

Terms & Conditions T&C-I051

Terms for Mainland & Macau Roaming Voice Package (15 minutes)

Terms & Conditions for Mainland & Macau Roaming Voice Package (15 minutes) (“the Package”):

1. Customers who choose the Package must sign a contract term that is the same as their monthly plan. If the customer's current monthly plan does not have a contract term, they must sign a 12-month contract term when choosing the Package.
2. The Package is only applicable to main SIM mobile numbers of the selected customers and subject to the company's list of the selected customers.
3. Each number could only purchase the Package once.
4. The customer can enjoy the free roaming call minutes entitlement for receiving calls, outgoing calls to local and Hong Kong by roaming direct dial in designated destinations within the validity period upon successful purchase of the Package (“designated calls”). Thereafter calls / Calls in other destinations / other roaming calls usage will be charge at standard roaming rates. For details of Coverage & Charges, please visit https://www.smartone.com/en/mobile_and_price_plans/roaming/coveragencharges/charges.jsp.
5. The Package is not applicable for *131* PhoneHome call.
6. Any unused monthly free voice minutes entitlement of the Package will be forfeited.
7. The Package cannot be subscribed in conjunction with “Easy Number Mainland Number & Voice Package (15 minutes)” service plans.
8. IDD & Roaming service must be activated upon purchase of the Package. The customers must have the subscription to the Company's 4G or above monthly mobile service plan and VoLTE handset. If customers do not fulfill the above conditions, the Company does not guarantee that the customer can make voice calls in all applicable areas.
9. The customer shall pay the Company liquidated damages (which is equivalent to the sum of the Service Fee of the Package multiplied by the remaining months of the contract term of the Package) upon the occurrence of any of the following events before the expiry of the contract term: a) if the customer changes to a service plan that is not a specified service plan; or b) if the customer terminates the Package; 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 Package 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 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.
10. The Package is only applicable to existing "Easy Number" Mainland Number service customers for add-on purchase and the customer must continue using the "Easy Number" Mainland Number service throughout the validity period of the Package. If the "Easy Number" Mainland Number service is suspended or terminated, whether it is on customer request or any reason(s) caused by the customer, the Company has the right to terminate the Package. The customer is then required to pay the Company liquidated damages as specified in Clause 9 (if applicable).
11. The company reserves the right to vary, modify or terminate the contents of the Package, as well as to amend any of the relevant terms and conditions from time to time without prior notice. The company's decision and record shall be final in case of any dispute.