out in the Now TV Services Menu (Channel Pack).

##### 推介之選/只供指定住戶之推介之選 Flexi Combo Offer/Flexi Combo Offer for Selected Customers Only

- 新客戶可訂購推介之選及可於Now TV服務申請表(頻道組合)訂購額外 Now TV組合及/或特選頻道。所有推介之選頻道於 Now TV服務目錄(推介之選)列明。頻道訂購月費將於第3及9個月獲豁免(24個月承諾期之推介之選)。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 (Flexi Combo Offer). The monthly channel subscription charges will be waived for, the 3rd and 9th months for 24-month Flexi Combo Offer.

##### 指定之選/只供指定住戶之指定之選 Fixed Combo/Fixed Combo for Selected Customers Only

- 新客戶可訂購指定之選及可於Now TV服務申請表(頻道組合)訂購額外 Now TV組合及/或特選頻道。所有指定之選頻道於 Now TV服務目錄(指定之選)列明。此24個月承諾期之指定之選/只供指定住戶之指定之選的頻道訂購月費將於第3及9個月獲豁免。New customers may subscribe to the Fixed 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 Fixed Combo are set out in the Now TV Services Menu (Fixed Combo). The monthly channel subscription charges for 24-month Fixed Combo/Fixed Combo for Selected Customers Only will be waived for the 3rd and 9th months.

##### 現有客戶可訂購以下服務計劃Existing customers may subscribe to any of the Service Plans below:

- 現有客戶可從Now TV服務申請表(頻道組合/推介之選/指定之選/只供指定住戶之指定之選/精選優惠計劃(適用於現有 Now TV客戶))訂購頻道。Existing customers may subscribe to channels from the Now TV Services Menu (Channel Pack/ Flexi Combo Offer/Fixed Combo/Fixed Combo for Selected Customers Only).
- 訂購頻道組合、特選頻道、推介計劃、指定計劃、尊貴之選及/或就本公司不時指定的 Now TV組合("現行組合")之客戶, 將不可訂購現行組合以外之其他 Now TV組合、頻道、精選組合及 / 或優惠。Customers who subscribe to the Channel Pack, Premium Channel, Flexi Combo Offer, Fixed Combo, Premier Combo and/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.

##### 頻道組合Channel Pack

- 指定現有客戶可選擇於Now TV服務申請表(頻道組合)訂購任何 Now TV組合及/或特選頻道。特選頻道只適用於同時訂購或已訂購至少兩(2)個 Now TV組合之指定現有客戶。所有 Now TV組合頻道於 Now TV服務目錄(頻道組合)列明。Selected existing Now TV customers may subscribe to any Now TV Pack(s) and/or Premium Channel(s) from the Now TV Service Menu (Channel Pack). Premium Channel(s) is/are only available for selected customers who subscribe to or have subscribed to at least two (2) Now TV Packs. All channels available in the Now TV Pack(s) are set out in the Now TV Service Menu (Channel Pack).

##### 推介之選 Flexi Combo Offer

- 指定現有客戶可訂購推介之選及可於Now TV服務申請表(頻道組合)訂購額外 Now TV組合及/或特選頻道。所有推介之選頻道於 Now TV服務目錄(推介之選)列明。頻道訂購月費將於第3及9個月獲豁免(24個月承諾期之推介之選)、及第3個月獲豁免 (18個月承諾期之推介之選)。Selected 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 (Flexi Combo Offer). The monthly channel subscription charges will be waived for: the 3rd and 9th months for 24-month Flexi Combo Offer, the 3rd month for the 18-month Flexi Combo.

