



SoSIM - Prepaid SIM Terms and Conditions:

* "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, SoSIM shall have the right to reduce and restrict the data access speed (upload and download) to not less than 128 kbps. Please refer to "[Prepaid SIM Card Service Usage Policy and Fair Usage Policy](#)" for details.

1. Defaulted service package: Infinity data usage 50GB local data and 5,000 Local Call Minutes (valid for 30 days), can be changed to 5 days APAC travel daily pass + 30 days of 3GB local data within 48 hours upon card activation, this option will be invalid after these 48 hours. When the switching of travel data daily pass is confirmed, the validity of the SIM card and travel data daily pass will be extended to 180 days and it cannot be cancelled. If no change is made, the Infinity local data package would be selected as the subscribed service. The designated service package will be automatically subscribed when the default package expired if there is sufficient stored value in prepaid SIM account. The designated service package can be queried via the SoSIM App Settings "Auto-renew options/settings" The service contents and charges of SoSIM may change from time to time, please visit SoSIM App/website for the latest updates.
2. 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.
3. Service activation within 60 days of purchase, otherwise the prepaid SIM service will not be used.
4. (i) SIM 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 extended to the relevant day of extension according to the recharge value. The remaining balance and mobile number would be valid until this extended date. After this date, the remaining balance and mobile number will be forfeited. (ii) When changing of service package to travel data daily pass the validity of prepaid SIM and the travel data daily pass are extended automatically to 180 days from the date of the changing of service package.
5. Unlimited meeting data package is only applicable to users with 30-day or 90-day local data package subscription.
6. Daily cut-off time is counted from 24 hours after daily package activation.
7. "Night Fever" data usage and charges is applicable to local data service only. Maximum data access speed (upload and download) is 7.2Mbps. (The subscribed 4.5G speed boost is excluded)
8. 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.
9. 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.
10. The Data usage should comply with "Prepaid SIM Card Service Usage Policy and Fair Usage Policy".





11. Tethering availability depends on network operators in the destinations. SoSIM does not restrict the use of tethering with Data Roaming Day Pass.
12. 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).
13. 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 without prior notice. Recommended to Subscribe Roaming Data Day Pass via SoSIM App on the date of departure.
14. 24 hours data pass (travel) is valid for 180 days after package subscription. After enable "Mobile Data" service in device or have voice call, the data pass will be activated instantly and it is valid for 24 hours. Other data pass (365 days travel) will be instantly activated after purchase.
15. To maintain normal data speed, the "top up data" can be allowed to purchase when the current designated travel data pass usage is almost used up. The validity of "top up data" follows the subscribed current travel data pass.
16. 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.
17. 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.
18. 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, SoSIM 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.
19. Day Pass shall not be applicable to aircraft roaming/maritime roaming/satellite roaming.
20. 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 SoSIM, and SoSIM shall seems necessary in its absolute discretion without priors notice. Notwithstanding anything contained herein, SoSIM shall also reserve the right to accept, reject or otherwise terminate any customer's subscription of the Pass at any time as SoSIM deems necessary in its absolute discretion.
21. Social Media Data is only available to the use of mobile apps (Facebook, Instagram, WhatsApp, LINE, WeChat and Signal) The social data is applicable for using Facebook (Including Facebook Messenger and Mobile Web m.facebook.com), Instagram, WhatsApp, LINE, WeChat and Signal 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 and check in features, playing videos via WeChat Moment and 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. SoSIM shall not be responsible for any liability incurred.

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22. From 1 March 2022, real-name registration is required before use. Upon insertion of the SIM card into a mobile device, the defaulted service package / SIM card validity will start immediately, local services will be activated after real-name registration is completed.
23. "4.5G Speed Booster" is not applicable to the data usage after "Fair Usage Data Threshold".
24. Application Data | The Designated Streaming and Social Apps of Google Map, Disney+, Netflix, Apple TV, myTV SUPER, hmvod, Facebook, Instagram, WhatsApp, WeChat, Signal, LINE, Microsoft Teams, Google Meet, Google Classroom and Zoom are provided by a third supplier, namely Google LLC., The Walt Disney Company (Hong Kong) Limited, Netflix, Inc., Apple Inc., MyTV Super Limited, Anyplex Hong Kong Limited, Facebook Inc., WhatsApp Inc., Tencent International Service Pte. Ltd., Signal Messenger LLC., LINE Corporation, Microsoft Corporation and Zoom Video Communications, Inc.. The content and the settings of the Designated Streaming and Social Apps service may change from time to time without any notice. SoSIM shall not be responsible for any liability incurred from or in connection with the content, the downloading of Application Data | the Designated Streaming and Social Apps, the use of Application Data | Designated Streaming and 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 Application Data | the Designated Streaming and Social Apps and/or the use of Application Data | Designated Streaming and Social Apps service by the Customers or any other persons) and/or failure or unable to use the full or part of Application Data | the Designated Streaming and Social Apps service due to the aforesaid changes and other circumstances beyond SoSIM's reasonable control.
25. For other services, charges, terms and conditions and enquiry, please visit <https://www.sosimhk.com/web/index-en.html>.
26. SoSIM reserves the right to change all charges without prior notice.