



Terms & Conditions

1. "RoamLite Pass" ("RoamLite") , the relevant data roaming daily charges ("Daily Charge") is applicable to (1) 3HK postpaid customers who have subscribed to data service and Roaming & IDD service. For details of Roaming & IDD service, please visit www.three.com.hk/roaming ; and (2) customers who use data roaming services in the designated destinations and on the designated networks.
2. Roaming & IDD service will be activated automatically upon activation of "RoamLite". For details of Roaming & IDD service, please visit www.three.com.hk/roaminge.
3. A confirmation SMS will be sent out when RoamLite is effective. Please note that RoamLite subscription will stay effective until customer cancels the subscription. As such, upon customer's arrival at another overseas location which is also a RoamLite designated destination, the RoamLite will be activated and effective automatically and customer will be charged with the relevant RoamLite Charges.
4. RoamLite Charges start to incur upon successful subscription and on each day when data usage of RoamLite is in use. Daily Charge is chargeable on a daily basis and will not be pro-rated even if RoamLite is effective and terminated within the same day. Regardless of the location and time zone of a customer, a day means from 00:00 to 23:59 (Hong Kong time) and the cut-off time is 23:59 (Hong Kong time) each night. If data roaming usage extends beyond the daily cut-off time, another day of Daily Charge will apply.
5. If customer applies for an upgrade from RoamLite to Data Roaming Daily Pass, data daily charge of RoamLite chargeable on the same day will be waived once the Daily Roaming Daily Pass is in use. Terms and Conditions of Data Roaming Daily Pass will apply (www.three.com.hk/dailypasse). Service fee and data usage under Data Roaming Daily Pass will be calculated each day from 00:00 to 23:59 (Hong Kong time) regardless of the physical location of a customer. Separate Daily Charge applies for each individual destination within the same day. Designated destinations and network operators are subject to change from time to time without prior notice.
6. Regarding the In-flight Daily Pass, the In-flight roaming network is supported by "AeroMobile". If you are taking more than one flights on the same day (within 00:00 to 23:59 Hong Kong time) and using the same network, one Daily Pass will be charged. Designated destinations and network operators may be subject to change from time to time. We reserve the right to amend or cancel this offer at any time without prior notice.
7. The 500MB threshold is counted on a daily basis regardless of destination. If customer uses RoamLite in more than one destination within a day, customer will be charged based on the number of RoamLite

- destinations, but the total data entitlement will be capped at 500MB daily for all the destinations. The data speed will be adjusted to not higher than 256kbps when the data roaming usage reaches 500MB.
8. When the data roaming usage reaches 500MB, an SMS notification will be sent to the customer. Customer may reply to the SMS to top-up extra 1GB travel data and use within the usage period of this service. The top-up data charge is \$40/ 1GB. The data speed will be adjusted to not higher than 256kbps when the data roaming usage reaches the cap, customers may continue to use the data roaming service until expiry of the usage period.
 9. Once RoamLite is effective, the Data Network Shield service, which stops you from gaining access to other non-designated networks, will also be activated automatically. Customer may only use data roaming service on the designated networks at the designated destinations under RoamLite and Data Roaming Daily Pass. All other roaming services (including voice calls, SMS and video calls) will be chargeable at standard roaming charges. To disable Data Network Shield, customer is required to unsubscribe RoamLite.
 10. Customers can terminate RoamLite subscription via contact our 3iChat: <https://3ichat.three.com.hk>. Data Network Shield service will be released immediately upon receipt of the RoamLite termination request by 3HK. Once the Data Network Shield is released, data roaming will be available on non- designated networks and standard data roaming charges will apply to such data usage. Cutoff time for termination of RoamLite is at 23:59 (Hong Kong time) daily. Termination of RoamLite will be effective at 00:00 (Hong Kong time) the following day. Termination notification will be sent via SMS. Please note that Roaming & IDD service will remain effective despite termination of RoamLite, and standard roaming charges will apply if customers continue to use data roaming and other roaming services. Customers are suggested to turn off the data roaming function in the mobile handset after termination of RoamLite in order to avoid incurring unnecessary data roaming charges.
 11. Usage of RoamLite is subject to the coverage, system compatibility and other relevant conditions of the designated networks, which are subject to changes without prior notice.
 12. RoamLite shall not be applicable to usage on Peer to Peer ("PTP"). If usage is incurred due to PTP including applications such as (but not limited to) BitTorrent, edonkey, flashget, foxy, ppstream, winmx, etc, or if there is any abusive or abnormal usage, 3HK shall have the right to forthwith terminate RoamLite without prior notice. All commercial or illegal promotion activities via the use of RoamLite shall be prohibited.
 13. Tethering availability depends on network operators in the destinations. 3HK does not restrict the use of tethering with Data Roaming Daily Pass.
 14. RoamLite shall not be applicable to maritime roaming/satellite roaming.
 15. 4G LTE service will be available only when the customer (i) has subscribed to the applicable 4G LTE serviced plan, (ii) compatible handset or device supporting 4G LTE bandwidth is used and (iii) in the destinations where 4G LTE service infrastructure has been developed. 5G service will be available only when the customer (i) has subscribed to the applicable 5G serviced plan, (ii) compatible handset or

device supporting 5G bandwidth is used and (iii) in the destinations where 5G service infrastructure has been developed.

16. 3HK reserves the rights to amend the charges and terms and conditions (including but not limited to designated destinations and designated networks and their coverage) of RoamLite and Voice Pack 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.

Last updated: 16/02/2024