Terms & Conditions T&C-T388
Contract Term For Gen SmarT AI Experience Plan

SmarTone

1) Free Term:

1.1 The free period for the use of Gen SmarT AI Experience Plan is specified in the Sales and Services Agreement ("Free Term"). The Free Term shall start from the service effective date.

1.2 The service will be terminated after the expiry of the Free Term.

2) Service Plan:

2.1 Whenever the local data usage of the Customer under the Specified Service Plan nearly reaches the specified local data usage ("Specified Data Usage"), the Company will notify the Customer by SMS. The Customer may by return SMS purchase a top-up at the charge as specified in the SMS received ("Top Up"). If the Customer does not wish to purchase the Top Up, local data service under the Specified Service Plan will be automatically suspended when the data usage has reached the Specified Data Usage. The Customer may purchase the Top Up at that time or wait until the beginning of the next bill month for the new Specified Data Usage allowance under the relevant Service Plan.

2.2 Applicant must be aged 18 to 29 and valid identity document must be presented upon registration for this Service Plan.

2.3 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.

2.4 This Service Plan operates on a monthly basis. For calculation of monthly data and voice allowance, the usage for the first month will be calculated from the service effective date to the first bill date and thereafter between each bill date a monthly cycle until the expiry of the Free Term.

2.5 This Service Plan is not applicable to 2G or 3G phones/ connected devices or any phones/ connected devices which have manually opted for 2G or 3G network. If the customer uses this plan on any 2G or 3G phones/ connected devices or any phones/ connected devices which have manually opted for 2G or 3G network, any charges which may incur will be borne by the customer. Actual data transmission speeds may vary due to Internet traffic conditions, local conditions, hardware, software and other conditions which may arise.

3) Data Services for Service Plan ("the Data Services"):

3.1 The 5G Data Service is only available with compatible phones.

3.2 The data usage applies to local use only.

3.3 Users of Blackberry 7 OS and earlier version need to subscribe to the specified Blackberry service plan for the data usage

3.4 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.