

T&C-I026 (Terms & Conditions for Prepaid Travel Data Card / Prepaid Travel Data eSIM)

SmarTone

The following terms and conditions are supplemental to the Sales and Services Agreement and the Company's Terms and Conditions for Mobile Telephone Service (please refer to T&C01 published at smartone.com)

1. Use of the Data Card / Prepaid Travel Data eSIM ("the Card") constitutes acceptance by the Customer of the Company's terms and conditions for the Data Cards.
2. Prepaid Travel Data Card / Prepaid Travel Data eSIM and the service plan will be activated automatically once the card is inserted into your device.
3. The Card must be used before the specified expiry date, otherwise the Card will be deactivated automatically.
4. A day for the Card is defined as 00:00 to 23:59 Hong Kong time. For time less than 24 hours, it will be rounded up to one day for computation purposes.
5. Validity period of the Card begins from activation date to 23:59 (Hong Kong time) of the specified end day of the Card.
6. The Customer must use the Card with settings (including but not limited to the APN setting), network and devices specified by the Company. The use of 4G is only available with compatible devices and SIM cards on 4G roaming networks. The Customer can check with the Company's front-line staff for the latest information on settings 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.
7. All mobile data usage consumed via designated operators during the validity period of the Card will be deducted from the Card (if applicable). The Card will be deactivated after the data has been used up.
8. Actual data transmission speed may vary due to many factors, including but not limited to, network traffic conditions, handset models, handset settings (both hardware and software), uploaded/downloaded content and other external factors.
9. The Card is not applicable for usage on peer-to-peer applications (P2P), FTP file sharing and webcam applications. If usage is incurred from or by P2P including applications such as (but not limited to) BitTorrent, eDonKey, FlashGet, Foxy, WinMX, PPLive and PPStream; FTP file sharing; or webcam applications or if there is any abusive or abnormal usage; the Company has the right to forthwith suspend/terminate the card without notice. All commercial or illegal promotion activities via the use of the Card shall be prohibited.
10. Calculation of service usage duration and volume of all service is based on the network report of the Company. In case of dispute, the call data recorded in Company's system shall be conclusive evidence of data usage of the Card.
11. No refund applies to the Card after sales. If the Customer loses the Card, the Company will not replace a new one.
12. The Card supports recharge service. The value of the Card can be recharged at any of the recharging units specified by the Company or by the purchase of recharge vouchers ("Vouchers") at the Company's retail outlets.
13. The Company does not provide refunds or make any transfer of:
 - a. any unused portion of the value of (i) the SIM card whether before or after its expiry date or (ii) the Voucher;
 - b. any value of the SIM card directed to an incorrect SIM card account during the recharge process;
 - c. any value of the SIM card being utilized by fraudulent and unauthorised use of the SIM card.

14. When the Card has been expired or data service has been terminated due to whatever reasons, the remaining data usage will be forfeited and non-refundable.
15. The eSIM cannot be installed to others device once activated.
16. Fair Usage Policy
The following terms and conditions apply to telecommunication services (“Services”) provided by SmarTone Mobile Communications Limited (“the Company”).
 - a. China, Hong Kong & Macau Prepaid Travel Data Card - Once the aggregate roaming data usage of a customer in the relevant period beginning from the roaming data usage reaches the relevant Fair Usage Data Threshold applicable (2GB/ 8 days) to the customer, the data speed will be set at up to 128kbps while you continue to enjoy data roaming service.
 - b. Asia Pacific Prepaid Travel Data card - Once the aggregate roaming data usage of a customer in the relevant period beginning from the data usage reaches the relevant Fair Usage Data Threshold applicable (5GB/ 8 days) to the customer, the data speed will be set at up to 128kbps while you continue to enjoy data roaming.
 - c. USA, Canada, Australia & New Zealand Prepaid Travel Data card - Once the aggregate roaming data usage of a customer in the relevant period beginning from the roaming data usage reaches the relevant Fair Usage Data Threshold applicable (5GB/ 15 days) to the customer, the data speed will be set at up to 128kbps while you continue to enjoy data roaming service.
 - d. Europe Prepaid Travel Data card - Once the aggregate roaming data usage of a customer in the relevant period beginning from the data usage reaches the relevant Fair Usage Data Threshold applicable (3GB/ 30 days) to the customer, the data speed will be set at up to 128kbps while you continue to enjoy data roaming.
17. The Company reserves the right at any time to vary, modify, delete any and all of the terms and conditions contained herein. For the latest terms and conditions, please refer to SmarTone’s website.
18. Privacy Policy The Company has implemented a Privacy Policy that covers how it collects, uses, discloses, transfers and stores customer information. Please visit smartone.com/privacypolicyen for full details of the Company’s Privacy Policy.
19. The terms and conditions herein are written in English and Chinese.