



Terms & Conditions T&C-I035
Contract Term for Greater Bay Area Easy Pack

1) Term:

- 1.1 The Customer shall use the Greater Bay Area Easy Pack for the period specified in the Sales and Services Agreement (“Term”). The Term shall start from the service effective date.
- 1.2 If the Customer does not have an existing contract of a service number at the time of subscription of Greater Bay Area Easy Pack, the Term for subscription of Greater Bay Area Easy Pack shall be 12 months from the service effective date.
- 1.3 If the Customer has an existing contract of a service number that has not yet expired, the Term shall start from the service effective date and expire on the same date as the expiry date of the existing contract. Customer can refer to the Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement) for details of the relevant contract expiry date.

2) Service Plan:

2.1 On subscription of the Greater Bay Area Easy Pack, monthly data allowance and top-up of Greater Bay Area Easy Pack data purchased under the “Specified Service Plan” can be shared in China and Macau.

Greater Bay Area Easy Pack Service Type	“Easy Number” China Mobile Number	China/ Macau data usage
1.5GB Travel Savvy	1 China Mobile Number	Entitlement calculate by month
Greater Bay Area Easy Pack-500MB Travel Lite		
SuperCare Family Plans +1.5GB Travel Savvy	Total 3 China Mobile Numbers (1 for Primary SIM Card and 2 for Secondary SIM Cards)	Entitlement calculate by each month with each number for Primary SIM Card and 2 Secondary SIM Cards
SuperCare Family Plans + Greater Bay Area Easy Pack-500MB Travel Lite		

- 2.2 The Customer shall use the following applicable service plan and services during the Term:
 - a) the Greater Bay Area Easy Pack specified in the Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement); and
 - b) any of the services (“Selected Services”) specified in the Company’s web site “Terms and Conditions” relating to this offer and the aggregate monthly fee (after deduction of any rebate) of such Selected Services is equal to or above the amount specified in the Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement).
- 2.3 Unless otherwise specified by the Customer, the Greater Bay Area Easy Pack 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.
- 2.4 The Service is only available for customers who have subscribed to the Company’s designated monthly mobile service plan with a Hong Kong Identity Card. Applicants for this service must be the account holder of the company’s monthly mobile service plan.
- 2.5 Each Hong Kong Identity Card holder can only subscribe to a maximum number of 3 Greater Bay Area Easy Pack / 1 Greater Bay Area Easy Pack with SuperCare Family Plans only. If a Customer registers more than the limtite, SmarTone reserves the right to terminate the oversubscribed plan(s).
- 2.6 “Easy Number” Service
 - a) The customer will be entitled Free “Easy Number” Service within contract period at the time of contract effective date of Greater Bay Area Easy Pack.
 - b) If the Customer terminates the Service for any reason, the China mobile number used by the Customer will be automatically terminated at the same time.
 - c) For details of “Easy Number” Service” and China Mobile Number Application Form, please visit https://www.smartone.com/other/english/tc_V126_e.pdf

2.7 Activation of Virtual WiFi Egg or “Upgraded” Roaming Data Day Plan:

- 2.7.1 The Customer who subscribe Greater Bay Area Easy Pack should also activate Virtual WiFi Egg or “Upgraded” Roaming Data Day Plan at the same time.
- 2.7.2 To use the Greater Bay Area Easy Pack when travelling in China and Macau, the Customer should turn on data roaming via 'Settings' on his/her phone.

2.8 When the Customer is within the location of China and Macau and if the Customer’s accumulated Greater Bay Area Easy Pack data usage exceeds monthly data allowance and top-up of Greater Bay Area Easy Pack data purchased (if applicable) under the “Specified Service Plan”, the roaming data usage will be suspended automatically.

2.9 When the Customer is within the location of any of the overseas destinations other than China and Macau, the daily roaming data usage will be charged by Virtual WiFi Egg or “Upgraded” Roaming Data Day Plan subscribed by the customer.

2.10 For details of “Upgraded” Roaming Data Day Plan, service fee, terms and conditions, please visit smartone.com/T&C1029E . For details of Virtual WiFi Egg, service fee, terms and conditions, please visit smartone.com/T&C1025E

2.11 Whenever the Greater Bay Area Easy Pack data usage of the Customer under the Specified Service Plan nearly reaches the specified Greater Bay Area Easy Pack data usage (“Specified Data Usage”), the Company will notify the Customer by SMS. The Customer may by return SMS purchase a top-up of Greater Bay Area Easy Pack at the charge as specified in the SMS received (“Top Up”). If the Customer does not wish to purchase the Top Up of Greater Bay Area Easy Pack, data service under the Service Plan of Greater Bay Area Easy Pack will be automatically suspended when the Greater Bay Area Easy Pack data usage has reached the Specified Data Usage of Greater Bay Area Easy Pack. The Customer may purchase the Top Up of Greater Bay Area Easy Pack at that time or wait until the beginning of the next bill month for the new Data Usage allowance of Greater Bay Area Easy Pack under the relevant Service Plan.

