



## SoSIM - Prepaid SIM Terms & Conditions:

### General

\* "Infinity Data" varies from customers to customers depending on the Rechargeable SIM card purchased, as specified on the relevant packing or our website. Once the aggregate local data usage of a customer in the relevant period beginning from the data usage reaches the relevant Infinity Data usage applicable to the customer, 3 Hong Kong shall have the right to reduce and restrict the data access speed (upload and download) to not less than 128 kbps. Please refer to "[3Hong Kong Prepaid SIM Card Service Usage Policy and Fair Usage Policy](#)" for details.

1. Card must be activated within Hong Kong and is valid for 120 days from the activation date. Each time you recharge your card, its validity will be reset that the relevant day of extension according to the recharge value to retain the remaining balance and mobile number, or else they will be forfeited.
2. Unlimited ZOOM meeting data package is only applicable to users with 30-day or 90-day local data package subscription.
3. Once Data Roaming Day Pass is effective, the data Network Shield service will be activated and data roaming service is only applicable to designated destinations and networks. Designated operators may change from time to time.
4. Usage of the Day Pass is subject to the coverage, system compatibility and other relevant conditions of the designated networks, which are subject to changes without prior notice.
5. Day Pass shall not be applicable to usage on Peer to Peer ("PTP"). If usage is incurred from or by PTP including applications such as (but not limited to) BitTorrent, edonkey, flashget, foxy, pstream, winmx, etc, or if there is any abusive or abnormal usage, 3HK shall have the right to forthwith terminate Day Pass without prior notice. All commercial or illegal promotion activities via the use of Day Pass shall be prohibited.
6. Tethering availability depends on network operators in the destinations. 3HK does not restrict the use of tethering with Data Roaming Day Pass.
7. Day Pass shall not be applicable to aircraft roaming/maritime roaming/satellite roaming.
8. All charges and details (including but not limited to designated destinations and designated networks and their coverage) in respect of Data Roaming Day Pass service shall be subject to the final decision of 3HK, and 3HK shall seem necessary in its absolute discretion without prior notice. Notwithstanding anything contained herein, 3HK shall also reserve the right to accept, reject or otherwise terminate any customer's subscription of the Pass at any time as 3HK deems necessary in its absolute discretion.



9. Social Media Data is only available to the use of mobile apps (Facebook, Instagram, WhatsApp, LINE & WeChat) The social data is applicable for using Facebook (Including Facebook Messenger & Mobile Web m.facebook.com) & Instagram for local data usage, VoIP voice call, video call, delivery of text and voice messages, images and video clips as well as browse content in word, image or video format except: designated apps download and update, using in-app location based & check in features, playing videos via WeChat Moment & 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 local mobile data. The designated social mobile apps are provided by third party suppliers, 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.
10. The intra-operator SMS charge will be the first 500 SMS FREE for 30 days and thereafter charge at \$0.3/SMS.
11. The speed experienced by customer may be less than this and will be affected by the network setting, network specification, user's device, transmission technology, individual network and software used, coverage, usage level and extraneous factors.
12. When the data pack has been consumed (if applicable) or the mobile data is consumed under non "Night Fever" period, mobile data will be deducted from local data of plan entitlement. Data usage during the change of the time zone period may be different from the actual data usage due to time difference or delay.
13. The Data usage should comply with "3Hong Kong Prepaid SIM Card Service Usage Policy and Fair Usage Policy".
14. "Night Fever" Data Usage and charges is applicable to local data service only. Maximum data access speed (upload & download) is 7.2Mbps.
15. SoSIM products sold are non-refundable. For other services, charges and terms & conditions, please visit <http://web.three.com.hk/prepaid/sosim/index-en.html>.
16. 3HK reserves the right to change all charges without prior notice.

Applicable to SoSIM purchased on or after 31<sup>th</sup> March 2021 in authorised retailers

17. Infinity data usage 50GB local data and 5,000 Local Call Minutes (valid for 30 days). \$33/Infinity data 60GB local data/5,000 Local Call Minutes (valid for 30 days) will be auto-subscribed when the default package expired, if there is sufficient stored value in prepaid SIM account. Customer will receive the confirmation SMS upon successful subscription.
18. The Local Data Package for 30 days or above will be renew automatically upon package expiry date. Please ensure there is sufficient store value in your prepaid SIM account. Otherwise, the package will be suspended upon expiry. If customers choose to terminate package manually before end date, the remaining data usage will be forfeited at the same time.
19. Service activation within 60 days of purchase, otherwise the prepaid SIM service will not be used.
20. Additional airtime charge will be occurred for IDD airtime usage. All IDD charges will be based on 1-minute unit (less than 1-minute will be rounded up to the nearest 1-minute).



21. Daily cut-off time is counted from 24 hours after daily package activation.
22. Recommended to Subscribe Roaming Data Day Pass via SoSIM App on the date of departure. Designed destinations & networks are subject to change, for latest info please click [here](#).
23. Customers are required to activate Roaming Data Day Pass and package charge will be deducted from the stored value. An SMS confirmation will be sent to prepaid mobile number upon subscription. Daily package validity is counted from 24 hours after activation.
24. An SMS confirmation will be sent to prepaid mobile number upon termination of Roaming Data Day Pass. Manual subscription via SoSIM App is required for new Package. Manual termination before package end date will be effective instantly and the remaining data usage will be forfeited at the same time.

Applicable to SoSIM purchased on or before 30<sup>th</sup> March 2021

25. Default package include (i) Infinity data usage 50GB local data (valid for 30 days), and (ii) 50GB social media, night fever data package (23:00-07:00) and 10,000 local call minutes (valid for 120 days).
26. Free local voice minutes are NOT applicable to IDD airtime usage. IDD Local airtime of \$0.15/min will be charged on top of the IDD fee.
27. The Local Data Package for 30 days or above will be renew automatically from the SIM card if the remaining balance is enough. Otherwise, the package will be suspended. Manual termination before package end date will be effective on the next day of package expired at 00:00 (Hong Kong time) and the remaining data usage will be forfeited at the same time.
28. Daily cut-off time is on the next day of package expired at 00:00 (Hong Kong time).
29. Recommended to Subscribe Roaming Data Day Pass by pressing USSD on the date of departure. Designed destinations & networks are subject to change, for latest info please click [here](#).
30. Customers are required to activate Roaming Data Day Pass and package charge will be deducted from the stored value. An SMS confirmation will be sent to prepaid mobile number upon subscription. The validity of daily pass is counted from activation date (less than one day is also counted as one day) until 00:00 (Hong Kong time) on the day following the expiration date.
31. An SMS confirmation will be sent to prepaid mobile number upon termination of Roaming Data Day Pass. Manual subscription by USSD is required for new Package. Manual termination before package end date will be effective instantly and the remaining data usage will be forfeited at the same time.