

# SUPREME 5G

## Terms and Conditions

### 5G Broadband Plan

1. Customer is required to subscribe designated 5G Broadband Monthly Plan, commit to 24 months contract and pay for the Admin fee of \$28 per month. \$168 monthly fee is net monthly fee after deducting monthly fee rebate \$30 (original monthly fee at \$198). \$28 admin fee waiver only applicable during contract period. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired. Customer is required to pay an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the subscribed for service plan.
2. Customer is required to subscribe designated 5G \$198 Broadband Monthly Plan, subscribe to the add-on offer of 5G CPE MC888 with \$37/month in total, commit to 48 months contract and pay for the Admin fee of \$28 per month to enjoy monthly fee rebate \$37 during the contract period; or customer subscribe to designated 5G \$198 Broadband Monthly Plan and subscribe to the add-on offer for 5G ZLT X 25 Max CPE at \$22/month in total, commit to 48 months contract and pay for the Admin fee of \$28 per month to enjoy monthly fee rebate \$22 during the contract period; or customer subscribe to designated 5G \$198 Broadband Monthly Plan and subscribe to the add-on offer for 5G CPE 5 at \$32/month in total, commit to 48 months contract and pay for the Admin fee of \$28 per month to enjoy monthly fee rebate \$32 during the contract period. Customer can also enjoy add-on offer for HUAWEI WiFi Mesh 3 Routers with \$12/month (48 months contract) with the add-on subscription of 5G CPE 5. \$28 admin fee waiver only applicable during contract period. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired. The offer is available while stock last.
3. Infinite 5G Broadband Data of 5G Broadband Monthly Plan is only applicable to designated devices. Once the mobile data usage reaches the 500GB data entitlement of your monthly service plan, data service will continue subject to the maximum download speed of 5G network but less network resources will be allocated according to network condition which may affect your data service experience until the cutoff date of the relevant bill cycle. 5G network experience may be affected due to the 5G coverage of 3HK and other factors including but not limited to network setting/specification or coverage, the features or functionality of individual mobile device and router, 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. Hutchison Telephone Company Limited ("3HK") reserves the rights to terminate the service if this monthly plan service is not used at the designated registration residential address (if applicable) or/and with the designated device. Voice and roaming service is not applicable for the 5G Broadband Monthly Plan. The SIM must be used with designated routers/devices. The add-on or rented 5G Router can

only be used with SUPREME SIM card during the contract period.

4. Unlimited 5G Broadband Data of 5G Broadband Monthly Plan is only applicable to designated devices. 5G network experience may be affected due to the 5G coverage of 3HK and other factors including but not limited to network setting/specification or coverage, the features or functionality of individual mobile device and router, 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. Hutchison Telephone Company Limited (“3HK”) reserves the rights to terminate the service if this monthly plan service is not used at the designated registration residential address (if applicable) or/and with the designated device. Voice and roaming service is not applicable for the 5G Broadband Monthly Plan. The SIM must be used with designated routers/devices. The add-on or rented 5G Router can only be used with SUPREME SIM card during the contract period.
5. Customer is allowed to enjoy 7 Days cooling off period. Liquidated damage fee is not required if customer terminates the service within the first 7 days of service effective period from the effective day of the service. Customers have to contact the designated customer service hotline (31668711; Service Hours: 10:00-22:00, Monday to Sunday) to cancel the effective 5G Broadband plan, while the prepayment of \$100 per SIM card fee will not be refunded. Customer shall return the designated router/ hardware with full packing, accessories, user guide and blank warranty card within 7 days. The designated router/ hardware to be returned should not be damaged, scratched, defaced or contain any trace of water damage. If customer failed to return the designated router/ hardware with above conditions, customer shall pay a designated liquidated damage fee of the designated router/ hardware to SUPREME (if applicable; designated liquidated damage fee amount is subject to the router/ hardware model). Upon such termination, all offers, rights and benefits incidental to the Service Plan subscribed by the Customer shall cease immediately.
6. Automatic Contract Renewal Arrangement (If applicable): If you agrees to the “automatic contract renewal arrangement” before the service plan contract expires, SUPREME will send a renewal notice to the customer via email or SMS, your service plan will automatically renew for the same contract period and rate under the same terms and conditions upon expiry of your fixed term contract, unless you notify us at least 30 days before the expiry of your existing or any of the renewed term of the contract via customer service hotline or SUPREME retail shops to cancel the auto contract renewal arrangement. This automatic contract renewal arrangement shall be subject to the final and absolute discretion of SUPREME.