##### 指定之選/只供指定住戶之指定之選 Fixed Combo/Fixed Combo for Selected Customers Only

- 指定現有客戶可訂購指定之選及可於Now TV服務申請表(頻道組合)訂購 Now TV組合及/或特選頻道。所有指定之選頻道於 Now TV服務目錄(指定之選)列明。此24個月承諾期之指定之選/只供指定住戶之指定之選的頻道訂購月費將於第3及9個月獲豁免或18個月承諾期之指定之選/只供指定住戶之指定之選的頻道訂購月費將於第3個月獲豁免。Selected customers may subscribe to the Fixed 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 Fixed Combo are set out in the Now TV Services Menu (Fixed Combo). The monthly channel subscription charges for 24-month Fixed Combo/Fixed Combo for Selected Customers Only will be waived for the 3rd and 9th months or 18-month Fixed Combo/Fixed Combo for Selected Customers Only will be waived for the 3rd month.

##### 申請資格標準 Eligibility:

- 客戶須以按月形式、12、18或24個月承諾期訂購服務。Customer must subscribe on a monthly basis or for 12, 18 or 24 months Commitment Period.
- "獨立頻道" 指該訂購頻道並不包括於任何指定頻道組合之內。The reference to "standalone channel" refers to a channel which is subscribed to not as part of any fixed bundle or package of channels.
- 付款詳情請參閱G節 - 其他收費。For payment details, please refer to Section G - Other Charges.



**買一送一優惠計劃 Buy-1-get-1-free\*:****服務內容 / 權利 Service Description / Entitlements:**

- 現有客戶從Now TV服務申請表買一送一(免費24個月)優惠計劃(適用於指定現有Now TV客戶)以月費\$88訂購頻道組合,可免費收看另一個月費\$88頻道組合。Existing customers who subscribe to an \$88 monthly fee channel pack from the Now TV

Services Menu Buy 1 Get 1 Free (Free 24 months) Offer (available to existing selected Now TV customers only), can receive an additional \$88 monthly fee channel pack for free.

**季票 Event Pass:****服務內容 / 權利 Service Description / Entitlements:**

- 客戶可訂購本公司不時指定的若干頻道之季票。Customer may subscribe to an Event Pass for certain channels specified by us from time to time.
- 季票將於期滿後自動終止。The Event Pass will be terminated automatically upon its expiry.

**申請資格標準 Eligibility:**

- 客戶必須訂購季票的整段期限。Customer must subscribe to the Event Pass for the duration of its term.

**額外機頂盒 – 相同頻道表 (Now TV機頂盒) Additional Box – same channel list (Now TV Set-Top Box)\*:****服務內容 / 權利 Service Description / Entitlements:**

- 客戶可額外訂購一個Now TV機頂盒,以收看透過與其第一個機頂盒、eYe2主機或eYe家居智能電話接收的相同的頻道(不包括Now TV服務的股市透過服務、按次收費服務及部分Now TV服務上的互動服務;而就eYe家居智能電話而言,自選服務亦將不被包括在內)。Customer may subscribe to an additional Now TV Set-Top Box to view the same channels as those received through his first set top box, eYe2 Device or eYe Home Smartphone (excluding the Stock Market Express services, pay per view services and certain interactive services on the Now TV services; and in the case of the eYe Home Smartphone, On Demand Services shall also be excluded).
- 客戶若於服務計劃承諾期結束前終止訂購本服務計劃,則須支付提早終止費用\$1,500。Customer has to pay an early termination charge of \$1,500 for termination of subscription to this Service Plan before expiry of its Commitment Period.

- 客戶必須繳付\$99或以上的頻道訂購月費,且客戶訂購第一個Now TV機頂盒、eYe2主機或eYe家居智能電話的剩餘承諾期不得少於3個月。Customer must pay a monthly channel subscription charge of \$99 or more, and there must be a minimum of 3 months left in the Commitment Period of his subscription to his first Now TV set top box, eYe2 Device or eYe Home Smartphone.

- 客戶利用與其第一個Now TV機頂盒、eYe2主機或eYe家居智能電話相同的Now TV服務安裝地址,最多可額外訂購3個Now TV機頂盒。Customer may subscribe up to 3 additional Now TV Set-Top Boxes for the same Now TV service installation address used for his first Now TV set top box, eYe2 Device or eYe Home Smartphone.