2.12 Any unused monthly entitlement and top-up data of Greater Bay Area Easy Pack-1.5GB Travel Savvy will be carried forward to next bill month for free and can be used before the end of the next bill month.

2.13 Where the Customer has registered more than one Service Plan in an Account, the Company will notify Customer's primary service number (i.e. the first registered service number) by SMS whenever a Top Up of Greater Bay Area Easy Pack is confirmed.

2.14 Greater Bay Area Easy Pack cannot be subscribed in conjunction with DataRoam services and China Macau Data Pack.

2.15 Greater Bay Area Easy Pack cannot be subscribed separately in conjunction with “Easy number” Service.

2.16 Greater Bay Area Easy Pack with SuperCare Family Plans must subscribe with Primary SIM Card.

2.17 Flexi Switch is not applicable for this Plan.

2.18 This Service Plan is charged on a monthly basis. The monthly charges for the first month will be charged on a pro-rata basis from the service effective date to the first bill date. The monthly charges are payable in advance and non-refundable under whatever circumstances.

3) Rebate (If applicable):

3.1 Credit Amount to be rebated to the Customer will be credited to the Customer during the Term according to the credit arrangement specified in the Sales and Services Agreement (or Supplemental Agreement to the Sales and Services Agreement).

3.2 The Credit Amount will be credited to the monthly bill of the Customer’s Account. The first Credit Amount will be credited to the 1st monthly bill after the service effective date.



- 3.3 If, on the date of this Sales and Services Agreement, the Account is already subject to an arrangement (each a "Previous Credit Arrangement") under which any sums or charges prepaid by the Customer or the Company are to be credited by the Company to the Account, the crediting of the first installment to the Account by the Company under this Sales and Services Agreement shall be postponed to the date falling 30 days after the date of cessation of: (a) the Previous Credit Arrangement; or (b) if there is more than one Previous Credit Arrangements, the Previous Credit Arrangement with the latest expiry date. The date of cessation of the Previous Credit Arrangement will be deemed to be the date on which the last amount to be credited to the Account under the Previous Credit Arrangement is actually credited to the Account.
- 3.4 The Credit Amount paid by the Company will only be applied by the Company to meet the Customer's payment obligations to the Company in respect of the Account. However, the Customer cannot set-off any other sum payable to the Company against any part of the Credit Amount payable by the Company to the Account.
- 3.5 The Credit Amount cannot be exchanged for cash.
- 3.6 The Company shall not be under any obligation to pay any interest to the Customer on the Credit Amount.

4) Liquidated Damages:

4.1 The Customer shall pay the Company liquidated damages upon the occurrence of any of the following events before the expiry of the Term:

Greater Bay Area Easy Pack Service Type	Liquidated damages
1.5GB Travel Savvy	HK\$2,000
Greater Bay Area Easy Pack-500MB Travel Lite	HK\$1,000
SuperCare Family Plans + 1.5GB Travel Savvy	HK\$3,000
SuperCare Family Plans + Greater Bay Area Easy Pack-500MB Travel Lite	HK\$2,000

- a) if the Customer changes to a service plan that is not a Specified Service Plan; or
- b) if the Customer terminates the Greater Bay Area Easy Pack; or
- c) if the Customer cancels or changes any of the Selected Services resulting in the aggregate monthly fee (after deduction of any rebate) of the Selected Services to be below the amount specified in the Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement); or
- d) if the Customer changes the mobile telephone number / the service number / the registered name for the mobile telephone number / the service number; or
- e) if the service is terminated/disconnected for whatever reason; or
- f) 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.

5) Data Services for Service Plan ("the Data Services"):

- 5.1 The 4G Data Service is only available with compatible phones and SIM cards.
- 5.2 Greater Bay Area Easy Pack is only available in designated destinations with selected roaming network(s) designated by the Company. Such networks specified by the Company are subject to change from time to time without prior notice. The actual experience of Greater Bay Area Easy Pack is subject to the coverage or network conditions of the roaming network(s).
- 5.3 Users of Blackberry 7 OS and earlier version need to subscribe to the specified Blackberry service plan for the data usage.
- 5.4 The Customer must use the Data Services with settings [including but not limited to the APN setting (only applicable to data services)] and devices specified by the Company. Customer can check with the Company's front-line staffs for the latest information on setting and devices. If the Customer does not follow this specification in the use of the Data Services, the Company has the right to forthwith suspend / terminate the Data Services without notice. Also the Company has the right to charge the Customer use of the Data Services at the Company's prevailing rate