



LeSports Super Sports Pack Plus Trial Pass / Super Sports Data Pack / Super Sports and Entertainment Pack / LeSports NBA Pass - FAQ

About LeSports Super Sports Pack Plus Trial Pass

Q1) What is LeSports Super Sports Pack Plus Trial Pass?

A1) Trial Pass details are as follows:

- Service Package No.1: LeSports Super Sports Pack Plus 1-month Trial Pass (Only applicable to the designated 3G or 4G LTE mobile customers of HTCL)
 - Service Package No.2: LeSports Super Sports Pack Plus 2-month Trial Pass (Only applicable to the designated 3Supreme Diamond Members)
- * Service Package Nos. 1 and 2 are only applicable to first-time subscribers of LeSports Super Sports Pack (“SSP”) or LeSports Super Sports Pack Plus (“SSP Plus”). Customer may activate the service upon logging in through LeSports HK account.

Q2) Where can I subscribe LeSports Super Sports Pack Plus Trial Pass?

A2) Customers will receive the 2-way SMS in succession, customers shall reply the SMS to receive the activation code SMS, or retrieve the activation code on 3Care (www.three.com.hk/3Care/). Customers may also redeem the activation code from 3Shop.

Q3) Any expiry date for trial pass?

A3) This campaign will be ended after 31 March 2017, customers shall redeem the activation code on or before the end date. Afterwards, customers are required to activate the service on or before 30 April 2017, any belated activation shall be deemed to waive. Customers will not be entitled to any refund or other compensation for the part of contents that has not been accessed before activation of the SSP. Any SSP offered in this Promotion is only for personal use. Any commercial use or non-personal use at public area, non-residential area, or commercial area is strictly prohibited.

Q4) How to activate the service?

Q4) Customers may activate and access the service via LeEco Super TV, Le TV Box (4K Standard Edition), LeSports HK website (hk.lesports.com) or the official mobile application “LeSports HK”, please refer to <http://bit.ly/2mg4xRf> for more details.

About Subscription

Q1) Where can I subscribe Super Sports Data Pack/ Super Sports and Entertainment Pack/ LeSports NBA Pass?

A1) You can subscribe the offers through the following ways:

- 3website, 3shop or contact 3 Customer Services Hotline at 1033

Q2) How much is it for the monthly service fee? Any contract basis?

A2) The details are as follows:

Super Sports Data Pack:

- \$250 designated value-added service of handset subscription/upgrade monthly bundled package on a fixed contract term of 24 months: Super Sports Data Pack includes SSP Plus

and 1 GB local data, with a monthly rebate of \$102 respectively. (Only applicable to designated 3G or 4G LTE mobile customers of HTCL)

- \$250 monthly package as an engagement for a value-added service, on a fixed contract term of 14, 26 or 38 months: Super Sports Data Pack includes SSP Plus and 1 GB local data, with a monthly rebate of \$82, \$102 or \$112 respectively during the non-free trial period. (Only applicable to designated 3G or 4G LTE mobile customers of HTCL)
*3Supreme members can enjoy an extra of 1GB local data
- \$250 monthly package as (a) a designated value-added service of handset subscription/upgrade monthly bundled package or (b) an engagement for a value-added service, on a fixed contract term of 12, 24 or 36 months: Super Sports Data Pack includes SSP Plus and “Night Fever” Unlimited Data Pack (“Night Fever”), with a monthly rebate of \$82, \$102 or \$112 respectively. (Only applicable to designated 3G or 4G LTE mobile customers of HTCL, except for 4.5G Family/ Family SIM Plan)
- \$39 designated value-added service of handset subscription/upgrade monthly bundled package on a fixed contract term of 24 months: 6 months of Super Sports Data Pack includes SSP and 1 GB local data x 6 months (the first 6 months after the effective date of service contract). (Only applicable to designated 3G or 4G LTE mobile customers of HTCL)
- \$39 designated value-added service of handset subscription/upgrade monthly bundled package on a fixed contract term of 24 months: 6 months of Super Sports Data Pack-includes SSP and Night Fever x 6 months (the first 6 months after the effective date of service contract). (Only applicable to designated 3G or 4G LTE mobile customers of HTCL, except for 4.5G Family/ Family SIM Plan)
- \$250 monthly package as an engagement for a value-added service on a fixed contract term of 6 months: Super Sports Data Pack includes SSP and 1GB local data, with a monthly rebate of \$82. (Only applicable to designated 3G or 4G LTE mobile customers of HTCL)
*3Supreme members can enjoy an extra of 1GB local data

