

Terms and Conditions

1. Customer is required to subscribe to designated monthly plan, commit designated contract with designated payment amount. Admin Fee of \$18 per month is waived within contract period.
2. The monthly plan fee of payment amount \$3,000/ \$4,000/ \$5,000 is 5G \$298 include 15GB basic data per month and infinite thereafter data (Up to 1Mbps). Monthly fee will be rebated during contract period. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired.
3. Customer is required to subscribe \$1,000 Add-on Services at the same time of service subscription to enjoy infinite local streaming & social data and extra 60GB per month local data during contract period.
4. Local Streaming & Social Data is applicable to designated mobile applications, including YouTube, Netflix, Disney+, Apple TV, hmvod, myTV SUPER, Facebook, Instagram, WhatsApp, WeChat, Signal, LINE & Zoom mobile applications. The streaming & social data is applicable for using Facebook (Including Facebook Messenger & Mobile Webm.facebook.com) & Instagram to use 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; WhatsApp, LINE, WeChat, Signal and Zoom to use VoIP voice call, delivery of text and voice messages, images and video clips; and YouTube, Netflix, Disney+, Apple TV, myTV SUPER and hmvod to deliver text and voice messages, images and video clips. Upon expiry of the contract period of the Service, 3HK will continue to provide the Service at monthly fees \$38, unless customer terminates the Service. For the terms and conditions of Local Streaming & Social Data Pack, please refer to <https://bit.ly/3jWkxog>.
5. When monthly mobile data usage exceeds the fair data usage of the monthly plan, data service will continue, but the thereafter data access speed (upload and download) will be restricted to not more than 1Mbps. *The aforesaid maximum download speed may be affected and varied by the following factors: network setting and specification, network coverage and usage level, user's device and software, transmission technology and other relevant factors. Compatible mobile device is required

General Terms and Conditions

- 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.
- In case of early termination of service plan or value-added service plan (if applicable) during the contract period for whatsoever reasons, a liquidated damage fee will be charged by 3HK.
- 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.
- Data usage information and record shown on different interfaces and message alerts may vary from real-time usage. Our company 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.
- 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, 4G LTE and 5G Service Terms and Conditions, the aforesaid and other special terms and conditions. Please contact staff for details.
- 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 Service Terms and Conditions of 3HK.

- 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.