



Terms and Conditions

≤Local data included:

20GB basic data per month and 40GB bonus data per month during contract period for Plan \$248;
30GB basic data per month and 70GB bonus data per month during contract period for Plan \$288.

1. Customer is required to subscribe to designated 5G monthly plan(the monthly fee after deducting the rebate and customers must commit designated value-added service package of total \$198 per month at the same time), commit designated contract with designated prepayment amount (the prepayment amount will be credited to customer's billing account by 18 months instalments during the contract period), pay for the first month's monthly fee and the Admin Fee of \$28 per month.
2. \$426 monthly fee is net monthly fee after deducting Net Monthly Fee Rebate during contract period (\$20) per month for designated handset model and designated Plan \$248 and value-added service package of total \$198 per month.
3. "Getaway" Individual Version service with fixed contract period (valid for 2 years) of Roaming data pass ("Travel Data Pass") for 45 passes:
 - i) Travel Data Pass may be used in designated destinations and on designated networks on any 45 passes.
 - ii) Subsequent excessive usage of Travel Data Pass in designated destinations and on designated networks will be charged at \$25/pass. Usage of roaming data service in non-designated destinations and on non-designated networks will be charged at standard service fees. For service and coverage details, please visit www.three.com.hk/tp-e.
 - iii) Data access speed will be adjusted to not higher than 256kbps when data roaming usage reaches 500MB each pass, customers may continue to use the data roaming service until 23:59 (Hong Kong time) regardless of the number and location of designated destinations.
 - iv) Not applicable to in-flight roaming.
 - v) One Travel Data Pass will be deducted upon its first use on each day irrespective of volume of the usage. A day means from 00:00 to 23:59 (Hong Kong time) regardless of the physical location of a customer. If Travel Data Pass is used in different destinations within the same day, the number of Travel Data Pass to be deducted will be based on the number of destinations.
 - vi) Upon expiration of the Fixed Contract Period of the Service:



- a) The remaining usage entitlement under the Service will be forfeited;
- b) Travel Data will be charged at RoamLite Pass. For RoamLite Pass details, please visit www.three.com.hk/roamlitee .

Travel Voucher Offer:

- a) Travel voucher is given in the form of electronic format (“e-Voucher code”). Customer requires to collect the e-Voucher codes via My3 App within 6 months after account activation date (new subscription) or contract renewal confirmation date (renewal). No reissuance will be allowed after the valid collection period. Customer can purchase designated services on the hutchgo website or App two working days after collection.
- b) Collected e-Voucher code is valid within contract period (according to the offer selected). Travel Voucher value varies according to the monthly plan subscribed. Each e-Voucher code is of \$3,000/\$3,500 denomination.
- c) e-Voucher code can only be used for designated flights, hotel and packages booking. Any unused Travel Voucher will be forfeited upon expiry.
- d) Only One e-Voucher code can be used in each transaction. The remaining balance amount of voucher value will be forfeited automatically. No refund or exchange will be made for any remaining balance amount of Travel Voucher.
- e) For enquiry of the voucher remaining amount, please contact shop staff or Customer Service representative or My3 App.
- f) Designated prepayment is required (amount varies according to monthly plan and contract period). Prepayment will be credited to customer’s billing account by 18 installments.
- g) Travel Voucher is not transferable and for resale. It is redeemable only by the person whose name is the same as the registered name of the subscribed service plan.
- h) Travel Voucher cannot be enjoyed in conjunction with other offer.
- i) Travel Voucher is non-refundable, and no change will be given either in cash/product or in other form
- j) The available flights, hotel and packages booking will be updated and amended from time to time. Please ask our shop staff or hutchgo website for details
- k) Hutchison Telephone Company Limited (“HTCL”) reserves the right of final decision in case of disputes or changes of the offer without any prior notice

General Terms and Conditions

- 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 maybe 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 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.
- All usage is subject to 3 Hong Kong Service Usage Policy and Fair 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 3Shop staff for details.
- 4.5G / 5G network is applicable to designated mobile device model only.
- 5G network experience may be affected due to various factors including but not limited to network setting/specification or coverage, the features or functionality of individual mobile device, 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. Subject to 5G Service Terms and Conditions of 3HK.

– 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

Hutchison Travel Limited (hutchgo) e-Voucher Terms and Conditions:

- The redemption period for the e-Voucher code commences from the first working day of account activation date (new subscription) or contract renewal confirmation date (renewal) with SUPREME and ends on the final day of the contract (not more than 24 months).
- Travel Period is subjected to seat availability of flights and rooms availability of hotels on hutchgo platform.
- The e-Voucher code is only application for flights, hotel and packages booking and is not applicable for any applicable taxes, cost of levy, fuel surcharges and administrative fee of Hutchison Travel Limited (hutchgo) (if any). Traveler is required to settle the relevant costs.
- All travel product bookings must be made on the hutchgo website (www.hutchgo.com.hk) or within the app.
- The total value of the e-Voucher code will be deducted in full when used. Any unused balance will be forfeited.
- Only one e-Voucher code can be used for each transaction, and cannot be used in conjunction with other promotional offers or discounts and cannot be redeemed for cash or cash equivalent neither.
- The e-Voucher code needs to be keyed in at time of payment whereas no e-Voucher code can be used once reservation is confirmed.
- The e-Voucher code cannot be used for air ticket price paid directly to the airline supplier, hotel booking settled at the hotel front desk.
- Any unused services, refund is not applicable and not valid for exchange of other services. Any expired e-Voucher code will not be extended or re-issued.
- If booking is cancelled and refund is made, refund amount will not include the e-Voucher code.
- You must not store the e-Voucher Code in a data retrieval system outside of this website; or reproduce, copy, change or publish the e-Voucher Code in any form or by any means; or misuse e-Voucher Code. Any of the foregoing acts is a violation of the terms and conditions of e-Voucher Code, which may result in the rejection or cancellation of the



relevant e-Voucher Code. All consequences, losses and/or damages shall be borne by you, Hutchison Travel Limited (hutchgo) will not be responsible or bear any legal responsibility.

- If the flight ticket or hotel bookings redeemed by the e-Voucher code fails to depart or stay due to any force majeure factors (such as flight cancellation, rescheduling, failure to leave the country or compulsory quarantine caused by the pandemic), Hutchison Travel Limited (hutchgo) is not responsible for any loss and will not make any refund or compensation of the e-Voucher code used.
- For enquiries, please email to cs@hutchgo.com.
- Hutchison Travel Limited (hutchgo) reserves the right to cancel, revise, suspend or terminate all or any part(s) of the promotion, of the terms and conditions herein contained, at any time without prior notice or reason. hutchgo reserves the right to amend the terms and conditions of e-Voucher use without prior notice, and of final decision on all matters of dispute.

