



**Terms & Conditions T&C-V092  
(Terms & Conditions for Call Guard Service for SuperCare Family Plan)**

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&C 01 published at [www.smartone.com](http://www.smartone.com)).

**1) Term**

1.1 The Customer shall use the Call Guard 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 Service Plan is only available to customers who have subscribed the Company's SuperCare Family Plan.

2.2 The Customer shall use the following Service Plan as specified in the Sales and Services Agreement:

Service	Monthly Service Plan	Term	Service Features	Additional Bonus Feature	Liquidated Damages (HK\$)
Call Guard	HK\$30	24 months	1. White List 2. Black List 3. Bar Withheld Numbers 4. Overseas Call Notification	Bar Junk Calls	HK\$30 x remaining months of the Term

2.3 The Service Plan is charged on a monthly basis. The monthly charges are non-refundable under whatever circumstances.

2.4 The Service Plan includes service for the Customer and two other mobile numbers under the same SuperCare Family Plan.

2.5 If for whatever reason, the Service Plan of the registered mobile number is terminated or the Customer changes to other service plan, all service under the Service Plan will be terminated automatically.

2.6 Unless otherwise specified by the Customer, the Call Guard 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.

2.7 In addition to service fees, downloading the app, reporting a junk call or changing your blocking preferences will incur data charge. Local data will be charged at or deducted from the customer's subscribed price plan, whichever is applicable. Standard roaming data charges will apply while using this service abroad. If the customer has applied for a Roaming Data Pack, data will be deducted from the plan. Please visit [smartone.com/roamingdatapack](http://smartone.com/roamingdatapack) for details.

2.8 The Customer shall pay the Company liquidated damages specified in clause 2.2 upon the occurrence of any of the following events before the expiry of the Term:

- a) If the Customer changes to a service not specified above; or
- b) If the Customer terminates the service specified above; or
- c) If the Customer changes the mobile telephone number / the registered name for the mobile telephone number; 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.

### **3) Call Guard Service**

- 3.1 The Call Guard service is only available to customers who have subscribed the Company's mobile telephone services.
- 3.2 The Customer agrees:
- a) to use the Call Guard service for personal and non-commercial use only;
  - b) not to violate, reverse-engineer, duplicate, transfer, copy, distribute or otherwise tamper with any part of the Call Guard service for any reason or assist another person to do so.
- 3.3 Usage rules established by the Company relating to the Call Guard service may be controlled and modified by the Company for compliance purpose and the Company reserves the right to enforce such usage rules without notice to the Customer.
- 3.4 The Call Guard service can only be used on Smartphones specified by the Company.
- 3.5 The Company reserves the right to revise the terms and conditions of the Call Guard service from time to time.
- 3.6 For customers who subscribe to Call Guard service for the Add-on Numbers service, the Customer understands and agrees that the Service supports junk calls blocking only.

### **4) Bar Junk Calls**

#### **4.1 Bar Junk Calls Service**

- 4.1.1 Bar Junk Calls feature consists of lists of Junk Call Numbers that are submitted by subscribers of the Call Guard service from time to time. For the purpose of the Bar Junk Calls, '*Junk Call Numbers*' shall mean unsolicited phone calls to people they don't know in an attempt to sell products or services or survey calls.
- 4.1.2 Bar Junk Calls is an additional feature of the Call Guard service. Bar Junk Calls feature is automatically switch on once the Customer subscribes to the Call Guard service. With the switching on of the Bar Junk Calls, the Customer agrees the Company to block all those phone numbers included in the Bar Junk Calls List on their behalf. In the Bar Junk Calls, the "Report last answered caller as junk call" feature will block the last call answered or the last call diverted to voicemail.
- 4.1.3 After subscribing to the Call Guard service and switching on the Bar Junk Calls feature, the Customer can from time to time submit Junk Call Numbers to be included in the Bar Junk Calls List. The Customer agrees that the Junk Call Numbers they submit to Junk Calls List will be shared by all subscribers of the Call Guard service. By using the Bar Junk Calls feature, the Customer represents and warrants that the phone numbers he or she has submitted to the Bar Junk Call List are unsolicited phone calls they received and fall within the definition of Junk Call numbers as defined in Clause 4.1.1 above. The Customer further undertakes to submit the Junk Call Numbers to the Bar Junk Calls List responsibly and will not abuse or prank-play against the Company's platform or any companies or any individuals. The Customer shall not use the "Report last answered caller as junk call" feature to do anything unlawful, misleading, malicious or discriminatory.
- 4.1.4 The Company reserves the right, but has no obligation to monitor disputes between the Customers or the owner of phone numbers in the Bar Junk Call List that are submitted by the subscribers of the Call Guard service. The Customer shall be solely responsible for all activities and liability with respect to submission of the Junk Call Numbers to the Bar Junk Call List and the use of the Bar Junk Calls and the Call Guard service.

