

#### **A. Incoming Calls Management Pack – General Terms & Conditions**

1. Incoming Calls Management Pack (“**Service**”) includes Anti-Scam and Call Block services. The Service will be activated by the system automatically upon Service subscription.
2. The Service is only applicable to the 3G, 4G LTE and 5G mobile customers of Hutchison Telephone Company Limited (“**HTCL**”).
3. Customer may subscribe for the Service at a monthly fee of \$28 subject to a fixed contract period of 24 months. The Service will continue to be provided at \$28 monthly service fees upon expiration of the fixed contract period unless customer gives termination notice to HTCL.
4. If the Service is subscribed for as a designated value-added service commitment under a handset bundled / upgrade plan, any termination of the relevant monthly plan of mobile device and mobile service for whatever reason will lead to termination of the Service immediately.
5. The monthly fee will automatically be chargeable upon successful application of the Service. Even if the actual usage of the Service is less than a month, the applicable monthly fee is still payable by the customer in full and is not refundable on a pro-rata basis.
6. HTCL is not responsible for any charge or loss incurred by the customer who apart from having subscribed for the Service through HTCL also subscribes for the same service through any other channel for any reason.
7. To terminate the Service, customer must notify HTCL by calling the 3Customer Service Hotline 1033 / SUPREME Hotline 31668866 at least 7 days before the then current statement cutoff date of the Service. Termination of the Service will become effective immediately upon receipt of the termination notice from customer by HTCL or customer may continue to use the Service until the next payment due date of the monthly fee (as the case may be), and the monthly fee payable for such relevant month will not be refundable at all on any pro-rata basis.
8. The Service is provided by HTCL. Content of the Service may be subject to change without prior notice. HTCL will have the right of final decision in case of any dispute.
9. The Service cannot be changed to any other type of value-added service within the fixed contract period. If customer within the fixed contract period of the Service, (i) terminates the Service; or (ii) terminates the mobile service contract with HTCL for whatever reason, customer agrees to pay to HTCL an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the Service.
10. Customer is subject to the terms and conditions of the Service upon successful activation of the Service, and also the Mobile Communications Services Terms and Conditions under the Terms & Policies of 3HK (<http://www.three.com.hk/>) / SUPREME (<http://www.supreme.vip/>). In case of any conflict between the terms and conditions of the Service as specified herein and the Mobile Communications Services Terms and Conditions of HTCL, the former will prevail.
11. HTCL reserves the right to amend or terminate the Service, relevant offers, service contents, terms and conditions at any time without prior notice. HTCL will have the right of final decision in case of any dispute.
12. Should there be any inconsistencies between the Chinese and English versions of these terms and conditions, the English version shall prevail.
13. Terms and Conditions of the Service are governed by the laws of Hong Kong.

#### **B. Anti-Scam – Special Terms & Conditions**

You are deemed to have agreed to, for your use of the Anti-Scam Service, the blocking of all suspected scam caller numbers via HTCL’s inbound call screening system and based on information of suspected scam caller lists provided by third parties which may be updated or amended from time to time without prior notice. HTCL does not guarantee the quality and accuracy of the Service and are not responsible for any damage or loss arising from the use of the Anti-Scam Service by customers or any other person.

### C. Call Block Service – Special Terms and Conditions

1. Call Block Service is an inbound call management service providing the following service content. Customer may personalize call-screening setting via My Account upon successful application of the Service.
  - 1.1 Black List: You can pre-define up to a maximum of 100 Black List numbers, those numbers will be blocked under any all circumstances.
  - 1.2 Authorized List: You can pre-define up to a maximum of 20 Authorized List numbers, those numbers can be connected even when the caller numbers are hidden.
  - 1.3 Block Unknown Calls: You may select to block all inbound calls without caller identification numbers. If any exceptional numbers should be connected when the caller identification numbers are hidden, you may add those numbers to the "Authorized List".
  - 1.4 Call Block Alert: When the alert function is on, you will receive an SMS alert when any Black List number attempts to reach you.
  - 1.5 Call Block Summary: You may check the screening records of the last 14 days via "Call Block Summary"