

Terms & Conditions for Virtual WiFi Egg (T&C – I025)

The following terms and conditions are supplemental to the Sales and Services Agreement and the Company's Terms and Conditions for Mobile Telephone Service (please refer to T&C01 published at smartone.com).

1. The Customer is required to register for the Virtual WiFi Egg through one of Smartone's retail stores, Smartone CARE or by contacting the Company's 24-hour hotline 2880 2688.
2. Upon successful registration of the service, charges for Virtual WiFi Egg will commence on the first data usage while the Customer is roaming. Daily fee HK\$68 (Australia, China, Indonesia, Japan, Macau, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand) /HK\$128 (other destinations). Charge is levied daily on a per roaming destination basis. A day is defined as 00:00 to 23:59 local time of the visited destination. For destinations with different time zones, it will be according to the time of capital city at the visited destination.
3. Virtual WiFi Egg is only available in designated destinations with selected roaming network(s) designated by the Company. Such networks specified by the Company are subject to change from time to time without prior notice. The actual experience of the Virtual WiFi Egg is subject to the coverage or network conditions of the roaming network(s).
4. When the Customer is travelling to destinations outside the Roaming Virtual WiFi Egg's coverage or logs on to non-selected roaming network(s), the Customer's data roaming is automatically deactivated. However, the Customer can still make calls and send SMS. If the Customer would like to use standard data roaming, please call the Company's 24-hour hotline 2880 2688 to activate standard data roaming and agree to the related charges applied after the Customer's confirmation.
5. When roaming data usage at each destination reaches 300MB in a day, data service continues but will be at up to 128kbps until 23:59 local time of the visited destination of the same day.
6. Whilst the Customer is roaming in a destination designated by the Company, the Customer may under certain circumstances (for example, cellular coverage spill over from neighbouring destination due to geographic proximity of the destinations) roam onto a different destination's network (the "Second Destination Network"). In the event that the Second Destination Network is included within those networks specified by the Company for Virtual WiFi Egg, the Company will also charge the Customer for roaming on the Second Destination Network according to Virtual WiFi Egg.

7. The Customer must use the Virtual WiFi Egg (“Data Services”) with settings (including but not limited to the APN setting) and devices specified by the Company. The use of 4G is only available with compatible devices and SIM cards on 4G roaming networks. The Customer can check with the Company’s front-line staff for the latest information on settings 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 and charge the Customer’s use of the Data Services at the Company’s standard roaming rate for such data usage.
8. Virtual WiFi Egg is not applicable for usage on peer-to-peer applications (P2P), FTP file sharing and webcam applications. If usage is incurred from or by P2P including applications such as (but not limited to) BitTorrent, eDonKey, FlashGet, Foxy, WinMX, PPLive and PPStream; FTP file sharing; or webcam applications or if there is any abusive or abnormal usage; the Company has the right to forthwith suspend/terminate Virtual WiFi Egg without notice and charge the Customer at the Company’s standard roaming rate. All commercial or illegal promotion activities via the use of Virtual WiFi Egg shall be prohibited.
9. If local data of a customer’s service plan excludes tethering, the customer cannot use tethering when using Virtual WiFi Egg.
10. Privacy Policy
The Company has implemented a Privacy Policy that covers how it collects, uses, discloses, transfers and stores customer information. Please visit smartone.com/privacypolicyen for full details of the Company’s Privacy Policy.