



Terms and Conditions

5G Broadband Plan [Wi-Fi 6]

This service network is supported by 3HK.

1.1 The MO+ 5G Home Broadband Plan (“the Plan”) is only applicable to customers who are aged 18–29 at the time of service application, or who are students. Customers are required to present valid identification documents to prove that their age falls within the range of 18–29 at the time of application.

If a customer qualifies as a student but is outside the specified age range, they must provide valid student proof documents, such as a student ID card or a school admission letter. If, under any circumstances, the identification documents provided are found to be invalid or the customer is not eligible, or if the customer refuses to provide valid identification documents, MO+ reserves the right, at any time and without prior notice, to refuse to provide, suspend, or cancel the designated service plan and the offers under the designated service plan.

1.2 Customer is required to subscribe designated 5G \$168 Broadband Monthly Plan and designated \$38/month 5G Wi-Fi 6 Router Rental Service Plan, commit to 30 months contract and pay for the Admin fee of \$28 per month to enjoy monthly fee rebate \$20/month (total rebate amount of \$600), \$28 admin fee waiver and \$38/month 5G Wi-Fi 6 Router rental service fee waiver during the 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.

1.3 During the contract period, subscribing to designated 5G \$168 Broadband Monthly Plan customer could enjoy an upgrade from 500GB of data to unlimited usage. Upon the end of the contract period, the plan will automatically revert to a monthly 500GB data entitlement. 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.

1.4 This 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 MO+ 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 (“MO+”) 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



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designated routers/devices. The add-on or rented 5G Router can only be used with MO+ SIM card during the contract period.

2. Customer will enjoy 7 Days cooling off period for new subscription. 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 MO+ (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.
3. Automatic Contract Renewal Arrangement (If applicable): I agree to the "Automatic Contract Renewal" and acknowledge that, before the 5G Broadband service plan contract expires, MO+ will send me a renewal notice via email or SMS. Upon expiry of the fixed-term contract, my service plan will automatically renew for the same contract period and rate, under the same terms and conditions, unless I notify MO+ to cancel at least 30 days before the expiry of the existing contract by calling the customer service hotline. This automatic contract renewal arrangement shall be subject to the final and absolute discretion of MO+

Special 5G Router Rental Service

4. 5G Router Rental Service:
 - All 5G Routers 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 shall return the router with full packing, accessories and user guide within 14 days of the service contract expiry date/service cancellation date to designated retail shops, 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 MO+ 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 MO+ 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



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arranged. In case of the same router model is out of stock, MO+ 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. MO+ will not be liable for any loss or damage arising from the provision of inspection or warranty services.

- Customer is required to settle MO+ bill by credit card autopay. Cardholder's name must be the same as the name registered for designated service plan. If customer subscribes to the Service and commits 30 months' contract, \$1,100 prepayment is required and will be charged at point of service subscription, rebate per month will be credited to customer's billing account in the 1st to 30th month of the contract period.
- The above Service is subject to other terms and conditions. Please refer to the Sales & Service Agreement and related registration form for details.

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.
- 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 MO+ and wireless modem application.
- 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.
- Only Self-help service will be provided for the for SIM subscription offers of above. For details of Customer Self-help Service, please visit www.moplushk.com
- 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 MO+.
- 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.
- Unless otherwise specified, the usage entitlement and fee of the monthly plan apply to local services only.
- Unless otherwise specified, offer cannot be enjoyed with other promotional offers.
- Terms and conditions applied to the above offers. MO+ reserves the right to change the contents and charges without prior notice.



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