- 訂購本服務計劃的登記姓名及安裝地址,必須與訂購第一個Now TV機頂盒、eYe2主機或eYe家居智能電話。The registered name and installation address for subscription under this Service Plan must be the same as that for the customer's subscription to his first Now TV set top box, eYe2 Device or eYe Home Smartphone.

**申請資格標準 Eligibility:**

- 客戶必須訂購24個月承諾期的服務。Customer must subscribe for a 24 month Commitment Period.

**自選優惠: Optional Premium:****服務內容 / 權利 Service Description / Entitlements:**

- 自選優惠指優惠、贈券或特定月份頻道訂購費用的豁免。Optional Premiums refer to premiums, coupons or waiver of channel subscription charges for certain months.

**申請資格標準 Eligibility:**

- 客戶必須訂購18或24個月承諾期的服務。Customer must subscribe for an 18 or 24 month Commitment Period.

- 客戶必須以信用卡繳付自選優惠的所有費用。Customer must pay for all Charges for optional premiums by credit card.

**D 節 SECTION D 接駁及機頂盒、電視錄影組合、電視錄影服務及其他出租器材 CONNECTION AND SET-TOP BOX, TV RECORDING COMBO, TV RECORDING SERVICE & OTHER EQUIPMENT FOR RENTAL\*****標清/高清/4K接駁及機頂盒租賃費 SD/HD/4K Connection and Set-Top Box Rental Fee:****服務內容 / 權利 Service Description / Entitlements:**

- 所有客戶均須有標清/高清/4K接駁及機頂盒租賃服務,而每月繳付標清/高清/4K接駁及機頂盒租賃費(豁免除外)。如 您使用Now TV機頂盒接收Now TV服務,4K服務和4K內容只適用於Now TV安裝地址 位於香港電訊光纖網絡覆蓋地區及以該光纖網絡接駁Now TV之客戶。若您選用高清或4K接駁及機頂盒租賃服務,應明白Now TV服務有關節目內容的傳輸及/或廣播質素有可能受多方因素影響,包括網絡覆蓋、由內容供應商所提供的節目質素和規格,以及Now TV設備,您的流動設備,影音裝置和網絡連線速度。影片畫質可能會根據網路連線情況在播放期間發生改變。請留意現只有指定的頻道及節目有4K版本,當中部分4K版本並不支援以Now應用程式(例如Now TV應用程式)觀看。如客戶沒有訂購有關頻道和節目,即使他已選擇4K服務,他亦不能接收該頻道和節目的4K版本。All customers are required to pay a monthly SD/HD/4K Connection and Set-Top Box Rental Fee (unless waived) for SD/HD/4K Connection and Set-Top Box Rental service. If you use Now TV Set-Top Box to receive the Now TV services, 4K service and 4K content are only available to you if your Now TV installation address has HKT fibre network coverage and where the Now TV services can be connected to such fibre network. If you have subscribed to the HD/4K Connection and Set-Top Box Rental Service, please note that the picture quality and/or transmission of certain programmes 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 Now TV equipment, your mobile devices, equipment and network bandwidth. The quality of video is subject to your network conditions. Please also note that only designated channels and programmes are available in 4K and some are not available for viewing in 4K on the Now Apps (e.g. Now TV App). If a customer does not subscribe to the relevant channels or programmes, customer will not be able to receive any 4K content from such channel or programmes on the Now TV services notwithstanding that such customer may have subscribed to the 4K service.
- 高清/4K內容只適用於已成功訂購高清/4K接駁及機頂盒租賃服務和訂購有關之指定頻道或頻道組合之客戶。客戶可收看已訂購的標清頻道之高清/4K版本(如適用)。以下頻道現提供高清版本: 102台、105台、108台、111台、112台、113台、114台、115台、116台、133台、138台、155台、156台、208台、209台、210台、211台、212台、213台、217台、220台、221台、222台、223台、316台、320台、330台、331台、332台、333台、440台、443台、448台、460台、502台、512台、

