



SoSIM - Mobile Number Portability Terms and Conditions:

1. SoSIM is a telecommunications service brand of Hutchison Telephone Company Limited. Through authorised retailers and the internet (which includes through apps and software), we provide SoSIM and related merchandise subscription services (hereinafter “the services”) to the customer.
2. Your use of SoSIM website or the use of the app for mobile number portability application, signify your agreement to be bound by the following Terms and Conditions:
 - 2.1 We/I understand that the current SoSIM Mobile Number will become invalid upon successful porting of Mobile Number.
 - 2.2 Subject to the successful porting of the Mobile Number to the Recipient Network Operator (RNO), we/I request the Donor Network Operator (DNO) to terminate the voice / data / fax services on the Mobile Number with effect from the Requested Cut-over Time. The continuation of other services provided by the DNO, if any, shall be subject to the applicable terms and conditions for such services of the DNO.
 - 2.3 We/I request the DNO and the RNO to effect the porting of the Mobile Number to the RNO’s network with effect from the Requested Cut-over Time.
 - 2.4 We/I understand that the porting of the Mobile Number does not affect our/my obligations owing to the DNO incurred prior to the successful porting of the Mobile Number under the applicable service terms and conditions of the DNO.
 - 2.5 The Requested Cut-over Time is subject to the DNO’s confirmation of the details herein and the technical arrangements between the DNO and the RNO in accordance with the Code of Practice related to the Implementation of Mobile Number Portability issued by the Telecommunications Authority. For the purposes of effecting the arrangements as detailed in paragraphs 2.2 and 2.3 herein, the RNO is hereby expressly authorized to change the Requested Cut-over Time as the RNO may reasonably consider appropriate.
 - 2.6 In the event that the Mobile Number cannot be ported to the RNO’s network due to incomplete, wrong or false information provided by us/me or any grounds beyond the reasonable control of the RNO, the RNO has the right to cancel this porting application.
 - 2.7 Except for any liability which cannot be excluded by law, we/I agree that the DNO and the RNO will not be liable to us/me or any other party in contract, tort or otherwise for any loss or damage suffered by us/me or any other party howsoever arising from or in relation to this application and the related number porting arrangements.
 - 2.8 We/I agree and authorize that our/my personal data disclosed herein may be transferred to all relevant parties who may require access to our/my personal data in connection with this application and we/I understand that we/I may request access to and corrections of our/my personal data.
 - 2.9 We/I understand that after the change of mobile number, the real-name registration information of the original prepaid number will be automatically updated to the newly effective port-in mobile number.
 - 2.10. We/I confirm and declare that all information provided herein by us/me are accurate and correct and we/I shall be wholly liable for and shall fully indemnify each of the RNO and the DNO against any costs, claims, demands, liabilities and expenses resulting from our/my breach of this clause.

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3. Customer is subject to the terms and conditions of the Service upon successful activation of the Service, and also [SoSIM Prepaid SIM Terms and Conditions](#). Porting date of MNP can be as fast as 3 days upon successful application.
4. For other services, charges, terms and conditions, please visit <https://www.sosimhk.com/web/index-en.html>. Please contact us via [online chat](#) for enquiry.
5. SoSIM reserves the right to change all charges without prior notice.



Hutchison Telecom
Hong Kong Holdings



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