



Mobile Service Agreement

Mobile Service Agreement

1 Capitalised terms are defined in this Agreement in clause 17 of these Agreement Terms.

- 1.1 This Agreement consists of:
- (a) the Application Form;
 - (b) any Supplemental Agreement; and
 - (c) terms and conditions of this Agreement.
- 1.2 If there is an inconsistency between the parts of this Agreement, the document listed earlier in clause 1.1 prevails to the extent of the inconsistency.

2 Term

- 2.1 This Agreement begins on the Start Date and continues until the Minimum Contract Period for all Mobile Services have expired, unless terminated earlier in accordance with this Agreement. Some Mobile Services may have different Contract Start Dates as specified in the Application Form and/or Supplemental Agreement.
- 2.2 Prior to the expiration of any Minimum Contract Period, we may contact and offer you a renewal Service Plan ("Renewal Offer"). If you agree with the Renewal Offer, your Mobile Service will be renewed in accordance with terms and conditions of that Renewal Offer.
- 2.3 Upon the expiration of the Minimum Contract Period, if:
- (a) we are unable to contact you regarding a Renewal Offer;
 - (b) you have not agreed to any Renewal Offer; or
 - (c) you have not provided us any notice to terminate your Mobile Service;
- we will continue to provide you with the Mobile Service in accordance with your current Service Plan on a monthly basis. Unless otherwise specified, any existing benefit, offer, rebate offered to you during the Minimum Contract Period will no longer apply.

3 Mobile Service

- 3.1 We agree to supply the Mobile Service to you, and you agree to acquire them from us, at the prices and on the terms of this Agreement.
- 3.2 The Mobile Service must be ordered, supplied and billed against the nominated accounts agreed between you and us.
- 3.3 We may substitute another service for a Mobile Service, by giving you prior notice, where the price of the substituted service is not greater than, and (in our reasonable opinion) the functionality is substantially the same as or better than, the Mobile Service.
- 3.4 We may at any time do all such things that are necessary to the service features provided under a Mobile Service, the SIM Card, or Mobile Equipment to ensure the quality of a Mobile Service including requiring you to use a password to access a Mobile Service.
- 3.5 You must ensure the information you provide to us is complete, true and up-to-date in all respects.
- 3.6 If you access a VAS, in addition to any other relevant Charges, you will be charged airtime for the amount of time spent using the service. If the VAS accessed is the call conference service, the originator of the conference call will be charged airtime for the time spent on the conference call according to the number of lines connected. If the VAS accessed includes Mobile Data usage or you have used Mobile Data, you will be charged for the amount of data used.
- 3.7 You may obtain details of your Mobile Service usage for the previous three months free of charge by logging in to www.one2free.com or www.1010.com.hk. Alternatively, you may apply to us to obtain such details at a fee prescribed by us from time to time on our websites.
- 3.8 You agree that a fair usage policy applies to some Mobile Services and you must use the Mobile Service in a fair manner. We will consider use of the Mobile Service as unfair if you or a third party uses the Mobile Service in any way which:
- (a) is designed to exploit, or results in the exploitation of, a fair usage limit of the relevant Mobile Service (as determined by us from time to time); or
 - (b) causes or results in loss to us, problems to the Network or affects the storage capacity of another customer.
- In such an event, we may reduce your usage to a level determined by us and/or charge you in accordance with the prevailing thereafter rate of the relevant Mobile Service or suspend or terminate the relevant Mobile Service immediately.
- 3.9 If there is a change to your registered name or Service Plan during the Minimum Contract Period, you must pay us the Early Termination Fee and the remaining balance of any Rebate or other privileges and benefits (if any) will be forfeited.

4 Our Aim of Providing Continuous and Fault-Free Services

- 4.1 We will use due care and skill in providing the Mobile Services to you. However, given the nature of telecommunication systems (including our service's reliance on systems and services that we do not own or control), we cannot promise that our Mobile Services will be continuous or fault free.

5 Your Responsibility

- 5.1 You are responsible for:
- (a) ensuring that all equipment connected to the Mobile Service by you, or on your behalf, is technically compatible with the relevant Mobile Service(s) and that the equipment complies with and is used in accordance with all reasonable procedures notified by us and any Applicable Law;
 - (b) ensuring that you do not alter, tamper, reverse engineer, repair or attempt to repair the Mobile Service and / or Mobile Equipment or cause, or allow, a third party to do any of these acts;
 - (c) selecting, supplying and maintaining your own facilities, equipment and Mobile Equipment;
 - (d) the content and security of any data or information which you send or receive using the Mobile Service;
 - (e) ensuring that the use of the Mobile Service is for personal and private use; and
 - (f) any use of the Mobile Service, by you or any third party, whether authorised or not.
- 5.2 You are responsible for any use of our Mobile Service (by you or another):
- (a) that interferes or threatens to interfere with the efficiency of our network;
 - (b) to send or upload any content which is obscene, offensive, abusive, menacing, harassing or threatening in any way;
 - (c) to breach another person's rights, including copyright or other intellectual property rights;
 - (d) to distribute any tool that may compromise or breach any security features or harm or interfere with the normal operations of any network facility or service;
 - (e) to send unsolicited commercial messages or contents;
 - (f) that may be unlawful, fraudulent, improper, unauthorised, harassing, discriminatory, libellous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable manner;
 - (g) that may be harmful or detrimental to us or our reputation; or
 - (h) that may encourage conduct that could constitute a criminal offence, give rise to civil liability or otherwise violate any Applicable Law.