517台、525台、526台、527台、528台、529台、541台、542台、545台、620台、621台、622台、623台、624台、625台、626台、627台、630台、631台、632台、633台、634台、635台、636台、637台、638台、639台、640台、641台、642台、643台、644台、645台、646台、668台、670台、671台、674台、679台、680台、681台、683台、684台、713台、714台、901台及903台。以下頻道提供4K版本: 218台、611台、612台及613台。高清/4K頻道或有增減,有關最新高清/4K頻道詳情,可隨時向本公司查詢。HD/4K content is only available to the customers who have successfully subscribed to the SD/HD/4K Connection and Set-Top Box Rental Service and subscribed to the designated HD/4K version of the channels or channel packs. Customers can view the HD/4K version of the channels that they have subscribed to (where available). The following channels are currently available in HD: CH102, 105, 108, 111, 112, 113, 114, 115, 116, 133, 138, 155, 156, 208, 209, 210, 211, 212, 213, 217, 220, 221, 222, 223, 316, 320, 330, 331, 332, 333, 440, 443, 448, 460, 502, 512, 517, 525, 526, 527, 528, 529, 541, 542, 545, 620, 621, 622, 623, 624, 625, 626, 627, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 668, 670, 671, 674, 679, 680, 681, 683, 684, 713, 714, 901 and 903. The following channel is currently available in 4K: CH218, 611, 612 and 613. The number of HD/4K channels may be adjusted from time to time. Please contact us for the latest information.

- 客戶如欲在高清/4K接駁及機頂盒租賃服務訂購的承諾期未滿前終止該訂購,可向本公司發出最少30天有效通知,及須繳付由終止日起至承諾期結束期間在該計劃下餘下的應繳費用。Customer can terminate his SD/HD/4K Connection and Set-Top Box Rental Service before the end of the commitment period by giving at least 30 days' valid prior notice to us but he has to pay early termination charges equivalent to the remaining charges payable under such plan for the period from the date of termination up to the expiry of the commitment period.

- 客戶使用Now H1機頂盒須受《Now H1機頂盒使用條款》所約束。您可於本公司網站(www.nowtv.now.com/terms-and-conditions)參閱。Customers' use of the Now H1 Smart Box is subject to the "Now H1 Terms of Use" (available for viewing at our website www.nowtv.now.com/terms-and-conditions).

**申請資格標準 Eligibility:**

- 客戶必須以按月形式12、18、24或36個月承諾期訂購服務。Customer must subscribe on a monthly basis or for 12, 18, 24 or 36 months Commitment Period.



## 訂購電視錄影組合或電視錄影服務 Subscription of TV Recording Combo or TV Recording Service\*:

### 服務內容 / 權利 Service Description / Entitlements:

- 客戶使用電視錄影服務受《電視錄影服務條款及條件》所約束。您可於本公司網站 (nowtv.hk) 參閱。Customers' use of the 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 外置儲存硬碟機及WD 1TB My Passport外置儲存硬碟機的所有功能進入任何Now TV服務。If a customer's subscription 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 Now 500GB Hard Disk Drive and WD 1TB My Passport Hard Disk Drive.
- 指定型號的機頂盒必須連接一個兼容的硬碟機，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Now TV Limited提出最少30天有效通知。其他有關電視錄影服務的詳情請參閱《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 validly provide no less than 30 days notice to Now TV Limited. For further details relating to the TV Recording Service, please refer to the "TV Recording Service Terms and Conditions".

