

# IDD 009長途電話 / 009香港通 / 國際電話咭 / 飛線漫遊服務取消表格

IDD 009 / 009 Hong Kong Connect / International Calling Card / Global Call Forward Service Cancellation Form

請在適當的空格上填上"✓"號 Put a "✓" at the appropriate box

## 客戶資料 Customer's Information

賬戶號碼 / 香港身份證號碼  
Account No. / HKID Card No.: \_\_\_\_\_

客戶姓名  
Subscriber Name: \_\_\_\_\_

聯絡電話 Contact No.: \_\_\_\_\_

生效日期 Effective Date: \_\_\_\_\_

- 本人欲取消 I would like to Cancel
- IDD 009服務，有關之電話號碼包括 IDD 009 Service, the tel no(s). includes  
1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_
- 009香港通服務，有關之009香港通服務號碼包括 009 Hong Kong Connect Service, the tel no(s). includes  
1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_
- 國際電話咭服務，有關之國際電話咭服務號碼包括 International Calling Card Service, the tel no(s). includes  
1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_
- 飛線漫遊服務，有關飛線電話號碼包括 Global Call Forwarding Service, the tel no(s). includes  
1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_

## 取消原因(可選擇多於一個) Reason(s) of Cancellation (can select more than one)

你的寶貴意見將有助我們提供更優質的全面服務。 In order to serve you better with all round service, your opinions would be highly appreciated.

### 不滿產品 Not Satisfied Product

- 話音質素  
Voice Quality
- 線路接駁 / 斷線問題  
Difficult To Get Connected / Line Cut
- 價格  
Price
- 所推廣之市場計劃  
Promotional Programs
- 其他 (請註明) Others (Please specify)  
\_\_\_\_\_

### 不滿客戶服務 Not Satisfied Customer Service

- 熱線服務質素  
Hotline Service Quality
- 其他 (請註明) Others (Please specify)  
\_\_\_\_\_

### 其他 Others

- 離港  
Leaving Hong Kong
- 使用其他公司IDD戶口  
Using Other IDD Co. A/C
- 沒有長途電話服務的需要  
No IDD Needs
- 沒有009香港通服務的需要  
No 009 Hong Kong Connect Needs
- 沒有國際電話咭服務的需要  
No International Calling Card Needs
- 沒有飛線漫遊服務的需要  
No Global Call Forward Needs
- 個人原因  
Personal Reason

## 條款及細則 Terms & Conditions

1. 香港寬頻企業方案有限公司 (「香港寬頻企業方案」)將於收到客戶填妥之取消表格後30天內取消以上選擇之服務。所有已繳付及預付之服務月費及通話費將不獲退還。2. 閣下之取消申請自動生效後，本公司將不會再另函通知。3. 客戶明白及同意負責繳付上述之IDD 009/009香港通/國際電話咭/飛線漫遊服務於服務取消前之有關通話費及該月之全數服務月費或合約期間之全數服務費(如有)，而已繳付或預繳之服務月費將不獲退還。4. 客戶同意香港寬頻企業方案保留及使用以往提供之信用卡資料(如有)，以作信用覆核及繳付一切逾期賬項。5. 客戶同意遞交本取消表格後，如香港寬頻企業方案賬戶內已無任何服務，有關賬戶將一併取消。

1. HKBN Enterprise Solutions Ltd. ("HKBNES") will cancel the selected Service(s) above within 30 days after upon received the completed cancellation form. All paid monthly fee and prepaid monthly fee and calling charges are non-refundable. 2. No notification will be given to you after the cancellation is in effect. 3. Subscribers understand and agree that Subscribers shall be responsible for the charges of all calls and monthly fees in full payment of that month or contract period (if any), of the above number(s) registered for IDD 009 Service Plan/ 009 Hong Kong Connect / International Calling Card / Global Call Forward Services before service cancellation and the paid and prepaid monthly fees are non-refundable. 4. Subscribers agrees and authorise HKBNES to keep and use the existing credit card information provided by me previously for credit reference (if any) and to settle all overdue payments under my HKBNES account from time to time. 5. Subscribers agree to terminate the related accounts all at once if HKBNES account has no other services available after submitting the cancellation.

客戶簽署 Subscriber's Signature \_\_\_\_\_

日期 Date \_\_\_\_\_

客戶可以循以下途徑提交表格：

- 1) 傳真至：3999 7709  
2) 郵寄至：九龍中央郵政局郵政信箱72819號

Customer can submit this form by one of the following ways :

- 1) By Fax: 3999 7709  
2) By Post: P.O. Box No. 72819 Kowloon Central Post Office