

**Terms & Conditions T&C-T375**

**“ Universal Referral”**



- The promotion period of “ Universal Referral” (“Referral Program”) is valid from 1 January 2024 until further notice.
- Existing customer (“Referrer”) must fulfil all the following requirements to be eligible to participate in “Universal Referral” :
  - i. Mobile service plan or Home 5G Broadband service plan subscription by valid designated identity document; and
  - ii. With still activated Mobile service plan or Home 5G Broadband service plan.
- To be entitled to the Referral Rewards, the Referrer must make a successful referral of new customer or existing customer with a new subscription (“Referee”) to subscribe a designated Mobile service plan or Home 5G Broadband service plan with contract and fulfil all of the following requirements (“Successful Referral”):
  - i. Before Referees subscribing designated Mobile service plan or Home 5G Broadband service plan with contract, Referrer must agree and provide his/her mobile no./ the registered phone no. for Home 5G Broadband service (“Referral Number”) to Referees, while the registered no. for Home 5G Broadband must be a mobile no.; and
  - ii. The Referee subscribe designated service plan with fixed contract terms by valid designated identity document ; and
  - iii. The Referee provide/input a valid Referral Number upon contract subscription of designated plan and his/her service has been successfully activated or his/her number has been successfully ported to the Company; and
  - iv. The account of Referee is still valid and non-delinquent at the time of 100 days after service activation.
- The Referral Rewards consist of the “Referrer reward” and the “Referee reward”. Referral Rewards details are as following:

<u>Eligible service plan with contract subscription by the Referee during the promotional period</u>	<u>Referrer reward</u>	<u>Referee reward</u>
5G SIM Only Monthly Plan/ 5G Student Plan/ 5G Expat Plan/ SuperCare Smartphone Plan (6GB or above)	HK\$300 Rebate	HK\$300 Rebate
SuperCare Smartphone Plan (below 6GB) / GoodCare Smartphone Plan / ExtraCare Smartphone Plan	HK\$100 Rebate	HK\$100 Rebate
Home 5G Broadband service plan	HK\$100 Rebate	HK\$100 Rebate

- Referral Rewards is not applicable to customer who subscribe to SuperCare Lite plan, Secondary SIM number of SuperCare Family Plan, Add-on SIM number of 5G SIM Only Monthly Plan and Non-Fixed Term Contract Plan .



- The amount/value of Referral Rewards is subject to the Referees' service plan which is still activated at settlement date (after 100 days of Referees' service activation). In the next/following bill month after the Referee's service has been activated for 100 days, the Referral Rewards will be granted to Referee's mobile service account.
- Referral reward will be granted to Referrer's mobile service account in the next/following bill date after the Referee's service has been activated for 100 days
- The Mobile service plan and/or Home 5G Broadband service account of both Referrer and Referee must be valid and non-delinquent at the time of the Referral Rewards is rewarded.
- Referral Rewards/ partial Referral Rewards will be forfeited if (including but not limited to):
  - i. The Referee changes to a service plan which is not eligible service plan for " Universal Referral" within 100 days after service activation.
  - ii. The Referee terminates or ports out the service in 100 days after service activation.
  - iii. The Referrer and/or the Referee terminates his/her existing mobile service before or Home 5G Broadband service before Referral Rewards is given.
- Each mobile number under each mobile service account or each registered number under Home 5G Broadband service plan will be regarded as ONE Referral Number. If the referrer's mobile no. under the mobile service plan is the same as the registered no. of his/her Home 5G Broadband service plan, the same Referral Number will be counted, and the referral rewards will be granted to referrer's mobile service plan account.
- Starting from 1 January 2024, each Referral Number of eligible Mobile service or Home 5G Broadband service customer shall make a maximum of 20 Successful Referrals every calendar year and the maximum limit is recalculated every calendar year.
- If the Referrer has more than one Referral Numbers, all Successful Referrals with different Referral Numbers under the same Referrer will be counted separately when calculating the total number of Successful Referrals made by the Referrer during the Promotion Period.
- The Referrer will not be entitled to the Referral Rewards when his/her Referral Numbers reach the limit of making Successful Referral, while the Referee will still be entitled to the Referral Rewards.
- All Referral Number under the mobile service account/ Home 5G Broadband service account will be invalid if the account ownership has changed. All processing Referral Rewards will be automatically forfeited.



- The Referee is required to ensure the accuracy, completion and validity of the Referrer's Referral Number provided upon contract subscription of a designated service plan during the promotional period. The record cannot be changed once submitted. In the case where the Referral Number cannot be successfully recorded in the Company's system or the Referral Number recorded is incorrect, incomplete or invalid, The Company will proceed to process the corresponding Referee's plan subscription as usual and the service plan subscription will not be considered as a Successful Referral.
- The Referrer and The Referee shall not be the same person.
- (Applicable to Rebate as Referral Rewards) Rebate is applicable to the items show in the monthly bill including but not limited to mobile service plan, valued-add service, IDD service, roaming service and other service monthly fee. In cases where the Rebate exceeds the monthly bill amounts, the balance will be carried forward to the next month's bill. If there is outstanding reward balance in the account when the Subscriber terminates services, the remaining rebate will be automatically forfeited.
- All Referral Rewards cannot be transferred to any third party and is neither refundable nor exchangeable for cash nor refund for whatever reason.
- Participation in the referral program is subject to there being no abuse/non-compliance by the Referrers or Referees, otherwise the Company will deduct the rewards without notice and/or take action to reclaim the redeemed rewards.
- Both the Referee and the Referrer are bound by the relevant service terms and condition.
- The Company reserves the right of final decision relating to the promotions (including but not limited to vary, extend, terminate and/or cancel this Referral Program, Referral Rewards, Promotion Period) and any dispute thereof, and may change the terms and conditions without prior notice.