



## Terms & Conditions

# Customer is required to subscribe for designated 4G Top up plan. The Offer is valid till 31 March, 2020.

Net+ : You will be allocated with more network resources and prioritized on network usage to enhance your data usage experience.

The double data speed experience is based on the sample test results obtained at hot spots in various districts (including MTR stations, shopping malls and buildings located in busier locations) from October to November 2019.

Remark: Double data speed experience may be affected due to various factors including but not limited to the features or functionality of individual mobile device, transmission technology, network traffic and usage, speed of websites servers, service stability of other content providers, weather and other circumstantial factors (e.g. blockades such as buildings, mountains, tunnels) which may lead to radio interference.

\*Upon launching of 5G service, customers will be entitled to a service upgrade to 5G network automatically and 100GB bonus local data during the contract period. 5G network experience may be affected due to various factors including but not limited to network setting/specification or coverage, the features or functionality of individual mobile device, transmission technology, network traffic and usage, speed of websites servers, service stability of other content providers, weather and other circumstantial factors (e.g. blockades such as buildings, mountains, tunnels) which may lead to radio interference. Subject to 5G network service terms and conditions of 3HK.

- Applicable to customers who subscribe for designated 4G Top Up monthly plan ("Non-FUP monthly plan) with 5GB data entitlement or above, and other designated customers. Subject to designated contract period.
- Contract period of the Service must not exceed the remaining contract period of the relevant basic monthly plan.
- Cannot be subscribed together with Top Up Data Pack or "Night Fever" Data Pack.
- The usage entitlement of the Service applies to local mobile data service only.
- The maximum download speed will be subject to the relevant designated monthly service plan under which this Service is subscribed for.
- Upon expiry of the contract period of the Service, 3HK will continue to provide the Service at the monthly fees of \$98 (*Net+*) and \$238 (Infinity Data Pack service) respectively unless customer terminates the Service.
- To terminate the Service, customer must notify by calling the 3Customer Services Hotline 1033 not less than seven days before the then current statement cutoff date. Customer can continue to use the Service until the next payment due date of the monthly fee, and the service fee payable for such relevant month shall not be refundable at all on any pro-rata basis. If customer terminates the Service during the contract period, customer shall pay an early termination charge equivalent to the monthly services fees multiplied by the number of months remaining of the contract period.
- "*Net+*" : You will be allocated with more network resources and prioritized on network usage to enhance your data usage experience.

- “Infinity Data Pack”: Once the mobile data usage reaches the data entitlement of your monthly service plan, data service will continue but less network resources will be allocated with according to network condition which may affect your data service experience until the cutoff date of the relevant bill cycle.
- 3HK shall have the right to amend or terminate the contents and terms and conditions of the Service at any time without notice. 3HK shall have the right of final decision in case of any dispute.
- In case of any inconsistency between the Chinese and English versions of these terms and conditions, the English version shall prevail.