



## Terms and Conditions

1. Customer is required to subscribe designated 4.5G Multi-SIM Plan and “Infinity Data Pack” Service on the same day, commit 24 months contract and pay for the administration fee of \$28 per month. \$100 monthly fee includes monthly fee rebate of \$128. “Infinity Data Pack” Service will continue to be provided subject to the monthly service fee of \$228 upon expiration of the contract period.
2. Prepayment of \$100 per SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
3. 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](http://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.
4. If customer uses data service while locates outside Macau and Mainland China, customer could purchase or use 3HK's other data roaming service plans, customer will be charged at this particular data plans accordingly, otherwise, Standard Roaming Rate will be applied. After contract has expired or promotion period, if customer uses data service in Macau and Mainland China, customer could purchase or use 3HK's other data roaming service plans, customer will be charged at this particular data plans accordingly, otherwise, Standard Roaming Rate will be applied.
5. Applicable during contract period.
6. This freely-used service is only applicable during the first 12-month bill months. 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 the first 12-month 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.

7. Includes monthly 3500 basic and 2000 Heart-to-Heart (minutes).
8. When monthly local mobile data usage reaches the data entitlement of your monthly service plan of basic 20GB local data, 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.
9. Add-on secondary SIM is only applicable to new customer. Customer is required to subscribe the add-on secondary SIM on the same day of monthly plan subscription with same contract commitment period. Maximum 2 add-on secondary SIMs are allowed for each subscription. The offer is not applicable to customer who subscribed "Infinity Data Pack" Service.
  - 4.5G network is applicable to designated mobile device model only.
  - Once the customer terminate the add-on Secondary SIM during the contract period for whatsoever reasons, a liquidated damage fee will be charged by 3HK.
  - The top-up data can be shared in Mainland China, Hong Kong, and Macau<sup>3,4</sup> for customer who is enjoying Fun sharing data.
  - Customer is required to pay the Administration Fee of \$28 per month.
  - The Local Data and Voice of 4.5G Multi-SIM Plan (Data + Voice Sharing) are shared by all SIMs.
  - All secondary SIMs must be activated within 30 days from the primary SIM activation.
  - All secondary SIMS will be disconnected if the primary SIM service is suspended by whatever reasons.
  - Designated contract is required for all SIM subscription.
  - 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 per SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.

- In case of early disconnection of service plan during the contract period for whatsoever reasons, a liquidated damage fee will be charged by 3HK.
- 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](http://www.three.com.hk/3Care_eng) or My3 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, 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.
- 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.
- 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.
- Customer is required to sign 12 months of TVB data pack contract. Data usage of the myTV SUPER, designated TVB platform and associated services (except the data incurred by any advertisements and promotional materials appearing within app) will be deducted from TVB Data entitlement. The usage of the TVB Data applies to local mobile data service only. An SMS alert will be sent to the customer when data usage of TVB Data reaches the limit and data usage consumed afterwards will be deducted from subscribed monthly plan entitlement. If aggregate data usage has reached the limit, local data usage will be temporarily suspended. TVB data is applicable to Primary SIM only in Multi-SIM Plan and hence cannot be shared with Secondary SIMs. Customer can choose one TVB Data Pack per mobile account 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.
- Telephone Company Limited (“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.