



## Terms & Conditions

≤Data included: 30GB data per month (HK and APAC Shared Data) during contract period for Plan \$378. Upon subscription, Roaming & IDD service will be activated automatically and cannot be deactivated while still using The Service. Please visit [www.three.com.hk/roaming](http://www.three.com.hk/roaming) for details of Roaming & IDD service.

≥\$378 monthly fee includes monthly 3,000 local voice (minutes) per month.

1. Customer is required to subscribe to designated monthly plan, commit designated contract with designated prepayment amount (the prepayment amount will be credited to customer's billing account by instalments during the contract period), pay for the first month's monthly fee and the Admin Fee of \$28 per month.
2. \$298 monthly fee is net monthly fee after deducting Net Monthly Fee Rebate during contract period (\$80) per month for designated handset model and designated Plan \$378.
3. World Plan - APAC Monthly Plan ("Service") is subject to a 36-month fixed contract period ("Fixed Contract Period") and an administration fee of HK\$28 per month. Admin fee waiver is applied to service subscription during promotion period. If the contract is terminated for any reason before its expiry, the customer must pay an early termination fee equivalent to the monthly service fee multiplied by the number of remaining months in the fixed contract term.
4. Roaming and IDD services will be activated automatically upon subscription of the Service and cannot be deactivated while the Service is in use. For Roaming & IDD service details please visit: <https://web.three.com.hk/roaming>.
5. The data usage entitlement is applicable to Hong Kong and designated countries/ regions (designated Network Operators only). 3HK's other designated data roaming services are not applicable to the above. 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. Click here for more details.
6. An SMS alert will be sent to customer when data usage nearly reaches the limit of subscribed data services or used up entitled data respectively. 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. Roaming data service in designated countries or regions will be suspended until the end of the billing cycle. Customers may reply to the SMS to purchase additional roaming data as needed.
7. The roaming voice call service included in this plan is only applicable during the contract period, and only for receiving calls, calling to Hong Kong, or making local calls in designated countries or regions. This service does not include roaming voice calls to or from other countries or regions, roaming SMS, Home



Direct Line service and roaming video call services. If usage exceeds the amount included in the service, or if any related service usage is generated on any network, it will be charged at standard roaming rates. For details on charges and coverage, please refer to: <https://bit.ly/4llfYlj>

8. Please visit <https://web.three.com.hk/servicecharges/thereaftercharges/index-en.html> for charging details of video call, SMS and voice thereafter service which may be updated by us from time to time.
9. The data usage display interface, SMS alerts, and related notifications may differ from actual usage. There may be delays, cancellations, transmission errors, or failures in sending/receiving when applying for free or paid data add-ons. 3HK will not be held responsible for such issues. For actual usage and charges, please refer to the customer's next bill.
10. At the end of the contract period, 3HK will charge at the prevailing rate if the customer continues to use the service.
11. Unless otherwise specified, The Offer cannot be used in conjunction with other special promotions or discounts.
12. In case of early termination of the Service during the contract period for whatsoever reasons, customer shall have to pay 3HK the designated liquidated damage (the sum of the monthly fee for the remaining unfulfilled contract period) as compensation.
13. If usage is incurred due to tethering or PTP including applications such as (but not limited to) BitTorrent, edonkey, flashget, foxy, ppstream, winmx, etc, or if there is any abusive or abnormal usage, 3HK shall have the right to forthwith terminate The Service without prior notice. All commercial or illegal promotion activities via the use of The Service shall be prohibited.
14. Usage of The Service is subject to roaming coverage, system compatibility and other relevant conditions of the designated networks, which are subject to change without prior notice.
15. 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.
16. 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.
17. The above offers are subject to our 3G, 4G LTE and 5G service terms and conditions, the aforesaid and other special terms and conditions.

#### Handset Voucher Offer

- Handset Voucher is valid within 36 months contract period (according to the offer selected). Handset Voucher value varies according to the monthly plan subscribed. Each Handset Voucher is of \$500 denomination. If the remaining value of Handset Voucher is less than \$500, it will be replaced by a Handset Voucher of \$100 denomination.
- This Handset Voucher offers can only be used to redeem designated handset model/product at 3Shops in Hong Kong. Any unused Handset Voucher will be forfeited upon expiry.
- Customer is required to purchase designated handset purchase at the prevailing 3HK suggested



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retail price.

- Multiple Handset Voucher can be used in each purchase. The remaining balance amount of Handset Voucher will be forfeited automatically. No refund or exchange will be made for any remaining balance amount of Handset Voucher.
- For enquiry of Handset Voucher remaining amount, please contact shop staff or Customer Service representative.
- Designated prepayment is required (amount varies according to monthly plan and contract period). Prepayment will be credited to customer's billing account by 18 installment.
- Handset Voucher is not transferable and for resale. It is redeemable only by the person whose name is the same as the registered name of the subscribed service plan.
- Handset Voucher cannot be enjoyed in conjunction with other offer.
- Handset Voucher is non-refundable, and no change will be given either in cash/product or in other form
- The available standalone handset, tablets and smart watch will be updated and amended from time to time. Please ask our shop staff for details – Hutchison Telephone Company Limited ("HTCL") reserves the right of final decision in case of disputes or changes of the offer without any prior notice

#### General Terms and Conditions:

- Once the customer terminates the add-on Secondary SIM during the contract period for whatsoever reasons, a liquidated damage fee will be charged by 3HK.
- The Local Data and Voice of 5G Multi-SIM Plan (Data + Voice Sharing) are shared by all SIMs.
- All secondary SIMs must be activated within 30 days from the primary SIM activation.
- All secondary SIMs will be disconnected if the primary SIM service is suspended by whatever reasons.
- Sending and receiving voice calls and MMS to and from 3 subscribers are deemed as HeartTo-Heart voice and Intra MMS.
- Please visit <https://web.three.com.hk/servicecharges/thereaftercharges> 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.



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- 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](http://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 3Shop staff for details.
- 4.5G / 5G network is applicable to designated mobile device model only.
- 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 3HK.
- 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