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- 5.3 Your responsibility regarding Mobile Equipment:
- (a) If you purchase Mobile Equipment from a third party, you understand and agree that the Mobile Equipment does not form part of our Mobile Service Agreement and you are responsible for any repairs to the Mobile Equipment and for ensuring the Mobile Equipment you use is compatible and can be used with any Mobile Service you have subscribed to.
 - (b) If you purchase Mobile Equipment from us, you understand that the manufacturer of the Mobile Equipment may provide certain warranties in relation to the Mobile Equipment. During any warranty period provided by the manufacturer, we are not liable to you for any defect to, or repair of, the Mobile Equipment.
 - (c) Following the expiry of any warranty period provided by the manufacturer or if no warranties are given by the manufacturer, we may, at our sole discretion agree to repair or replace your Mobile Equipment for such Charges and on such terms as may be set by us from time to time.
 - (d) All Mobile Equipment submitted for repair must be accompanied by its Sales Memo so that we or the manufacturer may verify purchase of the Mobile Equipment and the warranty period. All repairs are subject to and will be provided in accordance with the terms and conditions of the Mobile Equipment manufacturer's warranty.
 - (e) If we are unable to deliver all or any part of the Mobile Equipment ordered due to any occurrence or circumstances beyond our control, we will have the right to cancel the order or the undelivered balance without any liability to you in respect of such cancellation.

6 Charges and Payment

- 6.1 This Agreement sets out the Charges you must pay us for the Mobile Service.
- 6.2 Unless otherwise provided in another part of this Agreement, the calculation of the Charges payable by you will start from the date the Mobile Service is made available to you by us. Some Charges, such as the price of the Mobile Equipment and costs associated with the SIM Card are payable by you upon the signing of this Agreement. Sometimes you have to pay Charges in advance. Unless otherwise stated in the Application Form, Charges payable on a monthly basis, such as Charges for a VAS, will be charged on a full-month basis even if the usage is less than a complete month.
- 6.3 Except where Charges are payable in advance, Mobile Service will ordinarily be charged in arrears on a single monthly invoice. Payment for Charges is due on the date specified in the bill issued through the bill formats chosen by you. We may issue interim bills or more than one bill per month to you and there is no time limit on when we may bill you for Charges. All payments must be settled in Hong Kong dollars and by a method as described in the bill. We may direct you to pay an entity other than us when settling a bill.
- 6.4 We are required by law to ensure that our bill systems are accurate and reliable and we are committed to complying with these requirements. Our records are sufficient proof that a Charge is payable unless they are shown to be incorrect. You must raise any enquiry or dispute concerning your bill to us within thirty (30) days from the billing date, however nothing in this clause relieves you from paying the bill on or before the payment due date. If any Charge is not queried before this time, then the bill is deemed correct and accepted by you.
- 6.5 If you do not pay any amount due under this Agreement on time, we may:
- (a) on 7 days notice, decrease or withdraw any discounted pricing for those Mobile Service until all unpaid amounts are paid; and
 - (b) charge you interest (calculated on a daily basis) at the rate of 2% per month on the outstanding Charges until payment of the Charges is made in full.
- 6.6 Where you have more than one account with us:
- (a) we may transfer any credit balance under any of the accounts to settle the outstanding Charges under any other account or vice versa; and/or
 - (b) we may transfer any outstanding Charges under one account to any other account; and/or
 - (c) we may issue a consolidated invoice or separate invoices for the various accounts of you.
- 6.7 You will be liable for all Charges for the Mobile Service provided to you, whether or not used by you or the User, or another person with or without your knowledge or consent and irrespective of whether the use or transmission of the Mobile Service was successful.
- 6.8 We may apply a credit limit from time to time for Charges incurred by you and may suspend access to the Mobile Service, in whole or in part, if the limit is exceeded.
- 6.9 Our Bills are available in the following formats:
- (a) Email Bill – a bill sent by email in PDF format to your Email Bill email address. If you register for Email Bill, you may also receive an SMS Bill and may no longer receive a Paper Bill.
 - (b) Paper Bill – a bill sent by post in paper format to your billing address at a Charge prescribed by us from time to time on our websites.
 - (c) Online Bill – a bill you may view online by logging in to "My Account" on www.one2free.com or www.1Q1Q.com.hk.
- 6.10 We will use our best endeavours to deliver your bill to the email address or billing address nominated by you to receive it.
- 6.11 To help us ensure you can continue to receive your Bill, it is your responsibility to:
- (a) notify us if your email address or billing address changes;
 - (b) check your junk email folder to see if your Email Bill has been delivered there instead of your inbox; and
 - (c) contact us if you do not receive your Email Bill or Paper Bill.

