

Service Charge Update**02/06/2021**

From 1 July 2021, the Additional Service Rates will be updated. For details of additional service rates, please refer to the below link:

<http://www.cabletv.com.hk/en/editor.php?id=MTlx>

Notice - Suspicious Sales Calls**01/09/2016**

Telephone sales provide consumers with a convenient and efficient way of obtaining sales information and services. However, there have from time to time been news reports of suspicious calls soliciting personal information for illicit sales purposes. Some would even falsely hold out as representing a certain organization so as to gain your trust. To ensure that valued i-CABLE subscribers would not be affected by such calls, we would wish to offer the following information for your kind reference:

1. Our telephone sales agents will identify the name of our Company and the purpose of the call. All our calls start with the prefix 3798 for your easy identification.
2. We would contact customers between 9 am and 10 pm only (or at such other times as requested by customers).
3. Our agent will always provide you with his/her name and staff number upon your request.
4. If you have any doubts about the call, please refrain from providing any personal information.

We attach great significance to customer data protection and have set up a special hotline at 1832 978 (9 am - 12 am) for verifying the identity of our sales agents.

General Terms and Conditions update**16/05/2016**

Relocation policy under the General Terms and Conditions have been updated. For details, please refer to the below link:

i-CABLE (Clause 69): <http://www.cabletv.com.hk/en/editor.php?id=MTA1>

i-CABLE Shop Notice**14/12/2015**

i-CABLE Tseung Kwan O & Fortress Hill shop will operate until Dec 31, 2015. You can now visit www.cabletv.com.hk/onlinecentre to subscribe, renew, bill checking, service account management, forms download, technical support and more at anytime.

i-CABLE Shop relocation notice and payment methods update**14/09/2015**

From October 1, 2015, i-CABLE Sha Tin Shop and Diamond Hill Shop will be relocated to Fortress Hill and Tseung Kwan O, and bill payment at all i-CABLE Shop will be suspended.

Subscriber may visit our Online Center www.cabletv.com.hk/onlinecenter for details of payment methods, bill checking, service account management, forms download, technical support and more.

Handling fee adjustment for bill payment at 7-Eleven**26/05/2014**

From Jun 26, 2014, handling fee for bill payment at 7-Eleven will be adjusted to \$3 per transaction.

General Terms and Conditions update**15/11/2013**

Service termination and charges under the General Terms and Conditions have been updated. For details, please refer to the below link:

i-CABLE Broadband (Clause 44): <http://www.cabletv.com.hk/en/editor.php?id=MTA1>

Service Charge Update**24/10/2013**

From 12 December 2013, the Additional Service Rates will be updated. For details of additional service rates, please refer to the below link:

<http://www.cabletv.com.hk/en/editor.php?id=MTlx>

“Data Privacy Policy Statement” and “General Terms and Conditions” Update**27/03/2013**

“Data Privacy Policy Statement” and “General Terms and Conditions” of i-CABLE Broadband has been updated. For details, please visit:

www.cabletv.com.hk/en/_privacypolicy.php (Data Privacy Policy Statement)

www.cabletv.com.hk/en/_teams_broadband.php (General Terms and Conditions)

General Terms and Conditions of i-CABLE have been updated. For details, please visit:
www.cabletv.com.hk/tnc/en

