



**Terms & Conditions T&C- V067**  
**(Terms & Conditions for Add-on Numbers Service)**

By use of Add-on Numbers service ("Service") of SmarTone Mobile Communications Limited ("SmarTone" or "the Company"), the customer (the "Customer" or "you") agrees to accept and be bound by the terms and conditions set out herein and the Privacy Policy of the Company. The Company reserves the right to revise the terms and conditions at any time, with or without prior notice, and any changes will be posted on the Company's website at [www.smartone.com](http://www.smartone.com). The Customer's continued use of the Service after the posting of such changes indicates his/her acceptance to the same. The Customer must not subscribe to the Service if the Customer does not accept all of the terms and conditions:

**1) Your Acceptance**

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](http://smartone.com)).

With effect from 1 January 2026, the Service is only available to the Customers who subscribe to the Company's mobile monthly service plan.

For the avoidance of doubt, the Service is not available to any Non-SmarTone customers and any SmarTone prepaid SIM customers. Existing Non-SmarTone customers of the Service are not eligible to add any new add-on numbers on or after 15<sup>th</sup> June 2022.

**2) Service Plan**

**2.1 Standard Plan**

2.1.1 The following are details of the Standard Plan:

<b>Service</b>	<b>Service Fees</b>
Add-on Numbers	HK\$5/number/day Capped at HK\$35/number/30 days

2.1.2 The Standard Plan is charged on a daily basis. The service fees are payable in advance and nonrefundable under whatever circumstances.

2.1.3 Download, usage and content update of this service will incur data. It will be deducted from relevant subscribed service plans and charged at the applicable thereafter fee. Alternatively, it will be charged based on standard data charges.

2.1.4 Under the Standard Plan, each add-on number is charged at HK\$5 a day on a recurring basis and capped at HK\$35 per 30 days. A day is defined as 00:00-23:59, Hong Kong time.

**2.2 Monthly Plan Contract Offer**

2.2.1 The following are details of the Monthly Plan Contract Offer:



Monthly Plan Contract Offer	Contract Period	Monthly Plan	Liquidated Damages
HK\$30 / number / month	12 months	HK\$35 / number / month *	HK\$30 x remaining months of the Contract Period (per number)

\* Monthly Plan is only applicable to customers with an expired contract of the Monthly Plan Contract Offer.

2.2.2 The Monthly Plan Contract Offer and the Monthly Plan is charged on a monthly basis. The billing date of the Monthly Plan will be the same as the registration date of the add-on number, which may be different from the billing date of your mobile telephone service. The monthly charges are non-refundable under whatever circumstances.

2.2.3 Unless otherwise specified by the Customer, the Service will continue to be provided to the Customer after the expiry of the Contract Period under the Monthly Plan.

2.2.4 Download, usage and content update of this service will incur data. For SmarTone customers, it will be deducted from relevant subscribed service plans and charged at the applicable thereafter fee. Alternatively, it will be charged based on standard data charges.

2.2.5 The Customer shall pay the Company liquidated damages specified in clause 2.2.1 upon the occurrence of any of the following events before the expiry of the Contract Period:

- a) if the Customer changes to a service not specified above; or
- b) if the Customer terminates the Service; or
- c) if the Customer changes the mobile telephone number, add-on number or the registered name for the mobile telephone number; or
- d) if the mobile telephone service is terminated or disconnected for whatever reason; or
- e) 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 Service Plan subscription

2.2.6 Within the Contract Period, the Customer is required to visit SmarTone stores for cancellation of Service.

2.3 Each add-on number is allowed to subscribe to one Standard Plan or Monthly Plan Contract Offer or Monthly Plan only.

2.4 The Service can only be used on mobile handsets specified by the Company. Any actions on jailbroken or rooted devices are taken at your own risk.

2.5 **IDD Service**

If you use the Service to make outgoing calls to non-Hong Kong phone numbers while you are abroad or in Hong Kong, applicable IDD charges will be incurred. If you use the Service and dial an international number with the “+” prefix, the 001 IDD service provided by SmarTone will be used and charges will be incurred (applicable to SmarTone customers). If you use the Service and dial an international number with the “1638” prefix, the 1638 IDD service provided by SmarTone will be used and charges will be incurred. Prior registration is required and you are also required to pay for the IDD services provided by SmarTone or any other telecommunications service providers for the use of such IDD services together with the Service.