#### **Special 5G Router Add-on Offer/ Rental Service**

7. Special 5G Router Add-on Offer/ Rental Service (if applicable):
  - 5G Router Add-on Offer:
  - Customer is required to subscribe for 5G Broadband Monthly Plan and subscribe for



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the add-on offer for a designated router/ hardware at the same time, and settle for the designated amount per month (which may vary according to the models purchased) subject to contract period selected. Each subscription can enjoy the offer once. In case of early cancellation of the mobile service or Add-on offer, customer is required to pay an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the subscribed for service plan. Terms and conditions apply for the warranty service of 5G Router, please contact our staff for details. The Offer is available while stock last.

- Add-on Offer for designated routers/ devices:
  - i) 5G CPE MC888: \$75/month (24months contract) or \$60/month (30months contract) or \$50/ month (36months contract)
  - ii) 5G CPE 5: \$65/month (24months contract) or \$52/ month (30months contract) or \$44/ month (36months contract); Customer purchase 5G CPE 5 could enjoy the add-on offer below at the same time:
    - HUAWEI WiFi Mesh 3 Routers: \$28/ month (24months contract) or \$22/ month (30months contract)
  - iii) 5G ZLT X 25 Max CPE: \$52/month (24months contract) or \$42/ month (30months contract) or \$35/ month (36months contract)
  
- 5G Router Rental Service:
  - Customer is required to subscribe for 5G Broadband Monthly Plan and subscribe for the 5G Router Rental Service for a designated router/ hardware at the same time, and settle for the designated amount per month (which may vary according to the models purchased) subject to contract period selected. Each subscription can enjoy the offer once. In case of early cancellation of the mobile service or 5G Router Rental Service, customer is required to pay an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the subscribed for service plan.
  - Special 5G Routers Rental Fee: \$58/month (6 months contract) or \$48/month (12 months contract) or \$38/month (align with 5G Broadband contract period).
    - All 5G Routers available for the 5G Router Rental Programme are refurbished units, and supplies are limited in selected point of sales. Router photo is for reference only. The final router model is subject to the availability.
    - Customer is required to settle SUPREME bill by credit card autopay. Cardholder's name must be the same as the name registered for designated service plan.
    - The customer is required to return the designated router with full packing, accessories and user guide within 14 days of the Service contract expiry date to selected point of sales. Otherwise, the Service will continue to be provided at the original Service fee (or at prevailing Service fee) per month till 5G Broadband Plan contract expiry or the customer terminates the Service. To terminate the Service after the expiry of Service contract, customer shall return the rental routers full



packing, accessories and user guide to selected point of sales not less than seven days before the current statement cutoff date of the Service. Termination of the Service shall forthwith become effective as from SUPREME's receipt of the termination notice from the customer or customer may continue to use the Service for the period within which monthly Service fee is paid (as the case may be), customer should return the designated router with full packing, accessories and user guide within 14 days to selected point of sales, and the monthly Service fee payable for such relevant month will not be refundable at all on any pro-rata basis.

- The contract for this Service will be cancelled if customer terminates the related 5G Broadband plan or after the expiry of the related 5G Broadband plan contract (if applicable), customer shall return the designated router with full packing, accessories and user guide within 14 days to selected point of sales, otherwise the designated liquidated damage fee would be charged (designated liquidated damage fee amount is subject to the router model, please refer to the Sales & Service Agreement and related registration form for details).

If the Service is terminated before the expiry of the contract period for the Service, the customer shall return the designated router with full packing, accessories, user guide and blank warranty card on the same day and SUPREME shall charge the customer early termination charges, which are the sum of the monthly fees for the Service for the remaining unexpired Service contract period. Otherwise, the Service will continue to be provided at the original Service fee (or at prevailing Service fee) per month upon expiry of the Service contract period till 5G Broadband Plan contract expiry.

