



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 3 Hong Kong](#). Compatible mobile device is required for 5G data.

Terms and Conditions:

- ≤ The 30GB monthly local data of \$124 monthly plan includes 15 GB basic monthly local data entitlement and 15GB monthly bonus data during contract period. Extra Free 5GB local data for selected customers. The 50GB monthly local data of \$148 monthly plan includes 15GB basic monthly local data entitlement and 35GB monthly bonus local data during contract period. Extra Free 5GB local data for selected customer. The 60GB local data of \$188 monthly plan includes 15GB monthly basic local data entitlement of and 45GB monthly bonus local data during contract period. Extra Free 5GB local data for selected customer.
- ▲ When monthly mobile data usage exceeds the fair data usage of 35GB (\$124 monthly plan)/ 55GB (\$148 monthly plan)/ 65GB (\$188 monthly plan), data service will continue, but the thereafter data access speed (upload and download) will be restricted to not more than 1Mbps.
- ◇ Applicable during contract period. A customer cannot enjoy both local bonus data offers of the credit card and MoneyBack at the same time.
- ✦ Customers are required to link up the relevant MoneyBack account ("MB App Account") to their 3 Hong Kong postpaid service accounts ("3HK Account") via My3 App ("3HK Platforms") for related MoneyBack Points collection. 800 / 1,800 / 3,000 MoneyBack Points in total will be accredited into customer's registered MoneyBack account by MoneyBack Hong Kong in two phases: 500 / 1,000 / 2,000 MoneyBack Points will be accredited within 30 days of 3HK mobile service activation date; and 300 / 800 / 1,000 MoneyBack Points will then be collected via My3 App account by instalments during the designated contract period. No MoneyBack Points can be earned if the customer cancels or terminates the service contract within 30 days of subscription. Offer is valid until 31 Dec 2024. Offer is subject to related terms and conditions. 3HK reserves the right to change the MoneyBack Points reward scheme offer at any time without prior notice. For details, please refer to <https://bit.ly/382CrDq>.
- # Mainland and Macau data will be suspended after contract period.

1. Customers are required to subscribe to a designated SIM monthly plan, commit to a 24-month contract (\$124/ \$148 monthly plan) / 28-month contract (\$188 monthly plan) and pay an \$28 admin fee per month. \$124 monthly fee is net monthly fee after deducting the \$104 monthly fee rebate (original monthly fee: \$228). \$148 monthly fee is net monthly fee after deducting the \$80 monthly fee rebate (original monthly fee: \$228). Average \$168 monthly fee is net monthly fee after deducting monthly fee rebate \$40 per month and extra rebate of average \$20 per month (total rebate in \$564) (original monthly fee \$228). Monthly fee rebate will be credited to customer's billing account by instalments during contract period. Customers will be charged with the original monthly plan fee (or at prevailing plan fee) after the contract expires. If the contract is terminated before the contract expiry for any reason, the customer is required to pay an early termination charge equivalent to the monthly service fees multiplied by the number of months remaining in the contract period.
2. Applicable to port-in customers with contract commitment of 24 months or above. Admin fee waiver is only applicable during contract period.
3. Applicable to port-in customers with contract commitment of 28 months.

General Terms and Conditions:

- Offer is valid till further notice.
- Prepayment of \$100 per SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
- 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/index-en.html> 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 staff for details.
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- 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.