7 Deposit

- 7.1 We may, at any time, require you to provide a deposit to us. The amount of any deposit will be solely determined by us.
- 7.2 We may, without prejudice to any other rights or remedies under this Agreement, deduct from any deposit:
- (a) the amount of any outstanding Charges payable under this or any other agreement; and
 - (b) any amount for any loss or damage incurred or sustained by us as a result of your breach of any terms or conditions of this Agreement or any other agreement made between you and us.
- 7.3 Subject to clause 7.2 and 7.4, we will refund to you any unused portion of your deposit without interest after the termination of this Agreement and after you settle all outstanding Charges payable under this Agreement or any other agreement or any claims brought by us in respect of your breach of any of the terms or conditions of this Agreement or any other agreement.
- 7.4 You agree that:
- (a) if you terminate this Agreement in accordance with clause 13.4(a) and the person identified as the User of the Mobile Service and/or Mobile Equipment or another person becomes the new registered customer, any deposit held by us need not be refunded to you and may be used for the benefit of the new registered customer; and
 - (b) you will be responsible for collecting any of the deposit from the new registered customer.
- 7.5 You acknowledge that any deposit paid by you or any Charges paid in advance is at your own risk and in the event that we go into liquidation, any deposit or prepayment may not be refunded or reimbursed to you.

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8 SIM Card and Mobile Equipment we provide to you

- 8.1 The SIM Card and any Mobile Equipment we supply or provide to you on loan for a Mobile Service remains at all times our property.
- 8.2 We may in our sole discretion replace free of charge for you any SIM Card or Mobile Equipment we supply or provide to you on loan that is damaged due to normal wear and tear. We will charge you a replacement or repair fee for a SIM Card or Mobile Equipment we supply or provide to you on loan as prescribed by us from time to time, if it is:
- (a) damaged due to misuse, negligence or wilful damage on your part; or
 - (b) lost by, or stolen from, you.
- 8.3 You must contact us to arrange for your Mobile Service to be suspended if your SIM Card or Mobile Equipment has been lost or stolen.
- 8.4 You are responsible for all Charges connected with the lost or stolen Mobile Equipment and/or SIM Card until we disconnect all Mobile Services to the lost or stolen Mobile Equipment and/or SIM Card, following your report of the loss or theft in accordance with clause 8.3, but you are still required to pay all monthly Charges.

9 IDD and Roaming Service

- 9.1 The Automatic Roaming Service is available where we have a roaming arrangement with a telecommunications carrier in the relevant country or place.
- 9.2 For those countries where an Automatic Roaming Service is unavailable, if we offer an alternative roaming service for a particular country, you may apply for such an alternative roaming service on such additional terms as we may specify from time to time.
- 9.3 In order to provide IDD and roaming services to you, we enter into arrangements with other service providers hence Charges for such services are subject to change from time to time without notice. We recommend that you check on our websites for the latest applicable Charges before you use such services.

10 VAS

- 10.1 We may make a VAS available to you, provided that you:
- (a) satisfy the eligibility requirements for the VAS (if any) specified by us from time to time; and
 - (b) follow the instructions given by us when we provide any password to you.
- 10.2 The rules, terms and conditions and eligibility requirements may vary according to the particular VAS and will be available from us from time to time on our websites.
- 10.3 You acknowledge and agree that:
- (a) you may be able to upload and send your own content or information via or using a VAS and by doing so you grant to us a royalty free, perpetual, irrevocable, transferable and world-wide licence to store, transmit, sub-licence or otherwise deal with any content or information you upload;
 - (b) any views expressed as part of a VAS are not necessarily those of ours;
 - (c) you are responsible for any disclosure of a password to any other person and must bear the risks of a password being used by unauthorised persons or for unauthorised purposes; and
 - (d) you release us from all liability in connection with any VAS, including any failure to provide the VAS or loss suffered from using the VAS.
- 10.4 We are not party to and are not otherwise involved in any manner in:
- (a) any verification or authentication of any payment details provided by you to us when you access a VAS;
 - (b) the provision of any credit to, or any payment collection function to or from, you or any other person;
 - (c) any arrangement for payment of any bill, or the settlement of any account between you and any third party;
 - (d) any transaction between you and a Merchant;
 - (e) any underlying transaction between a Merchant and that Merchant's preferred credit provider or banker (if any);
 - (f) any dispute between you, a Merchant or a Merchant's preferred credit provider or banker (if any); and
 - (g) any dispute between a Merchant and any person to or from whom data is transferred pursuant to this Agreement.

11 Message

- 11.1 You are prohibited from sending unsolicited promotional Message to any other person except in accordance with this clause and any Applicable Law.
- 11.2 You agree that if you intend to send a Message of a promotional or similar nature to another person then you must obtain the express written consent of the recipient to receive the promotional Message prior to sending the Message to that recipient. If required by us, you must produce the express written consent received from the recipient.
- 11.3 If we receive a complaint from a recipient, governmental or regulatory authority about you sending unsolicited Message, then we may (in any order):
- (a) notify you verbally or in writing of the complaint received;
 - (b) require you to respond to the complaint received and you must respond to us within three working days of receiving a notification; and
 - (c) block you from sending Message or suspend your Mobile Services until the matter has been resolved.

