

### 申請者資料 Subscriber's

先生 Mr.     女士 Ms.    姓 Last Name    名 First Name

香港身份證/護照號碼 HKID/ Passport No.    手提電話 Mobile No.

### 所登記服務地址 Service Registered Address

室號 Flat/ Room    樓 Floor    座 Block    屋苑 Estate

### 終止服務原因 (可多於一項) Reason(s) for Termination (tick one or more)

服務質素 Service Quality	收費計劃 Service Plans
<input type="checkbox"/> 上載/下載速度太慢 Slow upload / download speed Frequent <input type="checkbox"/> 經常斷線/未能連接 disconnection <input type="checkbox"/> IT 技術支援不足 Insufficient technical support <input type="checkbox"/> 客戶服務支援不足 Insufficient customer service support <input type="checkbox"/> 搬離屋苑 Move out <input type="checkbox"/> 其他原因, 請註明 Others, Please specify <hr/>	<input type="checkbox"/> 服務計劃未能配合所需 Service Plan does not match the need <input type="checkbox"/> 沒有增值服務 No value added service(s) <input type="checkbox"/> 合約期太長 The contract period is too long <input type="checkbox"/> 付款方式不吸引 Payment method is unattractive <input type="checkbox"/> 服務收費不吸引 Price of service plan is unattractive <input type="checkbox"/> 轉用其他寬頻上網服務供應商 Switch to other broadband ISP <input type="checkbox"/> 網上行 Netvigator <input type="checkbox"/> 有線 i-Cable Cable <input type="checkbox"/> 香港寬頻 HKBN <input type="checkbox"/> 和記 Hutchison <input type="checkbox"/> 其他原因, 請註明 Others (Please specify) <hr/>

如上列各項原因已獲解決, 閣下會否考慮重新使用名氣網服務?  
If the above problems were being resolved, would you reconsider using tgconnect service?     是 Yes     否 No

### 服務細則及條款 Terms & Conditions

1. 閣下之終止服務申請將於接獲填妥之申請表格起計最少 **30** 天而不多於 **60** 天內辦理; 名氣網將不會另函確實, 閣下須主動聯絡名氣網覆實服務終止日期。
  2. 閣下需負責於終止服務申請生效前有關名氣網的所有寬頻上網及 / 或 PNETS 服務費用(如適用), 即使服務為他人所使用或未經閣下授權、得悉或留意而遭擅用。
  3. 閣下如未能於終止寬頻服務後 14 天內自行退回下列寬頻安裝組件給名氣網, 或所退回的組件有任何損壞或遺失, 須照價賠償。寬頻數據機 (HK\$1,400); 變壓器連電源線(HK\$200); Ethernet/ 數據機接駁線接駁線(HK\$50)。
  4. 於服務終止日, 閣下的所有電子郵箱將被取消, 電子郵箱內的所有郵件亦隨即被清除, 故請於服務終止日前自行將郵件備份。如有任何資料損失, 名氣網概不負責。
  5. 所有客戶於終止服務後均繼續受名氣網寬頻服務之使用條款及條件約束。
  6. 請登入 [www.tatnet.com](http://www.tatnet.com) 參閱寬頻服務使用條款及細則。
1. Your account will be terminated **at least 30 days and not more than 60 days**, counting from the date of receipt of your termination form; no further confirmation will be provided by tgconnect. Please contact tgconnect to confirm your termination date.
  2. You are responsible for all the charges incurred in respect of the use of the tgconnect Broadband Service and/or PNETS (if applicable) regardless of being used by yourself or used without your authority or knowledge or concern.
  3. You will be responsible for the full value of the service installation equipment (as shown below) if you are unable to return them back to tgconnect within 14 days from the broadband service termination date, and/or for any loss or damage caused to the equipment. VDSL Modem (HK\$1,400); Power cord and Adapter (HK\$200); Ethernet LAN/ VDSL Cable (HK\$50)
  4. On the service termination day, your tgconnect email accounts will be terminated, and all emails will be deleted. Please back up your emails before service termination. tgconnect is not liable in any way for any loss arising from the removal of emails.
  5. tgconnect's Terms & Conditions of Use survives after termination of the account.
  6. Please visit [www.tatnet.com](http://www.tatnet.com) for details of the Broadband Service Terms and Conditions.
  7. You are in agreement that the data requested is necessary for tgconnect to terminate your subscription to broadband service.
  8. Please call our Service Hotline at 2880 6933 to enquire about the address and opening hours of the designated collection location (if applicable).

### 聲明 Declaration

**Personal Information Collection Statement 個人資料收集聲明**

I understand and agree that my personal data, whether contained in this form or otherwise obtained, collected or compiled by you, Towngas Telecommunications Fixed Network Limited, may be kept and used by you (including disclosing or transferring by you to your agents, contractors, service providers or other persons including subsidiaries or associated companies in the Hong Kong and China Gas Company Limited group (the "Group")) for the purposes of providing your services and products to me from time to time. Without such data, you may not be able to provide services or products to me. I further agree that you may use my personal data for marketing services and products offered by you or any other member of the Group from time to time. Under the Personal Data (Privacy) Ordinance, I have the right not to receive the direct marketing materials, to request access to or correction of my personal data. If I wish to exercise these rights, requests should be made in writing to the Data Protection Officer, The Hong Kong and China Gas Company Limited, PO Box 60088, Tsat Tsz Mui Post Office.

本人明白及同意，本人的個人資料，無論列載於此表格，或由貴公司(即名氣通電訊固網有限公司)以其他方式獲得、收集或編纂，均可被貴公司保留及使用(包括由貴公司向其代理人、承包商、服務供應商或其他人士，包括香港中華煤氣有限公司集團的附屬公司或聯營公司(統稱「該集團」)，披露或轉移)作不時向本人提供貴公司的服務及產品的用途。沒有該等資料，貴公司未必能夠向本人提供服務或產品。本人亦同意貴公司可能將本人的個人資料用於推銷由貴公司或該集團旗下的任何其他成員不時提供的服務及產品。根據個人資料(私隱)條例，本人有權拒絕收取直接促銷資料，要求查閱或更正本人的個人資料。如本人要行使此等權利，有關要求須以書面形式提出，致函至香港七姊妹道郵政信箱 60088 號香港中華煤氣有限公司資料保護主任。

Should there be any discrepancy between the English and the Chinese versions, the English version shall apply and prevail.  
中英文版本如有差異，以英文版本為準。

要求終止服務日期 (DD/MM/YY)  
Termination Service Request Date

客戶簽署  
Customer Signature

日期 (DD/MM/YY)  
Date

### For Office Use Only

職員姓名 Staff Name

此服務終止日期 Service Start Date (DD/MM/YY)