



## Terms & Conditions

- 1 Customer is required to sign a 24-month contract for the subscription of "Greater China" Monthly Plan ("The Service") and pay the Administration Fee of \$18 per month (Admin fee is adjusted to \$28/month from 1 Jan 2024). Upon subscription, Roaming & IDD service will be activated automatically and cannot be deactivated while still using The Service. Please visit [www.three.com.hk/roaming](http://www.three.com.hk/roaming) for details of Roaming & IDD service.
- 2 The Service as well as its local and roaming data usage is applicable to the designated networks in Hong Kong, Mainland China, Macau and Taiwan only. Meanwhile, other 3HK data roaming plan are not applicable to these destinations.
- 3 Promotion period valid until further notice. Subscribe The Service within the promotion period to enjoy 1GB bonus data per month during contract period.
- 4 If customer uses data and voice service while locates outside Mainland China, Macau and Taiwan, customer could purchase or use 3HK's other data and voice service plans, customer will be charged at this particular data and voice plans accordingly, otherwise, Standard Roaming Rate will be applied.
- 5 An SMS alert will be sent to customer when data usage nearly reaches the limit of subscribed data services. Customer may purchase data top-up options through [www.three.com.hk/3Care\\_eng](http://www.three.com.hk/3Care_eng) or shortcode 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.
- 6 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/index-en.html> as maybe updated by us from time to time.
- 7 Wireless local data usage charge is applicable to mobile phone email application usage or access to Message Centre via mobile handset, access to sites other than the 3Service and wireless modem application.
- 8 For minimal data usage triggered by handset applications during the period of suspension of data usage due to the reason stated in above point (5), 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.
- 9 Data usage information and record shown on different interfaces and message alerts may vary from realtime usage. 3HK 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.
- 10 The Service includes Hong Kong local minutes only, and does not cover roaming voice call, roaming SMS, Home Direct Line service and roaming video call.
- 11 Customer can enjoy special rate at \$0.65 per min in roaming voice calls, included incoming calls, outgoing calls to Mainland China, Hong Kong and Macau, \$1.5 per min to Taiwan (excluding Home Direct Line service) within Mainland China and Macau; special rate at \$2.5 per min in roaming voice calls, included incoming calls, outgoing calls to Mainland China, Hong Kong and Macau (excluding Home Direct Line service) within Taiwan; outgoing call to other destinations and usage incurred on all other countries' networks will be charged at Standard Roaming

Rate, click here for coverage and charges. Roaming short message charge will only be applicable to sending SMS to 3HK customer numbers. A surcharge will apply for sending SMS to non-3HK customer numbers or overseas numbers.

## 12 “Mainland China Number Service”

Customer can pay \$19 per month additionally for “Mainland China Number Service”, details:

- Monthly fee includes one Mainland China mobile number (“Mainland China Number”) which can be used for receiving incoming calls, receiving and sending SMS only. Via Mainland China Number:
  - Incoming voice minutes received within Hong Kong are charge as local voice minutes (can be deducted from the mobile service monthly plan entitlement), received within Mainland China, Macau and Taiwan are charged according to rates set in clause 11 above and charge at standard roaming charges when within other destinations. Please visit [www.three.com.hk/roaming](http://www.three.com.hk/roaming) for roaming coverage and charges.
  - In Mainland China, Hong Kong and other roaming destinations: (a) Receiving incoming SMS is unlimited. (b) Sending SMS to designated Mainland China phone number (“12306”, prefixes begin with “9” or “106”) with dialling pattern as [##86] [designated Mainland China phone number], otherwise the message will be sent via HK mobile number. Each SMS sent will be charged as international SMS \$2/SMS, extra \$0.65/SMS when sent within Mainland China, Macau and Taiwan, and extra standard roaming charges when within other destinations. Please visit [www.three.com.hk/roaming](http://www.three.com.hk/roaming) for roaming coverage and charges.
- The monthly fee is non-prorated.
- The Mainland China mobile number in Mainland China Number Service cannot be ported out.
- In case of early termination of the Service during the contract period for whatsoever reasons, customer shall have to pay 3HK the designated liquidated damage (the sum of the monthly fee for the remaining unfulfilled contract period) as compensation.
- Customers of the Service are required to provide personal data to complete the real name registration process and consent to transfer and disclose the personal data to related telecommunications partner(s) by 3HK. If the personal data provided is incomplete or inaccurate will render the registration process incomplete and the services not be provided. Please contact 3Shop staff for details of the registration.
- Please visit [www.three.com.hk/cnoe](http://www.three.com.hk/cnoe) for details of “Mainland China Number Service”.

13 This freely-used service is only applicable during the first 12-month bill months. This freely-used service among Mainland China, HK, Macau, Taiwan shared social data usage is solely applied for designated social mobile apps of WhatsApp, LINE 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, LINE and WeChat are provided by a third supplier, namely WhatsApp Inc. , LINE Corporation (“Social Apps”) and Tencent-2-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 the first 12-month free period expires.

- 14 Unless otherwise specified, The Offer cannot be used in conjunction with other special promotions or discounts.
  - 15 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.
  - 16 Prepayment of \$100 SIM card fee is required for SIM monthly fee and such prepayment will be refunded to the customer's mobile account for monthly service fee payment after having used The Service for 1 month.
  - 17 In case of early termination of mobile telecommunication service (including the Package) during the contract period for whatsoever reasons, customer shall have to pay 3HK the designated liquidated damage as compensation.
  - 18 The Service is not applicable to any voice minute package, IDD unlimited package and any data pack offers.
  - 19 If usage is incurred due to tethering or 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 The Service without prior notice. All commercial or illegal promotion activities via the use of The Service shall be prohibited.
  - 20 4G LTE service will be available only when (i) compatible handset or device supporting 4G bandwidth is used and (ii) in the destinations where 4G LTE service infrastructure has been fully developed.
  - 21 Usage of The Service is subject to roaming coverage, system compatibility and other relevant conditions of the designated networks, which are subject to change without prior notice.
  - 22 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.
- 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, 4G LTE and 5G service terms and conditions, the aforesaid and other special terms and conditions. Please contact via Travel Expert Hotline at 1037 or via iChat.

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