



Terms & Conditions

1. Roam-in-Command ("RIC Service") and the related data roaming charges ("Service Fee") are applicable only to 3HK postpaid, personal account customers. Upon subscription of RIC Service, Roaming and IDD service will be activated.
2. SMS confirmation will be sent upon successful activation of RIC Service. Please note that RIC Service subscription will stay activated until customer cancels the subscription. As such, whenever customer arrives RIC Service designated destination and use roaming data, the RIC Service will be effective automatically and customer will be charged with the relevant service fee.
3. After successful activation of RIC Service, Service Fee will be charged for a usage period of 7 days ("Usage Period") upon first use of relevant data roaming service of RIC Service ("First Usage"). Service Fee will be charged every 7 days and will not be pro-rated. Usage Period will commence upon First Usage on the first day of such period until 23:59 (Hong Kong time) on that day, and will expire on the 7th day at 23:59 (Hong Kong time). Service Fee will be charged again by resetting the 7-day valid period upon expiration of the Usage Period for continued use of the RIC Service.
4. Within the Usage Period of RIC Service, the network speed will be subject to the network coverage and system compatibility of the designated network service providers in the destinations while the RIC Service is in use as well as other relevant factors which may be subject to change from time to time. The data speed will be adjusted to not higher than 128kbps when the data roaming usage reaches 1GB, customers may continue to use the data roaming service until expiry of the Usage Period. However, if the RIC Service is subscribed for again before expiry of the Usage Period, the new Usage Period will commence on the activation date of the new subscription of the RIC Service.
5. When the data roaming usage reaches 1GB, an SMS notification will be sent to the customer. Customer may reply to the SMS to purchase extra 1GB travel data and use within the usage period of this service. The top-up data charge is \$40/ 1GB (Asia Pacific designated destinations) or \$60/ 1GB (Europe, Americas & Middle East designated destinations). The data speed will be adjusted to not higher than 128kbps when the data roaming usage reaches the cap, customers may continue to use the data roaming service until expiry of the usage period.
6. If customer has subscribed for other data roaming plan while some of the destinations covered under such other data roaming plan overlap with those of the RIC Service, generally the data roaming usage used in the overlapped destinations will be deducted or charged under such other data roaming plan (except for data roaming daily pass which is charged on a daily basis, such as "Data Roaming Daily Pass", "RoamLite Pass" etc or "GETAWAY" Travel Service.). Please contact 3 Customer Services Hotline for service fees details. Different service plans are charged separately.
7. Customer can contact our 3iChat: <https://3ichat.three.com.hk> for RIC Service un-subscription, data roaming service (including but not limit to speed, charges, service contents) will be restored to the data

roaming plan currently subscribed for by the customer prior to usage of the RIC Service (if any), or the standard roaming service, any remaining data entitlement and Usage Period will be forfeited immediately without any compensation. Please login to My Account or My3 App account to obtain details of the current subscribed-for roaming service plan (if any).

8. RIC Service only includes data transmission charges. Voice call, SMS, video call and other extra service usage will be charged at the standard roaming rate (please click [here](#) for details).
9. Usage of RIC Service is subject to the coverage, system compatibility and other relevant conditions of the designated networks, which are subject to changes without prior notice.
10. RIC Service 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, ppstream, winmx, etc, or if there is any abusive or abnormal usage, 3HK shall have the right to forthwith terminate Daily Pass without prior notice. All commercial or illegal promotion activities via the use of Daily Pass shall be prohibited.
11. RIC Service shall not be applicable to aircraft roaming/maritime roaming/satellite roaming.
12. 3HK reserves the rights to amend the charges and terms and conditions (including but not limited to designated destinations and designated networks and their coverage) of RIC Service and to suspend or terminate any part of RIC 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.

Last update: 9 Feb 2024