



Prepaid SIM Terms and Conditions:

* "Infinity Data" varies from customers to customers depending on the Rechargeable SIM card purchased, as specified on the relevant packing or our website. Once the aggregate local data usage of a customer in the relevant period beginning from the data usage reaches the relevant Infinity Data usage applicable to the customer, SoSIM shall have the right to reduce and restrict the data access speed (upload and download) to not less than 128 kbps. Please refer to "[Prepaid SIM Card Service Usage Policy and Fair Usage Policy](#)" for details.

1. New SIM Default Service Package

SoSIM

- (i) Local service: 30 Days / Infinity data usage 50GB local data and 1,500 local voice minutes
OR
- (ii) Travel service: 5 Days / APAC travel data pass and 30 Days / 3GB local data
(SIM validity and travel data day passes will be extended to 180 days)
OR
- (iii) Other purchased service package

Customers can switch the default service package to (ii) or (iii) within 48 hours upon card activation after logging in SoSIM account. If no change is made, (i) the local data service package will be selected as the default. The transformation of default package cannot be cancelled upon confirmation.

SIM card is valid for 120 days; after transformation to (ii), SIM validity and travel data day passes will be extended to 180 days.

SoSIM Global eSIM (available on SoSIM eShop with designated QR code and weblinks)

Default service package is subject to the purchased service package.

If Hong Kong data is selected as the default package, SIM card is valid for 120 days.

For other default packages, SIM validity will be 180 days. If a yearly package (365-day) is selected as default, SIM validity will be extended to 365 days.

The designated service package will be automatically renewed when the default package expires if there is sufficient stored value in prepaid SIM account. The designated service package can be viewed via the SoSIM App / website My Account portal Settings > "Auto-renew options / settings". The service contents and charges of SoSIM may change from time to time, please visit SoSIM App / website for the latest updates.

- 2. Local data service package for 30 days or above will be renewed automatically upon package expiry date. Please ensure there is sufficient stored value in your prepaid SIM account. Otherwise, the package will be suspended upon expiry. If customers choose to terminate package manually before end date, all of the remaining package content and data usage will be forfeited instantly at the same time.
- 3. Service activation within 60 days of purchase is required, otherwise the prepaid SIM service cannot be used. Upon insertion of a physical SIM into a device or installation of eSIM, SIM validity will start counting immediately. 1-day / DIY travel data will be activated upon internet connection at covered destinations, while other service packages will be instantly activated upon SIM activation.
- 4. Each time you recharge your SIM, its validity will be extended to the relevant day of extension according to the recharge value. The remaining balance and mobile number would be valid until this extended date. After this date, the remaining balance and mobile number will be forfeited.
- 5. Unlimited meeting data package and designated service package are only applicable to customers with 30 days or above local data package subscription.



Hutchison Telecom
Hong Kong Holdings



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6. Daily cut-off time is counted from 24 hours after daily package activation.
7. "Night Fever" data usage and charges is applicable to local data service only. Maximum data access speed (upload and download) is 7.2Mbps. (exclude purchased 4.5G Speed / Live Broadcast Booster)
8. When a data package has been consumed (if applicable) or the mobile data is consumed under non "Night Fever" period, mobile data will be deducted from local data of package entitlement. Data usage during the change of the time zone period may be different from the actual data usage due to time difference or delay.
9. Supplementary SIM can share the designated usage of primary SIM account upon card activation, except value-added services. When a supplementary SIM uses any pay-as-you-go services, relevant service charges will be deducted from the stored value of primary SIM account. This service will be renewed automatically on the service package expiry date. Please ensure there is sufficient stored value in your primary SIM account to continue to use the service. Otherwise, Supplementary SIM service and number will be suspended upon expiry. If primary SIM has been terminated, all supplementary SIM services will be invalid and cannot be recovered. If customers choose to terminate package manually before end date, all of the remaining package content will be forfeited instantly. Real-name registration for supplementary SIM is required via primary SIM account before using service.
10. Smart Watch eSIM will be renewed automatically on the service package expiry date. Please ensure there is sufficient stored value in your primary SIM account to continue the service. Otherwise, Smart Watch eSIM service and number will be suspended upon expiry. If customers choose to terminate package manually before end date, all of the remaining package content and data usage will be forfeited instantly. Real-name registration for Smart Watch eSIM is required via primary SIM account before using service.
11. Tethering availability depends on network operators in the destinations. SoSIM does not restrict the use of tethering with travel data service package.
12. Additional airtime charge will be occurred for IDD airtime usage. All IDD charges will be based on 1-minute unit (less than 1 minute will be rounded up to the nearest 1 minute).
13. Once travel data service package is effective, the data Network Shield service will be activated and travel data service is only applicable to designated destinations and networks. Designated operators may change from time to time without prior notice. Recommended to purchase travel data service package via SoSIM App / website My Account portal prior to departure.
14. 1-day Travel Data Pass (24 hours) and Travel Data DIY Pass are valid for 180 days upon purchase. Customers can set up Auto-activation upon arrival function after logging in SoSIM account. By enabling mobile data service in mobile device or having a voice call at covered destination, travel data pass will be used instantly. Travel voice & SMS are available with sufficient stored value. Other travel data service packages (e.g. 365-day Greater China travel data pass) will be instantly activated after purchase.
15. To maintain normal data speed / continue the use of service, "top-up data" can be allowed for purchase when the current designated travel data service package usage is almost used up. The validity of "top-up data" follows the current travel data service package.
16. An SMS confirmation will be sent to prepaid mobile number upon termination of travel data service package. Manual purchase via SoSIM App / website My Account portal is required for new package. If customers choose to terminate package manually before end date, all of the unused data pass and remaining data usage will be forfeited instantly at the same time.

