

## Terms & Conditions T&C-D054 Contract Term & Bonus For Smartphone Subscription

**SmarTone**

### 1) Term :

The Smartphone Contract Term is specified in the Sales and Services Agreement and start from the service effective date. Previous Contract Term = on the date of this Sales and Services Agreement, the Customer already signed a fixed term contract.

Term = Outstanding months under unexpired Previous Contract Term + Smartphone Contract Term (if applicable).

### 2) Service Plan:

2.1 The Customer shall use the following applicable Service Plan and services during the Term:

- a) the Service Plan specified in the Sales and Services Agreement or a service plan with monthly fee above the Service Plan amount specified in the Sales and Agreement; and
- b) any of the services ("Selected Services") specified in the Company's web site "Terms and Conditions" relating to this offer and the aggregate monthly fee (after deduction of any rebate) of such Selected Services is equal to or above the amount specified in the Sales and Services Agreement (if applicable).

### 3) Rebate Offer:

- 3.1 Credit Amount to be rebated to the Customer varies according to the handset model and monthly plan selected by the Customer and will be credited to the Customer during the Term according to the credit arrangement specified in the Sales and Services Agreement.
- 3.2 If, on the date of this Sales and Services Agreement, the Account is already subject to an arrangement (each a "Previous Credit Arrangement") under which any sums or charges prepaid by the Customer or the Company are to be credited by the Company to the Account, the crediting of the first installment to the Account by the Company under this Sales and Services Agreement shall be postponed to the date falling 30 days after the date of cessation of: (a) the Previous Credit Arrangement; or (b) if there is more than one Previous Credit Arrangements, the Previous Credit Arrangement with the latest expiry date. The date of cessation of the Previous Credit Arrangement will be deemed to be the date on which the last amount to be credited to the Account under the Previous Credit Arrangement is actually credited to the Account.
- 3.3 The Credit Amount paid by the Company will only be applied by the Company to meet the Customer's payment obligations to the Company in respect of the Account. However, the Customer cannot set-off any other sum payable to the Company against any part of the Credit Amount payable by the Company to the Account.
- 3.4 The Credit Amount cannot be exchanged for cash.
- 3.5 The Company shall not be under any obligation to pay any interest to the Customer on the Credit Amount.
- 3.6 The Customer shall not be entitled to the Credit Amount, extra free basic voice call minutes, specified extra data usage (if applicable) or any balance thereof upon the occurrence of any of the following events before the expiry of the Term:
  - a) if the Customer changes to a (i) service plan with monthly fee equal to or below the Service Plan amount specified in the Sales & Services Agreement or (ii) non-specified service plan in the Sales & Services Agreement; or
  - b) if the Customer enjoys special handset offer ; or
  - c) if the Customer changes the mobile telephone number / the registered name for the mobile telephone number; or
  - d) if the mobile telephone service to the mobile telephone number is terminated/disconnected for whatever reason.
- 3.7 The Customer shall not be entitled to the Credit Amount or any balance thereof and shall pay the Company liquidated damages specified in the Sales and Services Agreement upon the occurrence of any of the following events before the expiry of the Term:
  - a) if the Customer changes to a (i) service plan (not applicable to SIM Only service plan) with monthly fee equal to or below the Service Plan amount specified in the Sales and Services Agreement or (ii) 2G Service Plan or (iii) PayGo Service Plan or (iv) IC2N Service plan; or
  - b) if the Customer cancels or changes any of the Selected Services resulting in the aggregate monthly fee of the Selected Services to be below the amount specified in the Sales and Services Agreement (if applicable); or
  - c) if the Customer changes the mobile telephone number / the registered name for the mobile telephone number; or
  - d) if the mobile telephone service is terminated/disconnected for whatever reason.
- 3.8 (Where applicable) Free WhatsApp data usage during contract period applies to local use only, including send and receive messages, pictures and photos (excluding Share Location). WhatsApp offer is not applicable to customers using BlackBerry smartphones with BlackBerry 7 OS and earlier version. WhatsApp multimedia messaging function may be charged annually or an otherwise specified amount by service provider. To avoid data charges when roaming, we recommended using WhatsApp with a Wi-Fi connection.

