

SUPREME 5G

Terms & Conditions

1. Satellite Service ("the Service") and the related charges are only available to SUPREME postpaid customer and customer is required to subscribe to "Basic Monthly Plan" of the service with a fixed contract period of 24 months ("Fixed Contract Period"). In case of early service termination during the respective Contract Period of mobile service plan or this Service for whatever reasons, customer agrees to pay SUPREME the total of the remaining monthly fee as an early termination charge.
2. The monthly fee for the basic monthly plan is calculated on a monthly basis, which follows the applicable billing cycle for the relevant individual account. There is no pro rata fee for partial month subscription. Upon expiry of the "Fixed Contract Period", the service will continue and customer will be charged on a month-to-month basis until the customer submits a service termination request 7 days in advance to the bill day of this service via SUPREME Hotline. The service termination will be effective immediately or customer can continue to use the service until the next bill date (Depending on customer's request) upon SUPREME receives the termination request.
3. During the Fixed Contract Period", if customer i) terminate the service, or ii) terminate the related SUPREME mobile service plan for whatever reason, customer agrees to pay SUPREME the total of the remaining monthly fee as an early termination charge.
4. Roaming and IDD Service will be activated to use the service. Please visit www.supreme.vip/roaming for details of Roaming and IDD Service.
5. Satellite Service covers Mainland China, Hong Kong, Macau, Taiwan, Japan, Korea, Philippines, Palau, Vietnam, Laos, Cambodia, Thailand, Malaysia, Singapore, Indonesia, Brunei, East Timor, Myanma, Bangladesh, Bhutan, Nepal. The Service is only available for designated mobile phones or devices which support satellite function. The supported regions for individual mobile phones or devices might vary. Please check with the relevant mobile phone suppliers for Satellite-compatible handset, supported regions and satellite function setting.
6. The Service is provided by China Telecom Corporation Limited Satellite Communications Branch.
7. During the Fixed Contract Period, customer cannot subscribe to more than one "Basic Monthly Plan". Customer must subscribe to "Basic Monthly Plan" before adding Top-up Packs. Customer cannot solely subscribe Top-up Packs. No cancellation of Top-up Packs after subscription. Top-up Packs will be expired after the validity period.
8. Customer may subscribe more than one Top-up Voice Packs. If customer subscribe to multiple top-up Voice Packs simultaneously, usage of Satellite voice call and SMS will be deducted from voice pack with earlier expiry date.
9. All top-up Voice Packs will be ended upon the expiry of the Fixed Contract Period of the "Basic Monthly Plan" or and is not refundable in full or on a pro-rata basis.
10. The Service supports outgoing and incoming voice call, and outgoing and incoming SMS only. Not support MMS and data service.

11. Customers of the service are required to dial with prefix +852 for making call to Hong Kong numbers in any of the service 's covered destinations while using the Service, Satellite call charges and local call charges shall apply. Customers of the services are required to dial with corresponding country code for making call to international destinations (eg, if customers make call to China, prefix of +86 is required) and Satellite call charges, local call charges and IDD001 charges shall apply.
(<https://www.supreme.vip/home/roaming/idd001/index.html>)
12. Customers of the service are required to add prefix +852 for sending SMS to Hong Kong numbers in any of the service 's covered destinations while using the Service, and Satellite SMS charges and local SMS charges apply. Customers of the services are required to add corresponding country code for sending SMS to international destinations (eg, if customers send SMS to China, prefix of +86 is required) and Satellite SMS charges and international SMS charges shall apply.
13. When Customers of the service make call or send SMS, their Hong Kong mobile numbers will be shown to the recipient.
14. Customers of the service can also receive call and SMS by their Hong Kong mobile numbers and Satellite call and Satellite SMS charges apply (Receiving SMS: Free-of-Charge).
15. The local voice minutes and SMS charge incurred by Satellite Services will be deducted from the available local voice minutes and SMS from monthly SIM plan (if applicable). Extra charge will be incurred with extra local voice call/ intra-SMS/ inter-SMS/ International SMS usage. For details on thereafter voice & SMS charges: <https://www.supreme.vip/home/thereaftercharges-en.html>
16. The Satellite call charges of the following emergency numbers will be waived:
 - a. 999
 - b. 112
17. When customers of the service turn on satellite function in their mobile phone, terrestrial mobile connectivity will be suspended until the satellite function is off.
18. The Satellite Service is subject to availability and may be affected by factors such as weather conditions and satellite signal strength.
19. SUPREME reserves the rights to amend the charges and terms and conditions (including but not limited to designated destinations coverage) of This Service and to suspend or terminate any part of the service at any time without prior notice. SUPREME shall have the final decision in case of any dispute.
20. If there is any inconsistency between the Chinese and English versions of these terms and conditions, the English version shall prevail.
21. These terms and conditions are governed by Hong Kong Law.

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