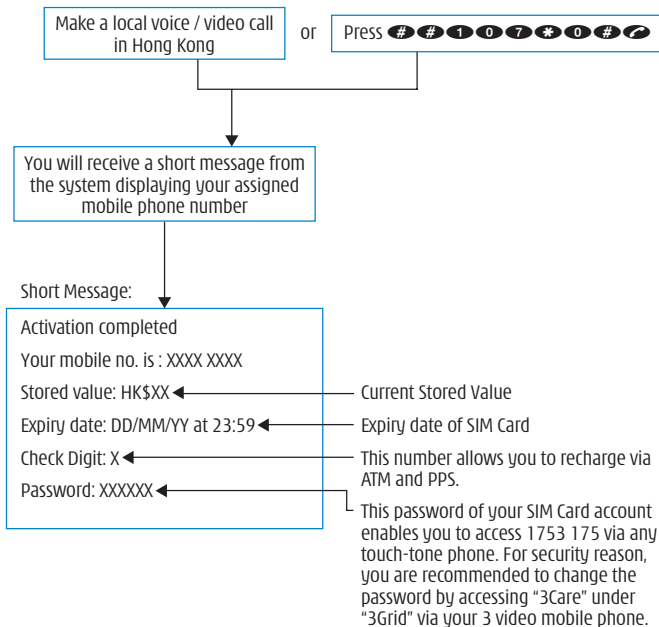


First Time Activation (Recommended in Hong Kong)



Remark: SIM Card will be valid for 180 days after activation.

Handset Setting

To fully use our 3G service, you need to connect your 3G handset with Browser, MMS and streaming services. If you are using a 3G mobile phone not provided by 3HK, you can use auto download method or follow the setting guide below to reset your handset.

Auto Download Method (Applicable for designated Nokia/Sony Ericsson models)

| Nokia Handsets | Sony Ericsson Handsets |
|---|---|
| Press # 1 1 8 5 2 1 4 , two short messages will be sent to instruct how to save the relevant settings directly | Press # 1 1 8 5 2 1 5 , two short messages will be sent to instruct how to save the relevant settings directly |

Alternatively, you can follow the setting procedures for other mobile phone models.

| | Browser Setting | MMS Setting | Streaming Setting |
|---------------------|----------------------------|---------------------------------------|----------------------------|
| Connection Name | 3 | 3-MMS | 3 |
| Access Point Name | mobile.three.com.hk | | |
| Homepage | http://mobile.three.com.hk | http://mms.un.three.com.hk:10021/mmsc | http://mobile.three.com.hk |
| Proxy serv. address | | 172.20.97.116 | |
| Proxy port number | | 8799 | |

- For specific mobile phone models' setting, please visit www.three.com.hk [Customer Service](#) [Ask 3](#) [Video mobile phone setting](#)
- Specific handset features are required to support some services, 3HK does not recommend customer to use 2G/2.5G mobile phone with 3G SIM card.

Account Enquiry

- Simply call 1753 175 to check the mobile number, expiry date, remaining value, etc.; or
- You can also check your balance via www.three.com.hk; or
- Press **# # 1 0 7 #** to check credit balance, mobile number and expiry date; or
- Press **3** "3Care" under "3Grid" to check credit balance, usage, mobile number, expiry date and other information.

Remark: Usage and other information of SIM Card account can only be checked in "3Care" under "3Grid".

Recharge Methods

You can recharge by the following methods and retain your mobile number with expiry date extended to another 180 days from the day of recharge.

1. Recharge Voucher

Purchase from any 3Shop or authorized dealers:

- Press **# # 1 0 5 #** (16-digit password printed on the recharge voucher) **#**, applicable to both local & overseas recharge or
- Call 1753 175 and follow the instructions.

2. ATM

Recharge by "Jet Payment" / "Bill Payment Service" at the JETCO / HSBC / Hang Seng Bank ATM Terminals*.

3. PPS

Dial the PPS hotline 18031 or via www.pps.hk and enter "06" for the Merchant Code of Hutchison Telecom*.

*

- Recharge via ATM / PPS, please enter the mobile number and Check Digit for the "Bill / Account Number":
 - e.g. mobile number is 91 23 XXXX and Check Digit is 5, thus enter 9123XXXX5.
 - The "Check Digit" could be checked by accessing **3** "3Care" under "3Grid" via 3 video mobile phone.
- Recharge via ATM and PPS will be effective after 2 working days. If the recharge amount is lower than \$100, the expiry date will not be extended.

For recharge by recharge voucher, you will receive a message with the new stored value and the expiry date upon every successful recharge.

Recharge completed.
Your mobile no. is : XXXX XXXX
Recharge amount: HK\$XXX
New stored value: HK\$XXX
New expiry date: DD/MM/YY at 23:59
Check Digit: X

For recharge via ATM / PPS, please press **# # 1 0 7 #** or **3** "3Care" under "3Grid" to check the latest credit balance and the expiry date.

4. Internet

Through www.three.com.hk, you can recharge your card by your credit card. Online recharge will be effective after 2 working days. You will be requested to input your 6-digit account password which can be checked by sending a blank SMS to 503175.

Change System Language

The language pre-setting of rechargeable SIM account is in Chinese / Cantonese.

You can change the language of the notification message sent by the rechargeable SIM account and the language of the voice instruction in 1753 175 by the following methods:

Chinese / Cantonese:

Press **# # 1 0 7 * 1 #**

English:

Press **# # 1 0 7 * 2 #**

Chinese / Putonghua:

Press **# # 1 0 7 * 3 #**

or

☑ "3Care" under "3Grid"

So amazing, so easy

With 3, you're never far away from the latest news or great entertainment.



If you use 3 video mobile phone, you can receive updated information by just pressing the Triangle key. For using other video mobile phones, please refer to the related mobile phone user manual.

3Grid

- Press Triangle key ☑. When TodayOn3 panel is on, all the latest and hottest information can be viewed at once.
- You can also select "Grid" to enter 3Grid.

X-Series



Windows Live Messenger on 3 lets you message your friends just like you would from your PC. All you need to get going is a Windows Live Messenger ID. It's just this simple!

- Contact list is automatically synched, i.e. same buddy list as online
- Familiar interface for easy and fast messaging

[Charges: \\$28/ month with unlimited usage](#)



3Xplorer downloads web pages to your mobile in super-high speed using a compression technology that effectively minimize data volume during transmission. The user-friendly interface brings an added advantage. Now for a super-value monthly fee, you can surf the net wherever you are, for unlimited times.

- Instant web-browsing with single click
- Bookmark your favorite websites

[Charges: \\$28/ month with unlimited internet browsing](#)



You know all that stuff you store on your PC? With **Orb**, you can see it all on your mobile, as and when you want it. All you need is to download some software from <http://xseries.three.com.hk> onto your PC, and set up an Orb account.

- Mobile is your media centre
- Simple step. No long download times

[Charges: Wireless Data Charging \\$0.02/KB](#)



With **Yahoo! Go** you can carry your Yahoo! world around with you on your mobile, without having to lug a laptop.

That means you get Yahoo! Mail, Messenger, Contacts and Photos all wrapped into one. If you've already got a Yahoo! ID, you can use the same one on your mobile.

[Charges: Wireless Data Charging \\$0.02/KB](#)



Now, with X-Series on 3, you can shop on **eBay** from your mobile.

Just login your eBay account, you'll be able to do some really useful stuff like browse and place bids. And you can check to see if you're still winning that bid, right up to that last, nail-biting second.

[Charges: "T" + \\$0.5 for every bid or SMS alert](#)



Wherever you are, you can access **Google** instantly and search for websites in order to get your required information.

[Charges: Wireless Data Charging \\$0.02/KB](#)

Some features are only applicable for specified mobile models only, pls visit www.three.com.hk

3Grid

Only 3 provides you with updated information and entertainment whenever you want.

News

24-hour live news broadcast streaming channel, delivering firsthand international, local, China and Taiwan news to you.



Traffic

Live traffic situation of 25 key traffic points across the territory will be delivered via streaming. Let you check out the real-time traffic situation before you hit the road.



Finance

You can get the latest local and international financial news and stock market updates, and access a wide range of advanced features such as Quick Quote, Latest Video News, My HK Stock, My HK Index, obtaining valuable information that helps you grasp the best investment opportunities.