12 User

- 12.1 Unless otherwise agreed in the Application Form, by inserting a name other than yours in the User section of the Application Form, you authorise the User to:
- (a) use the Mobile Service;
 - (b) make changes to the Mobile Service including, changing any Service Plan, VAS package, billing address and/or payment method, as long as the changes do not derogate any right or benefit of you under the Agreement;
 - (c) report the loss of Mobile Equipment; or
 - (d) request a copy of the bill or Mobile Service usage records.

13 Termination or Suspension of Mobile Service

- 13.1 We may without notice limit, cancel, terminate or suspend the provision of Mobile Service to you at any time:
- (a) in the event of an emergency or in order to provide resources to emergency and other essential services;
 - (b) if the supply or use of a Mobile Service is or is to become unlawful;
 - (c) if in our reasonable opinion the provision of a Mobile Service is liable to cause death or personal injury or damage to property; or
 - (d) if you die.

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- 13.2 We may limit, cancel, terminate or suspend the provision of a Mobile Service at any time by notice to you:
- (a) if you do not pay any amounts due for that Mobile Service on time;
 - (b) if the Charges for the use of the Mobile Service exceed the credit limit or the use of the Mobile Services exceeds the usage limit set by us from time to time or is inconsistent with any fair usage policy as may from time to time be determined by us;
 - (c) if there are technical difficulties or it is not feasible to provide the Mobile Service;
 - (d) if a third party supplier ceases to provide those things which are necessary for us to provide the Mobile Service to you;
 - (e) if your use of a Mobile Service interferes with the efficiency of our network and you fail to rectify the situation;
 - (f) if you or any other person uses the Mobile Equipment or Mobile Service in contravention of this Agreement or for any illegal or improper purpose, or you act in a way, which in our reasonable opinion, cause a nuisance or harassment to us or other customers;
 - (g) if you commit a breach, or we reasonably believe you are likely to commit a breach, of any of the terms and conditions of this Agreement;
 - (h) if we reasonably believe it is necessary to suspend a Mobile Service to:
 - (i) comply with an order, instruction, determination, statement, direction or similar pronouncement of a government or regulatory authority;
 - (ii) carry out scheduled maintenance, repair or upgrading of a Mobile Service, or any equipment, facility or any part of the Network;
 - (iii) render any repair service to your Mobile Equipment;
 - (iv) reduce or prevent fraud or interference with a Mobile Service; or
 - (v) resolve a complaint as described in clause 11.3;
 - (i) if we cease to provide all or part of the Mobile Services; or
 - (j) if an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 13.3 Where provision of a Mobile Service has been cancelled, terminated or suspended under clause 13.2(a), we may require you to pay a re-connection charge when the Service is re-connected.
- 13.4 This Agreement or a VAS may be terminated without cause:
- (a) by you giving to us 30 days' prior written notice or payment in lieu of notice to that effect. If you notify us in accordance with this clause 13.4(a), you must immediately pay us all Charges payable up to the date of termination; or
 - (b) by us by giving to you 30 days' prior written notice.
- 13.5 If for any reason this Application Form or a Supplemental Agreement expires or terminates or a Mobile Service is terminated:
- (a) you must pay us all outstanding bills by the due date and within 30 days of request for payment, all other amounts outstanding as at the date of, or arising as a result of, expiry or termination (including any Early Termination Fees); and
 - (b) all rights that a party has accrued before expiry or termination continue.
- 13.6 If:
- (a) you terminate this Agreement before the expiry of any Minimum Contract Period; or
 - (b) we terminate this Agreement under clause 13.4,
- the remaining balance of any Rebate or benefit will be absolutely forfeited to us. In addition, if demanded by us, you must pay all outstanding Charges and Early Termination Fee or the monthly service fee for the remaining months of the Minimum Contract Period, whichever is higher, to us immediately.
- 13.7 Notwithstanding any provision of this Agreement, if you are receiving benefits under any promotion whether relating to Mobile Equipment or a Mobile Service, or are receiving a Rebate under any existing arrangement between you and us whether under this Agreement or otherwise ("Existing Benefit"), the Minimum Contract Period associated with any new Mobile Service or Mobile Equipment will commence immediately upon the expiry of the Existing Benefit. For the avoidance of doubt, any acquisition by you of a Mobile Service or Mobile Equipment is effective immediately upon agreement by you of the offer made by us irrespective of the time when the Mobile Service or Mobile Equipment will be provided. If you terminate any Mobile Service or Mobile Equipment before the Mobile Service or Mobile Equipment is provided to you but you have received benefits associated with the same, we have the right to deduct or cancel (at our discretion) the benefits or deduct the value of the benefits (as determined by us) from any of your accounts or seek reimbursement of the benefit from you.
- 13.8 If for any reason this Agreement expires or terminates, clauses 5 (Your Responsibility), 13.5 (Termination) and 15 (Limitation of Liability) continue in full force and effect.

