



## Terms and Conditions

1. To be eligible for 5G SIM All Inclusive Bundle Pack ('Service Plan'), customer is required to subscribe designated 5G \$124 15GB SIM monthly plan with 20 months contract and prepay the Service Plan fee HK\$2,000 with one of the designated SVF at the time of Service Plan subscription. Customer can enjoy extra 15GB monthly local data and monthly \$18 Admin fee waiver during contract period. The Service Plan fee would be posted to customer's billing account with a monthly installment during contract period in order to offset the prepaid Service Plan fee. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired. If there are any extra charges in the bill, customer must pay the remaining amount as shown in the bill before the payment due date. Offers cannot be exchanged for cash or refund, please refer to the sales & service agreement or contact our staff for details.
2. 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. When monthly mobile data usage exceeds the fair data usage of the monthly plan 30GB, data service will continue, but the thereafter data access speed (upload and download) will be restricted to not more than 1Mbps.
3. Customer is required to successfully linked up the relevant MoneyBack account ("MB App Account") to the 3HK postpaid service account ("3HK Account") of the customer via My3 App ("3HK Platforms") for related MoneyBack Points collection. 1,800 MoneyBack Points in total will be credited into customer's registered MoneyBack account by MoneyBack Hong Kong in three tranches: 515 MoneyBack Points will be credited within 30 days of 3HK mobile service activation date; 1,015 MoneyBack Points will be credited within the 2<sup>nd</sup> billing month and 270 MoneyBack Points will be collected via My3 App by instalments of designated month during contract period. No MoneyBack points can be earned if the subscription with 3HK is canceled or terminated within 30 days of subscription date. Offer is subjected to related terms and conditions. 3HK reserve the right to change the MoneyBack points reward scheme offer at any time without prior notice. For more details, please refer to <https://bit.ly/382CrDg>.

## General Terms and Conditions

- Offer is valid until 31 Aug 2022.
- 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.
- An SMS alert will be sent to customer when data usage nearly reaches the limit of subscribed data services. Customer may purchase flexi data top-up options through [www.three.com.hk/3Care\\_eng](http://www.three.com.hk/3Care_eng) 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 of subscribed data services, data usage will be automatically 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.
- 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 only applicable to “3HK@Fortress”, subject to our [3G, 4G LTE and 5G Service Terms and Conditions](#), the aforesaid and other special terms and conditions. Please contact shop 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.
- 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.

