

## Terms and Conditions

1. The above mentioned monthly plans are only applicable to current permanent staff members of dedicated corporate customers subscribe for new numbers or mobile number porting. Resigned or retired staff members are not eligible to the service plan. 24 months contract is required for all SIM subscription.
2. Customer is required to subscribe designated 4.5G 42M monthly plan subscription with contract commitment in 24/28 months and pay admin fee of \$28 per month during contract period. \$68/\$98/\$118 monthly fee is net monthly fee after deducting \$40/\$30/\$70 monthly fee rebate (original monthly fee at \$108/\$128/\$188). Monthly fee rebate will be credited to customer's billing account by instalments during contract period. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired.
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. The aforesaid maximum download speed may be affected and varied by the following factors: network setting and specification, network coverage and usage level, user's device and software, transmission technology and other relevant factors. Compatible mobile device is required.
5. When monthly mobile data usage exceeds the fair data usage of the monthly plan, data service will continue, but the thereafter data access speed (upload and download) will be restricted to not more than 128kbps (monthly fee at \$68) /2Mbps (monthly fee at \$98) /42Mbps (monthly fee at \$118).
6. Sending and receiving voice calls and MMS to and from 3 subscribers are deemed as Heart-To-Heart voice and Intra MMS.
7. 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.
8. There would be no surcharge for receiving a video call from a subscriber of other Hong Kong designated mobile operator.
9. 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.
10. All plans include unlimited mobile IDD local talk time ("001", "1968" & "+" only).
11. For international voice and video calls, international call rates apply.
12. For international roaming services, roaming rates apply.
13. 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).
14. 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.
15. In case of early disconnection during the contract period for whatsoever reasons, a liquidated damage fee will be charged by 3HK.
16. An SMS alert will be sent to the customer when data usage nearly reaches the limit. Customer may purchase data top-up options through [www.three.com.hk/3Care\\_eng](http://www.three.com.hk/3Care_eng) or My3 App 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, local data usage will be 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.
17. For terms and conditions of Data Auto-Refill, please visit <https://web.three.com.hk/data/dataautorefill/index-en.html> as maybe updated by us from time to time.
18. 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.
19. Local data usage information shown on different interfaces and message alerts may vary from real-time usage. Hutchison Telephone Company Limited 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.

## General Terms and Conditions

- Customer is required to settle payment for eligible transactions and pay the monthly service fee through autopay with the applicable Credit Cards (VISA and Master Card). The credit cardholder name must be the same as customer account registration name.
- All usage is subject to [3 Hong Kong Service Usage Policy and Fair Usage Policy](#).
- Prepayment of \$100 SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
- Only 3 Customer Self-help service will be provided for the for SIM subscription offers of above. For details of 3 Customer Self-help Service, please visit [www.three.com.hk/3Care\\_def](http://www.three.com.hk/3Care_def)
- Unless otherwise specified, the usage entitlement and fee of the monthly plan apply to local services only.
- Unless otherwise specified, offer cannot be enjoyed with other promotional offers.
- 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 and 4G LTE Service Terms and Conditions](#), the aforesaid and other special terms and conditions. Please contact staff for details.
- Terms and conditions applied to the above offers. Our company reserves the right to change the contents and charges without prior notice.