17. Usage of travel data service package is subject to the coverage, system compatibility and other relevant conditions of the designated networks, which are subject to changes without prior notice.
18. Travel data service package shall not be applicable to usage on Peer to Peer ("PTP"). If usage is incurred from or by PTP including applications such as (but not limited to) BitTorrent, edonkey, flashget, foxy, pstream, winmx, etc, or if there is any abusive or abnormal usage, SoSIM shall have the right to forthwith terminate the service package without prior notice. All commercial or illegal promotion activities via the use of service package shall be prohibited.
19. Travel data service package shall not be applicable to aircraft roaming/maritime roaming/satellite roaming.
20. All charges and details (including but not limited to designated destinations and designated networks and their coverage) in respect of travel data service package shall be subject to the final decision of SoSIM, and SoSIM shall seem necessary in its absolute discretion without prior notice. Notwithstanding anything contained herein, SoSIM shall also reserve the right to accept, reject or otherwise terminate any customer's subscription of the service package at any time as SoSIM deems necessary in its absolute discretion.
21. The speed experienced by customer may be less than this and will be affected by the network setting, network specification, user's device, transmission technology, individual network and software used, coverage, usage level and extraneous factors.
22. Social Media Data is only available to the use of mobile apps (Facebook, Instagram, WhatsApp, LINE, WeChat and Signal) The social data is applicable for using Facebook (Including Facebook Messenger and Mobile Web m.facebook.com), Instagram, WhatsApp, LINE, WeChat and Signal for local data usage, VoIP voice call, video call, delivery of text and voice messages, images and video clips as well as browse content in word, image or video format except: designated apps download and update, using in-app location based and check in features, playing videos via WeChat Moment and using WeChat wallet, accessing or downloading content from and/or redirection to any other websites or applications within the designated apps and any extra mobile data required by pop up messages. Any other and non-waived mobile data usage will be deducted from the local mobile data. The designated social mobile apps are provided by third party suppliers, the content and the settings of the Social Apps service may change from time to time without any notice. SoSIM shall not be responsible for any liability incurred.
23. According to "Telecommunications (Registration of SIM Cards) Regulation", [real-name registration](#) is required before using prepaid service in Hong Kong. If real-name registration is not completed, customers are unable to receive SMS messages in Hong Kong and overseas, to use voice and data services in Hong Kong, or to apply for SIM replacement.
24. The Data usage should comply with "Prepaid SIM Card Service Usage Policy and Fair Usage Policy". "4.5G Speed / Live Broadcast Booster" is not applicable to data usage after "Fair Usage Data Threshold".
25. Application Data | The Designated Streaming and Social Apps of Google Map, Disney+, Netflix, Apple TV, myTV SUPER, hmvod, Facebook, Instagram, WhatsApp, WeChat, Signal, LINE, Microsoft Teams, Google Meet, Google Classroom, YouTube and Zoom are provided by a third supplier, namely Google LLC., The Walt Disney Company (Hong Kong) Limited, Netflix, Inc., Apple Inc., MyTV Super Limited, Anyplex Hong Kong Limited, Facebook Inc., WhatsApp Inc., Tencent International Service Pte. Ltd., Signal Messenger LLC., LINE Corporation, Microsoft Corporation and Zoom Video Communications, Inc.. The content and the settings of the Designated Streaming and Social Apps service may change from time to time without any notice. SoSIM shall not be responsible for any liability incurred from or in connection with the content, the





downloading of Application Data | the Designated Streaming and Social Apps, the use of Application Data | Designated Streaming and Social Apps service (including but not limited to the accuracy of the information provided by the third party supplier, and any fees, expenses, losses and damages incurred from or caused by the downloading of Application Data | the Designated Streaming and Social Apps and/or the use of Application Data | Designated Streaming and Social Apps service by the Customers or any other persons) and/or failure or unable to use the full or part of Application Data | the Designated Streaming and Social Apps service due to the aforesaid changes and other circumstances beyond SoSIM's reasonable control.

26. Unless otherwise stated, all service charges are in HKD. Transaction settlements will be made in HKD, foreign currency rate is for reference only.
27. Unless otherwise stated, promotion periods are based on Hong Kong time zone UTC+08:00. Date and time information displayed in SoSIM account, including SIM validity, service package and reward coupon validity, may vary according to customer's device setting and automatically detected time zone.
28. "Local" means the Hong Kong Special Administrative Region of the People's Republic of China.
29. All content shall be written in Chinese and/or English. Other translation versions (e.g. Indonesian and Filipino) are for reference only. English version shall prevail in case of any discrepancy or inconsistency.
30. No refund or replacement will be given once a SIM is sold.
31. For other services, charges, terms and conditions, please visit <https://www.sosimhk.com/en> and "[Prepaid SIM Card Services Terms and Conditions](#)". Please contact us via online chat <https://cs.sosimhk.com/> for enquiry.
32. SoSIM reserves the right to amend offers and charges without prior notice.



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