

Terms and Conditions

5G Broadband Plan

1. Customer is required to subscribe designated 5G Broadband Monthly Plan, commit to 30 months contract and pay for the Admin fee of \$28 per month. \$168 monthly fee is net monthly fee after deducting monthly fee rebate \$30 (original monthly fee at \$198), and 4 months of monthly fee rebate in the 7th to 10th months. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired. Customer is required to pay an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the subscribed for service plan.
2. Unlimited 5G Broadband Data of 5G Broadband Monthly Plan is only applicable to designated devices. 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 (if applicable) or/and with the designated device.
3. Voice and roaming service is not applicable for the 5G Broadband Monthly Plan. The SIM must be used with designated routers/devices. The add-on or rented 5G Router can only be used with 3HK SIM card during the contract period.
4. 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.

Special 5G Router Add-on Offer/ Rental Service

5. Special 5G Router Add-on Offer/ Rental Service (if applicable):
 - 5G Router Add-on Offer:
 - Customer is required to subscribe for 5G Broadband Monthly Plan and subscribe for the add-on offer for a designated router/ hardware at the same time, and settle for the designated amount per month (which may vary according to the models purchased) subject to contract period selected. Each subscription can enjoy the offer once. In case of early cancellation of the mobile service or Add-on offer, customer is required to pay an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the subscribed for service plan. Terms and conditions apply for the warranty service of 5G Router, please contact our 3HK hotline at 1033 or our staff for details. The Offer is available while stock last. Add-on Offer for designated routers/devices:
 - 3HK 5G CPE 5: \$52/ month (30months contract)
 - 5G Router Rental Service:
 - Customer is required to subscribe for 5G Broadband Monthly Plan and subscribe for the 5G Router Rental Service for a designated router/ hardware at the same time, and settle for the designated amount per month (which may vary according to the models purchased) subject to contract period selected. Each subscription can enjoy the offer once. In case of early cancellation of the mobile service or 5G Router Rental Service, customer is required to pay an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the subscribed for service plan.
 - Special 5G Routers Rental Fee: \$38/ month (align with 5G Broadband contract period).

- All 5G Routers available for the 5G Router Rental Programme are refurbished units, and supplies are limited in selected point of sales. Router photo is for reference only. The final router model is subject to the availability.
- Offer is not applicable to online 5G Broadband service subscription.
- 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.
- If customer subscribes to the Service and commits 30 months below contract, the customer is required to return the designated router with full packing, accessories and user guide within 14 days of the Service contract expiry date to selected point of sales. Otherwise, the Service will continue to be provided at the original Service fee (or at prevailing Service fee) per month till 5G Broadband Plan contract expiry or the customer terminates the Service. To terminate the Service after the expiry of Service contract, customer shall return the rental routers full packing, accessories and user guide to selected point of sales not less than seven days before the current statement cutoff date of the Service. Termination of the Service shall forthwith become effective as from 3HK's receipt of the termination notice from the customer or customer may continue to use the Service for the period within which monthly Service fee is paid (as the case may be), customer should return the designated router with full packing, accessories and user guide within 14 days to selected point of sales, and the monthly Service fee payable for such relevant month will not be refundable at all on any pro-rata basis.
- The contract for this Service will be cancelled if customer terminates the related 5G Broadband plan or after the expiry of the related 5G Broadband plan contract (if applicable), customer shall return the designated router with full packing, accessories and user guide within 14 days to designated 3Shops, otherwise the designated liquidated damage fee would be charged (designated liquidated damage fee amount is subject to the router model, please refer to the Sales & Service Agreement and related registration form for details) If the Service is terminated before the expiry of the contract period for the Service, the customer shall return the designated router with full packing, accessories, user guide and blank warranty card on the same day and 3HK shall charge the customer early termination charges, which are the sum of the monthly fees for the Service for the remaining unexpired Service contract period. Otherwise, the Service will continue to be provided at the original Service fee (or at prevailing Service fee) per month upon expiry of the Service contract period till 5G Broadband Plan contract expiry.
- 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 is subject to other terms and conditions. Please refer to the Sales & Service Agreement and related registration form for details.