Super Sports and Entertainment Pack:

- \$280 monthly package as an engagement for a value-added service on a fixed contract term of 12, 24 or 36 months: Super Sports and Entertainment Pack includes SSP Plus, myTV SUPER Basic Pack plus TVB Premium SVOD(“myTV SUPER”) and Night Fever Unlimited Data Pack (“Night Fever”), with a monthly rebate of \$92, \$112 or \$122 respectively. (Only applicable to designated 4G LTE mobile customers of HTCL, except for 4.5G Family/ Family SIM Plan)
- \$280 monthly package as an engagement for a value-added service on a fixed contract term of 12, 24 or 36 months: Super Sports and Entertainment Pack includes SSP Plus and myTV SUPER), with a monthly rebate of \$92, \$112 or \$122 respectively. (Only applicable to designated 3G or 4G LTE mobile customers of HTCL)

LeSports NBA Pass: \$39 monthly package as (a) a designated value-added service of handset subscription/upgrade monthly bundled package or (b) an engagement for a value-added service on a fixed contract term of 24 months. (Only applicable to designated 3G or 4G LTE mobile customers of HTCL)

Q3) Do I need install any set-top box or make any reservations for the installation work?

A3) No. Once you have subscribed to SSP/ SSP Plus/ LeSports NBA Pass, the service will be activated right after the registration of your LeSports Membership and then followed by entering a 16-digit activation code (sent by SMS). Meanwhile, for myTV SUPER service, it will be activated once you received a confirmation SMS (around 4 hours after subscription) notifying your customer ID and account password. You are not required to do any installations to enjoy the service: Just pay and watch.

*The service will be automatically terminated upon expiration of the fixed contract period.

About LeSports Super Sports Pack (SSP)/ LeSports Super Sports Pack Plus (SSP Plus)

Q1) What is SSP?

A1) SSP is a sports events programme service which provides the following contents: Premier League (2017-2019), Football Association Challenge Cup (2017-2019) etc. In addition, SSP Plus also includes National Basketball Association (2017-2021). The Service will be provided by LeTV Sports Culture Develop (Hong Kong) Co., Limited ("LeSports HK") subject to the relevant terms and conditions, please visit LeSports HK (hk.lesports.com) for the service terms and conditions (in Chinese only). Except for (i) Premier League and (ii) Football Association Challenge Cup, LeSports HK will have the discretion to change the programme contents at any time, please visit LeSports HK website as mentioned above for updated details of service contents. For any enquiry or complaint relating to the Service, please contact LeSports HK's customer service hotline at 3956-6666. The decision of LeSports HK shall be final and conclusive in case of any dispute. LeSports HK may terminate the Service or change any of the terms and conditions relating to the Service at any time without further notice. For the Terms and Conditions of the Service and General Terms and Conditions of LeSports HK, please visit LeSports.com.

Q2) How does it work for NBA?

A2) SSP Plus provides over 100 certain NBA games of live broadcasting and review each season, including Regular Season, Playoffs and All-Star. Live broadcasting will be on Fridays, Saturdays and Sundays with one game per each day. (Live broadcasting may be postponed due to the NBA official announcement, there will be live broadcasting on Fridays, Sundays and Mondays if no games on Saturdays).

Q3) Will Premier League and Football Association Challenge Cup be overlapping?

A3) No, for most of the time. With the SVOD feature of the service, you won't miss out any fabulous games.

Q4) Are there any differences between the content of Premier League provided by LeSports and Now TV?

A4) Indeed Now TV's Premier League is provided by LeSports. With the same source and same content production, LeSports can bring you a better watching experience, such as 4 compatible screens, 2 devices for concurrent login and the VOD.

Q5) Are there any differences between the content of NBA provided by LeSports and Now TV?

A5) Now TV no longer provides NBA.

Q6) Will LeSports live broadcasting every game of Premier League? Will all games of Premier League be available for review? When will they be taken out?

A6) Yes, every game of each season, which is 380 in total. Some certain matches will be playing in 4K HD quality. The VOD will be last for around 2 weeks after live broadcasting.

Q7) If I have subscribed to the service, what devices are recommended to use?