- The rented router could be inspected at selected point of sales if the router malfunctions within the contract period of Service. If SUPREME confirms that the malfunction is a technical or functional failure, a free replacement of the rented router with another refurbished router of the same model will be arranged. In case of the same router model is out of stock, SUPREME reserve the rights to replace the rented router with another refurbished router model without prior notice. Customer must present the original or photocopy of the sales receipt or service contract of the router for a warranty service request. Customer shall back up the data being stored in the router (if any) as such data may be erased during the course of inspection. SUPREME will not be liable for any loss or damage arising from the provision of inspection or warranty services.
- The above Service is subject to other terms and conditions. Please refer to the Sales & Service Agreement and related registration form for details.

### **Pair-up 5G SIM(s) Offer**

8. Pair-up 5G SIM(s) Offer (if applicable):

- Pair-up 5G SIM(s) Offer is applicable to customer with selected 5G Broadband Monthly



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Plan subscription. Customer is required to subscribe the add-on 5G SIM(s) on the same day of the selected 5G Broadband Monthly Plan subscription with same contract commitment period. Maximum 4 add-on 5G SIM(s) are allowed for each subscription.

- \$98 monthly fee is net monthly fee after deducting monthly fee rebate \$100 (original monthly fee at \$198 per SIM) to enjoy monthly 10GB local data, extra 10GB local data and 3,000 voice mins for each add-on 5G SIM(s) during contract period, and Admin fee of \$28 per month is required. Monthly fee rebate will be credited to customer's billing account by instalments during contract period. \$28 admin fee waiver only applicable during contract period. Monthly fee will be charged at the original plan fee (or at prevailing plan fee) after contract expired.
- Once the customer terminates the add-on 5G SIM(s) during the contract period, a liquidated damage fee will be charged by SUPREME.
- 7 Days cooling off period for 5G Broadband Monthly Plan is not applicable to the Pair-up 5G SIM(s). Once the customer terminates the add-on 5G SIM(s) during the contract period for whatsoever reasons, a liquidated damage fee will be charged by SUPREME.
- Prepayment of \$100 per SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
- All Pair-up 5G SIM(s) must be activated within 30 days from the service activation of the 5G Broadband Monthly Plan.
- Automatic Contract Renewal Arrangement (If applicable): If you agrees to the "automatic contract renewal arrangement" before the service plan contract expires, SUPREME will send a renewal notice to the customer via email or SMS, your service plan will automatically renew for the same contact period and rate under the same terms and conditions upon expiry of your fixed term contract, unless you notify us at least 30 days before the expiry of your existing or any of the renewed term of the contract via customer service hotline or SUPREME retail shops to cancel the auto contract renewal arrangement. This automatic contract renewal arrangement shall be subject to the final and absolute discretion of SUPREME.

#### **Add-on Philips Smart Door Lock Offer**

9. Customer is required to subscribe designated monthly plan subscription and purchase designated product at the same time, and pay for designated amount per month (subject to models purchased) for 24 months. Credit card autopay is required for settling payment. The credit cardholder name must be the same as customer account registration name. In case of early service or Add-On offer disconnection, customer is required to pay the sum of remaining premium payment amount. Selected add-on Philips Smart Door Lock:
  - i) Philips EasyKey 702E \$178/month (24months contract)
  - ii) Philips EasyKey 603E \$125/month (24months contract)
10. Include basic installation service and 2 years warranty from designated service

provider, Click [here](#) to view terms and conditions.

### **General Terms and Conditions**

- Offer is valid until further notice.
- Prepayment of \$100 per SIM card fee is required for SIM subscription and shall be refunded after used for 1 month.
- Cannot be subscribed together with 4.5G Infinity Data Pack.
- Sending and receiving voice calls and MMS to and from SUPREME subscribers are deemed as Heart-To-Heart voice and Intra MMS.
- Please visit <https://www.supreme.vip/home/thereaftercharges-en.html> 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 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.
- Stock is limited, subject to availability. Photos and product details are for reference only. All related product images and information are provided by manufacturer(s)/ vendor(s). The real object should be considered as final. For any enquiry, please contact respective manufacturer(s)/ vendor(s) directly. For contact information, please [click here](#). Our company makes no responsibility or guarantee as to the quality and availability of the products and/ or service provided by vendors. SUPREME reserves the right to substitute other router of equal or greater value.
- 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 [5G Service Terms and Conditions](#) of SUPREME, the aforesaid and other special terms and conditions. Please contact our staff for details.
- 5G network is applicable to designated mobile device model only.
- 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.