

Terms and conditions:

1. The above mentioned monthly plans are only applicable to dedicated corporate customers subscribe to new numbers or mobile number porting.
2. Customers are required to subscribe with dedicated contract length and commit \$28 admin fee. If customers would like to terminate the contract or change the service plan (Not including service plan with higher value), liquidated damage charges have to be paid and all rebates and discounts will be cancelled with immediate effect. No refunds will be available.
3. Plan entitlements are only applicable within current month bill, no entitlement rolling will be provided and remaining entitlements will be vanished after the current billing cycle is ended.
4. Unless specially specified, all plan entitlements are for local use only. Please visit www.three.com.hk for roaming and IDD details.
5. Terms and Conditions apply. Please contact account manager for more details.
6. Hutchison Telephone Company Limited (“the Company”) holds the right to terminate or change this monthly plan, discounts, terms and conditions without notification. The Company holds the final decision if there is any dispute.

Customers are required to subscribe designated 5G Broadband + IP Phone Service Monthly Plan, commit to 24 months contract and pay for the Admin fee of \$28 per month. \$214 monthly fee is net monthly fee after deducting monthly fee rebate \$30 and \$56 in the 12th to 23rd months (5G Broadband service with original monthly fee at \$198), and monthly fee rebate \$29 in the 12th to 22nd months as well as \$33 in the 23rd month (IP Phone service with original monthly fee at \$88). Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired. Customers are 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. The offer is available while stock last. Unlimited 5G Broadband Data of 5G Broadband Monthly Plan is only applicable to designated devices. Once the mobile data usage reaches the 500GB 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 the Company 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. The Company 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. 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 the Company’s SIM card during the contract period. Upon such termination, all offers, rights and benefits incidental to the Service Plan subscribed by customers shall cease immediately. Automatic Contract Renewal Arrangement (If applicable): If you agrees to the “automatic contract renewal arrangement” before the service plan contract expires, The Company will send a renewal notice to the customer via email or SMS, your service plan will automatically renew for the same contract period and rate under the same terms and conditions upon expiry of your fixed term contract, unless you notify us at least 30 days before the expiry of your existing or any of the renewed term of the contract via customer service hotline or The Company retail shops to cancel the auto contract renewal arrangement. This automatic contract renewal arrangement shall be subject to the final and absolute discretion of The Company. Customers are required to subscribe for 5G Broadband Monthly Plan and subscribe for the 5G Router rental monthly plan (the “Service”) for a designated router 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 contract, customers are 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. 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. If customers subscribe to the Service and commit contract less than 30 months, customers are 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 customers terminate the Service.

IP Phone Service

1. The fixed-line services are supported by Hong Kong Broadband Network Enterprise Solutions Limited (hereinafter referred to as “HKBNES”).
2. Unless otherwise agreed in writing, Services will be activated by Hutchison Telephone Company Ltd (hereinafter referred to as “The Company”) within 3-6 weeks upon receipt of all necessary information from Customer.

3. Customer agrees that the Services will be charged at the List Price on a month-to-month basis after the expiration of the MCP. Any device(s)/premium(s)/coupon(s) associated with the initial installation will not be re-issued. If Customer does not wish to use any of the Services, Customer must give 30 days' prior written notice (by using the prescribed form from The Company) to The Company to terminate the Services. MCP is specified in the Order Confirmation or Tariffs. If MCP is not specified in the Order Confirmation or Tariffs, the MCP is 3 months. If any of the Services are terminated before the expiration of the MCP, Customer shall pay the aggregate prevailing charges of the Services for the remaining term of the MCP. Monthly charge will remain unchanged during the MCP.
4. Customer authorizes The Company to amend, update or complete the information in the Notice of Service Disconnection related to the Order Confirmation on its behalf whenever necessary and take such action as The Company considers necessary to facilitate the disconnection of services by Customer's existing service provider and the porting of telephone numbers from Customer's existing service provider to The Company. Customer agrees that the existing service provider will not be liable to Customer for any losses or damages suffered or incurred by Customer arising from the number porting arrangement.
5. Customer acknowledges that The Company may impose, and Customer shall pay on demand, (a) additional charges as per the applicable Tariff published at any time if any of the fixed lines subscribed are used for special application; (b) additional charges incurred by The Company due to regulatory changes or changes in interconnection charges between The Company and other service provider(s); and (c) cancellation charge for cancellation of order before service activation which will be the higher of the applicable installation charge (regardless of whether it is waived or not) or amount of loss or damage suffered by The Company as a result of the cancellation.
6. Services shall only be made available to the installation address as stated in the Order Confirmation. The Company may refuse to relocate the Services to any other address or charge Customer a relocation charge as specified by The Company.
7. Customer acknowledges that the Contact Person specified in the Order Confirmation shall be its authorized representative and The Company, its agents and/or contractors may take instructions directly from Contact Person on any matters relating to the Order Confirmation including configuration of equipment, function or feature setting of the equipment and service provisioning.
8. Provision of Services is subject to The Company gaining access to the building and Customer's premises to install the necessary facilities including equipment and wiring and in some situation access to the use of any in-situ wires in Customer's building or premises. Customer shall facilitate such access including: (a) liaising with the relevant building management office or building owner, data centre operator or relevant authority, and settling cross connection charge or any surcharges that may be imposed (one-off and monthly recurring); and (b) where internal wiring work is required, to remove and reinstate any interior furnishings that may be affected; provide necessary tools such as construction platform and seeking permission to drill holes. The Company may cancel the Order Confirmation without any liability to Customer if access is denied or necessary arrangement(s) are not made, or it is not technically or commercially feasible to install the required facilities to provide the Services.
9. For Business Broadband / Fibre Business Broadband / Direct Fibre Internet Services: the access speed is measured and quoted in unit of Megabit per second (Mbps) or Gigabit per second (Gbps). The actual throughput for each circuit will be affected by usage levels, network configuration, coverage and extraneous factors. The Company may take such action as it sees fit to ensure that the throughput does not exceed the subscribed limits.
10. Customer acknowledges that voice communication services provided by The Company must not be used by lifeline user or connected to lifeline devices.
11. Customer acknowledges that The Company will not be able to ascertain and to provide the geographical location of the caller to the emergency service authorities for emergency call made via voice communication services provided by The Company. Customer must advise its geographical location to emergency service authorities during emergency call. Customer will indemnify and hold harmless The Company or its officers or agents against any liability, claim, loss, damage or expense arising from any event of emergency call from these services.
12. Upon service termination, The Company will arrange to collect the equipment(s) installed at Customer's premises. Customer will pay The Company charges if the equipment(s) is not returned in good condition.
13. Customer are required to return the designated IP Phone equipment 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 IP Phone



Plan contract expiry or customers terminate the Service. Cost of non-return or lost of IP Phone equipment will be charged (i) IP Phone: Polycom VVX 311L HK\$1,110 (ii) Switch: GS308 8 PORT 10/100 SWITCH HK\$240 (if applicable).