A7) Customers may activate and access the service via LeEco Super TV, Le TV Box (4K Standard Edition), LeSports HK website (hk.lesports.com) or the official mobile application "LeSports HK". (For iPad/ Android tablet users, please download "LeSports HK" APP at <http://bit.ly/lesportsapk1>)

Q8) What is SVOD?

A8) To fulfill the need of subscribers, it is available to select and watch any favourable game highlights via any devices mentioned above (You may search by games)

Q9) Will all the games of Premier League be broadcasting in 4K HD quality? If not, which one will be?

A9) 4K HD broadcast is only applicable to some certain matches, please refer to hk.lesports.com for details. Moreover, 4K HD quality is only available to a 4K HD compatible television or a 4K compatible LeTV connected with Le TV Box (4K Standard Edition). Customers are suggested to access to the contents with a download speed of not less than 10 Mbps.

Q10) What is the highest resolution for each match in NBA?

A10) It is up to 1080p resolution.

Q11) Will there be Cantonese commentators for Premier League and NBA? Will there be Cantonese and English commentators for all the matches?

A11) Yes, not only with the professional Cantonese commentators, LeSports will also provide the official English commentators for Premier League and NBA. Premier League TV and NBA TV are the official channels with English commentators.

Q12) Who are the Cantonese commentators?

A12) For Premier League, there is a team of professional commentators that include Choi York Yee, Ho Fai, Lee Wing Kei, Ricky Cheng, Calvin Pui, Yu Yat Ming and Goldbert Chiu. For NBA, it gathers the top basketball commentators such as Edcon Gabriel Yau, Peter Cheung, Matthew Mui, Leung Kwok Shing, Tsui Ka Lok, Yung Kam Wah, Calvin Pui, Emil Cheung and so on.

Q13) Are all the programs local productions?

A13) 4K broadcast studio has been set up in HK and the programs are localized, such as the Premier League, Football Association Challenge Cup and NBA etc .

Q14) Are there any charges for watching the 4K HD programs?

A14) No. But 4K HD programs will be only available in some certain games only. For details, please refer to hk.lesports.com.

Q15) If I am already a subscriber of the SSP Plus, can I subscribe it again at 3HK?

A15) Yes. Yet to avoid any service interruptions, you are advised to activate a new LeSports membership when subscribing to the service via 3HK.

Q16) How many channels are there in SSP/ SSP Plus?

A16) The details of SSP/ SSP Plus are as follows:

Channel	Language	Broadcasting Date	Broadcasting Time	Programme	
				Live Games	Other Sessions
Premier League Ch. 01	Cantonese / English	Monday to Sunday	24 hours	With veteran commentators to provide analysis in a professional perspective, sharing of real-time statistics and teams' tactics, which will bring audience a brand new horizon of match watching experience.	Review – with Home Programme by LeSports
Premier League TV	English			Premier League's official channel that provides English commentators only.	Review
Variety	Cantonese / English	Monday to Sunday	24 hours	With veteran commentators to provide analysis in a professional perspective (for MLB, Copa Sudamericana, Copa do Brasil...etc)	Review
Arsenal	Cantonese / English	Monday to Sunday	24 hours	Arsenal Football Club provided Club's Special topics, including game reviews, highlights, and interviews of team's leader and players	
News	Cantonese	Monday to Sunday	24 hours	Sports News in 24 hours	

The channel NBA TV is also included in SSP Plus, you may find more details in the following session of LeSports NBA Pass.

*All programs and channels are subject to the final announcement of LeSports.

About LeSports NBA Pass

Q1) What is LeSports NBA ?

A1) Details as below:

Match Schedule:	From October of a year to the June of the following year Regular Season: October – Mid April Playoffs and Finals: Mid April - Mid June All-Star: Every February
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Match System:	NBA is divided into Eastern Conference and Western Conference, with a total number of 30 teams to join. Each team plays 82 games in Regular Season and the best 8 teams from each conference will enter the Playoffs. Playoffs is a best-of-seven elimination tournament among 16 teams in both conferences, champions of each will compete for the winner of the NBA finals.
Right of Broadcasting:	LeSports HK obtains the next 5 years exclusive NBA broadcasting right in Regular Season and Playoffs on television and new media platforms.
Cantonese Commentators	Top basketball commentators: Edcon Gabriel Yau, Peter Cheung, Matthew Mui, Leung Kwok Shing, Tsui Ka Lok, Yung Kam Wah, Calvin Pui, Emil Cheung.

