



Terms & Conditions

1. World PASS / World PASS - APAC (the "Service") is applicable to customers who have subscribed to designated "5G SIM Monthly Plan" ("Monthly Plan") and customer is required to subscribe to this service with a fixed contract period of 3/12/24/36 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. The service and the related data roaming charges ("Service Fee") are applicable only to 3HK postpaid, personal account customers. Upon subscription of the service, Roaming and IDD service will be subscribed and activated, and cannot be cancelled in the contract period of the service. For details of Roaming and IDD service, please visit www.three.com.hk/roaming.
3. Customers who subscribe to the service are required to sign a contract for the designated subscription period, SMS confirmation will be sent upon successful activation of the service. Whenever customer arrives any designated destination of the service and use roaming data, the service will be effective automatically and customer will be charged with the relevant service fee.
4. The service is valid from successful subscription until the end of the contract. Monthly fee will be charged immediately. Unless the customer provides notice to terminate the service prior to the end of the contract period, the customer shall be deemed to have agreed to automatically renew the selected service plan for the same contract term. Upon renewal, the service validity period and roaming data usage will be recalculated, and charges will be applied based on the prevailing rates at the time.
5. Any remaining data usage at the end of the contract period will be automatically forfeited. Upon renewal, data usage for the new contract period will be recalculated accordingly.
6. To terminate the Service, customer must contact 3HK Customer Service Hotline 1033 no less than one day prior to the then expiry of this service contract. Upon 3HK's receipt of the termination notice, customer can continue to use the Service within the service period.
7. Within the Usage Period of the service, the network speed will be subject to the network coverage and system compatibility of the designated network service providers in the destinations while the service is in use as well as other relevant factors which may be subject to change from time to time.

8. When the data roaming usage reaches to the service limit, an SMS notification will be sent to the customer. Customer may reply to the SMS to purchase extra travel data, and use within the usage period of this service. The top-up data charge is : Asia Pacific: \$40 / 1GB ; \$98 / 3GB ; \$188 / 10GB ; Global: \$50 / 1GB ; \$108 / 3GB ; \$198 / 10GB.
9. 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.
10. If customer unsubscribes to the service, data roaming service (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 the service (if any), or the standard roaming service, any remaining data entitlement and Usage Period will be forfeited immediately without any compensation. 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).
11. The 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).
12. Usage of the service is subject to the coverage, system compatibility and other relevant conditions of the designated networks, which are subject to changes without prior notice.
13. The 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, 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. The service shall not be applicable to aircraft roaming/maritime roaming/satellite roaming.
15. 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 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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