Music

The newly launched music platform is equipped with a host of exclusive features, connecting you to a whole new world of music.

- Latest Hits: Provides full version hit songs and MV
- Hits on Air: Gives you access to the latest songs, karaoke hit songs and evergreen songs
- Songs/MV: 5,000 songs are available for you to download
- MP3 Ringtunes: Enables you to download hot MP3 ringtunes
- My Playlist: You can set and store up to 100 songs according to your preference
- New album: Trial listening for new albums is available
- 903 Music: "903MMV" and "Daily Highlights" are mini programmes prepared by 903 DJs with up-to-date music recommendations

Tunes & Pix

Customize your phone by choosing from a wide range of wallpapers and ringtunes.

Movie

Get the latest movie news and access new movie trailers.



Entertain

Enjoy easy access to i-Cable entertainment news streaming live broadcast, TVB entertainment programme/hot drama highlights and preview.



Games

Over one hundred games such as action, Online, mind, fun and sports games are provided. And don't miss our interactive 3D animation game "V-girl™ - your virtual girlfriend" to explore this virtual romantic world.



Football

Enjoy exclusive match videos of 800 matches of three major European leagues, as well as firsthand event info of these popular leagues.



Racing

Enjoy live racing video broadcast and check out the latest match info such as audio tips, odds, results and dividends. You can also access "Race Replay" for reference.



Sharing

Share your precious moments with friends via "3 Shot'nPrint" – a convenient photo printing service. You can upload your photo in your mobile album and review it anytime anywhere. What's more, it will automatically send you up to 30 pcs of 2R photos once a month to your registered address.

Locate

My Nearest

It recognises your current location and allows you to search nearby facilities and hot spots instantly including ATM, restaurant & cafe, karaoke, theatre, car park and betting station, etc. The result can be displayed with map for easy reference.

Follow Me Follow U

Keep close communication with your friends and relatives by authorizing them to search for your location.

Dining

Enjoy new dining experience with our recommendations of restaurants and special offers. And you can search for restaurants nearby in a minute with our advanced location tracking service.



Fortune

If you're curious about your future, try out Master So's Chinese Zodiac, Juliana's Psychic World and Little Prince Horoscope.

Comedy

Take a break and enjoy a good laugh. Watch our comedy video clips that make you laugh everyday.

EZO

EZO station brings you the latest Japanese info, videos, ringtones, wallpapers for download. And also provides adult contents.

Playboy¹

Access European and American adult video contents. This service is only available to people aged 18 or above.

Sensation¹

Discover a world of captivating Japanese and Asian video clips and photos. This service is only available to people aged 18 or above.

3Care

A comprehensive customer services for our 3 customers! You can find an easy way for SIM Card account checking and personalise the profiles of DailyExpress and ExpressLink here. What's more, the daily fresh Everyday Coupon offers are available to you.

* 3Express is applicable to designated video mobile phone models

M-Sites

Provides direct connection to quality sites hosted by selected partners who provide a variety of infotainment.

Moreover, 3 also brings you the most comprehensive communication services.

VideoCall

Only with 3's video call, can you share every memorable moment with your friends. Whether it's a conference call with your business partner or chat with your best friend, a video call allows you to speak face-to-face effortlessly. Only with 3's video call, can you whisper words of endearment face-to-face to your loved ones even in places like UK, Italy, Australia, Austria, Denmark, Israel and Sweden.



WebCall²

See and be seen. Get visually connected to internet users you care about anywhere in the world, with your 3G video mobile phone and the internet. For service details, please visit www.three.com.hk.



VideoMessaging

Text is history! Now you can send video messages to friends around the world. Create and star in your own movie clip, then send it instantly! For service details, please refer to your mobile phone user manual.

VoiceCall

Wherever you are, voice calls on 3 are crystal clear. They're also easy to manage with extra features including call forward, call barring for restricting incoming and outgoing calls, conference call and the option not to display your own number.



Wireless Data Service

When you use your 3G video mobile phone or 3G data card to connect to your computer, you can connect to internet, check emails or share information with your business partners and friends.

Remarks:

1. Contents of Playboy and Sensation are exclusively for the enjoyment of a person who is 18 or above. Access password is required to access this service every time. You may disable access to any adult content by selecting "Disable Access" option via this service. If rechargeable SIM Card customers want to activate this service, they are required to fill-in and return an Authorization Form for Age Restricted Services to 3Shop, 3ServiceCentre or apply by fax. Handling charge is \$50 (waived during promotion period). For details, please visit 3Shop or www.three.com.hk.
2. WebCall is only applicable to calls from rechargeable SIM Card to internet.
3. Part of the service contents in 3 portal or www.three.com.hk is not available for rechargeable SIM Card users.
4. The above service contents may subject to change without prior notice.
5. For details of all the contents and service charges, please refer to related leaflets.

Value-Added Services

Voicemail / Videomail

With Voicemail / Videomail service, you can manage your call more flexibly. When a new message arrives, a SMS alert will be sent to you to make sure that you don't miss any important call.

1. Subscription:

- Monthly Fee of Voicemail: \$15
- Monthly Fee of Videomail: Special Price\$30 (Original Price \$60)
- Service subscription is available via 3 portal: Press and enter "3Care" under "3Grid"

2. Listening to msg./ change settings:

- Voicemail:
Make voice call to * 3 2 or 6 3 3 2 3 2 3 2
- Videomail:
Make video call to * 3 1 or 6 3 3 1 3 1 3 1
- *32 and *31 short codes are only applicable in Hong Kong.
- Registration will be completed in 4-6 hours.
- Service is charged by month and next monthly fee will be deducted automatically from your SIM card balance.
- Once the service is activated, calls received in Busy, No Answer and Unreachable conditions will be forwarded to your voicemail / videomail automatically.

Call Forward Bundle and Call Wait

1. Call Forward (For use locally or overseas)

- Unconditional
Activate: * * 2 1 *
(Phone Number) #
- Deactivate: # # 2 1 #
- Busy
Activate: * * 6 7 *
(Phone Number) #
- Deactivate: # # 6 7 #
- No Answer*
Activate: * * 6 1 *
(Phone Number) #
- Deactivate: # # 6 1 #
- Unreachable
Activate: * * 6 2 *
(Phone Number) #
- Deactivate: # # 6 2 #

2. Call Wait*

- Activate: * 4 3 #
- Deactivate: # 4 3 #

* This function is not applicable to incoming video call.

- Calls received in Busy, No Answer and Unreachable conditions will be forwarded to your voicemail / videomail (if applicable) automatically, thus you are not required to forward your calls under normal conditions.

- If you would like to forward your incoming video calls to videomail after forwarding incoming voice calls to a designated phone number, please set forwarding incoming video calls to videomail by pressing *21*19633131*24# after incoming voice calls are being forwarded. Under this condition, both forwarding functions of voice and video calls set by yourself will be deactivated if you press ##21# later.

Caller Number Display (Free)

- Enjoy free Caller Number Display service in Hong Kong and various countries / regions in APEC, Europe and North America to identify the caller from Hong Kong. For applicable countries / regions, please refer to "International Caller Number Display" section of "Roaming Service" in this user guide.

Multimedia Messaging and Short Messaging Services

- Simply select "Write Message" in mobile phone menu and compose your message, then enter the phone no. of the recipient and press .
- To send international message, please add + (country code) (area code) prior to the designated phone no..

Remarks:

- Above services, if not specified, are for local access only.
- For download codes and charging details, please refer to leaflets at 3Shop or visit www.three.com.hk.

IDD Voice & Video Services

3G International Roaming Rechargeable SIM Card subscribers can enjoy global IDD001 & IDD1968 Voice Services. Additionally, our IDD001 Video Service is available to the majority of 3G networks globally. For coverage & tariff details, please refer to 3 IDD001 & IDD1968 Tariff Table in www.three.com.hk.

Dialing Method:

Press 001 / + or 1968 (country code) (area code) (phone no.)

- This SIM Card cannot receive international operator-assisted calls (i.e. collect calls).
- Details of IDD tariff are available at 3Shop or www.three.com.hk.

Roaming Services

3G International Roaming Rechargeable SIM Card subscribers not only enjoy roaming voice, SMS, MMS and data services but also video call and roaming portal services overseas.

Roaming Service includes:

- Make and receive voice calls in 123 countries and destinations.
- Receive video calls in 19 countries and destinations such as UK, Italy, Australia and others.