Q2) How many channels are there in LeSports NBA Pass?

A2) Two channels in total:

Channel	Language	Broadcasting Date	Broadcasting Time	Programme	
				Live Games	Other Sessions
NBA Zone	Cantonese / English	Monday to Sunday	24 hours	With veteran commentators to provide analysis in a professional perspective.	Review
NBA TV	English	Monday to Sunday		NBA's official channel that provides English commentators only.	Review

Q3) Will there be Cantonese and English commentators for NBA?

A3) Cantonese commentators and the official English commentators will be also supported by LeSports while NBA TV provides English commentators only.

Q4) Will LeSports be live broadcasting every game of NBA and will all of them be available for review?

A4) LeSports HK will select over 500 exciting games for live broadcasting and game review each season, with at least 2 games of Regular Season live broadcasting each day from Mondays to Sundays plus all of the Playoffs and All-Star, including the finals of each conference and the winner of NBA finals.

Q5) What is the highest resolution of each match in NBA?

A5) It is up to 1080p resolution.

Q6) Is NBA included in SSP/ SSP Plus?

A6) SSP Plus provides over 100 certain NBA games of live broadcasting and review each season, including Regular Season, Playoffs and All-Star. Live broadcasting will be on Fridays, Saturdays and Sundays with one game per each day. (Live broadcasting may be postponed due to the NBA official announcement, there will be live broadcasting on Fridays, Sundays and Mondays if no games on Saturdays).
Meanwhile, SSP does not provide any NBA contents.

About myTV SUPER

Q1) What is myTV SUPER?

A1) A new online platform with all TVB productions - myTV SUPER. You can enjoy 23 TVB basic channels by the brand new myTV SUPER Box and APP. You can catch up on your favorite programs with instant 3-hours playback function of designated channels. Besides, myTV SUPER provides TVB drama library, Asian dramas and variety shows, movies, classic movies and other popular acquired programs. You can pick your favorite show anytime and anywhere through TV set, PC, Smartphone or Tablet PC. myTV SUPER also provides live streaming channels, VOD, time shift, and catch-up which brings you to a new horizon of TV and online video watching excitement!

All programs and channels are subject to the final announcement of myTV SUPER.

Q2) What are the differences among myTV SUPER and GOTV?

A2) Through GOTV, people can watch over ten thousands of TVB classic dramas in the past 40 years.

Yet myTV SUPER, subscribers can watch more than 23 channels! It not only supports live streaming and review functions, but also let you to playback your favorite programs just 3 hours ago. myTV SUPER provides TVB drama library, Asian dramas and variety shows, movies, classic movies and other popular acquired programs. You can pick your favorite show anytime and anywhere through TV set, PC, Smartphone or Tablet PC which brings you to a new horizon of TV and online video watching excitement!

Q3) Does myTV SUPER have any service area restriction?

A3) myTV SUPER is available in Hong Kong only.

Q4) Can I register myTV SUPER in Hong Kong but watch the program overseas?

A4) myTV SUPER is available in Hong Kong only.

Q5) How many mobile devices does one account support?

A5) Each account supports one mobile device only.

Q6) Can I switch to another mobile device?

A6) Customer can change the mobile device setting maximum 3 times per month, if you would like to switch to use myTV SUPER app to another devices, please follow the steps below:

1. Go to "Memberzone"
2. Enter your account password and press "Next"
3. Press the "Logout" button on the right top corner

The switching quota will be reset on 1st of every month.

Q7) Do I need to pay for the data incurred by using the app?

A7) In addition to monthly fee, downloading myTV SUPER app and/ or watching myTV SUPER app (including in-app advertisement) via the mobile data network will incur local data charge, the relevant data consumed shall be deducted from the data entitlement or thereafter charges of customer subscribed monthly plan, whichever is applicable.

Q8) Why is it required to submit personal information? (Such as address, email address, HKID no and full name...)

