Terms and Conditions

1. Upgraded "Getaway" service (the "Service") is only applicable to postpaid and personal account customers of 3HK and is subject to a fixed contract period of 24 months ("Fixed Contract Period").
2. Upon subscription of the Service, roaming and IDD services will be activated simultaneously. Please visit www.three.com.hk/roaming for details of roaming and IDD services.
3. The following types of services are included within the Fixed Contract Period under the Service:

    (a) 80/ 45/ 30 Roaming data passes ("Travel Data Pass")
      i. Travel Data Pass may be used in designated destinations and on designated networks within fixed contract period of 24 months.
      ii. Subsequent excessive usage of Travel Data Pass in designated destinations and on designated networks will be charged at $35/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 512kbps when data roaming usage reaches 1GB 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. 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.
      v. When the data roaming usage reaches 1GB, an SMS notification will be sent to the customer. Customer may reply to the SMS to deduct remaining travel data pass and use within the same day. The data speed will be adjusted to not higher than 512kbps when the data roaming usage reaches the cap, customers may continue to use the data roaming service until 23:59 (Hong Kong time) on the same day.
      vi. Upon expiration of the Fixed Contract Period of the Service:
        a. The remaining usage entitlement under the Service will be forfeited;
        b. The roaming data consumed will be charged by subscribed roaming service.
4. When customer has subscribed to more than one roaming service at the same time, or the monthly plan includes roaming data, below is the order of data usage deduction on the overlapped destinations.
      a. "Mainland China & Macau 3-Day Pass" / "Mainland China & Macau Travel Data Pass" Package
      b. "5G Data Roam Like Home Monthly Plan"/ "5G Mainland China-HK-Macau Plan" / "Greater China Monthly Plan"
      c. "Mainland China-HK-Macau Data Pack"
      d. "Mainland China-HK-Macau Shared Data"
      e. Upgraded "GETAWAY Travel Service"
      f. "Roam-in-Command (1GB)"
      g. "Data Roaming Daily Pass"
      h. "RoamLite Pass"
    Please contact 3 Customer Services Hotline for other roaming service fees details. Different service plans are charged separately.
5. 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.
6. The Service cannot be used in conjunction with other roaming offers of 3HK. 3HK reserves the rights to amend the charges, contents, terms and conditions (including but not limited to designated destinations and designated networks and their coverage) 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.

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