- 有關 WD 1TB My Passport外置儲存硬碟機之保用詳情。請參閱偉仕VCARE網站: <http://www.vst.com.hk/vcare/>。偉仕電腦(香港)有限公司將為WD 1TB My Passport外置儲存硬碟機提供3年保養。WD 1TB My Passport外置儲存硬碟機的部份容量用於驅動程式及操控直播功能。因此，儲存錄影檔案的容量將會少於1TB。Now TV Limited 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 VCARE website: <http://www.vst.com.hk/vcare/>. VST COMPUTERS (H.K.) LIMITED will provide a warranty of 3 years for the WD 1TB My Passport Hard Disk Drive. Part of the capacity of the WD 1TB My Passport Hard Disk Drive is used for the device driver and Control Live function. As such, there will be less than 1TB for recording programs. Now TV Limited will not accept any return of or replace, any goods sold; and disclaims any liability relating to the quality and performance of the goods.
- 只適用於訂購電視錄影組合的客戶。如客戶於承諾期內終止Now TV服務，或客戶之訂購被終止，客戶須繳付所有產生費用及提早終止費用，即等於電視錄影組合之月費 x 電視錄影組合承諾期之剩餘月數。Only available to customers who subscribed TV Recording Combo. If the customer terminates his Now TV subscription or his subscription to the Now TV services is terminated during the Commitment Period, the customer has to pay all accrued charges and an Early Termination Charge which is equivalent to the total Monthly Charges for the TV Recording Combo for the period from the date of termination up to the expiry of the Commitment Period for the TV Recording Combo.

## E節 SECTION E 新媒體服務\* NEW MEDIA SERVICES\*

### MOOV – MOOV足本版 MOOV – MOOV Unlimited\*:

▶ 條款及條件：MOOV條款及條件可於<http://moov.hk>瀏覽。Terms and Conditions: MOOV Terms and Conditions, available at <http://moov.hk>.

### 服務內容 / 權利 Service Description / Entitlements:

- MOOV新客戶可獲豁免首月月費。此項不適用於與MOOV 演唱會 " M V台一併購買之MOOV足本版服務。Charges for the first month may be waived for first time customers of MOOV. This is not applicable to the MOOV Unlimited service purchased as a package with the MOOV Concert " MV channel.
- 登入名字 將傳送至您在 Now TV申請書所提供的流動電話號碼。The Login ID will be sent to the mobile number specified by you in your Now TV Application.

- 登入密碼 將傳送至您在 Now TV申請書所提供的電郵地址。The login password will be sent to the email address specified by you in your Now TV Application.
- 您的個人電腦及/或指定智能手機裝置須符合基本系統要求，詳情可參閱相關服務網站。Your personal computers and/or smartphone devices must meet the basic system requirement as set out in the service website.
- 服務及質素將取決於連接互聯網的頻寬和/或網絡質素和穩定性。The quality and provision of the service are subject to bandwidth/network quality and stability.

### MEDIA.now.com – MEDIA MEDIA.now.com – MEDIA\*:

▶ 條款及條件：MEDIA.now.com 條款及條件可於<http://media.now.com>瀏覽。Terms and Conditions: MEDIA.now.com Terms and Conditions, available at <http://media.now.com>.

### 服務內容 / 權利 Service Description / Entitlements:

- MEDIA.now.com在線娛樂服務 (僅供在香港使用)。MEDIA.now.com online entertainment service (only available for use in Hong Kong).
- MEDIA.now.com新客戶可獲豁免首月月費。Charges for the first month may be waived for first time customers of MEDIA.now.com.
- 登入名字 將傳送至您在 Now TV申請書所提供的流動電話號碼。The Login ID will be sent to the mobile number specified by you in your Now TV Application.

- 登入密碼 將傳送至您在 Now TV申請書所提供的電郵地址。The login password will be sent to the email address specified by you in your Now TV Application.
- 您的個人電腦及/或指定智能手機裝置須符合基本系統要求，詳情可參閱相關服務網站。Your personal computers and/or smartphone devices must meet the basic system requirement as set out in the service website.
- 服務及質素將取決於連接互聯網的頻寬和/或網絡質素和穩定性。The quality and provision of the service are subject to bandwidth/network quality and stability.

