



Terms and Conditions

1. Customer is required to subscribe designated 4.5G SIM Monthly Plan, commit to 24 months contract and pay Admin fee of \$18 per month during contract period.
2. When monthly local mobile data usage reaches the data entitlement of your monthly service plan of basic 12GB, local mobile service will continue. However, customers will be allocated with less network resources for access subject to the network conditions and your data service experience may be affected before the next bill cycle date.
3. Applicable during contract period.
4. 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. Meanwhile, other 3HK data roaming plan are not applicable to these destinations. 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.
5. 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 from 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 designed 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.



6. The following types of services are included within Contract Period under the “GETAWAY” Service:
 - a) Roaming data (“Travel Data”) for 80 days
 - i. Travel Data may be used in designated destinations and on designated networks on any days within the Fixed Contract Period.
 - ii. 3HK shall have the right to terminate the Service without prior notice if Travel Data is used for more than 30 days consecutively in the same destination.
 - iii. Data access speed will be adjusted to not higher than 256kbps when data roaming usage reaches 500MB each day regardless of the number and location of designated country destinations and subject to the network coverage, system compatibility and other relevant factors of the designated network service providers which will be updated from time to time without prior notice.
 - iv. Usage of Travel Data in non-designated country destinations and on non-designated networks will be charged at standard service fees. For service and coverage details, please visit www.three.com.hk/gwse.
 - v. Not applicable to in-flight roaming.
7. Upon expiration of the Fixed Contract Period of the Service, Travel Data will be charged as RoamLite Pass. For service details, please click [here](#).
8. Overseas Free Travel Hotline 1037: While overseas, Free Travel Hotline is only applicable for calls made from mobile handset directly.
9. The top-up data usage is applicable in local service only after expiration of the contract period.
10. Customer can join as 3Supreme Gold Valuable Customer Membership for 12 months after successfully subscribe “4.5G GETAWAY SIM Monthly Plan” and entitle to designate member privileges and benefits. Customer can receive SMS notification once successfully confirmed to join as 3Supreme Gold Member. Our Company reserves the right to forfeit the membership without prior notice if customer terminates the contract or the contract being terminated by Our Company.

General Terms and Conditions

- Sending and receiving voice calls and MMS to and from 3 subscribers are deemed as Heart-To-Heart voice and Intra MMS.
- Please visit <https://web.three.com.hk/servicecharges/thereaftercharges> for charging details of video call, SMS and voice thereafter service which maybe updated by us from time to time.
- 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.
- Prepayment of \$100 SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
- 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. Once the top-up data has been purchased, the related payment will not be refunded. 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 the flexi data top-up charges, please visit <https://web.three.com.hk/data/topupdatapack/indexen.html> as maybe updated by us from time to time.
- 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.
- 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 offer is applicable to new & selected customers only, and subject to related terms and conditions. Please call our 3Shop staff, call our Sales Hotline 1032 or refer to www.three.com.hk for more information of offers and service plan entitlement.
- The Service cannot be used in conjunction with other roaming offers of Hutchison Telephone Company Limited (“3HK”). 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.

