

Terms & Conditions T&C-M066
Contract Term For SuperCare Connected Device Plans with Tablet Subscription



The following terms and conditions are supplemental to the Sales and Services Agreement and the Company's General Conditions of Services (Please refer to T&C B01 published at smartone.com).

1) Term

The Customer shall use the SuperCare Connected Device Plans with Tablet Subscription service for the period specified in the Sales and Services Agreement ("Term"). The Term shall start from the service effective date.

2) Service Plan

2.1 The Customer shall use the Service Plan specified in the Sales and Services Agreement during the Term.

2.2 Whenever the data usage of the Customer under the relevant Service Plan nearly reaches the specified local data usage ("Specified Data Usage") the Company will notify the Customer by SMS or via email of his data consumption. The Customer may by return SMS or via subscription page link to the email purchase a top-up of 200MB at \$40 for service plan with below 6GB data usage or 1GB at \$100 for service plan with 6GB or above data usage ("Top Up") for usage of data for the remaining period of that month. If the Customer does not wish to purchase the Top Up, local data service under the relevant Service Plan will be automatically suspended when the Customer's data usage reaches the Specified Data Usage. Customer may purchase the Top Up at that time or wait until the beginning of the next monthly bill for the new Specified Data Usage allowance under the relevant Service Plan.

2.2.1 Where the Customer has registered more than one Service Plan in an Account, the Company will notify Customer's primary service number (i.e. the first registered service number) by SMS whenever a Top Up is confirmed.

2.3 The Service Plan is charged on a monthly basis. The monthly charges for the first month will be charged on a pro-rata basis from the service effective date to the first bill date. The monthly charges are payable in advance and non-refundable under whatever circumstances.

2.4 Unless otherwise specified by the Customer, the SuperCare Connected Device Plans with Tablet Subscription service will continue to be provided to the Customer after the expiry of the Term and such service will be charged at the same Monthly Service Plan that is chargeable to the Customer on the expiry date of the Term.

2.5 Service Plan is not applicable to 2G connected devices or any connected devices which has manually opted for 2G network.

3) Contract Bonus (If applicable)

3.1 Credit Amount to be credited to the Customer varies according to the tablet model and service 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 The Credit Amount will be credited to the monthly bill of the Customer's Account. The first Credit Amount will be credited to the 1st monthly bill after the service effective date.

3.3 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.

3.4 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.

3.5 The Credit Amount cannot be exchanged for cash.

3.6 The Company shall not be under any obligation to pay any interest to the Customer on the Credit Amount.

- 3.7 The Customer shall not be entitled to the Credit Amount or any balance thereof and the free services 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 and Services Agreement or (ii) IC2N Service plan; or
 - b) if the Customer changes the mobile telephone number / the service number / the registered name for the mobile telephone number / the service number; or
 - c) if the service is terminated/disconnected for whatever reason.
- 3.8 The Customer shall pay the Company liquidated damages (which is equivalent to the sum of the monthly fee of applicable plan multiply by the remaining months of the Term) 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 and Services Agreement or (ii) IC2N Service plan; or
 - b) if the Customer changes the mobile telephone number / the service number / the registered name for the mobile telephone number the service number; or
 - c) if the service is terminated/disconnected for whatever reason; or
 - d) if at the request of the Customer or for whatever reason caused by the Customer, the mobile telephone services cannot be activated within 90 days from the date of the Sales and Services Agreement.

4 Data Services for Service Plan (“Data Services”)

4.1 4G is only available with compatible connected devices and SIM cards.

4.2 The data usage applies to local use only.

4.3 The Customer must use the Data Services with settings [including but not limited to the APN setting (only applicable to data services)]. Customer can check with the Company’s front-line staffs for the latest information on setting. 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 for such data usage.

5 Data Roaming

5.1 Customer is required to register for roaming service at the Company’s stores or through the Company’s dedicated 24-hour hotline 2880 2622.

5.2 Standard Rate is applicable to all subscribers of this Service Plan.

5.3 Payment should be made by credit card autopay.