14 Use of Personal Data

- 14.1 We or our agents may request from you Personal Data of you, the User and Service Plan User. If you decline to provide Personal Data, the provision of which has not been specified by us as being optional, we may decline to provide any Mobile Services to you.
- 14.2 You agree that save as otherwise specified herein we may collect, retain and use the Personal Data for any and all of the purposes set out in the CSL Privacy Statement (provided to you at the time of applying for our Mobile Service(s)) as may be amended from time to time (the "Privacy Statement"). Where practicable we will notify you of material changes to the Privacy Statement and the way we handle the Personal Data.
- 14.3 We encourage you to refer to http://www.hkcs.com/en/customersupport/privacy_policy.jsp for the latest version of the Privacy Statement.
- 14.4 You further agree that the Personal Data may be disclosed and transferred, in Hong Kong or in or to places outside Hong Kong to third parties and for purposes as specified in the Privacy Statement. You do not object to our disclosure/transfer of the Personal Data to the third parties referred to in the Privacy Statement.
- 14.5 Subject to obtaining your express consent, we may use your name, contact information (including phone number, address and email address) and information about the products and/or services you have purchased to provide you with marketing materials relating to our products and/or services (including the following products and/or services: telecommunications, mobile voice, SMS and data communications, handsets and devices, IDD/roaming, mobile banking, cloud services, secretarial service, personal assistance service, entertainment and information services (such as weather, finance, news information) .
- 14.6 If you do not wish to receive any promotional communications from us, you may at any time advise us of this by writing to our Data Privacy Officer at PO Box 9872, GPO, Hong Kong .
- 14.7 You must, as soon as practicable, notify us of any change of address or any other particulars provided to us which may affect the provision of a Mobile Service to you. Your rights to access and correct the Personal Data and how to go about doing so are set out in the Privacy Statement.
- 14.8 On our request, you must provide us with information relating to you, the User and/or Service Plan User and/or your or the User's and/or Service Plan User's use of a Mobile Service reasonably required by us:
- (a) to assist us in complying with our obligations under any Applicable Law and to report to any government or regulatory authority regarding compliance with those obligations; and
 - (b) to assess whether or not you have complied, are complying and will be able to continue to comply with all your obligations under this Agreement.

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14.9 Where you have provided Personal Data of the User and/or Service Plan User to us, you must, in accordance with Part VIA of the PDPO, notify the User and/or Service Plan User as the case may be, and, if you are a corporation or other non-natural person, all authorised users, to enable our use, disclosure and transfer of Personal Data as aforesaid and possible disclosure of the details (including usage) of the Mobile Services by us to you. You must also obtain the User's, Service Plan User's and/or the authorised users' express written consent to such use, disclosure and transfer. You agree to indemnify us and our Representatives from and against all claims, actions, proceedings or demands in respect of loss or damage of any kind arising from any failure by you to obtain such written consent.

15 Limitation of Liability

- 15.1 Unless otherwise specified in this clause 15, we exclude all liability in tort (including negligence), contract, statute or otherwise for any loss or damage, incurred by you or a third party in connection with any act or omission by us under or in relation to this Agreement or the Mobile Service.
- 15.2 As far as the law permits, we exclude all warranties, rights and remedies you would otherwise be entitled to at law.
- 15.3 We accept liability for a breach of clause 4 or a non-excludable term implied by law into this Agreement but, as far as the law permits we limit our liability for that breach, (at our option):
- (a) in relation to services, to either resupplying the service or paying the cost of resupplying the service; and
 - (b) in relation to goods, to repairing or replacing the goods or paying the cost of repairing or replacing the goods.
- 15.4 Despite anything else in this clause 15, we accept liability to you, your employees, agents and contractors for any personal injury or death caused by our negligence in relation to the supply of the Mobile Service.

16 General

Entire Agreement

16.1 This Agreement constitutes the entire Agreement about the Mobile Service between you and us.

Governing law

16.2 This Agreement is governed by the laws of Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong"). The parties submit to the exclusive jurisdiction of the courts of Hong Kong and the courts of appeal from them for determining any dispute concerning this Agreement.

Interpretation

- 16.3 In this Agreement:
- (a) a reference to this Agreement includes all its parts described in clause 1.1, and includes any amendment to or replacement of them;
 - (b) a reference to a statute, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
 - (c) a reference to a party includes a reference to the party's executors, administrators, successors and assigns;
 - (d) the singular includes the plural, and vice versa; and
 - (e) "includes", "including", "for example", "such as" and similar terms are not words of limitation.

Variations

- 16.4 We may at any time vary any of the terms and conditions of this Agreement by giving written or electronic notice (if such variation is unfavourable to you, we will give 30 days notice) to you to that effect. For the avoidance of doubt, notice or other communication may be given by us to you in the form of a letter, bill insert or message, email message, statement on our website, pamphlet available at our shop, our franchisee or agent retail outlet, message on the screen of Mobile Equipment, advertisement placed in a Hong Kong daily newspaper or any other method as determined as adequate by us. Such notice or communication will be deemed to have been received by you:
- (a) in the case of a posted letter, 24 hours after posting;
 - (b) in the case of a notice or communication sent by electronic means, immediately after being transmitted by us or posted on our websites; and
 - (c) in the case of a newspaper advertisement or pamphlet, when the first edition of the newspaper is available for purchase or when the notice is available in the shop or retail outlet.

