

Terms & Conditions T&C-I052
Terms for Easy Number Mainland Number & Voice Package (15 minutes)

Terms & Conditions for Easy Number Mainland Number & 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 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 “Mainland & Macau Roaming 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. The customer cannot selectively terminate any service(s) within the Package. In any event, such customer shall terminate the Package and resubscribe and reactivate the relevant service(s).
10. If the "Easy Number" Mainland Number service is suspended, terminated or never successfully activated, whether it is on customer request or any reason(s) caused by the customer, the customer is required to complete the contract term for the Package. The charges for the Package shall not be reduced or refunded for any inactive, terminated or suspended “Easy Number” Mainland Number service. The customer can, within the validity period of the Package, arrange to resubscribe and reactivate the “Easy Number” Mainland Number service included in the Package.
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.

Terms and Conditions for “Easy Number” - Mainland Mobile Number (“the Service”):

1. The scope and service applicability of Mainland Mobile Number depend on the network coverage and service terms of third party service providers. Please contact the respective service provider for details.
2. The Service is only available for customer who has subscribed to the Company's monthly mobile service plan with Hong Kong Identity Card.
3. Applicant must be the account holder (if no authorized user) or the authorized user dedicated by the account holder, and must be aged 18 or above.
4. Each Hong Kong Identity Card holder can only subscribe to a maximum number of 3 Standard Plans of the Service, while each SmarTone mobile phone number can be registered for one Standard Plan only. Each Standard Plan will be allocated with one mainland mobile number.
5. Roaming charges will apply according to the usage for receiving phone calls or sending/receiving SMS outside Hong Kong.
6. This service can only send to dedicated mainland phone number (12306, 9xxxx, 106xxxxxx) and Hong Kong/Overseas mobile phone number. The customer should download the Add-on Numbers / Easy Number app to use the service.

7. Customer must agree and comply with the arrangement of Registration of True Identity Information of users for mainland mobile numbers and complete within the period as specified by the Company.
8. Customer is required to download the Add-on Numbers / Easy Number app to submit personal information, copy of Mainland Travel Permit for Hong Kong and Macao Residents (validity must be at least 3 months) and a recent photo of the applicant. After document submission, customer will be notified of the registration status of True Identity Information via SMS within 2 days. If the registration is successful, the service can be used immediately.
9. Subject to relevant terms and conditions. Please refer to [T&C-V126](#) for details.