1. In these terms and conditions "Cable Modem Set" refers to cable modem, power adaptor, splitter, Ethernet cable and coaxial cable "Content" includes without limitation any content, software, data, information, messages and all textual, audio, video, still image, graphical and other content or material that can be accessed by or through the Services "Services" refers to i-CABLE Broadband Service (broadband Internet access) for residential premises, Internet dial up service, e-mail and such other services set forth in the subscription form, provided by us "Sources" means all Content suppliers whose Content is contained within the Services "Special Conditions" means the special terms and conditions (if any) set out in the Tariff which are applicable to the Services "Tariff" means in respect of a Service the description of the Service, the charges and any Special Conditions relating to the Service as may be published by i-CABLE from time to time "you" & "your" refers to the subscriber to any or all of the Services "we", "us", "our", "ourselves", "i-CABLE" refers to Hong Kong Cable Television Limited trading as i-CABLE, including its assigns, transferees and successors "Website" means www.cabletv.com.hk
8. You may choose to install the Cable Modem Set yourself if you are already a CABLE TV subscriber receiving CABLE TV service through an in-building network. We will also provide you with installation assistance upon your request for an assistance fee in accordance with the "Additional Service Charge Table" at the Website revised and published from time to time.
9. If you are not a CABLE TV subscriber, we will arrange for connection to the CABLE TV network and install the Cable Modem Set for you for an installation fee. We may on request relocate the cable modem outlet, within your premises on payment of a relocation fee in accordance with the Additional Service Charge Table at the Website.
42. You may incur additional service charges when using the services. For details, please refer to in accordance with the Additional Service Charge Table at the Website.
43. Any fees we charge will be in accordance with the Additional Service Charge Table at the Website. We may vary the rates charged to you at any time. We will tell you of any change at least one month in advance.
53. You shall pay to us in advance the rental at such rate as from time to time published in our Tariff or the Additional Service Charge Table at the Website for the whole period up to and until the termination of the rental or the return of the Cable Modem Set, whichever is the later. We may charge interest at 2 % per month on any outstanding rental.
- 70a. If at any time you want to change the registered address for i-CABLE service, you must give i-CABLE not less than 30 days' prior notice in writing before such change can be effective. A fee of Service Relocation shall be charged for each request for change (please refer to the Additional Service Charge at the Website).
 - i) at the time the change takes place, you still have a fixed-term subscription contract with us which has more than two months remaining in the Commitment Period; or
 - ii) you enter into another fixed-term contract for the Services with us.
- 70b. If during the Commitment Period you change the registered address for i-CABLE or one or more of the services comprised in subscription contract for bundled Services, that is service package including services provided by other service operators ("Bundled Services"), to a place where i-CABLE is not available, you must give i-CABLE not less than 30 days' prior notice in writing, you may choose either of the following options to deal with the remaining Commitment Period after the expiry of the 30-day notice period:
 - i) Freeze and suspend your account
The provision of the services for the remaining Commitment Period shall be suspended until such time when network connection is available at the new place. In case your subscription consists only of the affected service, the Commitment Period will also be suspended when provision of the service is frozen and suspended; but where your subscription is for Bundled Services, the original end date of the Commitment Period will remain unchanged notwithstanding the suspension of one or more services due to the aforesaid reason. Suspension or freezing of your account by i-CABLE pursuant to this clause shall not however release any of your payment obligations hereunder and you shall continue to pay all the fees due hereunder. If, however, the required network connection is still not available at the expiration of the Commitment Period, any subscription fee paid or payable for the part of the Commitment Period during which services have been suspended or frozen will be deemed to have been spent and absolutely forfeited and i-CABLE may at its sole and absolute discretion terminate your subscription;
 - ii) Terminate the subscription contract
We shall debit your account the full value of any upfront gifts (if applicable) and an installation fee as an offset to the installation cost (please refer to the Website for the detailed charges); or
 - iii) Enter into a new fixed-term subscription contract
You may enter into a new subscription contract with us for the remaining services and pay a fee of Service

Relocation (please refer to the Website for the detailed charges) that are available at the new place to commence on the expiry of the said 30-day notice period whereupon the current subscription contract shall terminate. This option shall only be available for subscription contract for Bundled Services.

Additional Terms and Conditions Applicable to CABLE TV Service

- 3c. CABLE TV will impose additional charges (in accordance with the Additional Service Charge Table at the Website) if the rented converter and/or smart card are not returned within 30 days of termination of the service or if they are returned damaged.
8. CABLE TV may impose a charge on Subscriber for technical services provided beyond normal CABLE TV maintenance in accordance with the Additional Service Charge Table at the Website.
9. A late or invalid payment may be subject to a surcharge in accordance with the Additional Service Charge Table at the Website.

Impact of terminating the DNS server of DNSChanger

09/03/2012

Recently, the Information Security News reported on 29 Feb that the U.S. Federal Bureau of Investigation (FBI) will shut down those domain name server (DNS). For details, please refer (https://www.hkcert.org/my_url/en/blog/12022901)

News Server (NNTP) service termination

23/11/2011

Due to minimal usage of newsgroup and a growing preference for online discussion forums, News Server (NNTP) service will be terminated with effect from 30 November, 2011. You may visit i-CABLE Board at anytime to share your views. We apologize for any inconvenience caused.

Revision of i-CABLE Broadband Service Terms & Conditions

08/09/2011

- 69a. This is a fixed-term agreement and you are not allowed to early terminate it or change your service plan before the end of the Commitment Period. If you elect to do so, you must give us not less than 30 days prior notice in writing (in our prescribed form) for early termination. If accepted, the early termination will take effect upon the expiry of the 30 days' notice period; and we shall debit to your account a service termination fee (as liquidated damages) equivalent to the total subscription fees payable for the remaining Commitment Period. We are entitled to retain your advance payment (if any) to settle the said service termination fee.
- 69b. Upon expiry of the Commitment Period, your subscription for the Services will be continued on a month-to-month basis and the service charge will be informed no less than 30 days before the expiry of the Commitment Period. Unless we receive from you not less than 30 days' written notice (in our prescribed form) for service termination or change of service plan or payment plan. Such notice may not be served upon us earlier than the second last month of the Commitment Period (otherwise, we may treat such notice as a notice given under Clause 69(a). If accepted, the service termination will take effect upon the expiry of the said 30 days' notice period or the Commitment Period, whichever is the later.