For details of the charges, please visit:

001 IDD - [https://www.smartone.com/en/mobile\\_and\\_price\\_plans/roaming\\_idd/idd/001idd.jsp](https://www.smartone.com/en/mobile_and_price_plans/roaming_idd/idd/001idd.jsp)

1638 IDD - [https://www.smartone.com/en/mobile\\_and\\_price\\_plans/roaming\\_idd/idd/1638idd.jsp](https://www.smartone.com/en/mobile_and_price_plans/roaming_idd/idd/1638idd.jsp)

**3) Payments**

3.1 Service fees and other fees relating to the Service will be reflected in the monthly bill.



3.2 All questions and disputes regarding usage charges, remaining balance and expiry date of the Service will be decided by the Company at its sole discretion. All questions and disputes relating to usage charges must be submitted to the Company within three (3) months from the date of the call in question

**4) Other Services**

4.1 Other service(s) can be subscribed individually per add-on number upon successful Service's subscription.

For service details and price, please visit:

Call Guard –

<https://www.smartone.com/callguard/en>

Connecting Tone -

[https://www.smartone.com/en/value\\_added\\_services/fun\\_and\\_entertainment/connecting\\_tone/service.jsp](https://www.smartone.com/en/value_added_services/fun_and_entertainment/connecting_tone/service.jsp)

Service	Service Fees
Call Guard (junk calls blocking only)	HK\$20/number/month
Connecting Tone	HK\$20/number/month Including 1 connecting tone change per month

**5) Add-on Numbers Service**

5.1 The Service supports up to four phone numbers (including registered mobile number, fixed-line number or “Easy Number” Mainland Mobile Number) that the Customer uses for service registration. Each add-on number supports its own caller identity, SMS/MMS, phonebook and voicemail, and each fixed-line number and “Easy Number” Mainland Mobile Number supports the same features except MMS.

5.2 The Customer could be allocated and allowed to use up to a maximum of four phone numbers in a calendar month (including the registered mobile numbers and all add-on phone numbers as specified in clause 5.1).

5.3 To use an existing mobile or fixed-line number as an add-on number, please come to SmarTone stores for registration.

5.4 The Service is available for smartphones running iOS 9.0 or above and Android™ 5.0 or above. For Android™ smartphone which does not support Google Play services, the Value-Added Service will not be applicable on the smartphone.

5.5 You hereby authorise the Service to access the address books and contact lists contained in the devices and whatever relevant phone features.

5.6 The Customer understands and agrees that the provision and the quality of the Service are contingent upon the technology and the performance of the data network. The Service may also be affected by factors such as mobile device, Internet firewall settings, the reliability and security of Internet connection supported by the Customer’s network and any applicable laws and regulations. The provision of the Service and the manner and the standard of such provision shall be subject to final decision of the Company.

5.7 Subject to the successful porting out of the add-on number, the specific add-on number which has been ported out will be automatically removed from the Service at the same time.

5.8 During the applicable service plan period, the Customer is not allowed to replace or swap an add-on number with another one in order to continue using the Service. Once the add-on number has been disposed of, the Service for this add-on number will be terminated and all unused balance of the service fees relating to this number will be forfeited.

5.9 There is no access to emergency services using Add-on Numbers. The Service is not a replacement for your ordinary mobile or fixed line telephone and does not allow you to make emergency calls to emergency services. Customers must make alternative communication arrangements to ensure that you can make emergency calls if needed.