## F節 SECTION F Now Dollars\*

### Now Dollars \$48月費計劃 (24個月) Now Dollars \$48 Monthly Plan (24 months):

### 服務內容 / 權利 Service Description / Entitlements:

- 客戶訂購本服務計劃，(i) 第一個月可享免費Now Dollars \$64，而該免費Now Dollars會於計劃生效日存入客戶的Now TV賬戶；及 (ii) Now Dollars \$64 (包括在計劃下所付的Now Dollars \$48 及免費的Now Dollars \$16)，將會於24個月合約承諾期內，於每月的指定日子存入客戶的賬戶。Under this Service Plan, customer is entitled to: (i) FREE \$64 Now Dollars for the first month and such Now Dollars will be credited to his Now TV account on the subscription effective date; and (ii) \$64 Now Dollars (comprising the \$48 Now Dollars paid for under the plan and FREE \$16 Now Dollars), will be credited to his account on specific date of each month of the 24 months Commitment Period.
- 本服務計劃下的Now Dollars有效期為1個月，如Now TV賬戶內之Now Dollars的有效期多於1個月，則以較長的有效期為準。The Now Dollars under this Service Plan will expire one month later or upon the expiry date of customer's other Now Dollars in his Now TV account (if any), whichever is later.

- 客戶若於服務計劃承諾期結束前終止訂購本服務計劃，則須支付所有應計費用及由終止日起至承諾期結束期間在該計劃下餘下的應繳費用。If customer's subscription to this Service Plan is terminated before the expiry of its commitment period, he shall pay for all accrued charges and the remaining charges payable under such plan for the period from the date of termination up to the expiry of the commitment period.
- 您所有已購買之 Now Dollars 不能換回現金或用來支付任何收費 (除了用以支付按次收費之 自選服務，包括 Now 影視點播站率先睇(106頻道)及AV點播站(900頻道)節目)。Customers cannot exchange Now Dollars for cash, nor use them for anything other than for paying to view On Demand pay-per-view service programs, including programs in Now Video Express First (Ch.106) and AV PPV (Ch.900).

### 申請資格標準 Eligibility:

- 客戶必須訂購24個月承諾期的服務。Customer must subscribe for a 24 months Commitment Period.

### 購買 Now Dollars Now Dollars single purchase

### 服務內容 / 權利 Service Description / Entitlements:

- 除非本公司另有訂明，Now Dollars \$100、\$200及\$300的有效期分別為成功購買起計後3及6個月，如有有效期過後，餘下之 Now Dollars 將會自動作廢。Unless otherwise specified by us, the validity periods of Now Dollars of \$100 value, \$200 value and \$300 value are 3 and 6 months respectively. Such validity period starts from the date of your purchase. All unused Now Dollars cannot be used after the expiry of its validity period.

- 您所有已購買之 Now Dollars 不能換回現金或用來支付任何收費 (除了用以支付按次收費之 自選服務，包括 Now 影視點播站率先睇(106頻道)及AV點播站(900頻道)節目)。Customers cannot exchange Now Dollars for cash, nor use them for anything other than for paying to view On Demand pay-per-view service programs, including programs in Now Video Express First (Ch.106) and AV PPV (Ch.900).

## G節 SECTION G 其他收費 OTHER CHARGES

1) 現金保證金 (適用於以現金付款之客戶) Cash Deposit (Applicable to customers paying by cash)\*:

客客戶訂購任何非自選優惠服務計劃並選擇以現金繳付 Now TV服務頻道訂購月費須繳付現金保證金\$800或\$500 (只適用於 Now TV服務頻道訂購月費分別達\$250-\$500或\$180-\$249); 或\$300(只適用於 Now TV服務頻道訂購月費少於\$180或訂購額外機頂盒 – 相同頻道表服務計劃的客戶)。客戶同意保證金會於終止訂購 Now TV服務或於合約屆滿時用作繳付未清賬項, 剩餘金額將退還予客戶。Customers who subscribe to any Pack/Service Plan (with no optional premium), may choose to pay their monthly channel subscription charges for the Now TV services by cash and must pay a Cash Deposit of \$800 or \$500 (applicable to customers whose monthly channel subscription charges for the Now TV services are between \$250 to \$500, between \$180 to \$249 respectively); or \$300 (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 Pack/Service Plan). Customer agrees that upon termination or expiry of his subscription to the Now TV services, the Cash Deposit will be used to settle outstanding charges before the refund of any remaining amount is made to him.