- Make video calls in selective overseas networks such as M1 Singapore, 3 Austria and others.

Remarks:

For coverage and supporting networks, please visit www.three.com.hk.

- Before departing, please activate your SIM Card and recharge it to sufficient amount or purchase enough recharge vouchers.
- To keep contact with your friends, you may forward your regular mobile number to this SIM number.

Overseas User Instruction

1. Activation:

Press ##107*0#

2. Balance Enquiry / Mobile Number / Expiry Date:

Press ##107# (free)

3. Recharge :

Please refer to "Recharge Methods" in previous page.

4. Roaming Voice Call Service

To make calls overseas

- To call Hong Kong

Press *125* (8-digit HK phone no.) #

- To make a local outgoing call

Press *125* 001 (local country code) (area code) (phone no.) #

- To make an international outgoing call

Press *125* 001 (country code) (area code) (phone no.) #

- After dialing, screen will display: Await ring back, the system will notify you by a call and when the phone rings, press (Airtime charge begins and will still be charged even if there is no answer from the other party or the line is busy). You will hear a voice prompt and will then be connected to the other party's line.
- For making video calls or voice calls in selective overseas networks such as China Mobile, M1 Singapore, 3 Austria, 3UK and Spice Telecom (India), you can simply dial directly with + and call back dialing method is not required. Please visit www.three.com.hk for a list of such networks.

• Coverage Tariff

Roaming Voice Call Service is available in over 120 countries and regions.

| Countries & Regions | Roaming Coverage and Tariff | | | |
|--|-----------------------------|---------------------|---------------------|------------------------------------|
| | Incoming Call | Outgoing Call to HK | Local Outgoing Call | Outgoing Call to rest of the world |
| China (Shenzhen & Shekou) | 7.8 | 5.8 | 8 | 19 |
| China (Guangdong except Shenzhen & Shekou) | 8.8 | 7.8 | 8 | 19 |
| China (Rest of China) | 15.8 | 7.8 | 8 | 19 |
| Macau | 7.8 | 5.8 | 8.8 | 19 |
| Band 1 | 9 | 9 | 6 | 19 |
| Band 2 | 13 | 13 | 9 | 19 |
| Band 3 | 23 | 23 | 19 | 25 |

Notes:



- Band 1 : Australia, Indonesia, Malaysia, Philippines, Singapore, Taiwan ,Thailand.
- Band 2 : Belgium, Czech, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Morocco, Norway, Portugal, Spain, Sweden, Switzerland, UK.
- Band 3 : Rest of the world. For coverage details, please refer to 3G International Roaming Rechargeable SIM Card Automatic Roaming Coverage & Tariff in www.three.com.hk.
- All charges are in Hong Kong dollars on a per minute basis.
- No local airtime will be deducted for roaming voice calls.

5. Roaming Video Call Service

3G International Roaming Rechargeable SIM Card subscribers may enjoy roaming video call service in Austria, Australia, Malaysia, Italy, Singapore, Japan, UK and most 3G mobile networks around the world. For coverage & tariff details, please refer to 3G International Roaming Rechargeable SIM Card Automatic Roaming Coverage & Tariff in www.three.com.hk.

To make calls overseas

- To call Hong Kong Press (+ / Local International Access Code) (Hong Kong Area Code 852) (8-digit HK telephone number) 

- To make a local outgoing call Press (Area code) (local telephone number) 
- To make an International outgoing call Press (+ / Local International Access Code) (country code) (area code) (telephone number) 

6. SMS Roaming Service
Global SMS roaming services are available in most of the country/region.

Charges:

Sending - HK\$3.5 surcharge per message regardless of countries and regions.

Receiving - Free of charge for all countries and regions except Sri Lanka & Madagascar.

For charges please refer to 3G International Roaming Rechargeable SIM Card Automatic Roaming Coverage & Tariff in www.three.com.hk.

Notes :

- HK\$3.5 is an SMS roaming service surcharge. The listed service charges of corresponding services are not included.
- For sending each roaming SMS, in addition to the related surcharge, one 'T' will be deducted or charges based on subsequent text content will apply.

7. Data Roaming Services

3G International Roaming Rechargeable SIM Card subscribers may enjoy MMS, Email, 3Services / 3 Roaming Portal, Internet services in more than 50 countries and regions.

Charges:

A flat surcharge HK\$110 per MB (i.e. HK\$0.11 per KB) is imposed regardless of destination.

Notes :

- This charge is a Roaming Packet Data surcharge. The relevant service charges of the corresponding services are not included.
- Charging is per transmission packet. Packet size is rounded up to Kbyte.
- Transmission packet size is dependent upon the End User Device, Running Application and Roaming Operator Packet Switch Network setup. Should there be any dispute, system records of Hutchison Telecommunications (HK) Limited shall be final.

For coverage and tariff details, please refer to 3G International Roaming Rechargeable SIM Card Automatic Roaming Coverage & Tariff in www.three.com.hk.

8. Roaming Default Call Forward
Subscribers provisioned with voicemail services may still enjoy roaming default call forward features overseas. All unreachable calls will be automatically diverted to subscribers' voicemail with no IDD or Roaming airtime consumption. This service is available in all roaming countries and regions.




9. International Caller Number Display
You can identify a caller just as you do in Hong Kong.

- International Caller Number Display service is available in (only applicable to those overseas networks supporting this service): China, Japan, Macau, Malaysia, Mauritius, Philippines, Singapore, Taiwan, South Korea, UAE, Pakistan, Thailand, Vietnam, Austria, Belgium, Denmark, Finland, France, Germany, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, UK, Canada and USA.
- For details of the supporting overseas networks, please visit www.three.com.hk.

10. International Call Forward

All incoming voice calls can be diverted to international fixed or mobile number*, enabling you to manage your calls flexibly.

Service Charge:

| Call Forward Type | Activation Method | Service charges | |
|---|---|---|---|
| Unconditional Call Forward | **21* | (001 /  (Country Code) (Area Code) (Phone Number) | IDD 001 charges (HK to the forwarded number) |
| No Answer Call Forward | **61* | | Roaming incoming call charges + Roaming outgoing call charges (from roaming country to the forwarded number) |
| Unreachable Call Forward (out of coverage) | **62* | | Roaming incoming call charges + Roaming outgoing call charges (from roaming country to the forwarded number) |
| Unreachable Call Forward (turn off the phone) | **62*   | | IDD 001 charges (HK to the forwarded number) |
| Busy Call Forward | **67* | | Roaming incoming call charges + Roaming outgoing call charges (from roaming country to the forwarded number) |

* The service is accessible for all IDD001 destinations except Cambodia, Diego Garcia, India, Niue Island, Pakistan, Sri Lanka, Wallis & Futuna.


- To make call while roaming, please deactivate call forward service first.

11. *108 financial Info

Real-time financial information is always available in most roaming countries and regions. You can also set regular updates of stock or index quotes.

Remarks:
Roaming surcharge may be incurred in receiving SMS in some roaming countries and regions. For details, please refer to 3G International Roaming Rechargeable SIM Card Automatic Roaming Coverage & Tariff in www.three.com.hk.

Overseas Roaming Network Setting:

- To test coverage, press **# # 1 0 7 #**  (free). If you receive the credit balance message, it means you are within a coverage area.

