

**Terms & Conditions T&C-R72**  
**Contract Term and Bonus For Exclusive Customers**

**SmarTone**

**1) Contract Term**

The contract term ("Term") is specified in the Supplemental Agreement to the Sales and Services Agreement and start from the service effective date.

**2) Service Plan and Offer Details:**

The Customer shall use the following Service Plan and service during the Term:

- Service Plan specified in the Supplemental Agreement to the Sales & Services Agreement
- service(s) specified in the "Terms & Conditions" in Company's web site

**3) Offer Terms and Conditions:**

- 3.1 Credit Amount to be rebated to the Customer will be credited to the Customer during the Term according to the credit arrangement specified in the Supplemental Agreement to the Sales and Services Agreement.
- 3.2 If, on the date of this Supplemental Agreement to the Sales & 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 Supplemental Agreement to the Sales & 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 Free Service, Credit Amount, extra free basic voice call minutes and 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) Smartphone SIM Only 4G / 3G Plans or (iii) iPhone Service Plan or (iv) 2G Service Plan or (v) PayGo Service Plan or (vi) IC2N Service plan; or
  - b) if the Customer disconnects the selected Service (if applicable); or
  - c) if the Customer enjoys special handset offer ; or
  - d) if the Customer changes the mobile telephone number / the registered name for the mobile telephone number; or
  - e) if the mobile telephone service to the mobile telephone number is terminated/disconnected for whatever reason.
- 3.8 The Customer shall pay the Company liquidated damages (HK\$500) 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 disconnects the selected Service(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 to the mobile telephone number is terminated/disconnected for whatever reason.
- 3.9 Free What's app data usage during the Term (if applicable) applies to local use only, including sending and receiving messages, pictures and photos (excluding Share Location). WhatsApp offer is not applicable to customers using BlackBerry Handset. WhatsApp multimedia messaging function may be subject to charges charged by service provider. To avoid data charges when roaming, please use WhatsApp with a Wi-Fi connection.

#### **4) Data Services for Service Plan (“the Data Services”) :**

- 4.1 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.
- 4.2 Users of Blackberry 7 OS and earlier version need to subscribe to the specified Blackberry service plan for the data usage.
- 4.3 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.

#### **5) Fair Usage Policy (if applicable):**

- 5.1 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.