



## Terms and Conditions

1. To be eligible for \$3,000 5G Broadband All Inclusive Bundle Pack ('Service Plan'), customer is required to prepay the Service Plan fee HK\$3,000 with one of the designated SVF at the time of Service Plan subscription. The Service Plan fee included designated \$88 5G Broadband plan, 5G Router rental monthly plan and \$18 admin fee per month with 30 months contract commitment. The Service Plan fee would be posted to customer's billing account with a monthly installment of 30 months in order to offset the prepaid Service Plan fee, please refer to the sales & service agreement or contact our staff for details. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expiry.
  - a. Offer is only applicable to designated Home Ownership Scheme flats and Public Housing Estates, and selected existing 3HK post-paid customers. Voice and roaming service is not applicable to 5G Broadband Service Plan. Infinite 5G Broadband Data of 5G Broadband Monthly Plan is only applicable to designated devices. Once the mobile data usage reaches the 300GB data entitlement of your monthly service plan, data service will continue subject to the maximum download speed of 5G network but less network resources will be allocated according to network condition which may affect your data service experience until the cutoff date of the relevant bill cycle. 5G network experience may be affected due to the 5G coverage of 3HK and other factors including but not limited to network setting/specification or coverage, the features or functionality of individual mobile device and router, 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. Hutchison Telephone Company Limited ("3HK") reserves the rights to terminate the service if this monthly plan service is not used at the designated registration residential address or/and with the designated device.
2. To be eligible for \$5,000 5G Broadband All Inclusive Bundle Pack ('Service Plan'), customer is required to prepay the Service Plan fee HK\$5,000 with one of the designated SVF at the time of Service Plan subscription. The Service Plan fee included designated \$88 5G Broadband plan with \$18 admin fee, 5G Router rental monthly plan, and special \$108 5G SIM plan for selected customers per month with 24 months contract commitment. The Service Plan fee would be posted to customer's billing account with a monthly installment of 24 months in order to offset the prepaid Service Plan fee, please refer to the sales & service agreement or contact our staff for details. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expiry.
  - a. Infinite 5G Broadband Data of 5G Broadband Monthly Plan is only applicable to designated devices. Once the mobile data usage reaches the 300GB data entitlement of your monthly service plan, data service will continue subject to the maximum download speed of 5G network but less network resources will be allocated according to network condition which may affect your data service experience until the cutoff date of the relevant bill cycle. 5G network experience may be affected due to the 5G coverage of 3HK and other factors including but not limited to network setting/specification or coverage, the features or functionality of individual mobile device and router, 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. Hutchison Telephone Company Limited ("3HK") reserves the rights to terminate the service if this monthly plan service is not used at the designated registration residential address or/and with the designated device. Voice and roaming service is not applicable to 5G Broadband Service Plan.
  - b. Customer can enjoy monthly 20GB local data and 3,000 voice mins for bundled 5G SIM during contract period. Same day and same name subscription of 5G SIM is required and the 5G SIM must be activated within 30 days from the service activation of the 5G Broadband Monthly Plan.
3. 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. If customer terminate the Service Plan before the expiry of the contract period for any reason, customer will be required to pay an early disconnection charge in a sum equivalent to the remaining balance of the Service Plan fee, and all remaining entitlement shall be forfeited forthwith. Offers



cannot be exchanged for cash or refund, please refer to the sales & service agreement or contact our staff for details.

4. The 5G Router included in the Service Plan is a refurbished unit, and supplies are limited in selected point of sales. Offer is valid while stock lasts. Router photo is for reference only and the final router model is subject to the availability. The 5G Router can only be used with 3HK SIM card during the contract period. Customer is required to settle 3HK bill by credit card autopay. Cardholder's name must be the same as the name registered for designated service plan. The rented router could be inspected at selected point of sales if the router malfunctions within the contract period of Service. If 3HK confirms that the malfunction is a technical or functional failure, a free replacement of the rented router with another refurbished router of the same model will be arranged. In case of the same router model is out of stock, 3HK reserve the rights to replace the rented router with another refurbished router model without prior notice. Customer must present the original or photocopy of the sales receipt or service contract of the router for a warranty service request. Customer shall back up the data being stored in the router (if any) as such data may be erased during the course of inspection. 3HK will not be liable for any loss or damage arising from the provision of inspection or warranty services. The above Service Plan is subject to other terms and conditions. Please refer to the Sales & Service Agreement and related registration form for details.
5. Customer is allowed to enjoy 7 Days cooling off period. Liquidated damage fee is not required if customer terminates the service within the first 7 days of service effective period from the effective day of the service. Customers have to contact the designated customer service hotline (31668711; Service Hours: 10:00-22:00, Monday to Sunday) to cancel the effective 5G Broadband plan, while the prepayment of \$100 per SIM card fee will not be refunded. Customer shall return the designated router/hardware with full packing, accessories, user guide and blank warranty card within 7 days. The designated router/hardware to be returned should not be damaged, scratched, defaced or contain any trace of water damage. If customer failed to return the designated router/hardware with above conditions, customer shall pay a designated liquidated damage fee of the designated router/hardware to 3HK (if applicable; designated liquidated damage fee amount is subject to the router/hardware model). Upon such termination, all offers, rights and benefits incidental to the Service Plan subscribed by the Customer shall cease immediately. If customer terminate the 5G Broadband Monthly Plan within 7 Days cooling off period, the subscribed add-on/ pair-up 5G SIM(s) will also be cancelled while liquidated damage fee is not required (if applicable).

### General Terms and Conditions

- The offer is valid till 30 April 2023.
- 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 may be 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.
- Once the top-up data has been purchased, the related payment will not be refunded.
- Stock is limited, subject to availability. Photos and product details are for reference only. All related product images and information are provided by manufacturer(s)/ vendor(s). The real object should be considered as final. For any enquiry, please contact respective manufacturer(s)/ vendor(s) directly. For contact information, please refer to [www.three.com.hk/vendorcontact](http://www.three.com.hk/vendorcontact). Our company makes no responsibility or guarantee as to the quality and availability of the products and/ or service provided by vendors. 3 Hong Kong reserves the right to substitute other router of equal or greater value.
- All usage is subject to [3 Hong Kong Service 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 our staff for details.
- 5G network is applicable to designated mobile device model only.
- 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.