Country Code of Major Roaming Countries /Area

| | | | |
|----------------|--------------------|----------------------|-----------------|
| Asia Pacific | Europe | Portugal | 351 |
| China 86 | Belgium 32 | Spain | 34 |
| Macau 853 | Czech Republic 420 | Sweden | 46 |
| Taiwan 886 | Denmark 45 | Switzerland | 41 |
| Australia 61 | Finland 358 | United Kingdom | 44 |
| Indonesia 62 | France 33 | North America | USA / Canada 1 |
| Malaysia 60 | Germany 49 | | |
| Philippines 63 | Greece 30 | Africa & Middle East | South Africa 27 |
| Singapore 65 | Ireland 354 | | |
| Thailand 66 | Italy 39 | Egypt 20 | |
| | Netherlands 31 | | |
| | Norway 47 | | |

Area Code for Major Cities in China

* Please add "0" before the area code when you make call to other cities within mainland China. (Except calling within the same city)

| | | | | | |
|-------------|-----|--------------|-----|--------------|-----|
| Anhui | | Guangxi | | Yangzhou | 514 |
| Hefei | 551 | Guilin | 773 | Zhenjiang | 511 |
| Beijing | | Luzhou | 772 | Jiangxi | |
| Beijing Shi | 10 | Nanning | 771 | Jingdezhen | 798 |
| Fujian | | Qinzhou | 777 | | |
| Fuzhou | 591 | Wuzhou | 774 | Jilin | |
| Jianyang | 599 | Yangshuo | 773 | Changchun | 431 |
| Ningde | 593 | Guizhou | | Jilin | 432 |
| Xiamen | 592 | Guiyang | 851 | Yanji | 433 |
| Zhangzhou | 596 | Hainan | | Liaoning | |
| Gansu | | Haikou | 898 | Dalian | 411 |
| Lanzhou | 931 | Hebei | | Shenyang | 24 |
| Guangdong | | Chengde | 314 | Shaanxi | |
| Baoan Xian | 755 | Shijiazhuang | 311 | Xian | 29 |
| Chaozhou | 768 | Tangshan | 315 | Yanan | 911 |
| Conghua | 20 | Zhangjiakou | 313 | Shandong | |
| Dongguan | 769 | Heilongjiang | | Jinan | 531 |
| Foshan | 757 | Harbin | 451 | Qingdao | 532 |
| Guangzhou | 20 | Henan | | Shanghai | |
| Haifeng | 660 | Kaifeng | 378 | Shanghai Shi | 21 |
| Huizhou | 752 | LuoYang | 379 | Sichuan | |
| Jiangmen | 750 | Zhengzhou | 371 | Chengdu | 28 |
| Nanhai | 757 | Hubei | | Chongqing | 811 |
| Panyu | 20 | Hanyang | 27 | | |
| Shantou | 754 | Huangshi | 714 | Tianjin | |
| Shaoguan | 751 | Wuhan | 27 | Tianjin Shi | 22 |
| Shekou | 755 | Hunan | | Yunnan | |
| Shenzhen | 755 | Hengyang | 734 | Kuming | 871 |
| Shunde | 765 | Yueyang | 730 | Zhejiang | |
| Xinhui | 750 | Jiangsu | | Anji | 572 |
| Zhanjiang | 759 | Nanjing | 25 | Hangzhou | 571 |
| Zhaoqing | 758 | Suzhou | 512 | Jiaxing | 573 |
| Zhongshan | 760 | Wuxi | 510 | Shaoxing | 574 |
| Zhuhai | 756 | | | Xiangshan | 575 |

The full list of roaming coverage areas will be updated periodically without prior notice, please ask for leaflets at 3Shop or visit www.three.com.hk.

Tariff

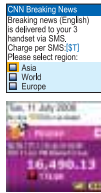
| Charges | Voice (min) | Video (min) | Content | | Wireless Data (KB) | Free Value-Added Services |
|--|-------------|-------------|--------------|--------------------|--------------------|---|
| | | | Text content | Multimedia Content | | |
| Free Multimedia Usage upon Card activation | – | 20* | 10 | 10 | – | Caller Number Display, Call Waiting, Conference Call, Call Barring, Call Forward Bundle |
| Thereafter charges | \$0.3 | \$1.5* | \$1 | \$1.5 | \$0.02 | |

T - Text (per item)

*Text includes SMS, Text Info services and Text-based content downloads.

M - Multimedia (per item)

*Multimedia includes Picture MMS, Video MMS, Picture and Video content downloads and streaming.



Remarks:

- Wireless data usage charge is applicable to Phone email application usage, access to sites other than the 3Service and wireless modem application.
 - IDD 001 call charge is on a 6-second basis, while IDD 1968 call charge is on a 1-min basis. Local airtime charge is waived.
 - For international voice and video calls, international IDD call rates apply.
 - For international roaming services, roaming rates apply.
 - Talk time of all the forwarded voice / video calls will be charged as normal voice / video talk time.
 - Data usage including overhead will be charged by KByte and rounded up to the nearest KByte. Should there be any dispute, system records of Hutchison Telecom (HK) Ltd. will be final.
- * For making video calls to subscribers of any local operator other than 3HK, a surcharge of \$1.5/min will apply. No surcharge will apply for receiving video calls from subscribers of any local operator other than 3HK.

Messaging Charges

| Content | Item | Charges |
|---------|-------------------------|----------------|
| SMS | Intra SMS | T ² |
| | Inter SMS | T + \$0.4 |
| | International SMS | T + \$2 |
| MMS | MMS between 3 Customers | M ² |
| | Inter-operator MMS | M ¹ |
| | International MMS | M + \$3 |

The above charges are subject to change without prior notice.

T = one Text unit to be deducted

T + \$amount = one Text unit to be deducted and extra fee charged

M = one Multimedia unit to be deducted

M + \$amount = one Multimedia unit to be deducted and extra fee charged

- Thereafter charge of **T** or **M** will only apply after the quota of free multimedia usage has been used up

Remarks:

- Inter-operator MMS surcharges are waived during promotion period.
- Sending SMS/MMS to and from 3HK subscribers are deemed as Intra SMS/MMS.

Content Charges

3Grid/TodayOn3/DailyExpress/ExpressLink

- Free viewing of DailyExpress multimedia message and ExpressLink if no related content charge specified
- The charges will be displayed next to the selected content on your phone, if you want more details, please refer to the "3G Charges" booklet at any 3Shops
- Content packages are available for designated contents. The charges will be displayed next to the selected content packages on your phone.

Value-added Service Charges

| Service | Target | Charges |
|---------------------|------------|--|
| WebCall | 3 Customer | Chargeable for video call minutes usage |
| | WebCaller | Free registration and usage |
| VoiceMail | 3 Customer | Monthly fee of \$15 |
| VideoMail | 3 Customer | Special Monthly fee of \$30 (Original \$60) |
| #3636 Mobile Friend | 3 Customer | \$0.3 per 6 seconds, plus voice talk time charges Free for receiving SMS. |

Video Minute Packages

| Monthly Fee | Video (min) | Thereafter Charge (per min) |
|-------------|-------------|-----------------------------|
| \$28 | 60* | \$1.5* |
| \$58 | 150* | |
| \$98 | 300* | |

* For making video calls to subscribers of any local operator other than 3HK, a surcharge of \$1.5/min will apply. No surcharge will apply for receiving video calls from subscribers of any local operator other than 3HK.

Service Charge

- **Local Calls:** Charge per minute, less than one minute will be counted as one minute.
- **IDD Calls:** IDD 001 call charge is on a 6-second basis, whereas IDD 1968 call charge is on a 1-min basis. Local airtime charge is waived.
- **Roaming Service:** The roaming charge begins to apply once you pick up the ring back call from the system. If there is no answer from the other party or the line is busy, the relevant charges will still be deducted from the remaining value of the SIM Card. Please refer to www.three.com.hk for roaming charges.
- **Voicemail / Videomail:** Access to voice / video mailbox by your SIM Card will be charged by local / roaming voice / video airtime accordingly.
- **Call Forward Bundle:** Calls forwarded to a local telephone number / voice mail / video mail will be charged at local voice / video airtime rate. For calls forwarded to a designated overseas telephone number, please refer to www.three.com.hk for charging details.
- **Multimedia Messaging and Short Messaging Services:** Charge per message sent.

Monthly / Periodic Service Charges

- The following charges will be deducted monthly from the SIM Card value upon card activation as long as your SIM Card is valid.
 - a) Government Mobile License & Administrative Fee of \$2.5 (waived during the promotion period)
 - b) Other monthly or periodic charges of the subscribed services
- If the credit balance of your SIM Card is not enough, your SIM Card service will be temporarily suspended. Please recharge to re-activate the service.
- If the credit balance of your SIM Card is not enough for deduction on the monthly renewal day of your self-subscribed monthly service / content package, that service will be cancelled. Please recharge your SIM Card and subscribe to that service again.

Lost or Replacement of Your SIM Card

- No replacement will be given if SIM Card is lost.
- Should your SIM Card mal-function, please bring the card to any of our 3ServiceCentre. A handling fee for card replacement will be charged.

