



Terms & Conditions

- 1 Customer is required to subscribe designated "Greater Bay" Monthly Plan \$248 5G 10GB local data and 10GB Mainland China-Macau shared data and commit to 24 months contract. Admin fee of \$28 per month is also required. Customer can enjoy extra total 10GB local data, 10GB Mainland China-Macau shared data and 50 voice minutes in Mainland China and Macau during contract period. Upon subscription, Roaming & IDD service will be activated automatically and cannot be deactivated while still using The Service. Please visit www.three.com.hk/roaming for details of Roaming & IDD service.
- 2 The Service as well as its local and roaming data usage is applicable to the designated networks in Hong Kong, Mainland China and Macau. Meanwhile, other 3HK data roaming plan are not applicable to these destinations.
- 3 If customer uses data and voice service while locates outside Mainland China and Macau, customer could purchase or use 3HK's other data and voice service plans, customer will be charged at this particular data and voice plans accordingly, otherwise, Standard Roaming Rate will be applied.
- 4 An SMS alert will be sent to customer when data usage nearly reaches the limit of subscribed data services. Customer may subscribe Mainland China & Macau 3-Day Pass or purchase data top-up options through SMS 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.
- 5 If data usage has reached the limit of subscribed data services, data usage will be automatically suspended.
- 6 Wireless local data usage charge is applicable to mobile phone email application usage or access to Message Centre via mobile handset, access to sites other than the 3Service and wireless modem application.
- 7 For minimal data usage triggered by handset applications during the period of suspension of data usage due to the reason stated in above point (4), 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.
- 8 Data usage information and record shown on different interfaces and message alerts may vary from realtime usage. 3HK 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.
- 9 The Service includes Hong Kong local minutes only, and does not cover roaming voice call, roaming SMS, Home Direct Line service and roaming video call.
- 10 Customer can enjoy free 50 minutes per month in roaming voice calls, included incoming calls, outgoing calls to Mainland China, Hong Kong and Macau, (excluding Home Direct Line service) within Mainland China and Macau during the contract period (thereafter charge \$0.5 per minute); outgoing call to other destinations and usage incurred on all other countries' networks will be charged at Standard Roaming Rate, click [here](#) for coverage and charges. Roaming short message charge will only be applicable to sending SMS to 3HK customer numbers. A surcharge will apply for sending SMS to non-3HK customer numbers or overseas numbers.

- 11 Free “Mainland China Number Service” for subscription of the Service, details:
- Monthly fee includes one Mainland China mobile number (“Mainland China Number”) which can be used for receiving incoming calls, receiving and sending SMS only. Via Mainland China Number:
 - Incoming voice minutes received within Hong Kong are charge as local voice minutes (can be deducted from the mobile service monthly plan entitlement), received within Mainland China and Macau are charged according to rates set in clause 10 above and charge at standard roaming charges when within other destinations. Please visit www.three.com.hk/roaming for roaming coverage and charges.
 - In Mainland China, Hong Kong and other roaming destinations: (a) Receiving incoming SMS is unlimited. (b) Sending SMS to designated Mainland China phone number (“12306”, prefixes begin with “9” or “106”) with dialling pattern as [##86] [designated Mainland China phone number], otherwise the message will be sent via HK mobile number. Each SMS sent will be charged as international SMS \$2/SMS, extra \$0.65/SMS when sent within Mainland China and Macau, and extra standard roaming charges when within other destinations. Please visit www.three.com.hk/roaming for roaming coverage and charges.
 - The Mainland China mobile number in Mainland China Number Service cannot be ported out.
 - In case of early termination of the Service during the contract period for whatsoever reasons, customer shall have to pay 3HK the designated liquidated damage (the sum of the monthly fee for the remaining unfulfilled contract period) as compensation.
 - Customers of the Service are required to provide personal data to complete the real name registration process and consent to transfer and disclose the personal data to related telecommunications partner(s) by 3HK. If the personal data provided is incomplete or inaccurate will render the registration process incomplete and the services not be provided. Please contact 3Shop staff for details of the registration.
 - At the end of the contract period, 3HK will charge at the prevailing rate if the customer continues to use the service.
 - Please visit www.three.com.hk/cnoe for details of “Mainland China Number Service”.
- 12 Unless otherwise specified, The Offer cannot be used in conjunction with other special promotions or discounts.
- 13 Please visit <https://web.three.com.hk/servicecharges/thereaftercharges> for charging details of video call, SMS and voice thereafter service which maybe updated by us from time to time.
- 14 Prepayment of \$100 SIM card fee is required for SIM monthly fee and such prepayment will be refunded to the customer's mobile account for monthly service fee payment after having used The Service for 1 month.
- 15 In case of early termination of mobile telecommunication service (including the Package) during the contract period for whatsoever reasons, customer shall have to pay 3HK the designated liquidated damage as compensation.
- 16 The Service is not applicable to any voice minute package, IDD unlimited package and any data pack offers.
- 17 If usage is incurred due to tethering or 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 The Service without prior notice. All commercial or illegal promotion activities via the use of The Service shall be prohibited.
- 18 4G LTE service will be available only when (i) compatible handset or device supporting 4G bandwidth is used and (ii) in the destinations where 4G LTE service infrastructure has been fully developed.

- 19 Usage of The Service is subject to roaming coverage, system compatibility and other relevant conditions of the designated networks, which are subject to change without prior notice.
- 20 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.
- 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.

Last Updated: 1/3/2024