



Terms & Conditions

1. "Destination Upgrade (Japan)" ("This Service") is applicable to customers who have subscribed to designated 5G Data Roam Like Home Monthly Plan ("Monthly Plan") and customer is required to subscribe to this service with a fixed contract period of 24 or 12 months ("Fixed Contract Period"). In case of early service termination during the respective Contract Period of mobile service plan or this Service for whatever reasons, customer agrees to pay 3HK the total of the remaining monthly fee as an early termination charge.
2. During the Fixed Contract Period of this service, the data entitlement associated with the customer 's subscribed plan is also applicable to Japan (designated network). When customer arrives at any designated destination of This Service and uses roaming data, the roaming data usage will be deducted from the data entitlement included in the Monthly Plan for that month.
3. Roaming and IDD services will be activated automatically upon subscription of this Service and cannot be deactivated while this Service is in use. For Roaming & IDD service details please visit: <https://web.three.com.hk/roaming>.
4. SMS confirmation will be sent upon successful activation of This Service.
5. When the monthly data usage reaches the plan entitlement, Hong Kong local data service can continue with a maximum local data access speed of 1Mbps till end of current bill cycle. The data usage of Japan and other designated countries/ regions will be charged according to your subscribed travel data products (if any). 3HK provides various Japan data service to cater to customer needs. Click [here](#). When customers without a data roaming plan subscription use travel data, they will be charged according to Data Roaming Daily Charge Cap Service. This service incurs a daily charge regardless of the amount of data consumed during travel. Please click [here](#) for service details. Please click [here](#) for coverage details.
6. Customer may subscribe for and use other roaming data service plans of 3HK for using such services in non-designated countries/ regions at the rate charged under such service plans, otherwise standard roaming charge will apply.
7. When customer has subscribed to more than one roaming service at the same time, or the monthly plan includes roaming data, the order of data usage deduction on the overlapped destinations can be referred to: https://web.three.com.hk/tnc/240926/roaming_data_deduction_order.pdf.
8. Upon expiry of the contract of This Service, data roaming service in designated destination (including but not limit to speed, charges, service contents) will be restored to the data roaming plan currently subscribed for by the customer prior to usage of This Service (if any), or the standard roaming service. Please login to My Account via <https://www.three.com.hk/en> or My3 App to obtain details of the current subscribed-for roaming service plan (if any).
9. This Service only includes data transmission charges. Voice call, SMS, video call and other extra service usage will be charged at the standard roaming rate (please click [here](#) for details).
10. Usage of This Service is subject to the coverage, system compatibility and other relevant conditions of the designated networks, which are subject to changes without prior notice.
11. This Service shall not be applicable to usage on Peer to Peer ("PTP"). If usage is incurred from or by PTP including applications such as (but not limited to) BitTorrent, edonkey, flashget, foxy, ppsstream, winmx, etc, or if there is any abusive or abnormal usage, 3HK shall have the right to forthwith terminate This Service without prior notice. All commercial or illegal promotion activities via the use of This Service shall be prohibited.

12. This Service shall not be applicable to aircraft roaming/maritime roaming/satellite roaming.
13. 3HK reserves the rights to amend the charges and terms and conditions (including but not limited to designated destinations and designated networks and their coverage) of This Service and to suspend or terminate any part of This 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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