



Terms & Conditions

≤Data included: 50GB data per month (Chinese Mainland-HK-Macau Shared Data) during contract period for Plan \$308. 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 for details of Roaming & a ≥\$308 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. \$258 monthly fee is net monthly fee after deducting Net Monthly Fee Rebate during contract period (\$50) per month for designated handset model and designated Plan \$308.
3. The Service as well as its local and roaming data usage is applicable to the designated networks in Hong Kong, Chinese Mainland and Macau. Meanwhile, other designated 3HK data roaming services are not applicable to these destinations.
4. (If applicable) When the Customer of the Service has also subscribed roaming data service including but not limited to "Roam-in-Command", "GETAWAY Travel Service", "Data Roaming Daily Pass" or "RoamLite Pass", data usage of "Chinese Mainland-HK-Macau Shared Data" will be consumed first when the Customer is within the location of Chinese Mainland and Macau. For any inquiry about travel data service and data deduction details, customer may contact 3HK customer service.
5. 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.
6. 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. If customers have applied Chinese Mainland & Macau value-added data service, customers can continue to use it till end of current bill cycle. 3HK provides various Chinese Mainland & Macau 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.
7. Wireless local data usage charge is applicable to mobile phone email application usage or access to Message Centre via mobile handset, access to sites other than the 3Service and wireless modem application.

8. Data usage information and record shown on different interfaces and message alerts may vary from real time usage. 3HK 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.
9. The Service includes Hong Kong local minutes only, and does not cover roaming voice call, roaming SMS, Home Direct Line service and roaming video call.
10. Customer can enjoy free 50 minutes per month in roaming voice calls, included incoming calls, outgoing calls to Chinese Mainland, Hong Kong and Macau. Outgoing call to other destinations and usage incurred on all other countries' networks will be charged at Standard Roaming Rate, [click here](#) for coverage and charges. Roaming short message charge will only be applicable to sending SMS to 3HK customer numbers. A surcharge will apply for sending SMS to non 3HK customer numbers or overseas numbers.
11. At the end of the contract period, 3HK will charge at the prevailing rate if the customer continues to use the service.
12. Unless otherwise specified, The Offer cannot be used in conjunction with other special promotions or discounts.

Handset Voucher Offer

- Handset Voucher is valid within 28 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 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 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.
- 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 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