5.10



- a) Usage of voice, data, messaging, IDD and roaming will be deducted from the main number's service plan and any additional usage incurred will be charged to the monthly bill accordingly.
- b) Calls made by the mobile numbers under this service will incur voice usage and be counted as voice minutes.
- c) Calls made by the fixed-line numbers under this service will be delivered by data and usage will incur data charges.
  - i. Quality and performance of the fixed-line service depends on the reliability and stability of the mobile network or WiFi connection, and SmarTone is not responsible or liable for any charges incurred if it is beyond SmarTone's control. Please check with relevant mobile operator or network provider about the respective data charges (if any).
  - ii. Fixed-line numbers cannot be used to access the infoline 900 services provided by telecommunications operators in Hong Kong.
- d) Roaming charge and standard roaming data charge apply when roaming. For details of the charges, please visit [https://www.smartone.com/en/mobile\\_and\\_price\\_plans/roaming\\_idd/coveragencharges/charges.jsp](https://www.smartone.com/en/mobile_and_price_plans/roaming_idd/coveragencharges/charges.jsp)
- e) If the main SIM is terminated / disconnected for whatever reason, including the successful porting out of the main number, the Service and other services (set out in clause 4.1 if applicable) will be terminated automatically at the same time.

**5.11 Upon deleting any add-on number or the termination of the Service, other services (set out in clause 4.1 if applicable) will be terminated automatically at the same time. In addition the Company will permanently delete the Customer's messages and contacts of the applicable add-on number(s). Deleted add-on number and all its related data are irretrievable and will not be available for restoration therefore please back up any related information before deleting the number. The Company shall not be responsible for any data loss due to the deletion of add-on number or the termination of the Service.**

5.12 Upon deleting any add-on number or termination, customers are not eligible to apply for the same number as add-on number in the future.

5.13 The Company shall have the right to assign the add-on number for the Services to another customer after the Service provided to the Customer is terminated or disconnected.

5.14 The Customer undertakes and agrees:

- a) to use the Service for private and non-commercial use only;
- b) not to violate, reverse-engineer, duplicate, transfer, copy, distribute or otherwise tamper with any part of the Service for any reason or assist another person to do so.

5.15 The Service shall not be used under any one of the following circumstances, including but without limitation to (i) using the Service in any manner which adversely affects the Company's ability to provide, complete or maintain the level or quality of its network or other services; and (ii) in any manner which is designed to cause loss or damage to the Company such as using the Service for commercial purposes or reselling the Services.

5.16 Customer agrees that the Company may without notice to Customer suspend or terminate the Service if the Company reasonably concludes that Customer use of the Service is in breach of Clause 5.14 or Clause 5.15. Customer agrees that the Company shall not be liable to Customer or to any third party for any suspension or termination of the Service under such circumstances as described in this Clause 5.16.

## **6) Intellectual Property Rights**

6.1 The design of the Service along with any service features ("Applications") and the trademarks, service marks and logos contained therein ("Marks") are owned by the Company and is protected by applicable intellectual property laws including but not limited to copyright. Except to the extent permitted by law, the Customer shall



not use such Applications and/or Marks in any way whatsoever except for use of the Service. The Customer shall not modify, rent, lease, loan, sell, distribute or create derivative works based on the Applications in any manner.

## **7) Privacy Policy**

- 7.1 The Customer's privacy is important to the Company. The Company has developed a Privacy Policy that covers how it collects, uses, discloses, transfers and stores the Customer's information. Please visit <https://www.smartone.com/other/english/PrivacyPolicy.pdf> for full details of the Company's Privacy Policy.
- 7.2 The Company will do its best to keep the Customer's privacy safe, but the Customer is advised to protect his/her own personal information carefully.
- 7.3 The Service is not responsible for changes made via the Service to the Customer's information, including but not limit to contacts, phonebook, SMS/MMS, call log and voicemail.

## **8) Applicable Laws**

- 8.1 The Customer shall comply with the laws of Hong Kong Special Administrative Region that apply to your use of the Service.
- 8.2 The Customer expressly agrees to the exclusive jurisdiction of the courts of Hong Kong Special Administrative Region for any claim or dispute with the Company or relating in any way to the use of the Service.

## **9) Limitation of Liability**

- 9.1 The Company shall under no circumstances be liable whether in contract, tort, statute or otherwise (including without limitation for negligence, breach of contract, defamation) for any special, direct, indirect or consequential loss or damage (including without limitation, loss of revenue, loss of data or goodwill) which is suffered, sustained or incurred by the Customer, or any person arising (directly or indirectly) from or out of or relating to the Service.

