



Terms and Conditions – PIA VPN Service

1. PIA VPN Service (“Service”) offers the following packages:
 - 1.1 Package No.1: \$49 standalone monthly package.
 - 1.2 Package No.2: \$29 monthly package subject to a fixed contract period of 24 months. The Service will automatically continue to be provided at \$49 monthly service fees upon expiration of the fixed contract period unless customer gives termination notice to 3HK/ 3SUPREME.
 - 1.3 Package No.3: \$33 monthly package subject to a fixed contract period of 12 months. The Service will automatically continue to be provided at \$49 monthly service fees upon expiration of the fixed contract period unless customer gives termination notice to 3HK/ 3SUPREME.
 - 1.4 Package No.4: \$408 1-year pass of the Service.
 - 1.5 Package No.5: \$728 2-year pass of the Service.
 - 1.6 Package No.6 \$700 handset voucher for 2-year pass of the Service with \$40 Direct Carrier Billing Credits* *Direct Carrier Billing Credits \$40 (rebate one-time and has to use within a month upon Service subscription) will be in the form of rebate to offset any amount invoiced in same bill from any purchases of product or service on Google Play or/and App Store or/and Huawei AppGallery through Direct Carrier Billing service. The rebate is not transferrable to any third party or exchangeable for cash. All unused rebate as at the bill cut-off date (or within specific valid period) will be forfeited automatically without notice or any compensation.
2. The above Service Packages are applicable to designated 3G, 4G LTE and 5G mobile customers of 3HK / 3SUPREME.
3. Customer will be provided with the means and link for Services activation by SMS upon successful Service subscription. This Service is a utility program service, customer is required to access this webpage (<https://www.privateinternetaccess.com/pages/download>) to download the software application of PIA VPN (“App”) for different devices, and activate to use the Service.
4. The Service can be accessed by up to a maximum of 10 devices at a time. Customer may retrieve the Service activation SMS via 3Care (<http://www.three.com.hk/3Care>), 3iChat (<https://3ichat.three.com.hk>) or 3Customer Service Hotline (Personal account: 1033, Corporate account: 2180 5888)/ 3SUPREME Hotline 31668866.



5. Data usage and related fees for downloading the App is not included in the monthly fee under the Service Package. Customer shall keep the means and links for Service activation securely and shall not disclose them to any third party under any circumstances. 3HK/ 3SUPREME will not be responsible for any loss or damage arising from the loss or unintentional disclosure of such information.
6. The Service and the App is provided by a third party supplier, namely Private Internet Access Inc ("PIA"). The content of the Service may change without any prior notice. 3HK/ 3SUPREME will not be responsible for any liability incurred from or in connection with the content, the downloading of the App and/or use of the 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 the App and/or use of the Service by the customer or any other persons). 3HK/ 3SUPREME shall have the right of final discretion as to any dispute in all respects in relation to the Service.
7. The App is applicable to different operating systems, for details please visit: (<https://www.privateinternetaccess.com/pages/download>). The App will be updated from time to time to provide security updates, fix bugs, add new features or make changes to certain technical specifications. Customer may upgrade operating system of the device to download and use the newer version of the App on above web page, Apple App Store or Google Play. 3HK/ 3SUPREME will not be responsible for any claims, losses and expenses arising from any adverse effect on the use or quality of the Service due to failure to download the updated version of App.
8. To terminate the Service, Customer must notify 3HK/ 3SUPREME by calling the 3Customer Service Hotline (Personal account: 1033, Corporate account: 2180 5888)/ 3SUPREME Hotline 31668866 not less than 7 days before the then current statement cutoff date of the Service. Termination of the Service will forthwith become effective as from 3HK's receipt/ 3SUPREME's receipt of the termination notice from Customer.
9. The Service cannot be changed to any other type of value-added service within the fixed contract period. If customer within the fixed contract term of the Service, (i) terminates this Service; or (ii) terminates the mobile service contract with 3HK/ 3SUPREME; customer agrees to pay to 3HK/ 3SUPREME an early termination charge equivalent to the monthly fees multiplied by the number of months remaining fixed contract period of the Service.
10. Even if the actual usage of the Service is less than a month, the applicable monthly service fee is still payable by the customer in full and is not refundable on a pro-rata basis.



11. Customer is subject to the terms and conditions of the Service upon successful activation of the Service, and also the 3G, 4G LTE and 5G Service Terms and Conditions of 3HK/ 3SUPREME (<http://www.three.com.hk/> or <http://www.3supreme.vip/>). In case of any conflict between the terms and conditions of the Service as specified herein and the 3G, 4G LTE and 5G Service Terms and Conditions of 3HK/ 3SUPREME, the former will prevail.
12. Upon signing of this service agreement, customer confirms that he understands and agrees to (i) the terms and conditions of the Service as set out in this service agreement; (ii) the Terms of Use (<https://www.privateinternetaccess.com/pages/terms-of-service/>) and privacy policy (<https://www.privateinternetaccess.com/pages/privacy-policy/>) of PIA. PIA may change any of the above Terms of Use at any time without further notice. PIA will have right of final decision in case of any dispute. PIA will have right of final decision in case of any dispute.
13. 3HK/ 3SUPREME is not responsible for any charge or loss incurred by the customer who apart from having subscribed for the Service through 3HK/ 3SUPREME also subscribes for the same service through any other channel for any reason.
14. If customer terminates Service Package No.1, 2 or 3 or ceases to be a customer of 3HK/ 3SUPREME, the Service account will be terminated automatically.
15. 3HK/ 3SUPREME will have the right at any time to amend or cancel the contents, terms and conditions of the above offers without prior notice. 3HK/ 3SUPREME will have the right of final decision in case of any dispute.
16. Should there be any inconsistencies between the Chinese and English versions of these terms and conditions, the English version will prevail.
17. Terms and Conditions of the Service are governed by the laws of Hong Kong and the customer shall submit to the non- exclusive jurisdiction of Hong Kong courts.

