

SUPREME

Terms and Conditions

1. Customer is required to subscribe designated 5G SIM Monthly Plan, commit to 24 months contract and pay for the Admin fee of \$28 per month. \$398/ \$498/ \$638/ \$798 monthly fee is net monthly fee after deducting monthly fee rebate \$30 (original monthly fee at \$428/ \$528/ \$668/ \$828 respectively) and monthly fee rebate will be credited to customer's billing account by instalments during contract period. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired. \$18 admin fee waiver only applicable during contact period.
2. Applicable during contract period.
3. The Service as well as its local and roaming data usage is applicable to the designated networks in Hong Kong, Mainland China and Macau. Meanwhile, other SUPREME data roaming plan are not applicable to these destinations.
4. If customer uses data and voice service while locates outside Mainland China and Macau, customer could purchase or use SUPREME 's other data and voice service plans, customer will be charged at this particular data and voice plans accordingly, otherwise, Standard Roaming Rate will be applied.
5. An SMS alert will be sent to customer when data usage nearly reaches the limit of subscribed data services. Customer may subscribe Mainland China & Macau 3-Day Pass or purchase data top-up options through SMS which can be used for the remaining period of the month before bill cut-off date. Once the top-up data has been purchased, the related payment will not be refunded. Any unused data usage cannot be carried forward to the next bill month.
6. Customer can enjoy 30 minutes per month in roaming voice calls, included incoming calls, outgoing calls to Mainland China, Hong Kong and Macau. Outgoing call to other destinations and usage incurred on all other countries' networks will be charged at Standard Roaming Rate, [click here](#) for coverage and charges. Roaming short message charge will only be applicable to sending SMS to SUPREME customer numbers. A surcharge will apply for sending SMS to non-SUPREME customer numbers or overseas numbers.
7. "Mainland China Number Service" for subscription of this Service during contract period, details:
 - Monthly fee includes one Mainland China mobile number ("Mainland China Number") which can be used for receiving incoming calls, receiving and sending SMS only. Via Mainland China Number:



- Incoming voice minutes received within Hong Kong are charge as local voice minutes (can be deducted from the mobile service monthly plan entitlement), received within Mainland China and Macau are charged according to rates set in clause 10 above and charge at standard roaming charges when within other destinations. Please visit SUPREME website for roaming coverage and charges www.supreme.vip/roamingee.
- In Mainland China, Hong Kong and other roaming destinations: (a) Receiving incoming SMS is unlimited. (b) Sending SMS to designated Mainland China phone number (“12306”, prefixes begin with “9” or “106”) with dialling pattern as [##86] [designated Mainland China phone number], otherwise the message will be sent via HK mobile number. Each SMS sent will be charged as international SMS \$2/SMS, extra \$0.65/SMS when sent within Mainland China and Macau, and extra standard roaming charges when within other destinations. Please visit www.supreme.vip/roamingee for roaming coverage and charges.
- The Mainland China mobile number in Mainland China Number Service cannot be ported out.
- In case of early termination of the Service during the contract period for whatsoever reasons, customer shall have to pay SUPREME the designated liquidated damage (the sum of the monthly fee for the remaining unfulfilled contract period) as compensation.
- Customers of the Service are required to provide personal data to complete the real name registration process and consent to transfer and disclose the personal data to related telecommunications partner(s) by SUPREME. If the personal data provided is incomplete or inaccurate will render the registration process incomplete and the services not be provided. Please contact SUPREME Shop staff or contact your dedicated Personal Executive for details of the registration.
- At the end of the contract period, SUPREME will charge at the prevailing rate if the customer continues to use the service.
- Please visit www.supreme.vip/roamingee for details of “Mainland China Number Service”.

8. “Getaway” Individual Version service with fixed contract period (valid for 2 years) of 45

Roaming data passes (“Travel Data Pass”):

- i) Travel Data Pass may be used in designated destinations and on designated networks within fixed contract period of 24 months.
- ii) Subsequent excessive usage of Travel Data Pass in designated destinations and on designated networks will be charged at \$25/day. Usage of roaming data service in non-



designated destinations and on non-designated networks will be charged at standard service fees. For service and coverage details, please visit www.supreme.vip .