Severability

16.5 If any clause or part of any clause is held by a court to be invalid or unenforceable, that clause or part of a clause is to be regarded as having been deleted from this Agreement and this Agreement otherwise remains in full force and effect.

Waiver of rights

- 16.6 A condition of this Agreement, or a right created by it, may only be waived by a party by giving notice and the failure to exercise or any delay in exercising a right or remedy provided by this Agreement or by law does not constitute a waiver of the right or remedy.
- 16.7 A waiver of a breach of this Agreement does not waive any other breach.
- 16.8 You warrant that you have not relied on any representations or warranties by us other than those in this Agreement.

Assignment

16.9 You must not assign or otherwise dispose of any of your rights or obligations under this Agreement (including the Number allocated by us to you) to any other party without the prior written consent of us. We may assign any or all of our rights or obligations under this Agreement to any third party at any time without your consent.

17 Definitions

In this Agreement unless otherwise indicated:

Affiliate means, in relation to an entity, any other entity which directly or indirectly controls, is controlled by, or is under common control with, such entity.

Applicable Law in relation to any person, action or thing means:

- (a) any law, rule or regulation of Hong Kong or any country (or political subdivision of the country) which is applicable to a party;
- (b) any obligation under any licence held by us in Hong Kong or any country (or political subdivision of the country);
- (c) any lawful determination, decision, direction, guideline, statement or code of practice in Hong Kong or any country (or political subdivision of the country) which is applicable to a party; or
- (d) any applicable international convention or agreement.

Application Form means the application form overleaf, attached or above, or any other paper or electronic application mechanism and includes any Supplemental Agreement.

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Automatic Roaming Service means the service supplied by us on such additional terms and conditions as specified by us from time to time, which allows you to use your Mobile Equipment, Number and SIM Card to make and receive calls or use any other services as may be provided by us (or third parties on behalf of us) from time to time outside Hong Kong and have the calls billed to your account.

Bill means a bill sent to you in the format you have chosen and includes an Email Bill, SMS Bill, Paper Bill and Online Bill.

Business Day means any day other than a Saturday, Sunday or a day which is a public holiday in Hong Kong.

Charges means all charges relating to the provision of the Mobile Equipment and/or Mobile Service by us to you including connection, surcharge, flag fall, monthly service, voice airtime, Mobile Data usage, VAS, roaming, registration, co-handling, content, cancellation, reconnection, Mobile Service Licence and Administration Fee, thereafter charges and any other charge or fee (including amounts billed by us for and on behalf of a third party) as may be specified by us from time to time on our websites or any other method described in clause 16.4 of this Agreement.

Early Termination Fee means early termination fee for a Mobile Service (if any) set out or referred to in the Application Form for that Mobile Service.

IDD means International Direct Dial Service

Mobile Service Licence and Administration Fee means all fees payable from time to time to the Hong Kong Government and other third parties including Operators, tunnel operators and railway companies and other administrative costs in connection with the use of the Mobile Services and, where applicable, Mobile Equipment in the manner specified by us from time to time.

Merchant means a third party who sells goods or services and from whom you consider purchasing, proposes to, or does, purchase goods or services using a Mobile Service.

Message means SMS, email, image or data transmission, other messages or communications, in whatever medium or context.

Minimum Contract Period means the minimum fixed term for the subscription of a Mobile Service as set out in any document which forms part of this Agreement.

Mobile Data means any data or information transmitted to or received from the Network and/or roaming partner network for data services.

Mobile Equipment means a mobile radio telephone, other wireless device, access device or equipment to be used with a Mobile Service and includes a wireless or access device accessory.

Mobile Service means a mobile radio telephone and Mobile Data service or Mobile Data Service which you have applied for pursuant to this Agreement or the Application Form and any other service (whether a mobile radio telephone service or not) supplied to you from time to time and includes a VAS.

Network means our radio telecommunications network.

Number means a telephone number allocated by us to you for use with a Mobile Service.

Operator means a person holding a valid and operational unified carrier licence, mobile carrier licence, fixed carrier licence, fixed telecommunications network services licence, public radio communication service licence, services-based operator licence or mobile virtual network operator licence in Hong Kong other than us.

Personal Data has the meaning set out in the PDPO and includes, without limitation, your name and contact details (including telephone number, residential address and email address).

PDPO means the Hong Kong Personal Data (Privacy) Ordinance (Cap. 486).

Rebate means a rebate as described in the Application Form or as otherwise agreed by you and us from time to time.

Representative means any person acting for or on behalf of a party including any director, officer, employee, agent, contractor or professional adviser of that Party.

Service Plan means the service plan subscribed by you as specified on the Application Form or any subsequent change as agreed by us.