3-3G Rechargeable SIM Card Customer Terms for 3 Services

1. About these Customer Terms and your agreement

- 1.1 These Customer Terms for 3 Services (Customer Terms) are the general terms and conditions governing your access of 3 Network and the supply of 3 Services.
- 1.2 These Customer Terms are our Standard Form of Agreement, which, along with any other terms that you agree to, are binding on you and us. The Standard Form of Agreement is available on our website at www.three.com.hk.
- 1.3 Your agreement with us is made up of these Customer Terms and other terms contained in the documents we produce, and any application or agreement forms you sign. We may also display other terms of use on your Handset.
- 1.4 When we say:
 - (a) "we", "us" or "our", we mean Hutchison Telephone Company Limited trading as 3 Hong Kong;
 - (b) "you" or "your", we mean you, our customer; and
 - (c) "agreement", we mean your agreement with us for the supply of 3 Services.
- 1.5 We have also set out in Section 16 some useful definitions of words we use in these Customer Terms.
- 1.6 Your agreement with us commences when we connect you.
- 1.7 Your agreement is personal to you. Unless we give you written consent, you remain responsible for complying with your agreement and you may not pass any of your rights or responsibilities to anyone else, even if you give them your Handset, Other Device or USIM.
- 1.8 These Customer Terms does not cover any purchase of products or other services while using 3 Services.

2. Variations to your agreement

- 2.1 Subject to Section 2.3, we reserve the right to vary, amend, modify or delete any of the terms and conditions of your agreement or add new terms and conditions to your agreement.
- 2.2 Subject to any Licence requirement or direction issued by the Telecommunications Authority, we will notify you of any variation, amendment, modification, deletion or addition of any terms and conditions in accordance with Section 14.
- 2.3 We must give not less than 30 days' prior notice in respect of any variation, amendment, modification, deletion or addition which is not favourable to you.

3. What we will provide to you

- A USIM and Prepaid Account
- 3.1 We will open a Prepaid Account for you and provide you with a USIM and, except where you have ported in your previous mobile number to us, a new mobile number and other service numbers, if applicable.
- 3.2 The USIM remains our property and we may recall it at any time for upgrades, modifications and/or when your agreement ends.
- 3.3 You shall not tamper or allow any other person to tamper with your Handset, Other Device and / or Accessory by unauthorised means and shall not copy or allow any other person to copy any pre-programmed data of any USIM.

3 Services

- 3.4 Once you are Connected, we will provide you with access to 3 Services. 3 Services include the following services if you have requested them and we approve:
 - (a) Optional Services; and
 - (b) Age Restricted Services, provided that you are 18 years of age or over.
 - 3.5 Details of 3 Services are contained in our Services Guide.
 - 3.6 You will also be able to upload and send your own content using 3 Services. You grant us a royalty free, perpetual and world-wide licence to store, transmit or otherwise deal with any content you upload on 3 Services. For example, if you choose to use the POP3 polling features in our Messaging Services, you are appointing us as your agent for enabling the POP3 polling services to be provided to you.
 - 3.7 We may change or withdraw some, or part of, 3 Services from time to time. This may be because of changing technologies, obsolescence, new or different product features, changing Content Providers and the need to remove, replace or modify Content.
- ### Limitations to 3 Services
- 3.8 We will always try to make 3 Services available to you. However, 3 Services are only available within 3 Network coverage area and limited 3 Services are available while Roaming. Within 3 Network coverage area, there may be places where access to 3 Services is limited or unavailable.
- ### Limitations when Roaming
- 3.9 Roaming may occur when you are outside of 3 Network coverage area in Hong Kong, or at places within 3 Network coverage area and reception is unavailable. When overseas, you may Roam in countries where we have Roaming arrangements in place.
 - 3.10 When Roaming, you will not have access to all 3 Services.
- ### Limitation of Liability when Roaming
- 3.11 If you use 3 Services in a country or region other than Hong Kong, your use of 3 Services may be subject to laws, customs and regulations which apply in that country. In this case, it is your responsibility to ensure that use of 3 Services will not violate any such laws, customs and/or regulations and, we shall not be liable for your failure to comply with those laws, customs and/or regulations.
- ### Disruptions to 3 Services
- 3.12 We cannot guarantee fault-free service. There may be situations where 3 Services are not continuously available or information is not duly transmitted to, and received by, you or the quality is affected, for example:
 - (a) when we need to perform any upgrading, maintenance or other work on 3 Network or 3 Services;
 - (b) calls and data sessions may not be maintained when you move from 3 Network to the network of an Other Provider to facilitate local or international Roaming;
 - (c) because of factors outside our control, such as the features or functionality of your Handset or Other Device, regulatory requirements, lack of capacity, interruptions to services by Other Providers and Content Providers, faults in other communications networks, the weather or radio interference caused by hills, tunnels or other physical obstructions; or
 - (d) where you are outside Hong Kong, or in areas not covered by 3 Network in which case 3 Services relies on Other Provider networks which we have no control.

4. Handsets, Other Devices and Accessories

Use of Handsets and Other Devices on 3 Network

- 4.1 You may only use a USIM with Handsets or Other Devices that have been approved by us for use on 3 Network and shall comply with all relevant legislation or regulations relating to such use.
- 4.2 If you use a USIM with any device and / or accessory that has not been approved by us for use on 3 Network, you may not be able to utilise all or any of our 3 Services and you shall accept the limitations of such device and / or accessory in accessing any of our 3 Services, for which we shall not be held responsible in any respect. Furthermore, you must ensure that such use will not cause any damage or disruption to 3 Network and / or in any way affect the use of 3 Services by our other customers.
- 4.3 You warrant and represent that you are authorized and have the legal right to use the Handset, Other Device and/or Accessory with the USIM. You further undertake to indemnify us in full against all direct and indirect losses, damages, claims, demands, proceedings, costs and charges whatsoever arising from your breach of this Section 4.3. This Section 4.3 shall survive the termination of this Agreement.
- 4.4 We may suspend any or all 3 Services, or refuse to comply with any of our obligations in your agreement if we are aware or reasonably suspect that the Handset or Other Device which you are using in conjunction with the USIM is lost or stolen equipment.

Purchases directly from 3

- 4.5 If you purchase a Handset, Accessory or Other Device directly from us, you enter into an agreement with us for the purchase of those goods. We will retain ownership in all goods purchased from us until you have paid for them in full.
 - 4.6 You will be responsible for any Handset, Accessory or Other Device as soon as they are delivered to you. If you damage or lose any goods before you have paid for them in full, you will still be required to pay us for the full price of those goods.
- ### Purchases from other retailers
- 4.7 If you purchase a Handset, Accessory or Other Device from a retailer other than us (a retailer includes one of our authorised dealers) you enter into an agreement with that other retailer for the purchase of those goods and we are not part of that purchase agreement.

Warranty

- 4.8 The performance, quality and workmanship of any Handset or Other Device may be subject to the manufacturer specifications and warranty.
- 4.9 Unless otherwise stated in the manufacturer warranty terms, the Handset or Other Device warranty is conditional upon:
 - (a) the Handset or Other Device being operated, handled and repaired in accordance with any manual or written instructions of the manufacturer or us;
 - (b) the Handset or Other Device having been properly stored or maintained by you; and
 - (c) the Handset or Other Device not being modified without our prior written consent.
- 4.10 The Handset or Other Device warranty does not apply to any used or second hand goods and does not cover damage, malfunction or failure resulting from misuse, neglect, abuse, use for a purpose for which the relevant Handset was not designed or is not suited, normal wear and tear.

- 4.11 If a Handset, Other Device or Accessory purchased by you is faulty or not functioning, it will be your responsibility to arrange, at your cost, to have it repaired or replaced so you can continue to use 3 Services.