- iii) Data access speed will be adjusted to not higher than 256kbps when data roaming usage reaches 500MB each day regardless of the number and location of designated destinations.
- iv) Not applicable to in-flight roaming.
- v) One Travel Data Pass will be deducted upon its first use on each day irrespective of volume of the usage. A day means from 00:00 to 23:59 (Hong Kong time) regardless of the physical location of a customer. If Travel Data Pass is used in different destinations within the same day, the number of Travel Data Pass to be deducted will be based on the number of destinations.
- vi) Upon expiration of the Fixed Contract Period of the Service:
 - a) The remaining usage entitlement under the Service will be forfeited;
 - b) Travel Data will be charged at RoamLite Pass. For RoamLite Pass details, please visit www.supreme.vip/roamlitee .

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- Prepayment of \$100 per SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
- Sending and receiving voice calls and MMS to and from SUPREME subscribers are deemed as Heart-To-Heart voice and Intra MMS.
- Please visit www.supreme.vip for charging details of video call, SMS and voice thereafter service which maybe updated by us from time to time.
- There would be no surcharge for receiving a video call from a subscriber of other Hong Kong designated mobile operator.
- Wireless local data usage charge is applicable to Phone email application usage or access to Mail via video mobile phone, access to sites other than the SUPREME Service and wireless modem application.
- All plans include unlimited mobile IDD local talk time ("001", "1968" & "+" only).
- For international voice and video calls, international call rates apply.
- For international roaming services, roaming rates apply.
- Talk time guarantee (One minute of video and voice call talk time will be rebated if your call accidentally drops out and either the calling party calls back or you dial the number again within 1 minute of the call drop-out).
- When a customer uses the Conference Call or Call Waiting service, airtime will be calculated according to the total time spent on all connected lines.
- In case of early termination of service plan or value added service plan (if applicable) during the contract period for whatsoever reasons, a liquidated damage fee will be charged by SUPREME.

- An SMS alert will be sent to customer when data usage nearly reaches the limit of subscribed data services. Customer may purchase flexi data top-up options through [here](#) which can be used for the remaining period of the month before bill cut-off date. Once the top-up data has been purchased, the related payment will not be refunded. Any unused data usage cannot be carried forward to the next bill month. If data usage has reached the limit of subscribed data services, data usage will be automatically suspended. For the flexi data top-up charges, please visit <https://www.supreme.vip/home/data/datapackcmhk/index-en.html> as maybe updated by us from time to time.
- For minimal data usage triggered by handset applications during the period of suspension of local data usage, or unbilled data usage due to cut-off time difference or delay, they will be deducted upon top-up of additional data during that bill month.
- Data usage information and record shown on different interfaces and message alerts may vary from real-time usage. Our company shall not be held liable for any matters arising from any failure in relation to the timing, cancellation, transmission or delivery during application for free or paid data.
- Once the top-up data has been purchased, the related payment will not be refunded.
- All usage is subject to SUPREME Service Usage Policy and Fair Usage Policy.
- Unless otherwise specified, the usage entitlement and fee of the monthly plan apply to local services only.
- All service contents and charges are subject to final decision of SUPREME. SUPREME reserves the right to change the contents and charges without prior notice.
- The above offers are subject to our [3G, 4G LTE and 5G Service Terms and Conditions](#), the aforesaid and other special terms and conditions. Please contact staff for details.
- 4.5G & 5G network is applicable to designated mobile device model only.
- 5G network experience may be affected due to various factors including but not limited to network setting/specification or coverage, the features or functionality of individual mobile device, transmission technology, network traffic and usage, speed of websites servers, service stability of other content providers, weather and other circumstantial factors (e.g. blockades such as buildings, mountains, tunnels) which may lead to radio interference. Subject to [5G Service Terms and Conditions](#) of SUPREME.
- Hutchison Telephone Company Limited (“SUPREME”) reserves the rights to amend the charges and terms and conditions (including but not limited to designated destinations and designated networks, their coverage, system compatibility and other relevant conditions of the designated networks) of The Service and to suspend or terminate any part of The Service at any time without prior notice, especially in case where roaming partner terminates cooperation with SUPREME. SUPREME shall have the final decision in case of any dispute.