Service Plan User means the person identified as such on the Application Form.

SIM Card means a subscriber identity module card and includes a USIM card.

SMS means the service which allows a short message (including a multi-media message service) or a VAS to be transmitted between persons using the Network or the Network and an Operator's network.

Start Date means the date set out in the Application Form.

Subsidy means Early Termination Fee.

Taxes means a tax, levy, duty, charge, deduction or withholding, however described, imposed by law or a government agency, together with any related interest, penalty, fine or other charge.

User means the person identified as such on the Application Form.

VAS means a value added service as offered by us from time to time on such additional terms and conditions as may be specified by us and includes an Automatic Roaming Service, international direct dial, any other roaming service, a news, information, finance, bill payment, online commerce transaction, game, sport, music, graphic, download, mobile betting or other content service made, a multi-media service, a SMS, video call and different basic system features available by us to you from time to time.

We / Us means CSL Limited

You means the person identified as the 'Registered Name' on the Application Form.

Privacy Statement

This Privacy Statement applies to all customers of CSL Limited ("**CSL**", "**we**", "**us**" or "**our**"), including without limitation, customers of one2free, 1010 and New World Mobility's prepaid products and services, and members of the oneRewards, Oh! Club™ and ClubBest programs.

Protecting your privacy

CSL Limited is committed to providing you with the highest levels of customer service. This includes protecting your privacy.

Your personal data

For the purpose of carrying on CSL's business, including registration and administration of CSL's telecommunications and related products and services (including relevant online services), you may be requested to provide personal data such as, but not limited to, the following, without which it may not be possible to satisfy your request:

- (a) Your full name;
- (b) Contact details, including contact name, telephone number and/or email address;
- (c) Information for the verification of identity, including identification type and identification number;
- (d) Payment details, including credit card details and banking information;
- (e) Account details, including account numbers, service numbers, or user accounts; and/or
- (f) Service installation address, correspondence address, and/or billing address.

In some instances, you may also be requested to provide, amongst others, the following personal data that may be used to further improve our products and services and/or better tailor the type of information presented to you:

- (a) Your age;
- (b) Gender;
- (c) Salary range and employment details;
- (d) Education and Profession;
- (e) Hobbies and leisure activities;
- (f) Other related products and services subscribed to; and
- (g) Family and household demographics.

In most cases, this type of personal data is optional although, where the requested service is a personalised service, or provision of a product is dependent on your providing all requested personal data, failure to provide the requested personal data may prevent us from providing that particular service to you.

Occasionally, you may need to provide personal data about other individuals to us (e.g. Users as defined in our Mobile Service Agreement). If so, we may require you to confirm your compliance with Part VIA of the Personal Data (Privacy) Ordinance (Cap. 486) including your confirmation that you have informed those individuals of the use, disclosure and transfer of personal data from you to us and from us to third parties and possible disclosure of the User's details (including their usage of our services and loyalty programs) by us to you; and that you have obtained those individuals' authorization and/or consent to such use, disclosure and transfer (or the extent to which such authorization and/or consent was obtained). You should also advise them that we can be contacted for further information (see '**How to contact us**' below).

Any personal data supplied by you will be retained by CSL and will be accessible by our employees and third parties (as applicable) for the purposes set out in this Privacy Statement or as otherwise indicated by prior notice to you.

How we collect personal data

We collect personal data in a number of ways, including:

- directly from you, for example, when you provide information by phone, in application forms or other agreements, or when you submit your personal data through our websites;
- from third parties, with appropriate consent from you ;
- from publicly available sources of information;
- from our own records of how you use our services;
- when you visit our websites (see "CSL Privacy Information" below); and/or
- when legally required to do so.

CSL Privacy Information

CSL's web servers may collect information relating to your online session, the use of which is to provide aggregated, anonymous, statistical information on the server's usage so that we may better meet the demands and expectations of visitors to our sites. This type of information may include, but is not limited to:

- (a) The browser type and version;
- (b) Operating system; and
- (c) The IP address and/or domain name.

Some of CSL's web sites may place a "cookie" on your machine; for example to personalise the services we provide whilst you are using our web site(s) and/or maintain your identity across multiple pages within or across one or more sessions. This information may include, but is not limited to, relevant login and authentication details as well as information relating to your activities and preferences across our web sites.

You can disable cookies on your web browser, however if you do so you may not be able to access all parts of our web sites.

How we use your personal data

We may collect, retain and use your personal data for the following purposes:

Privacy Statement

- to verify your identity;
- to process your application to subscribe to our services and loyalty programs
- matching procedures, as defined under the Personal Data (Privacy) Ordinance (Cap. 486);
- to provide the services and loyalty programs you requested;
- to administer and manage those services and loyalty programs, including renewing of service contract, charging, billing and collecting debts;
- to conduct appropriate checks for credit-worthiness and for fraud;
- to perform research or analysis in order for us to improve our products and/or services, loyalty programs and for survey, marketing and promotional purposes;
- to maintain and develop our business systems and infrastructure, including testing and upgrading of these systems; and/or
- to assist in the prevention, detection or investigation of crime or possible criminal activities or as required by law.