A8) The submission of the personal information denotes that you have read the myTV SUPER service's Personal Information Collection Statement and have given explicit consent to Hutchison Telephone Company Limited ("HTCL") to provide your salutation, full registered name (ENG), HK ID card number/BR number (if applicable), registered address, mobile number, credit card information (if applicable) and email address to TVB.COM Limited for the purposes as specified therein. For details, please visit <http://www.mytvsuper.com/en/pics>. TVB.COM intends to use your salutation, full registered name (ENG), HK ID card number/BR

number (if applicable), registered address, mobile number, credit card information, email address, and record of use of myTV SUPER service for marketing of the following services and products:

- (a) TVB.COM's products and services;
- (b) News, rewards, promotions and events related to or offered by TVB.COM and the TVB Group, such as Television Broadcasts Limited and TVB Network Vision Limited;
- (c) Joint promotion with merchants and business partners offering discount and other benefits to customers of myTV SUPER service, from and in relation to goods and services of or relating to the following industries: entertainment, media and public relations, telecommunications, retail, leisure and sports, food and beverage, transportation and tourism, software and games, education, environmental, health and wellness, non-profit, information technology, social networking, parenting financial and property.

Q9) I have not applied auto pay for credit card but if I provide the credit card information for the subscription, will myTV SUPER service be charged with credit card auto pay?

A9) No, please be rest assured that we will only collect the related info for the purpose of myTV SUPER subscription, while it will not affect your mobile account's payment method.

Q10) If I do not provide the required personal information (such as address, email address, HKID no and full name...), can I still subscribe to the service?

A10) No. You have to fill in and submit the required personal information to complete a successful registration.

Q11) Is 4K program available on live streaming channels?

A11) 4K program is not available on live streaming channels currently

Q12) What does myTV SUPER Basic Pack include?

A12) myTV SUPER Basic Pack offers 23 thematic TV channels and TVB Production SVOD:

(a) Basic Channels:	
1. Jade* - Channel 81	13. Food* - Channel 93
2. J2* - Channel 82	14. Sports* - Channel 94
3. iNews* - Channel 83	15. Jade Catch Up* - Channel 95
4. Pearl - Channel 84	16. Travel* - Channel 96
5. J5* - Channel 85	17. TVB Radio* - Channel 97
6. TVB Classic* - Channel 86	18. Disney Junior - Channel 101
7. Korean Drama* - Channel 87	19. Classic Movies* - Channel 200
8. Japanese Drama* - Channel 88	20. Mei Ah Movie Channel - Channel 201
9. Chinese Drama* - Channel 89	21. TVBN 2 - Channel 700
10. Asian Select* - Channel 90	22. Mainland News - Channel 701
11. Entertainment News* - Channel 91	23. Al Jazeera English - Channel 704
12. Asian Variety* - Channel 92	
(b) SVOD - TVB Production	
To provide more than 17,000 hours TVB made programme per month with monthly regular updates.	

*Instant backward function

All programs and channels are subject to the final announcement of myTV SUPER.

In addition, customers can enjoy the contents of beIN SPORTS 1- Channel 302 and beIN SPORTS 2- Channel 303 until the contract expires or 31 May 2018 (whichever is earlier). These channels mainly play international football matches, such as Lega Serie A, Championnat de France de football Ligue 1, Major League Soccer and so on.

Q13) What does TVB Premium pack include?

A13) TVB Premium SVOD offers diversified home entertainment VOD service, with 14,000 programming hours each month, including dramas, variety shows, food & travel, anime & cartoons, music, news and 4K programs.

Q14) Is there limitation for the transmission of 'Night Fever' ? (If applicable)

A14) The maximum uplink and downlink speed of 'Night Fever' with unlimited data usage entitlement at the maximum upload and download speed of 7.2 Mbps.

Q15) Is 'Night Fever' limited to myTV SUPER service? (If applicable)

A15) For customer with "Night Fever" Unlimited Pack, the data usage during "Night Fever" period (daily 11pm to 7am) including "myTV SUPER", TVB platform and associated services will be deducted from "Night Fever" Unlimited Pack with unlimited data usage entitlement at the maximum upload and download speed of 7.2 Mbps.

Q16) What is the applicable time for 'Night Fever'? (If applicable)

A16) It is applicable from 11pm to 7am every day with unlimited data usage entitlement at the maximum upload and download speed of 7.2 Mbps.

For more details of myTV SUPER service, please visit <http://bit.ly/1MAWYh2>.

Technical Support

Q1) Where can I download the mobile app of SSP/ SSP Plus/ LeSports NBA Pass/ myTV SUPER?

A1) You may download the mobile app "LeSports HK"*/ "myTV SUPER" APP at App Store or Play Store.

*For iPad/ Android tablet users, please download "LeSports HK" APP at <http://bit.ly/lesportsapk1>.

Q2) What is the basic requirement for my PC, mobile phones and tablets for using the service?