2) 信用卡預支費用 (適用於以信用卡付款之客戶) Credit Card Advance Payment (for customers paying by credit card):

客戶訂購任何服務計劃並以信用卡付款, 須於安裝Now TV服務前透過信用卡繳付一個月之頻道訂購月費。其他收費將於下一期賬單收取。Customer who wishes to pay the Charges 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.

3) Now TV安裝費用 Now TV Installation Charge\*:

新客戶以按月形式、12、18、24或30個月承諾期訂購服務可獲豁免\$230的 Now TV安裝費用。The Now TV installation charge of \$230 will be waived for new customers who subscribe to a Service Plan on a monthly basis or for 12, 18, 24 or 30 months Commitment Period.

位於指定地區的新客戶安裝 Now TV服務或現有客戶由標清服務升級至高清服務, 如需要特別安裝服務, 須繳付\$680安裝費。New 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.

4) 額外安裝工程費用 Additional Installation Charge\*:

如由於4K接駁及Now TV機頂盒租賃服務安裝地址之室內及/或室外家居設計(例如: 假天花、地腳線), 以致無法完成4K接駁及Now TV機頂盒租賃服務安裝而需進行額外的工程, 客戶須依Now TV Limited通知繳付額外安裝工程費用以便進行該額外工程。If the installation of the 4K Connection and Now TV Set-Top Box rental service cannot be completed due to the indoor and/or outdoor home design of the installation address (e.g. false ceiling, wall skirting etc.) and requires additional works to be carried out for purposes of installation 4K Connection and Now TV Set-Top Box rental service, customers must pay for the charges to carry out these works as notified by Now TV Limited.

5) 提早終止費用 Early Termination Charge:

月費(按承諾期內月費)x 承諾期剩餘月數。額外提早終止費用可能會適用於自選服務。Monthly Charge (based on Monthly Rate with Commitment Period) x remaining months of the Commitment Period. Additional Early Termination Charges may apply to optional services.

6) 搬遷費用 Moving Charge\*:

每次搬遷均會以每個賬戶收取, 收費為\$680。A Moving Charge of \$680 will be charged per account/per relocation.

7) 轉名手續費 Change Register Fee:

每次轉名手續費均會以每個賬戶收取, 收費為\$200除死亡個案之外。A Change Register Fee of \$200 will be charged for each change of name for each account except where the change is required for a deceased customer.

8) 上門收取器材費用 Onsite Equipment Collection Service Fee\*:

客戶在其Now TV服務終止後, 可選擇向我們指定的服務中心自行退還其Now TV服務器材或要求由我們的職員上門至客戶的Now TV安裝地址收回該相關服務器材。請注意上門收回有關服務器材需繳付服務費港幣\$300。Customers can choose to return their Now TV service equipment to our designated service centres or request for onsite collection of the service equipment from their Now TV installation address by our staff, upon termination of their Now TV subscriptions. Please note that a service fee of HK\$300 will be charged for onsite collection of service equipment.

