Motion Sensing Feature Agreement
Issue / Effective Date: 30 September 2026
Version: 1.0.0

Welcome to the Motion Sensing feature (the "Feature"). The Feature is provided by Companhia de Telecomunicações de Macau, S.A., and the related technology is developed by Huawei Technologies Co., Ltd. The Motion Sensing service utilizes Wi-Fi sensing AI algorithms, while the data, alarms, etc., provided are solely for reference and auxiliary use. Companhia de Telecomunicações de Macau, S.A. shall not assume any responsibility for the service quality, accuracy, or usefulness. Users ("you" or "your") may enable and manage the Feature through the "Wi-Fi Butler" mobile application (the "App").

The Feature applies Wi-Fi Sensing technology and AI algorithms embedded in associated with network devices to intelligently identify the presence of human motion within your home according to your detection configurations, and provides alert notifications and a rolling 7×24-hour historical activity review. The technology does not use cameras, does not record video, images or audio, and does not require the person being sensed to wear any device.

Please read and fully understand the terms of this Agreement carefully, paying particular attention to the limitation clauses, service notices and disclaimers, which may be indicated in bold or underlined text. By clicking "Agree", you acknowledge that you have read, understood and agreed to all the terms of this Agreement.

If you do not agree to any part of this Agreement, please do not enable or use the Feature.

1. Definitions

"Activity Marker" refers to the "motion detected" or "no motion" status records generated by the Feature, which do not contain any images, audio or biometric information.

"Motion Sensing Mode" refers to the detection scenarios configured by you in the App (such as Away Mode, Work Mode or Smart Mode).

"Feature" refers to the Motion Sensing feature, including motion detection, alert push notifications, 7×24-hour historical activity review and other sub-functions.

"Network Device" refers to the Fiber-to-the-Room (FTTR) main / slave router and related equipment deployed at your home.

2. Feature Notice and Operating Principles

2.1 The Feature is a attached function of the FTTR network service. It infers the presence of human motion

by analysing physical variations in Wi-Fi signals, and does not perform facial recognition, voice recognition or any form of identity recognition.

2.2 To enable the Feature to operate, the following information will be collected. Such information is stored only within the Network Devices at your home, is not uploaded to the cloud, and is not linked to any identifier capable of identifying an individual:

(1) The Motion Sensing Mode configuration data set by you (such as Away Mode, Work Mode or Smart Mode);
(2) The activity / no-activity Markers for the most recent 7×24 hours, used to enable you to review relevant activity patterns.

2.3 The above information will only be collected after you have agreed to this Agreement and enabled the Feature. If you do not agree to this Agreement, such data will not be collected.

3. Eligibility and Conditions of Use

3.1 The Feature is available only to customers who have subscribed to or are authorised to use the designated FTTR Internet service, and have installed compatible Network Devices and the App.

3.2 You shall ensure that:

(1) You are the holder of the relevant Internet service account or have obtained lawful authorisation from such account holder;

(2) You have the right to enable the Feature at the relevant premises or designated space;

(3) You have in accordance with this Agreement and applicable laws and regulations, adequately informed all persons who may be sensed, monitored or affected by the Feature, and, where necessary, obtained their express, informed and voluntary consent;

(4) The configuration information, Emergency Contact information and notification methods provided by you are true, accurate, complete and up to date;

(5) You will not use the Feature for any unlawful, infringing, harassing, surveillance, stalking, discriminatory, fraudulent or otherwise improper purpose.

3.3 Although the Feature does not identify specific individuals, in the spirit of good faith and respect for co-residents, we recommend that, prior to enabling the Feature, you inform household members, domestic helpers, tenants or frequent visitors that the Feature will detect the state of human activity within the household space, so as to obtain their understanding and cooperation.

4. Disclaimers

4.1 The Feature serves only as an auxiliary tool and must not be used as the sole means of monitoring, nor can it serve as a substitute for professional security, medical monitoring or emergency rescue services.

4.2 We shall not be liable for reduced accuracy, false alerts, missed alerts, delays or inability to use the Feature caused by the following circumstances:

(1) Network hacker attacks or any network communication issues resulting in unavailability of the Feature or information leakage (save where caused by our intentional misconduct or gross negligence);
(2) Power failure, network cable disconnection, offline status or malfunction of Network Devices;
(3) Improper placement of Network Devices, such as surrounding Wi-Fi interference, electromagnetic interference or signal attenuation, The network equipment is installed on the ceiling, room structure, materials of walls/doors/windows or obstruction by large furniture;
(4) Interference caused by pets, fans, curtains, robotic vacuum cleaners or other moving objects;
(5) Motion Sensing Modes configured by you that do not match the actual daily activity patterns of the relevant natural persons;
(6) Inaccurate contact information or notification methods set by you;
(7) Force majeure or other events beyond our reasonable control.

4.3 Nothing in this Agreement shall exclude or limit any liability which cannot be excluded or limited under applicable law, including liability arising from our willful misconduct, fraud or gross negligence which cannot be excluded by law.

5. User Undertakings

You undertake that:

(1) You will not use the Feature to infringe upon any person's privacy, personal data rights or other lawful rights and interests;
(2) You will not enable the Feature at any unauthorised residence, room, office, hotel, dormitory, rental property or other premises;

(3) You will not use the Feature to covertly monitor spouses, partners, family members, employees, tenants, visitors or any third party;

(4) You will not decompile, reverse engineer, interfere with, damage or make unauthorised modifications to the Feature, App or the Network Devices.

