



Handset Guardian Terms & Conditions:

- 1 Handset Guardian service (“Service”) is an all-rounded handset protection service package. Upon successful application customer may enjoy designated value-added services as below:
 - 1.1 Screen Replacement Plan;
 - 1.2 Zone Alarm Mobile Security; and
 - 1.3 Handset Content Transfer.
- 2 The Service is payable monthly in advance for a minimum term of 24 months.
- 3 The Service cannot be reduced or changed to any other type of value-added service within the fixed contract term. If customer within the fixed contract term of the Service (i) terminates the Service or (ii) terminates the mobile service contract with 3HK, the customer shall pay to 3HK an early termination charge which amounts to the aggregate of the monthly service fees payable for the remaining part of the fixed contract term.
- 4 The Service is not applicable to prepaid SIM card or Secondary SIMs of 4.5G/ 5G Family/ Family SIM Plan customers.
- 5 To terminate the Service, customer must notify HTCL by calling the 3Customer Services Hotline 1033 not less than 7 days before the current statement cutoff date of the Service. Termination of the Service will become effective as from HTCL's receipt from customer of the termination notice. The service fee payable for such relevant month shall not be refundable at all on any pro-rata basis.
- 6 When customer downloads and uses the Zone Alarm Mobile Security App (“App”), the relevant data transfer fee shall additionally be charged by 3HK. If customer downloads or uses the App overseas, data roaming fees may be payable.
- 7 These Terms and Conditions shall be governed by the laws of Hong Kong and the Customer shall submit to the non-exclusive jurisdiction of Hong Kong courts.
- 8 The Service is subject to the customer agreeing separately to the terms and conditions relating to the Screen Replacement Plan, Zone Alarm Mobile Security service, and the Data Transfer Service)(together, “Applicable Service Agreements”). The Service is also subject to the 3G, 4G LTE and 5G Service Terms and Conditions of 3HK which can be found on 3HK’s website <http://www.three.com.hk/> → Terms & Policies → 3G, 4G LTE and 5G Service Terms and Conditions (“Service Terms”). If there is any conflict between the terms and conditions relating to the Service as contained herein, Applicable Service Agreements, and the Service Terms, the provisions in the following rank will take precedence: (1) this document, (2) Applicable Service Agreements and (3) Service Terms.
- 9 Should there be any inconsistencies between the Chinese and English versions of these terms and conditions, the English version shall prevail.
- 10 References to 3HK are references to Hutchison Telephone Company Limited.