



Terms and Conditions

- a. Applicable during contract period.
- b. Customer is required to subscribe this service on the same day of designated SIM monthly plan subscription with same contract commitment. 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 <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.
- c. 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.
 1. 24 months contract is required for all SIM subscription.
 2. Customer is required to pay the Administration Fee of \$18 per month.
 3. Sending and receiving voice calls and MMS to and from 3 subscribers are deemed as Heart-To-Heart voice and Intra MMS.
 4. 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.
 5. There would be no surcharge for receiving a video call from a subscriber of other Hong Kong designated mobile operator.
 6. 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.
 7. All plans include unlimited mobile IDD local talk time ("001", "1968" & "+" only).
 8. For international voice and video calls, international call rates apply.
 9. For international roaming services, roaming rates apply.
 10. 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).
 11. 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.
 12. Prepayment of \$100 SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
 13. In case of early disconnection during the contract period for whatsoever reasons, a liquidated damage fee will be charged by 3HK.
 14. 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 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, 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.
 15. For terms and conditions of Data Auto-Refill, please click [here](#) for details.
 16. 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.



17. 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.

General Terms and Conditions

- 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 staff for details.
- Hutchison 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.