Subject to obtaining your express consent, we may also use your name, contact information (including phone number, residential/office address and email address) and information about the products and/or services you have purchased to provide you with marketing materials relating to our products and/or services (including the following products and/or services: telecommunications, mobile voice, SMS and data communications, IDD/roaming, entertainment, secretarial services, personal assistant services and information services (such as weather, finance, news information), device accessories, mobile applications and software) as well as products and/or services offered by our business partners relating to lifestyle networking events, travelling, banking, wine and tobacco, sports, music, entertainment, gaming, transportation, household, food & beverages, finance, insurance, betting, education, health and wellness, beauty products, fashion & accessories, electronics, social networking, technology, e-commerce, mobile payment, cloud services, retail, home and décor, media and high-end consumer products.

When we disclose your personal data

In order to deliver the services you requested, we may disclose your personal data to organisations outside of CSL (within or outside of Hong Kong). Your personal data is disclosed to these organisations only for the purpose of assisting us to provide our services to you.

These organisations carry out our:

- customer enquiries;
- courier/deliver services;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- marketing and telemarketing services;
- market research; and/or
- website usage analysis.

We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal data and that they use your personal data only for the above purposes, and not for their own or other purposes (including direct marketing).

In addition, we may disclose your personal data to:

- your authorised representatives or your legal advisers when requested by you to do so;
- for purposes of providing administrative, payment, collection, business, legal and/or operational support;
- credit-reporting and fraud-checking agencies;
- collection agencies, security agencies, credit providers or other financial institutions (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
- telecommunications network operators;
- our affiliates (an entity, any other entity which directly or indirectly controls, is controlled by, or is under common control with, such entity) and representatives;
- our professional advisers, including our accountants, auditors and lawyers;
- banks, hotels, insurance companies, billing agents and various business partners for reward redemption purposes and benefits as applicable to members of our loyalty programs, including without limitation for purposes of registering members for loyalty program related events;
- government and regulatory authorities and other organisations, as required or authorised by law;
- organisations who manage our business and corporate strategies (and for such purposes), including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our corporate risk and funding functions (e.g. securitisation); and
- any proposed or actual participant, assignee or transferee of all or any part of CSL's operation or business

Direct Marketing

CSL will honor an individual's request not to use his/her personal data for the purposes of direct marketing. Should you not wish to receive direct marketing material and/or communications from CSL, you must advise us by completing the Direct Marketing Form available on our websites: CSL: http://www.hkcs.com/en/customer_support/customer_service_channels.jsp, 1010: http://1010.hkcs.com/jsp/customer_service/useful_information/direct_marketing/index.jsp and one2free: http://one2free.hkcs.com/jsp/customer_service/useful_information/direct_marketing/index.jsp and returning a copy of it to dmpriacy@hkcs.com.

In order to process your request, it is important that you complete the Direct Marketing Form accurately and return it to us. We will not be able to process your request without sufficient information.

The safety of your personal data is important to us

Privacy Statement

All reasonable efforts are made to ensure that any personal data held by us is stored in a secure and safe place, and accessed only by our authorised employees or authorised third parties referred to in this Policy Statement. You should be aware that no system is impenetrable and no information provided over the Internet can be guaranteed to be completely secure. Accordingly, we cannot guarantee the security of any information that you transmit to us or receive from us over the Internet.

Links

Our websites (including www.hkcsl.com, www.1010.com.hk and www.one2free.com.hk) may contain links to other sites and pages which are operated by third parties. We have no control over the content of the linked websites or the way in which the operators of those websites deal with your personal data. You should review the privacy policy for those third party websites to understand the ways in which your personal data may be used by those third parties.

You can access your personal data

You also have a right to access your personal data provided that the requested personal data is in a form in which our access to or processing of is reasonably practicable. If you would like to do so, please complete the "Data Access Request" form available on our website at http://www.hkcsl.com/inside/privacy/CSL_PDPF001_0602.pdf and send it to us along with appropriate proof of identity (e.g. a copy of your HKID or passport) at the address listed below.

We reserve the right to charge a fee of HK\$250 and HK\$16 per customer checking (per mobile number / HKID number) and/or HK\$8 per page of information for processing each request.

Help us to ensure we hold accurate personal data

We take all reasonable precautions to ensure that the personal data we collect, use and disclose is accurate, complete and up-to-date.

However, the accuracy of that personal data depends to a large extent on the information you provide. You have a right to request correction of your personal data and we recommend that you:

- let us know if there are any errors in your personal data ; and
- keep us up-to-date with changes to your personal data such as your name or address.

How to contact us

All enquiries regarding CSL's compliance with its obligations under the Personal Data (Privacy) Ordinance and any request for access to or correction of personal data should be made in writing to:

Data Privacy Officer
PO Box 9872
GPO
Hong Kong

Or via email to:

privacy@hkcsl.com

Amendments

We may amend or update this Privacy Statement from time to time and all information will be governed by our most recent Privacy Statement, available on our websites at www.hkcsl.com, www.1010.com.hk and www.one2free.com.hk.