

Terms & Conditions

1. The Service is a connection ring tone service. Upon successful application, customer may use the Service by downloading the software application (App) of “Hello”Ring service from Google Play Store or App Store.
2. Subscriber who subscribes for free trial of the Service can enjoy one month free trial. The free offer is only applicable to new subscribers. This free trial promotion cannot be used in conjunction with any other promotional offers. Upon expiry of the free trial period, a standard monthly fee of \$15 [for 1 self-selected connection ring tone]; or a standard monthly fee of \$18 [for 2 self-selected connection ring tones] will be charged automatically to the relevant registered customer account on a monthly basis. To cancel subscription, please call 3 Customer Services Hotline/ SUPREME Hotline at least seven days prior to the end day of the promotion period. This offer is subject to the final decision of HTCL. HTCL reserves the right to change the terms and conditions of the above offer at any time without prior notice.
3. Customer may subscribe for the Service at the standard monthly service fees or subscribe for the Service as an engagement for its value-added service contract, or as the designated value-added service commitment when engaging for a fixed contract term for its newly subscribed for/upgrade of mobile devices, and to sign up for a designated contractual term, and/or to subscribe for a designated monthly plan for mobile devices (if applicable). Immediately after the completion of the designated contractual term for the Service, the Service shall continue to be provided and charged at the same service fees (i.e. the monthly fee chargeable prior to expiry of the designated contractual term), save and except that HTCL receives termination notice from the customer.
4. If the customer is to subscribe for the Service as the designated value-added service commitment when engaging for a fixed contract term for its newly subscribed for/upgrade of mobile devices, then any termination of the monthly plan for the mobile devices for whatever reasons shall also lead to the automatic termination of the Service accordingly.
5. Once the customer has confirmed its subscription for the Service as an engagement for a value added service contract (if applicable) and the customer is to terminate the Service before the expiry of the applicable contractual term, then the customer shall have to pay to HTCL the early termination charge which amount to the aggregate of the monthly service fees payable for the remaining contractual term.
6. The Service is chargeable for fixed monthly service fees. If the customer is to actually use the Service for less than a month, the applicable monthly service fee will be refundable on a pro-rata basis (except for Handset and mobile + value-added services bundle), and the plan entitlement of connection ring tone service will also be provided on a pro-rata basis. Once the customer has confirmed its subscription for the Service, the service fee shall automatically be chargeable on a monthly basis.
7. This Service shall only be applicable to the 3G, 4G LTE and 5G mobile customers of HTCL but not any prepaid SIM card customers.

8. This Service shall only be applicable to the operation system of Android 2.3 and iOS 7.0 or above.
9. When the customer is to download the “Hello”Ring App and/or use the Service through the data network, the relevant data transfer fee shall additionally be charged by HTCL. If the customer is to download the “Hello”Ring App and/or use the Service overseas, it may be required to pay separately the relevant data roaming fee.
10. If, at the time of or after subscribing for the Service through HTCL, the customer is also to apply or subscribe for this Service through any other way for whatever reasons and results in any extra fee or loss therefrom, HTCL shall not in any event be responsible for any such extra fee or loss.
11. To terminate the Service, customer must notify HTCL by calling the 3Customer Services Hotline 1033 / SUPREME Hotline 31668866 not less than 7 days before the then current statement cutoff date of the Service. Termination of the Service shall forthwith become effective as from HTCL's receipt of the termination notice from the customer or customer can continue to use the Service until the next payment due date of the monthly fee (as the case may be), or to refund the service fee on a pro-rata basis at customer's request (except for Handset and mobile + value-added services bundle).
12. The content of this Service shall be provided by HTCL. The content of the Service may change without any prior notice. HTCL shall have the final discretion as to any dispute in all respects in relation to this Service.
13. Once the customer has confirmed its subscription for the Service as an engagement for a value added service contract, such service shall not be exchanged for another value-added service package of the same or different value during the relevant contractual term. If the customer is to subscribe for the Service as an engagement for a value added service contract and to sign up for a fixed contract term of 12 months, monthly fees for the 1st and 12th months will be waived.
14. Once the customer has successfully subscribed for the Service, it shall be subject to the terms and conditions relating to the service as contained herein, and shall also be subject to the 3G, 4G LTE and 5G Service Terms and Conditions of HTCL which can be found on HTCL's website <http://www.three.com.hk/> or <http://www.supreme.vip/> > Terms & Policies > 3G, 4G LTE and 5G Service Terms and Conditions. If there is any conflict between the terms and conditions relating to the Service as contained herein and the 3G, 4G LTE and 5G Service Terms and Conditions of HTCL, the former shall prevail.
15. Should there be any inconsistencies between the Chinese and English versions of these terms and conditions, the English version shall prevail.