



Terms & Conditions T&C- V161
Terms for Satellite Voice and SMS Service

Terms & Conditions for Satellite Voice and SMS Service (“the Service”):

1. The Service is only available to designated SmarTone customers of designated service plans.
2. The Customer is required to register for the Service through SmarTone’s retail stores or the Company’s Hotline.
3. The Customer is required to subscribe the Standard Monthly Plan for a 12-month contract period:

Standard Monthly Plan		
Charge	\$28 per month	
Contract Period	12 months	
Free entitlement	Free 3 mins voice call per month (applies to outgoing calls to Hong Kong phone numbers and incoming calls)	
Standard Charge (thereafter, i.e. outside basic plan entitlement)	Outgoing Call	To HK numbers : \$15/ min
		To China / Macau numbers : \$20/ min
		To satellite numbers: \$55/min
		To other Non-HK/Macau/China numbers: \$25/min
	Outgoing SMS	To SmarTone HK numbers \$10/per SMS
		To Non-SmarTone HK numbers: \$10.6 per SMS
		To International numbers: \$12 per SMS
	Incoming Call	\$15/ min
Incoming SMS	Free	

After the expiry of the contract, the Customer will be charged at the prevailing monthly fee of the Service if the Customer continues to use the Service.

4. The Service is provided by China Telecom Corporation Limited Satellite Communications Branch via Tian-Tong Satellite. SmarTone makes no representation or guarantee as to the quality of the Service and accepts no liability for any matters arising from or in relation to the Service.
5. The Service covers Mainland China, Hong Kong, Macau, Taiwan, Japan, Korea, Philippines, Palau, Vietnam, Laos, Cambodia, Thailand, Malaysia, Singapore, Indonesia, Brunei, East Timor, Myanmar, Bangladesh, Bhutan, Nepal and may subject to change as designated by China Telecom Global from time to time.
6. The Service is subject to availability and may be affected by factors such as weather conditions and satellite signal strength.
7. The Service can only be used with compatible mobile phones or devices which supports satellite communications in Hong Kong and locations where the Service covers.
8. Upon subscription of the Service, Roaming and IDD Service will be activated automatically and cannot be deactivated during the Service effective period.
9. When the Service is activated on Customer’s compatible mobile phone or device, terrestrial mobile connectivity will be suspended until the satellite function is switched off. Voice calls and SMS will be charged when the Service is activated. Subject to the service plan subscribed by the Customer, the Service may include designated monthly quota of incoming and outgoing voice minutes (“**Monthly Quota**”). Monthly Quota shall cover incoming voice calls and outgoing voice calls to Hong Kong

telephone numbers only but exclude outgoing voice calls to non-Hong Kong phone numbers and outgoing SMS. Any voice calls and SMS in excess of the Monthly Quota will be charged at the prevailing rates for Service's excess voice minutes and SMS.

10. Calculation method for call duration: Voice calls will be billed per minute. Any partial minute will be rounded up to the nearest minute and counted as one minute.
11. Any unused voice minutes and SMS of the Service included usage will be forfeited and will not be carried forward to the next month.
12. Each single SMS shall contain up to 160 English or 70 non-English characters, including spaces, punctuation marks and emoji. Each outgoing SMS of the Service will include system default header and footer and will be counted as SMS characters. If Customer has selected to show location information in the SMS, the characters used for such information will also be counted as SMS characters.
13. When using the Service:
 - a. Customers are required to dial with prefix +852 for making calls to any Hong Kong phone numbers including emergency numbers.
 - b. "+852" will be added to the calling number for caller number display and the called party will hear voice alert for Incoming Calls From Outside Hong Kong after answering the call.
14. Customer's personal data shall be collected, managed and used in accordance with the Company's Privacy Policy. For details, please visit <http://smartone.com/privacypolicyen>.
15. The Service is subject to the Terms & Conditions of the Service Agreement to be signed by the customers and the terms & conditions as dictated by China Telecom Global, as may be amended from time to time. In the event of inconsistency between these Terms & Conditions and the Service Agreement, these Terms & Conditions shall prevail.
16. The Company reserves the right to change these Terms & Conditions at any time without notice. If there is any discrepancy between English version and Chinese version of these Terms & Conditions, the English version shall prevail. All matters and disputes will be subject to the final decision of the Company.