



## Terms & Conditions

1. Satellite Service ("the Service") and the related charges are only available to 3HK postpaid customer and customer is required to subscribe to "Basic Monthly Plan" or "High Usage Plan" of the service with a fixed contract period of 24 or 12 months ("Contract Period"). In case of early service termination during the respective Contract Period of mobile service plan or this Service for whatever reasons, customer shall pay an early termination charge (equivalent to the original monthly services fee multiplied by the number of months remaining of their respective Contract Period of this Service).
2. The monthly fee for the basic monthly plan is calculated on a monthly basis, which follows the applicable billing cycle for the relevant individual account. There is no pro rata fee for partial month subscription. Upon expiry of the "Contract Period", the service will continue and customer will be charged on a month-to-month basis until the customer submits a service termination request, which will be effective on the next bill start date.
3. Upon the expiry of "High Usage Plan", customer has to subscribe the service again in order to use the service.
4. Upon subscription of the Service, Roaming and IDD Service will be activated automatically and cannot be deactivated during the Service effective period. Please visit [www.three.com.hk/roaming](http://www.three.com.hk/roaming) for details of Roaming and IDD Service.
5. Satellite Service covers Mainland China, Hong Kong, Macau, Taiwan, Japan, Korea, Philippines, Palau, Vietnam, Laos, Cambodia, Thailand, Malaysia, Singapore, Indonesia, Brunei, East Timor, Myanma, Bangladesh, Bhutan, Nepal.
6. The Service is provided by China Telecom Global via Tian-Tong Satellite.
7. Customer can either subscribe to "Basic Monthly Plan" or "High Usage Plan" only. During the Contract Period, it is not allowed to subscribe to "Basic Monthly Plan" or "High Usage Plan" at the same time or under the same period. Customer must subscribe to "Basic Monthly Plan" or "High Usage Plan" before adding Top-up Packs. Customer cannot solely subscribe Top-up Packs. No cancellation of Top-up Packs after subscription. Top-up Packs will be expired after the validity period.
8. Customer may subscribe more than one Top-up Voice Packs. If customer subscribe to multiple top-up Voice Packs simultaneously, usage of Satellite voice call and SMS will be deducted from voice pack with earlier expiry date.
9. All top-up Voice Packs will be ended upon the expiry of "Basic Monthly Plan" or "High Usage Plan" and are not refundable in full or on a pro-rata basis.
10. The Service supports outgoing and incoming voice call, and outgoing and incoming SMS only. Not support MMS and data service.
11. Customers of the service are required to dial with prefix +852 for making call to Hong Kong numbers in any of the service 's covered destinations while using the Service, Satellite call charges and local call charges shall apply. Customers of the services are required to dial with corresponding country code for making call to international destinations (eg, if customers make call to China, prefix of +86 is

required) and Satellite call charges, local call charges and IDD001 charges shall apply.  
(<https://web.three.com.hk/roaming/idd001/index.html>)

12. Customers of the service are required to add prefix +852 for sending SMS to Hong Kong numbers in any of the service 's covered destinations while using the Service, and Satellite SMS charges and local SMS charges apply. Customers of the services are required to add corresponding country code for sending SMS to international destinations (eg, if customers send SMS to China, prefix of +86 is required) and Satellite SMS charges and international SMS charges shall apply.
13. When Customers of the service make call or send SMS, their Hong Kong mobile numbers will be shown to the recipient.
14. Customers of the service can also receive call and SMS by their Hong Kong mobile numbers and Satellite call and Satellite SMS charges apply.
15. The local voice minutes and SMS charge incurred by Satellite Services will be deducted from the monthly SIM plan (if applicable). Extra charge will be incurred with extra local voice call/ intra-SMS/ inter-SMS/ International SMS usage. For details on thereafter voice & SMS charges:  
<https://web.three.com.hk/servicecharges/thereaftercharges/index-en.html>
16. The Satellite call charges of the following emergency numbers will be waived:
  - a. 999
  - b. 112
17. The Service is only available in designated mobile phone or devices which supports satellite function.
18. When customers of the service turn on satellite function in their mobile phone, terrestrial mobile connectivity will be suspended until the satellite function is off.
19. The Satellite Service is subject to availability and may be affected by factors such as weather conditions and satellite signal strength.
20. Customer shall pay an early termination charge (equivalent to the original monthly services fees and any optional services multiplied by the number of months remaining of their respective Fixed Contract Period and Optional Service Fixed Contract Period) in case of early termination of mobile service plan or relevant optional service (if applicable) during their respective Fixed Contract Period and Optional Service Fixed Contract Period for whatever reasons.
21. 3HK reserves the rights to amend the charges and terms and conditions (including but not limited to designated destinations coverage) of This Service and to suspend or terminate any part of the service at any time without prior notice. 3HK shall have the final decision in case of any dispute.

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