## 其他資料 OTHER INFORMATION

■ **有關「Now Player Junior」**: 只可供已訂購智醒兒童組合 Now TV用戶使用。「Now Player Junior」應用程式只播放部份特定頻道及節目, 請瀏覽「Now Player Junior」條款及條件(請瀏覽「Now Player Junior」應用程式的用戶須知內的 Now Player Junior 條款及條件)。請注意您於「Now Player Junior」應用程式任何頻道, 節目及/或內容之觀看可隨時被取消而不會作任何事先通知。「Now Player Junior」應用程式只適用於流動裝置具備iOS 11.0或以上及Android 8.0或以上之作業系統。

Now Player Junior App: It is only available to Now TV customers who have subscribed to the Junior Pack service plan. Only designated channels/programs can be viewed on Now Player Junior App. Please refer to the Now Player Junior Terms and Conditions (available for viewing at Terms and Conditions under "Service Notice" in the Now Player Junior App). Please note that your access to any programme, channel and/or content on the Now Player Junior App can be terminated at anytime without prior notice. The Now Player Junior App can only be used on mobile devices with operation system versions of iOS 11.0 or above and Android 8.0 or above.

■ **優惠組合及自選優惠**: 優惠組合及自選優惠的所有第三方產品數量有限, 送完即止, 亦不可兌換現金或其他優惠。有關特定產品的保養條款詳細解釋, 請參閱產品隨附的生產商保養聲明。

PREMIUM PACKAGES AND OPTIONAL PREMIUMS: All third party products in premium packages and optional premiums are only available while supplies last and are non-redeemable for cash or other benefits. Please refer to the manufacturer's warranty statement included with the product for a detailed explanation of the product warranty terms applicable to a particular product.

■ **優惠組合及其他優惠的換領手續**: 本公司會於Now TV服務安裝完成後約4至6星期內, 將換領信郵寄至您的安裝地址(如適用\*); 或本公司會於Now TV服務生效後約4至6星期內, 將換領訊息/換領信短訊 / 電郵至您的流動電話號碼 / 電郵地址。您必須於換領期間內按照換領信的指示前往指定地址換領產品。

REDEMPTION PROCEDURE IN PREMIUM PACKAGES AND OTHER PREMIUMS: We will send a redemption letter by mail to your installation address approximately 4-6 weeks after the completion of the Now TV service installation (if applicable\*); or we will send a redemption message / letter by SMS / email to your correspondence mobile number / email address for Now TV services approximately 4-6 weeks after the completion of the Now TV service activation. . You are required to redeem the product at a designated address during the redemption period in accordance with the redemption letter.

■ **有關Now 應用程式(例如 Now TV 應用程式)**: Now 應用程式只適用於備有特定作業系統、瀏覽器及/ 或應用程式的流動裝置。詳情請瀏覽Now TV 應用程式 / 網站及其手機應用程式內的常見問題 (<https://nowplayer.now.com/setting-sn-faq> and/or <https://nowtv.hk/support>) 。

For Now Apps: Now Apps (e.g.: Now TV App) can only be used on mobile devices with specific operating systems, browsers and/ or applications. Please refer to the FAQ in the Now TV App / Website and its mobile application (<https://nowplayer.now.com/setting-sn-faq> and/or <https://nowtv.hk/support>) for details.

■ **Now TV客戶服務**: 您可致電本公司客戶服務熱線1833 888 (一般查詢: 上午9時至下午9時, 技術查詢: 上午9時至上午12時) 或發送電郵至cs@now-tv.com。

Now TV CUSTOMER SERVICE: You may call our customer service hotline at 1833 888 (General enquires: 9AM to 9PM, Technical enquiries: 9AM to 12AM) or send your email to cs@now-tv.com.

■ **本公司服務網站**: 本服務指南所提及Now TV服務及新媒體服務\*的網站如下:

OUR SERVICE WEBSITES: The following are websites of the Now TV services and New Media services\* referred to in this Service Guide:

Now TV服務 Now TV services: [nowtv.hk/terms-and-conditions](http://nowtv.hk/terms-and-conditions) MOOV: <http://moov.hk> MEDIA.now.com: <http://media.now.com> (如適用\*)

\* 只適用於有訂購Now TV連機頂盒服務的客戶

\* Applicable to subscription with a Now TV Set-Top Box only