



Terms and Conditions

1. Successful port-in from other mobile operator is required. Applicable during contract period.
2. Successful port-in from other mobile operator is required. This local and roaming data usage is applicable to the designated networks in Hong Kong, Macau and Mainland China only. Roaming voice call, roaming SMS, Home Direct Line service and roaming video call are not included. Customer is required to activate "Full Roaming Service" to enjoy this offer and cannot be deactivated within the contract period. For details of "Full Roaming Service", please visit www.three.com.hk/roaming. Related roaming usage is subject to roaming coverage, system compatibility and other relevant conditions of the designated networks, which are subject to change without prior notice.
3. If customer uses data service while locates outside Macau and Mainland China, customer could purchase or use 3HK's other data roaming service plans, customer will be charged at this particular data plans accordingly, otherwise, Standard Roaming Rate will be applied. After contract has expired or promotion period, if customer uses data service in Macau and Mainland China, customer could purchase or use 3HK's other data roaming service plans, customer will be charged at this particular data plans accordingly, otherwise, Standard Roaming Rate will be applied.
4. This freely-used service is only applicable during the first 12-month bill months. This freely-used service among Mainland China, HK, Macau shared social data usage is solely applied for designated social mobile apps of WhatsApp and WeChat which are VoIP voice call, delivery of text and voice messages, images and video clips, excluding Apps download, software update, playing videos via WeChat Moment, using in- app location based features, using WeChat wallet, accessing or downloading content from and/or redirection to any other websites or applications within the designated Apps and any extra mobile data required by pop up messages. Any other and non-waived mobile data usage will be deducted from the service data entitlement. The designated social mobile apps of WhatsApp and WeChat are provided by a third supplier, namely WhatsApp Inc. and Tencent International Service Pte. Ltd. ("Social Apps"). The content and the settings of the Social Apps service may change from time to time without any notice. 3HK shall not be responsible for any liability incurred from or in connection with the content, the downloading of the Social Apps, the use of Social Apps service (including but not limited to the accuracy of the information provided by the third party supplier, and any fees, expenses, losses and damages incurred form or caused by the downloading of the Social Apps and/or the use of Social Apps service by the Customers or any other persons) and/or failure or unable to use the full or part of the Social Apps service due to the aforesaid changes and other circumstances beyond 3HK's reasonable control. This freely-used service will be ceased automatically after the first 12-month free period expires. Customer is required to re-subscribe if intends to continue to use this service and the fee is charged at \$39 per month. This service is applicable to the customer with Mainland China, HK, Macau Data only.
5. Applicable to designated hotspots. When the Wi-Fi signal is weak or unavailable, service may automatically be



- accessed by mobile data and mobile data charge will incur based on user's monthly tariff plan.
6. When auto top-up data reaches the monthly top-up charge max cap, customer can continue to enjoy mobile data service.
 7. The top-up data can be shared in Mainland China, Hong Kong, and Macau ^{2,3} for customer who is enjoying Fun sharing data.
 8. \$298 monthly fee Includes monthly 2000 basic and 1000 Heart-to-Heart (minutes), \$408 monthly fee Includes monthly 2500 basic and 1200 Heart-to-Heart (minutes), \$498/\$638 monthly fee Includes monthly 3500 basic and 2000 Heart-to-Heart (minutes).

General Terms and Conditions

- Customer is required to pay the Administration Fee of \$18 per month.
- Sending and receiving voice calls and MMS to and from 3 subscribers are deemed as Heart-To-Heart voice and Intra MMS.
- The charge of sending each local intra-SMS among 3 customers is \$0.2; sending each local inter-operator SMS to a non-3 customer is \$0.6. Customer can subscribe to an Intra-SMS monthly package at \$8 for 10,000 intra-SMS per month. Thereafter charge will be \$0.2 per intra-SMS.
- Additional HK\$1.5 would be charged for making a video call to a subscriber of other Hong Kong designated mobile operator.
- There would be no surcharge for receiving a video call from a subscriber of other Hong Kong designated mobile operator.
- Wireless local data usage charge is applicable to Phone email application usage or access to Mail via video mobile phone, access to sites other than the 3Service and wireless modem application.
- All plans include unlimited mobile IDD local talk time ("001", "1968" & "+" only).
- For international voice and video calls, international call rates apply.
- For international roaming services, roaming rates apply.
- Talk time guarantee (One minute of video and voice call talk time will be rebated if your call accidentally drops out and either the calling party calls back or you dial the number again within 1 minute of the call drop-out).
- When a customer uses the Conference Call or Call Waiting service, airtime will be calculated according to the total time spent on all connected lines.
- In case of early termination of service plan or value added service plan (if applicable) during the contract period for whatsoever reasons, a liquidated damage fee will be charged by 3HK.
- An SMS alert will be sent to customer when data usage nearly reaches the limit of subscribed data services. Customer may purchase flexi data top-up options through www.three.com.hk/3Care_eng which can be used for the remaining period of the month before bill cut-off date. Any unused data usage cannot be carried forward to the next bill month. If data usage has reached the limit of subscribed data services, data usage will be automatically suspended.
- For terms and conditions of Data Auto-Refill, please click [here](#) for details.
- For minimal data usage triggered by handset applications during the period of suspension of local data usage, or unbilled data usage due to cut-off time difference or delay, they will be deducted upon top-up of additional



data during that bill month.

- Data usage information and record shown on different interfaces and message alerts may vary from real-time usage. Our company shall not be held liable for any matters arising from any failure in relation to the timing, cancellation, transmission or delivery during application for free or paid data.
- Once the top-up data has been purchased, the related payment will not be refunded.
- “Data Auto-Refill” is applicable to customers with Shared HK, Macau and China Data.
- 4.5G network is applicable to designated mobile device model only.
- All usage is subject to [3 Hong Kong Service Usage Policy and Fair Usage Policy](#).
- Unless otherwise specified, the usage entitlement and fee of the monthly plan apply to local services only.
- All service contents and charges are subject to final decision of 3 Hong Kong. 3 Hong Kong reserves the right to change the contents and charges without prior notice.
- The above offers are subject to our [3G and 4G LTE Service Terms and Conditions](#), the aforesaid and other special terms and conditions. Please contact [3Shop](#) staff for details.
- Telephone Company Limited (“3HK”) reserves the rights to amend the charges and terms and conditions (including but not limited to designated destinations and designated networks, their coverage, system compatibility and other relevant conditions of the designated networks) of The Service and to suspend or terminate any part of The Service at any time without prior notice, especially in case where roaming partner terminates cooperation with 3HK. 3HK shall have the final decision in case of any dispute.