### 4) SIM Lock (If applicable):

- 4.1 Without prejudice to the other terms and conditions for the warranty of the mobile telephone, the warranty will be void if the SIM lock is altered or tampered with by any person other than by the Company. The Company may at the Customer's request carry out maintenance services to the mobile telephone which is not covered by the warranty but subject to the Customer paying HK\$400 (which is subject to change from time to time) for such services.
- 4.2 If the Customer requests the SIM lock which is pre-set by the Company to be unlocked before the expiry of the Term (as specified in the Sales and Services Agreement), the Customer shall pay the Company an administration fee. This amount shall be refunded to the Customer provided the Customer uses the Company's mobile telephone services until the expiry of

the Term. However, the Company will not unlock the SIM lock for the Customer if prior to the Customer's request to the Company, the SIM lock has already been altered or tampered by other unauthorized person(s).

## 5) Liquidated Damages:

### 5.1 Liquidated Damages under Smartphone Contract Term

The Customer shall pay the Company liquidated damages (which is specified in the Sales and Service Agreement) upon the occurrence of any of the following events before the expiry of the Smartphone Contract Term:

- a) if the Customer changes to a (i) service plan with monthly fee equal to or below the Service Plan amount specified in the Sales and Services Agreement or (ii) 2G Service Plan or (iii) PayGo Service Plan or (iv) IC2N Service plan; or
- b) if the Customer changes the mobile telephone number / the registered name for the mobile telephone number; or
- c) if the mobile telephone service is terminated/disconnected for whatever reason.

### 5.2 Liquidated Damages under Term (i.e. Outstanding months under unexpired Previous Contract Term + Smartphone Contract Term Contract Term)

- 5.2.1 (Where applicable) The Customer shall pay the Company liquidated damages (which is specified in the Sales and Service Agreement) upon occurrence of any of the following events on or before the expiry date of the unexpired Previous Contract Term:
  - a) if the Customer changes to a (i) service plan with monthly fee equal to or below the Service Plan amount specified in the Sales and Services Agreement or (ii) 2G Service Plan or (iii) PayGo Service Plan or (iv) IC2N Service plan; or
  - b) if the Customer changes the mobile telephone number / the registered name for the mobile telephone number; or
  - c) if the mobile telephone service is terminated/disconnected for whatever reason.
- 5.2.2 (Where applicable) The Customer shall pay the Company liquidated damages (which is specified in the Sales and Service Agreement) upon the occurrence of any of the following events after the expiry of the unexpired Previous Contract Term but before the expiry of the Term:
  - a) if the Customer changes to a (i) service plan with monthly fee equal to or below the Service Plan amount specified in the Sales and Services Agreement or (ii) 2G Service Plan or (iii) PayGo Service Plan or (iv) IC2N Service plan; or
  - b) if the Customer changes the mobile telephone number / the registered name for the mobile telephone number; or
  - c) if the mobile telephone service is terminated/disconnected for whatever reason.

## 6) Data Services for Price Plan ("the Data Services"):

- 6.1 4G is only available with compatible phones and SIM cards.
- 6.2 The data usage applies to local use only. Additional data usage charge is \$10/5MB, usage is rounded up to the nearest 5MB, maximum charge is \$680 per month. Standard roaming data charge applies during roaming. The data usage is not applicable to BlackBerry smartphones with BlackBerry 7 OS and earlier version unless Customer subscribes to the specified Blackberry service plan
- 6.3 The Customer must use the Data Services with settings [including but not limited to the APN setting (only applicable to data services)] and devices specified by the Company. Customer can check with the Company's front-line staffs for the latest information on setting and devices. If the Customer does not follow this specification in the use of the Data Services, the Company has the right to forthwith suspend / terminate the Data Services without notice. Also the Company has the right to charge the Customer use of the Data Services at the Company's prevailing rate.

## 7) Fair Usage Policy (If applicable):

- 7.1 The following terms and conditions apply to telecommunication services ("Services") provided by SmarTone Mobile Communications Limited ("the Company").
  - a) The Company will ensure the system resources of the Company's telecommunications network ("Network") is equitably allocated amongst users ("Users") of the Services.
  - b) Customer who has reached the monthly local data fair usage level specified by the Company can still continue to use the Service. However, the customer may have lower network access priority for the remainder of the billing period. Data access speed (upload and download) will not be restricted to less than 128kbps.