Terms & Conditions

1. Customer is required to pay the Administration Fee of $18 per month (Admin fee is adjusted to $28/month from 1 Jan 2024).
2. The local data and voice of this plan are shared by all SIMs. The maximum download speed of Secondary SIMs is 21Mbps.
3. All secondary SIMs must be activated within 30 days from the primary SIM activation.
4. All secondary SIMS will be disconnected if the primary SIM service is suspended by whatever reasons.
5. Designated contract is required for all SIM subscription.
6. Sending and receiving voice calls and MMS to and from 3 subscribers are deemed as Heart-To-Heart voice and Intra MMS.
7. 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.
8. There would be no surcharge for receiving a video call from a subscriber of other Hong Kong designated mobile operator.
9. 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.
10. All plans include unlimited mobile IDD local talk time ("001", "1968" & "+" only).
11. For international voice and video calls, international call rates apply.
12. For international roaming services, roaming rates apply.
13. 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).
14. 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.
15. Prepayment of $100 per SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
16. In case of early disconnection of service plan during the contract period for whatsoever reasons, a liquidated damage fee will be charged by 3HK.
17. An SMS alert will be sent to the customer when data usage nearly reaches the limit. Customer may purchase data top-up options through www.three.com.hk/3Care_eng or 3Meter App 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, local data usage will be 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.
18. 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.
19. Local data usage information shown on different interfaces and message alerts may vary from real-time usage. Hutchison Telephone Company Limited 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 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.
- Hutchison Telephone Company Limited reserves the right of final decision on the above offer and reasonable prior notice will be provided if there is any change to the offer or relevant terms and conditions.