5. Your Obligations

- 5.1 If your USIM, Handset or Other Device is lost, stolen or damaged, or you have sold or given away your USIM, Handset or Other Device, you will remain responsible for all usage of 3 Services on your Prepaid Account until such time as you ask us to Suspend the USIM or your Agreement is terminated in accordance with these Customer Terms.
- 5.2 All Charges, including call and usage charges for 3 Services will be based on the applicable rates as determined by us. You are solely responsible to check the applicable rates before using any 3 Services. We will deduct from your Prepaid Account, an amount equal to the charges incurred, or where applicable the airtime used, by you. If applicable, periodic charges will be deducted in advance from the remaining credit in your Prepaid Account. All airtime credited in your Prepaid Account will have an automatic expiry period. All calculations of usage charges will be determined based on our network record, which is final and binding on both of us.
- 5.3 Credits in your Prepaid Account are non-refundable, non-transferable and not redeemable for cash. You are advised that we will also not refund nor transfer any remaining credit in your Prepaid Account even in the event of loss or damaged USIM.
- 5.4 You will be required to ensure that there is sufficient airtime and/or credit in your Prepaid Account before being able to use 3 Services. Notwithstanding any credit remaining in your Prepaid Account, you will also be required to recharge your Prepaid Account with additional minimum credit before the expiry of the Account De-Activation Period in order to avoid the termination of your Prepaid Account. Upon termination, the remaining credit in your Prepaid Account will also be forfeited.
- 5.5 New credit may not appear in your Prepaid Account immediately after payment or recharge. We recommend that you recharge your Prepaid Account before your existing credit runs out or prior to the expiry of the Account De-Activation Period (as the case may be).
- 5.6 You will not be able to use any 3 Services if you have no or insufficient airtime and / or credit in your Prepaid Account. For certain 3 Services, we may restrict access to prepaid account holders altogether.
- 5.7 We do not provide invoices or statements, but you could receive bills, invoices or statements from other service providers whose services or goods you purchased through 3 Services. You agree to be fully and solely responsible for such purchases and will indemnify us for all losses and damages as well as any third party claims against us arising from your use or purchases of such goods or services.
- 5.8 We reserve the right to introduce a reasonable fee for paying your Prepaid Account using a credit card. If we introduce such a fee we will provide you with sufficient notice of the fee and the date from which it will apply.
- 5.9 You must pay all licence fees payable from time to time to the Hong Kong Government and other persons including but without limitation the various tunnel operators and MIR Corporation Limited in connection with your use of 3 Services and (if applicable) any Handset and/or Other Device in the manner specified by us from time to time, such fees and any applicable administrative charges will be deducted from the remaining credit in your Prepaid Account.

- 5.10 Depending on 3 Services you use or if so required by the regulatory authorities, we may require you to provide us with your personal information and you hereby undertake to provide your correct name, address, age and all such other factual information either before we connect you or before allowing you to access the applicable 3 Services or Content. In respect of the foregoing, you warrant that:
- all information provided is true and correct in all respect;
 - you have full contractual capacity to agree to all of the additional or supplemental terms and conditions applicable for the access of the applicable 3 Services and / or Content.
- Secure your PIN, passwords and USIM
- 5.11 You must keep your USIM safe and secure and we may charge you for any replacement USIM. You acknowledge that your USIM is used to store your personal details such as your address book and any personal information. If your USIM is lost or stolen, it is possible that another person may obtain unauthorised access to that information.
- 5.12 You must keep all PINs and passwords safe and secure. You should immediately change any default PIN or password if they are being used by someone without your permission.
- 5.13 We will allow anyone who can quote your PIN or password to access your Prepaid Account details and make any changes to your Prepaid Account or 3 Services.
- Responsible use of 3 Services
- 5.14 You may only use 3 Services:
- as stated in your agreement; and
 - for your own personal use. This means you must not resell or commercially exploit any of 3 Services, Content, Handsets or Other Devices.
- 5.15 You shall not acquire any right or interest in any Content and must not disseminate, forward or distribute any Content to any third party or reproduce any Content or use any Content for commercial, illegal or improper purpose. If you fail to comply with this obligation, you shall indemnify us for all losses and damages suffered by us as well as any third party claims against us arising from your breach.
- 5.16 You must not use 3 Services, or allow anyone else to use 3 Services, for illegal, improper, defamatory or unlawful uses. For example:
- for fraudulent, criminal or other illegal activity;
 - in any way which breaches another person rights, including copyright or other intellectual property rights;
 - to copy, store, modify, republish or redistribute 3 Services or Content (for example ringtones), except where we give you permission;
 - to download, send or upload content of an excessive size, quantity or frequency so that it causes problems for other users;
 - in any way which breaches any security or other safeguards or in any other way which harms or interferes with 3 Network or the networks or systems of others;
 - to falsify or delete any author attributions, legal or other proper notices or proprietary designation or labels of the origin or source of software or other content contained in a file that you upload;
 - to use your Handset to record any telephone conversation without obtaining the consent of the other party / parties to the conversation that it is being recorded or publish a recorded conversation in any form;
 - to create, use, copy, download or provide any directory of 3 Services users or any other user or usage information to a person or organisation, whether you are paid for this or not; and
 - to send any message or any other content which is obscene or offensive in nature.
- 5.17 You must always co-operate with us and follow our reasonable instructions to ensure the proper use and security of your 3 Services and Prepaid Account.
- 5.18 You must comply with the laws, regulations and customs of Hong Kong and other applicable jurisdiction in relation to the use of 3 Services.
- Responsible use of Messaging and Storage Services
- 5.19 While using the Messaging Services, you must not send or upload:
- anything that is protected by copyright, unless you have permission of the copyright owner;
 - unsolicited bulk or commercial messages or other unauthorised messages, or knowingly send any viruses; or
 - anything that is obscene, offensive, abusive, defamatory, menacing, harassing, threatening or is unlawful in any other way.
- 5.20 You agree to comply with the procedures set out in the IOSMS Code when using the Messaging Services to send short messages of promotional or similar nature to any person (including companies, sole proprietorships, partnerships and other bodies corporate and whether such person subscribes to 3 Services or services provided by other service providers). In particular:
- you shall not use the Messaging Services for sending short messages of promotional or similar nature to any person without such person's prior consent;
 - you shall be responsible for procuring the consent required under paragraph (a) above and shall provide us with evidence of such consent upon demand by us;
 - if you send any unsolicited promotional message contrary to paragraph (a) above or if we receive any complaint that such message originates from you, you agree that we are entitled to:
 - cease or refuse transmission or delivery of the relevant message upon us becoming aware of such message;
 - request you to respond to any complaint received by us and you shall provide us with a written response within 3 days of the relevant request;
 - Suspend all short messages sent by you in accordance with the IOSMS Code;
 - carry out such investigation as we in our discretion think fit;
 - where necessary, suspend 3 Services provided to you, in whole or in part, as we may in our discretion think fit.
- 5.21 You are entitled to make a complaint against a sender of any unsolicited promotional short message. Complaints can be made orally, in writing, or by electronic means. Upon receipt of any complaint, we may:
- collect and disclose to the relevant mobile network operator information on the relevant short message(s) including without limitation your mobile number, the date and time of receipt of the relevant message(s) and the contents of such message(s);
 - block any short message from the sender of the relevant short message(s) in accordance with the IOSMS Code.
- 5.22 We may put limits on the use of certain 3 Services, such as Messaging Services or Storage Services. For example, we may limit the size of messages or storage space.
- 5.23 While we have no obligation to monitor your use of Messaging Services or Storage Services, if you exceed our use limits or we are made aware that your use of these 3 Services is causing problems to 3 Network, our storage capacity or other users, then we reserve the right to Suspend your use of those services.
- Responsible use of Age Restricted Services
- 5.24 If you are under 18, you are not permitted to access Age Restricted Services. If you are 18 or over and you access Age Restricted Services, you must not show or send Content from Age Restricted Services to any one under 18. You must also ensure that you have deactivated any access to Age Restricted Services if you let anyone under 18 use your Handset or Other Device.
6. Loss, Theft, etc.
- 6.1 If your USIM is lost, stolen or damaged, you will remain responsible for all charges for 3 Services incurred on your Prepaid Account. No redemption, refunds or transfers will be made in respect of any remaining credit in the Prepaid Account.
- 6.2 Subject to the payment of such charges as we shall in our discretion determine, we will in our discretion provide you with a replacement USIM as soon as reasonably practicable if the USIM is damaged. No replacement will be given if USIM is lost or stolen.
7. Privacy Policy
- 7.1 You are entitled to ensure that we will only use your personal information in accordance with your agreement and our Privacy Policy. Our Privacy Policy will be subject to our obligations under law.
- 7.2 You agree that:
- we may collect information about the way you use 3 Services, your preferences, your location when using 3 Services, and who you contact and who contacts you while you use 3 Services;
 - we may use your information to maintain your Prepaid Account, provide you with 3 Services, enable you to communicate using 3 Network, collect your payments and prevent fraud and improper use;
 - we may send you information about 3 Services and our products, including special promotions or offers from Content Providers;
 - calls between you and Customer Care may be monitored and recorded by us for training, quality and contractual purposes; and
 - we may share your information with other members of our group of companies, to our or their partners, associates, agents, contractors, or to possible successors of our business. These may include entities outside Hong Kong.
- 7.3 You have the right to request access to information held by us about your Prepaid Account and to update and correct such information. Such request should be made in writing to The Data Protection Officer, Hutchison Telephone Company Limited, P.O. Box 999, Tsuen Wan Post Office, Hong Kong. We reserve the right to impose a reasonable charge to cover the costs of complying with such request.
- 7.4 If you do not wish to receive any promotional communication, information or material, you should advise us in writing to The Data Protection Officer, Hutchison Telephone Company Limited, P.O. Box 999, Tsuen Wan Post Office, Hong Kong.
- 7.5 You acknowledge that when you are Roaming in another country, the treatment of your personal information may be subject to laws, customs and regulations that apply in that or other country.
- 7.6 Our current Privacy Policy is available on our website at www.three.com.hk.
8. Our Intellectual Property Rights
- 8.1 All rights, including copyright, in 3 Services and Content belong to us or our licensed sources, such as a Content Provider.
- 8.2 The "3" trade mark and other related images, logos and names on 3 Services are proprietary marks of our group of companies.
9. Allocation and Porting of Numbers
- 9.1 Subject to any contrary direction issued by the Telecommunications Authority or any contrary term of the relevant Licence, you will not acquire any right in any number issued or assigned to you under your agreement including without limitation station A-call or private page telephone number or mobile number and we may modify, withdraw, change or reallocate any such number. Except for any modification, withdrawal, change or reallocation resulting from or in connection with the termination or suspension of 3 Services, we will endeavour to notify you in such manner as may be reasonable and practicable in the circumstances prior to such modification, withdrawal, change or reallocation.
- 9.2 If you apply for the porting in of any mobile number ("Port-in Number") from a network operated by any other mobile telecommunications service provider:
- you shall pay us a non-refundable mobile number port-in charge at the prevailing rate;
 - any cancellation of such application shall be made in person at the location at which such application was made prior to the activation of 3 Services with the Port-in Number;
 - if such application is unsuccessful for any reason, you may, within 7 days from our notification of such unsuccessful application, elect:
 - to activate 3 Services with a number assigned or allocated by us; or
 - to cancel the application in accordance with Section 9.2(b); or
 - if the unsuccessful application is due to missing or incorrect information submitted by you, to submit all necessary and correct information for re-applying for the porting of the Port-in Number.
 - Provided that if you fail to make an election within 7 days, you shall be deemed to have cancelled the application. If you request for the porting of mobile number from 3 Network, you agree that upon the successful porting of any mobile number from 3 Network:
 - all mobile phone services and any related value added and roaming services (whether in the form of automatic or manual roaming or provided through a