## **10) Advertisement**

- 10.1 The Customer acknowledges and agrees that the Service includes advertisements.
- 10.2 The Company is not a party to and is not otherwise involved in any manner in any correspondence or business dealings with, or participation in promotion of, advertisers found on or through the Service, including payment and delivery of goods or services and any other terms, conditions, warranties or representations associated with such dealings which are solely between the Customer and such advertiser. The Customer agrees that the Company shall not be responsible or liable for any loss or damage whatsoever incurred as a result of any such dealings or as the result of the presence of such advertisers in the Service.
- 10.3 The Company does not represent or endorse the accuracy or reliability of any information, advertisements or contents contained on, distributed through, or linked, downloaded or accessed from the Service. The Company cannot and does not guarantee the quality or reliability of any products or information purchased or obtained by the Customer as a result of an advertisement or any other information displayed in the Service. By using the Service, the Customer expressly acknowledges and agrees that the Company shall not be responsible for any damages, claims or other liability arising from or related to such advertisements or information displayed in the Service.
- 10.4 The Company may provide advertisers with reports on how their advertisements performed on the Service, but the Company only provides the data to them after the Company has removed the Customer's name or any other personally identifying information from it, or has combined it with other people's data in a way that it is no longer associated with the Customer.

**11) Suspension and Termination**

- 11.1 Subject to clauses 11.2 and 11.3, the Company may terminate the Service by providing the Customer with not less than three (3) working days' prior written notice.
- 11.2 The Company may terminate the Service with immediate effect and without notice: (a) if, in the Company's opinion, providing the Service to the Customer would cause the Company to be in breach of any applicable law, sanction or requirement of any competent authority; (b) if the Company is required to do so in compliance with any law, sanction or requirement of any competent authority or the Company's internal policy or (if applicable) (c) in the event that the third party stops providing the Company with any part of the Service. Upon such termination, any obligation due by the Customer to the Company shall become immediately due and payable.
- 11.3 The Company may suspend or restrict the Service in whole or in part (without prejudice to its right under clause 11.2) for any reasons without prior notice to the Customer until the earlier of the end of the term or any renewed term (if any) of the Service or such other date which the Company may determine, including without limitation where: (a) to carry out system maintenance, upgrading, testing and/or repairs; (b) if the Company is of the opinion that such action is appropriate as a result of the Customer's use of the Service; (c) for any reason the Company deems relevant to the management or the operation of any of the Service and the Company's business; (d) the provision of the Service and/or any other services provided by the Company is the subject of any dispute or third party claim; (e) the Customer could not comply with any other requirements which the Company may reasonably impose; (f) if the Company is required to do so in compliance with any law, sanction or requirement of any competent authority or the Company's internal policy; (g) (if applicable) the third party stop(s) providing the Company with any part of the Service and (h) if the Company discovers or reasonably suspects that (i) any information which the Customer provides is inaccurate, incomplete, false or misleading in any respect; and/or (ii) the Customer might have participated in any illegal, fraudulent, suspicious, deceptive, abusive or unfair behaviours or otherwise breaching the terms and conditions of the Company or applicable laws and regulations.
- 11.4 **The Customer shall not claim any refund for any reason and the Company shall not be responsible for, or liable to, the Customer for any loss or damage, arising from the suspension or termination of the Service arising from this clause. The Company reserves the right to charge for reconnection (if applicable).**
- 11.5 **The Customer understands and agrees that the provision of the Service is subject to availability and the discretion of Company, and is only available until such date as the Company may determine and may be rescinded at any time. Notwithstanding anything contained in these Terms and Conditions, the Company is entitled to, with or without notice, (a) modify the contents and other features of the Service (including the number and change of add-on numbers), (b) suspend or terminate the Service; (c) change the service provider; and/or (d) provide an alternative product of similar type. The Company shall in no event be liable in any circumstances.**

**12) Miscellaneous**

- 12.1 The Company reserves the right to revise the terms and conditions of the Service from time to time. If any dispute arises, the Company's decision shall be final.
- 12.2 If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.