## **4.2 Rights of the Company**

- 4.2.1 Bar Junk Calls of the Call Guard service is a service platform provided by the Company for subscribers of the Call Guard service to submit Junk Call Numbers. If in the reasonable opinion of the Company, a Junk Call Number submitted does not constitute a Junk Call Number as defined in Clause 4.1.1 above, the Company reserves the right at its absolute discretion to delete such Junk Call Number from the Bar Junk Calls List or suspend access to any Junk Call Number in the Bar Junk Calls List at any time, without notice for any reason whatsoever.
- 4.2.2 If a Junk Call Number is deleted from the Bar Junk Calls List pursuant to Clause 4.2.1, the Company may add this Junk Call Number to the Black List of the Customer who previously submitted such Junk Call Number to the Bar Junk Calls List.
- 4.2.3 If the Customer fails to comply with any of the obligations specified above the Company reserves the right at its absolute discretion to terminate the Bar Junk Calls feature of the Call Guard service for such Customer without notice. Termination of the Bar Junk Calls feature shall not relieve the Customer from fulfilling his obligations including payment of the monthly fee for the Call Guard service.

## **5) Intellectual Property rights**

- 5.1 The design of the Call Guard service along with service features specified above (“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 Call Guard service. The Customer shall not modify, rent, lease, loan, sell, distribute or create derivative works based on the Applications in any manner.

## **6) Privacy Policy**

- 6.1 The privacy of the Customer 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 [smartone.com/privacypolicyen](http://smartone.com/privacypolicyen) for full details of the Company’s Privacy Policy.
- 6.2 The Company will do its best to keep the Customer’s privacy safe, but the Customer is advised to protect his own personal information carefully.

## **7) Applicable Laws**

- 7.1 The Customer shall comply with the laws of Hong Kong Special Administrative Region that apply to the Customer’s use of the Call Guard service.
- 7.2 The Customer expressly agree to the exclusive jurisdiction for any claim or dispute with the Company or relating in any way to the use of the Call Guard service resides in the courts of Hong Kong Special Administrative Region.

## **8) Limitation of Liability**

- 8.1 Use of the Call Guard service is at the Customer's sole risk. The Company makes no warranties of any kind in relation to the Call Guard service and /or the Junk Calls numbers in the Bar Junk Calls List and accepts no responsibilities for the accuracy or completeness or timelessness of the White List, Black List, Bar Withheld Numbers and / or Bar Junk Calls provided through the Call Guard service and does not accept

any liability for any cost, expense, loss or damage whatsoever arising from any inaccuracies or omissions. Further, the Company disclaims liability for any error, omission or misstatement in or arising from the Call Guard service. The Company does not endorse or recommend any Junk Calls numbers in the Bar Junk Calls list.

- 8.2 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 Call Guard service.

**9) Advertising**

- 9.1 The Customer acknowledges and agrees that the Call Guard service may include advertisement .
- 9.2 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 Call Guard 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 on the Call Guard service.
- 9.3 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 Call Guard 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 Call Guard service. By using the Call Guard 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 Call Guard service.
- 9.4 The Company may provide advertisers with reports on how their advertisements performed on the Call Guard 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.
- 10)** The Company reserves the right to revise the terms and conditions of the Service from time to time.