| | | | |
|---|--|---|---|
| | <p>(c) you do not comply with your obligations under your Agreement;</p> <p>(d) we have Suspended your 3 Services as permitted in the agreement and we believe that your breach is serious or it has not been rectified;</p> <p>(e) we reasonably believe that your communications with Customer Care or any of our authorised dealers or sales agents, or your use of 3 Services, are jeopardising our operations, 3 Network or are of a threatening or otherwise unacceptable nature; or</p> <p>(f) if we no longer have access to networks of Other Providers that we need to provide 3 Services, or if we are no longer able to provide 3 Services or we cease business.</p> | <p>earthquake, storm, flood or other natural calamities, the threat of imminent war, riots or other acts of civil disobedience, industrial disputes, power failure, failure of telephone lines, failure or breakdown of plant or machinery or government restraint, prohibition or expropriation.</p> | <p>13.7 This Section 13 will apply even after this agreement has ended.</p> |
| <p>10. Suspension of 3 Services</p> <p>10.1 We may, at our discretion, Suspend your Prepaid Account or any or all 3 Services without notice if:</p> <p>(a) you have not complied with any of the terms of your agreement;</p> <p>(b) the remaining credit in your Prepaid Account is insufficient to cover the periodic charges or such other Charges which we may levy;</p> <p>(c) we reasonably believe you have provided us with false or misleading details about yourself;</p> <p>(d) we believe that your USIM has been lost or stolen;</p> <p>(e) we receive a serious complaint against you which we believe to be genuine;</p> <p>(f) we are required to suspend your 3 Services by the emergency services or other government authorities;</p> <p>(g) we consider it necessary to safeguard the standard of 3 Services or the integrity of 3 Network;</p> <p>(h) 3 Network or any relevant equipment fails or requires modification or maintenance;</p> <p>(i) in our reasonable opinion, there is or has been unauthorised, unlawful, fraudulent or unreasonable use or usage of 3 Services or the use of 3 Services or any relevant equipment by you is causing or may potentially cause damage or interference to 3 Network and/or such equipment;</p> <p>(j) the remaining credit in your Prepaid Account falls below such limit as we may, in our reasonable discretion, determine from time to time; or</p> <p>(k) we are entitled to end this agreement.</p> <p>All your Prepaid Accounts and 3 Services will be Suspended</p> | <p>All your Prepaid Accounts will end on termination</p> <p>11.3 If we end your agreement for any of the reasons in Section 11.2, your Prepaid Account and all your other accounts and subscriptions for any other services through 3 Services will terminate.</p> <p>12. Effect of this agreement ending</p> <p>12.1 When your agreement ends, we will close your Prepaid Account and Disconnect 3 Services and you will not be able to use 3 Services. Upon Disconnection of 3 Services, any remaining credit in your Prepaid Account will be forfeited.</p> <p>12.2 Termination of your agreement will not affect any existing right or liability that you or us may have prior to such termination.</p> <p>13. Liability</p> <p>Limits on our liability</p> <p>13.1 All of our obligations to you relating to 3 Services are set out in your agreement and, except as otherwise set out in this Section 13:</p> <p>(a) all other terms, conditions and warranties relating to 3 Services are excluded;</p> <p>(b) we will have no liability to you for anything that we or anyone who works for us does or does not do; and</p> <p>(c) we, our employees and our Content Providers are not liable to you in any way, whether direct or indirect, consequential or contingent and whether foreseeable or not, for any loss, damage, claims or costs of any kind including but not limited to any loss of income, business or profits or loss or corruption of personal information or data, goodwill, failure to deliver any call, data or message, sustained and arising out of or in connection with use of 3 Services, any Handset, Other Device or Accessory.</p> <p>(d) We, our employees, agents or sub-contractors shall not be liable to you or any third party, whether in contract, tort or otherwise for any loss or damage incurred by you or any third party:</p> <p>(i) resulting from or in connection with any failure, delay, interruption, omission or mistake in 3 Services or the performance of your agreement, whether or not such failure, delay, interruption, omission or mistake is caused by our acts or omissions or negligence or those of our employees, agents or sub-contractors;</p> <p>(ii) resulting from or in connection with any failure or delay in the performance of your agreement or 3 Services due to factors outside our reasonable control including, without limitation, acts of God, spread of epidemic, lightning, fire,</p> | <p>13.2 If legislation implies warranties or conditions which cannot be excluded, restricted or modified, to the extent that we are entitled, our liability will be limited at our option to:</p> <p>(a) in the case of a supply of goods, the replacement of the goods or supply of equivalent goods, the payment of the cost of replacing the goods or acquiring equivalent goods, the payment of the cost of having the goods repaired or the repair of the goods; and</p> <p>(b) in the case of services, the supply of the services again or the payment of the cost of having the services performed again.</p> <p>3 Services areas where we have no responsibility</p> <p>13.3 Any claim by you against us arising out of your agreement must be notified in writing to us within one year of the incident giving rise to such claim, failing which you will be deemed to have waived your right in respect of such claim.</p> <p>13.4 Without prejudice to the aforesaid,</p> <p>(a) we disclaim all responsibility or liability to you or to any person for any cost, expense, loss, damage or compensation arising out of or in connection with any incompleteness, inaccuracy, error, omission, misstatement, delay or failure of transmission, communication or storage of any message or data, the divulging, mixing or destruction of any message;</p> <p>(b) no condition, warranty, responsibility and liability in relation to the provision of 3 Services or any Handset or other Device (including without limitation fitness for any purpose, standard of quality or performance of any Handset, other Device and 3 Network) shall be deemed to be given by us; and</p> <p>(c) We shall not be liable for any dent, scratch or other damage of aesthetic nature to or any loss of data from any Handset or other Device delivered or returned to us for maintenance and repair services.</p> <p>13.5 In providing you with access to any 3 Services or Content, we are not providing you with any advice of any nature, including, without limitation, investment advice. In respect of any 3 Services or Content containing investment information, we are not communicating invitations or inducements to enter into investment agreements.</p> | <p>14. Notices</p> <p>14.1 We will consider you have received information from us if it is included on our website at www.three.com.hk or if it is directly communicated to you by such means which we consider to be most appropriate for its purpose. Such means will primarily be by phone, text or multimedia messages to the mobile number associated with your Prepaid Account.</p> <p>15. Other terms</p> <p>15.1 Unless otherwise agreed, your agreement is the complete and exclusive statement of the agreement between you and us in relation to 3 Services. Your agreement supersedes all understandings or prior agreements, whether oral or written, and all representations or other communications between you and us in relation to 3 Services.</p> <p>15.2 If you, or we, delay, or do not take action, to enforce our respective rights under this agreement, this does not stop you or us from taking action later.</p> <p>15.3 You agree to indemnify us for all losses, damages or expenses incurred by us in connection with the enforcement of your agreement against you.</p> <p>15.4 We will not be bound to verify the authenticity or authority of a signature or mark purportedly made by, for or on behalf of you. We will be entitled to rely on the use of 3 Services through your Prepaid Account as your acceptance of the terms of these Customer Terms, and the continued use of 3 Services after the notification of any variation, amendment, modification, deletion or addition of terms and conditions as your unconditional acceptance of the same. Where applicable we are also entitled to rely on any authorised signatory chop, business chop, personal seal, signature or mark as indication of your signature and we are irrevocably authorised to rely on any form, letter or document purportedly signed by or on behalf of you.</p> <p>15.5 If any of the terms in this agreement are not valid or legally enforceable, the other terms will not be affected. We may replace any term that is not legally effective with a similar term that is.</p> <p>15.6 We may assign or transfer our rights and obligations under your agreement to a party who agrees to continue complying with our obligations under this agreement. You may not assign or transfer your rights and obligations under your agreement, whether wholly or partially, unless with our prior written consent.</p> <p>15.7 No failure or delay on our part to exercise any right, power or remedy under this agreement nor any single or partial exercise by us of any such right, power or remedy shall operate as a waiver. The rights, powers and remedies provided in this agreement are cumulative and are not exclusive of any rights, powers or remedies by law.</p> |
| <p>11. Ending this agreement and Disconnection</p> <p>11.1 You will end your Agreement if you permanently cease using the USIM or if you do not recharge your Prepaid Account with any additional minimum credit during the entire Account De-Activation Period.</p> <p>11.2 We may end your Agreement immediately if the following occur:</p> <p>(a) you permanently cease using 3 Services;</p> <p>(b) you do not recharge your Prepaid Account with any additional minimum credit during the entire Account De-Activation Period;</p> | <p>(i) resulting from or in connection with any failure, delay, interruption, omission or mistake in 3 Services or the performance of your agreement, whether or not such failure, delay, interruption, omission or mistake is caused by our acts or omissions or negligence or those of our employees, agents or sub-contractors;</p> <p>(ii) resulting from or in connection with any failure or delay in the performance of your agreement or 3 Services due to factors outside our reasonable control including, without limitation, acts of God, spread of epidemic, lightning, fire,</p> | <p>Other content and services areas where we have no responsibility</p> <p>13.6 You may be able to use 3 Services:</p> <p>(a) to upload, email or transmit Content; and</p> <p>(b) to access Content which is not edited by us and to acquire goods and services that we do not prepare, select, modify or exercise any control over. Where we provide you with access to Content that is not supplied by us, all we do is to transmit the content to you and we are not responsible or liable in any way for, and do not endorse, any of this Content, goods or services.</p> | <p>15.8 Any waiver, concession or extra time we may allow you is limited to the specific circumstances under which it is allowed and shall not affect our rights under this agreement in any other way.</p> <p>15.9 This agreement is governed by the laws of Hong Kong (excluding its conflict of laws principles) and you submit to the non-exclusive jurisdiction of Hong Kong Courts.</p> <p>15.10 This agreement is available in both English and Chinese and both language versions shall have the same effect.</p> |