A2) Basic requirements for:

SSP/ SSP Plus/ LeSports NBA Pass

i) Smartphones: Operation System - iOS 8.0 or above, Android 4.0 or above

ii) Tablet PCs: Operation System - iOS 8.0 or above, Android 4.0 or above

myTV SUPER

i) Smartphones: Operation System - iOS 7.0 or above, Android 4.0 or above

ii) Tablet PCs: Operation System - iOS 7.0 or above, Android 4.0 or above

-myTV SUPER app compatible mobile device is recommended for using the Service, please visit www.mytvsuper.com for details.

Network Connection: suggested to use Wi-Fi or 3G/4G LTE network

Q3) If it's not with 4K quality for SSP/ SSP Plus, what is the highest resolution of each match?
What is the minimum bandwidth requirement for playing 4K quality?

A3) It may be up to 1080p resolution. For 4K programs, they just need 10Mbps as the minimum bandwidth requirement.

Q4) Can I watch myTV SUPER's 4K programs on mobile devices?

A4) To reach the resolution of 4K picture quality, myTV SUPER Box should be connected with broadband of 10Mbps or above and played with 4K TV. myTV SUPER mobile app does not support 4K quality.

Q5) What is the required broadband transmission for using the mobile app?

- A5) Watching through SSP/ SSP Plus/ LeSports NBA Pass via mobile app is suggested with not less than 1.8Mbps while for myTV SUPER is 1.5Mbps.
- Q6) Will the matches delay when I am using the LeSports HK?
A6) In fact delay happens for every sport content provider in HK. Meanwhile LeSports' 4K broadcast studio adopts the latest technology to make sure customers can enjoy the programs with the least time lag but with high resolution.
- Q7) Do live streaming channels sync with TV?
A7) In general, live channels on myTV SUPER service may have a short delay compared with TV broadcast due to network transmission latency.
- Q8) What language displays does the service support?
A8) SSP/ SSP Plus/ LeSports NBA Pass currently support to Traditional Chinese and the mobile app supports English UI only. myTV SUPER supports Traditional Chinese and English displays.
- Q9) Can I download and install myTV SUPER app on other TV Box?
A9) No, myTV SUPER app does not apply on other TV Box.
- Q10) Can I download programs of SSP/ SSP Plus/ LeSports NBA Pass/ myTV SUPER to my device?
A10) Currently download is not available, all programs are provided by streaming.
- Q11) Why cannot watch live streaming channel or program archive?
A11) Here are some possible reasons:
 - You are not in Hong Kong
 - Network is unstable
 - The video cannot be played due to copyright or license issue
 - The player in your device does not support the system

Service activation and termination

- Q1) Can I purchase SSP/ SSP Plus/ myTV SUPER service/ LeSports NBA Pass, but not activate it right after?
A1) You are required to activate SSP/ SSP Plus/ LeSports NBA Pass within 30 days from the subscription date (with the 16-digit activation code), otherwise the code will be invalid. Please contact LeSports' 24 hours customer service hotline at 3956-6666 for any enquiries. For myTV SUPER service, it will be activated once you received a confirmation SMS (around 4 hours after subscription) notifying your customer ID and account password.
- Q2) If I meet problems during the activation for SSP/ SSP Plus/ LeSports NBA Pass, what should I do?
A2) Customers may contact LeSports' 24 hours customer service hotline at 3956-6666.
- Q3) If I terminate for the channel chargeable for fixed monthly service fee with the usage less than a month, will the fee be refunded on a pro-rata basis?
A3) If usage of the Service is less than a month, the applicable monthly service fee shall be payable by the customer in full but not refundable at all on any pro-rata basis.
- Q4) Can I change to another service within the contractual term?
A4) The Service cannot be changed to any other type of value-added service within the applicable contractual term. If the customer terminates the Service before expiry of the applicable contractual term, the customer shall have to pay to HTCL an early termination charge which amount to the aggregate of the monthly service fee payable for the remaining contractual term.

Q5) How to terminate the service?

A5) To terminate the service, customer must notify HTCL by calling 3Customer Services Hotline 1033 not less than seven days before the then current statement cut-off date of the Service. Termination of the Service shall forthwith become effective as from HTCL's receipt of the termination notice from the customer.



Hutchison Telecom
Hong Kong Holdings



A member of CK Hutchison Holdings
長江和記實業成員