(5) You will not provide false, misleading or unauthorised Emergency Contact information;

(6) If you discover that the Feature may infringe upon the rights of others, exhibits anomalies or presents data security risks, you will promptly cease use and notify us.

6. Processing of Emergency Contact Information

6.1 To enable the Feature to notify relevant persons when an alert is triggered, you may set up Emergency Contacts by providing their name (optional) and telephone number.

6.2 Your notification and consent obligations:

(1) Before entering any Emergency Contact information, you must first obtain the express consent of such Emergency Contact;

(2) You must clearly inform such Emergency Contact that: their information will be stored within our systems; it will be used to receive alert notifications generated by the Feature (including SMS, phone calls or in-app push notifications); and they have the right to request from you the removal of such information from the App at any time;

(3) You must retain appropriate records of consent (such as chat logs, emails or written consent) for evidentiary purposes where necessary.

6.3 Our processing of Emergency Contact information:

(1) Purpose: solely for sending alert notifications generated by the Feature to the Emergency Contact;

(2) Recipients: us and our authorised SMS/push notification service providers; the information will not be used for any other purpose without your separate consent;

(3) Retention period: retained on an ongoing basis during the period you use the Feature and the stored information will be deleted within 30 days after you remove the Emergency Contact or disable the Feature;

(4) Exercise of rights: the Emergency Contact may contact us directly to request access to, rectification of, or deletion of their information.

6.4 If you have not obtained the consent of the Emergency Contact or have not made the notifications required above, and this gives rise to any dispute, complaint, administrative penalty or judicial proceeding, you shall bear full responsibility. If we suffer any loss as a result, we reserve the right to seek indemnification from you.

7. Collection and Processing of Data

7.1 To verify your eligibility to use the Feature and to communicate with you regarding the Feature, we may use your internet service account information. The processing of such information is governed by the existing service agreement between you and us and the CTM Privacy Policy.

7.2 With respect to the Feature, other than the Emergency Contact information described in Clause 6, we will not separately collect or process any personal data as defined under the Personal Data Protection Act under this Agreement. Specifically:

(1) The Activity Markers generated by the Feature (including "activity detected", "no activity", " abnormal activity" and similar states) are anonymous physical state records stored only within the Network Devices at your home, and are not linked to any identifier capable of identifying an individual;

(2) The detection configurations (time periods, rules, sensitivity) that you set in the App are merely operational parameters and do not refer to any specific individual;

(3) The operational logs of the Feature only record the operating status of the device and algorithm output, and do not contain any information capable of identifying an individual.

7.3 We will not collect or process, through the Feature, any person's audio, video, images, facial features, voiceprints, fingerprints, health information or other biometric information.

8. Data Security

8.1 We will adopt reasonable and appropriate technical and organisational security measures to protect data related to the Feature against unauthorised or accidental access, processing, deletion, loss or use.

8.2 You are also responsible for safeguarding the security of your account and devices, including:

(1) Safe custody of your account credentials and passwords;

(2) Refraining from sharing App login credentials with unauthorized persons;

(3) Timely installation of security updates;

(4) Refraining from unauthorized rooting, jailbreaking or modification of the devices;

(5) Promptly notifying us in the event of loss of the mobile phone, account compromise or detection of anomalies.

9. Feature Termination

9.1 If you no longer wish to use the Feature, you may manually disable it on the Motion Sensing page of the App.

9.2 After you disable the Feature, the App will immediately cease collecting the aforesaid information, and you shall be deemed to have withdrawn your consent for the App to continue providing the Feature to you.

9.3 We reserve the right to suspend, interrupt or terminate the provision of the Feature to you in the following circumstances:

(1) Requirements of the administrative authorities, or events of force majeure;
(2) Your breach of this Agreement or applicable laws and regulations;
(3) You cancel, terminate or no longer qualify to use the relevant internet service or FTTR service;
(4) You replace, remove, unbind or cease using Network Devices supporting the Feature;
(5) Business adjustments, product discontinuation, technical constraints or service policy changes by us.

9.4 Once you terminate/cancel the Internet service or replace/remove/unbind the Network Devices providing the Feature (including but not limited to master/sub-routers), your right to use the Feature will terminate immediately or upon completion of system processing. Any historical data or configuration information stored in the Feature may be deleted, overwritten or become unrecoverable.

10. Modifications

10.1 We may modify this Agreement from time to time due to changes in laws and regulations, regulatory requirements, product function adjustments, technical upgrades, security needs or business arrangements.

10.2 In the event of any material modification to this Agreement, we will notify you through the "Wi-Fi Butler" App, our website, SMS, email, service notification or other reasonable means.

10.3 If you continue to use the Feature after the modified Agreement takes effect, you shall be deemed to have accepted the modified Agreement. If you do not agree to the modified Agreement, you shall cease use and disable the Feature.

11. Governing Law and Dispute Resolution

11.1 The formation, validity, performance, interpretation and dispute resolution of this Agreement shall be governed by the laws of the Macau Special Administrative Region.

11.2 Any dispute arising from or in connection with this Agreement or the Feature shall first be resolved through amicable negotiation between the parties. If negotiation fails, either party may bring proceedings before the Court of Macau Special Administrative Region.