16. Definitions

3 Network:

the mobile telecommunications network and other systems owned or operated by our affiliated company, Hutchison Telephone Company Limited, by which we make 3 Services available to you.

3 Services:

the services offered by us including but not limited to Content, Messaging Services, Storage Services, Age Restricted Services and Optional Services that we have agreed to provide to you in accordance with your agreement.

Accessory:

any battery, battery charger, stylus, Handset case, car kit, portable hands free, USIM, consumable item (items which are regularly replaced) or any other item that may be used with a Handset or Other Device.

Account De-Activation Period:

such period as determined by us from time to time when your Prepaid Account will be terminated if you do not recharge your Prepaid Account with additional minimum credit at any time during such period.

Age Restricted Services:

any 3 Services provided from time to time by us or Content Provider as specified in the Services Guide for use only by customers 18 years of age or older.

Charges:

the charges for access to, and use of, 3 Services. These charges include (without limitation), periodic charges, usage charges, administration fees, fees for Connection and re-Connection, Government licence fee, any extraordinary cost incurred in collecting outstanding payments from you or any sum due under your agreement or such other fee which may be announced or published by us for provision of any of 3 Services from time to time.

Connect:

the procedure by which we give you access to 3 Services. "Connection", "Connected", "Connecting", "re-Connect" and "re-Connection" have corresponding meanings.

Content:

any data, information, images, graphics, video/audio content, applications, downloadable files or other multimedia content that can be accessed using 3 Services.

Content Provider:

a person, other than us, who supplies Content.

Customer Care:

our service team who are available to help you with your queries. They can be contacted by calling 3162 3333 or by email to feedback@three.com.hk.

Disconnection:

the procedure by which we stop your access to 3 Services. "Disconnect", "Disconnected" and "Disconnecting" have corresponding meanings.

Handset:

a mobile handset approved for use on 3 Network and which may be used to access 3 Services.

Hong Kong:

the Hong Kong Special Administrative Region of the People Republic of China.

IOSMS Code:

the Code of Practice for Inter-Operator Short Message Service dated 3 December, 2001, as from time to time amended and supplemented by the signatories thereto.

Licence:

Licence(s) issued by the Telecommunications Authority for the operation of 3 Network and provision of 3 Services.

Messaging Services:

any 3 Services specified in the Services Guide enabling you to access, send and receive messages including but not limited to mail, fax, text, data, picture or video messages.

Optional Services:

any 3 Services that are only available if requested by you and approved by us.

Other Device:

any equipment (for example a computer or organiser), data card or device that is approved for use on 3 Network and that may be used to access 3 Services, but does not include a Handset.

Other Provider:

a mobile telecommunications network operator or other network provider, other than us, whose network we use to make 3 Services available to you.

PIN:

any personal identification number that we give you or you nominate to use as an identifier to access 3 Services or access or makes changes to your Prepaid Account.

Prepaid Account:

the account maintained by us which contains all records about you, including your personal account information, your USIM details, your mobile number, your use of 3 Services, your remaining credit and airtime and the expiry date of your Account De-Activation Period.

Privacy Policy:

our current policy detailing the kinds of information we may gather about you and how we can use and share it. This policy may be amended by us from time to time and is available on our website at www.three.com.hk.

Roaming:

when you are outside of 3 Network coverage area, or coverage is not available, and you access some or all of 3 Services using the mobile network of an Other Provider. Roaming includes "local roaming", when you are in Hong Kong and you Roam on the mobile network of an Other Provider and "international roaming" when you are overseas and you Roam on the mobile network of an Other Provider. Roam has a corresponding meaning.

Services Guide:

our descriptions of current 3 Services. These may be amended by us from time to time and are available on our website, www.three.com.hk.

Storage Services:

any 3 Services in the Services Guide which offer you storage capacity on 3 Network for storage of Content which you access using 3 Services.

Suspension:

the procedure by which we temporarily Disconnect your access to 3 Services. "Suspend" has a corresponding meaning.

USIM:

a card provided by us that when used in conjunction with a Handset or Other Device enables you to access 3 Network and 3 Services.