



IDD 0060 Pay Per Use Plan Service Guide

About this Service Guide

This IDD 0060 Pay Per Use Plan Service Guide provides further information relating to IDD 0060 International Call, the Service Plans and other options in the IDD 0060/0062 Application. Please read this Service Guide carefully as the Service entitlements, eligibility criteria and other important information apply to the IDD 0060 Service, the Service Plan and other options you select under your IDD 0060 Application.

PART I Important Information

Service Provider

- **Hong Kong Telecommunications (HKT) Limited ("HKT")** provides all telecommunications Services (e.g. IDD 0060 Service) (except mobile services) upon the terms of your Application, this Service Guide, the General Conditions of Telecommunications Service (Consumer Customers) (available at www.hkt.com/Terms+of+Use) ("**General Conditions**") and the applicable special conditions (if any). The Special Conditions of 0060 Service and 0062 Fax Service for Consumer Customers are available at http://hkt.com/For+your+home/Home+phone/International+telephone+services?language=en_US. HKT also provides eBill Service upon the eBill Service Terms and Conditions of Use, available at ebill.pccw.com.
- **HKT CSP Limited** provides and manages My HKT, a customer service portal as your agent upon the General Conditions and the Privacy Policy Statement of My HKT (both available at My HKT website <http://cs.hkt.com>). My HKT account allows you to manage some of your service(s) subscribed with the relevant member(s) of the HKT Group or the PCCW Group (such as NETVIGATOR, Fixed Line / eye, NOW TV and/or certain mobile services) through a single login at My HKT website (<http://cs.hkt.com>) and My HKT App (collectively, "**My HKT**"), as well as HKT CSP Limited to register and manage your My HKT account on My HKT as your agent, subject to the applicable terms and conditions.
- **Club HKT Limited** provides and manages The Club, a member loyalty program, upon its Terms and Conditions (available at <https://www.theclub.com.hk/tnc>) and Privacy Policy Statement (available at <https://www.theclub.com.hk/policy>) and such other applicable terms and conditions. Members of The Club will be awarded with Clubpoints which are proportionate to the qualifying spending for eligible HKT services (which do not include the now TV or New Media services), and are able to receive and/or redeem various benefits. Relevant information can be found on The Club's website (<https://www.theclub.com.hk>).

Things You Need to Know

- **IDD 0060 APPLICATION:** When processing your IDD 0060 Pay Per Use Plan Application and your IDD 0060 Application contains any missing or incorrectly entered Charges that are payable by you, the selected combination of options in your Application is not offered by us as specified in this Service Guide or there are any other discrepancies or errors, then our customer service will contact you as soon as practicable to rectify such discrepancies or errors and we will resume processing your Application when all discrepancies and errors have been rectified. Should there be any circumstances which may affect our approval of your Application, we will contact you accordingly, otherwise, your Contract for the Services (and other services under your Application) shall deem to form at the time when your Application is approved by us.
- **IDD 001 SERVICE:** If you register a HKT Residential Fixed Line for IDD 0060 Service, your number will also be registered for our IDD 001 Service automatically. Different calling rates apply to use of IDD 001 Service. Please call our **Consumer Service Hotline 1000** for details. You will be charged at these rates if you call an international number by dialling 001 before the international code.
- **CAN I TERMINATE IDD 0060 PAY PER USE PLAN SERVICE?:** You can terminate your IDD 0060 Pay Per Use Plan Service by calling our **Consumer Service Hotline 1000**
- **WHAT IF I CEASE TO BE A REGISTERED CUSTOMER FOR THE TELEPHONE NUMBER(S) OR GLOBAL CALLING CARD NUMBER(S) REGISTERED FOR IDD 0060 SERVICE?:** You must notify us within 24 hours if you cease to be the registered customer for the telephone or Global Calling Card number(s) registered for the IDD 0060 Service. Otherwise, you will remain responsible for all usage charges incurred through the use of IDD 0060 Service via such telephone and Global Calling Card number(s). Without limitation to our other rights to terminate and suspend the IDD 0060 Service, where you cease to be the registered customer for the registered telephone or Global Calling Card number(s), we reserve the right to immediately terminate the provision of IDD 0060 Service to you in respect of that telephone or Global Calling Card number(s).
- **WHICH CONTRACT TERMS OF A SERVICE CAN BE CHANGED?:** We can change all terms and conditions of IDD 0060 Service, including the charges, by publishing the changes online at the websites listed in Part III of this Service Guide.
- **CREDIT CARD PAYMENT AUTHORISATION & CARDHOLDER'S SIGNATURE:** Customer who (i) is not a permanent resident of Hong Kong; (ii) has given passport number in Section A of Application Form; and/or (iii) is not an existing customer of any other HKT telecommunication Services must fill in the "Credit Card Payment Authorisation & Cardholder's Signature" in Section E Part B of Application Form and pay all changes by credit card. We reserve the right to request any other customers to make all or any payment by credit card.
- **CHARGES:** You will be charged the Pay Per Use IDD rates. The rates are subject to change and you can call **Consumer Service Hotline 1000** for details. We will also charge you other Charges listed in the IDD 0060 Application and/or this Service Guide when applicable.

PART II IDD 0060 Application

SECTION A CUSTOMER DETAILS

- **Register Numbers for IDD 0060 Pay Per Use Plan Service:** You will be responsible for all usage charges incurred through the use of IDD 0060 Service and IDD 001 Service (if applicable) via the telephone/calling card number(s) you registered for IDD 0060 Service.

SECTION B RELEVANT DATES

- These are the dates relevant to your subscribed IDD 0060 Service Plan as set out in the Application.

SECTION C SERVICE PLAN

IDD 0060 Service

PAY PER USE PLAN:

Service Description / Entitlements:

- IDD 0060 International Call which is activated by dialing 0060 as the case may be before the country code when dialing an international number.
- Please call our **Consumer Service Hotline 1000** for details of all calling rates.
- **Mobile Numbers:** If you register 1 or more new mobile number(s) with IDD 0060 Service, the following applies:
 - 30 free minutes per month for non-csl. mobile and non-1010 mobile; 30 free minutes per month for csl. mobile and 100 free minutes per month for 1010 mobile for IDD 0060 calls made from the registered mobile number(s) to the following destinations within the first 2 months of the Commencement Date:
 - Fixed line and mobile numbers in Mainland China, the US and Canada;
 - Fixed line numbers in Australia and the UK (except numbers with prefixes "56", "7", "8" or "9" in the UK)
 - Thereafter HK\$0.23 per minute within the first 2 months of the Commencement Date and HK\$0.28 per minute from the 3rd

month onwards will apply until further notice for IDD 0060 calls to the above destinations from the registered mobile number(s).

- **For IDD 0060 calls to other destinations, different calling rates apply.** Please call our **Consumer Service Hotline 1000** for details.
 - If you register more than 1 mobile number, the free minutes will be shared among all registered mobile numbers. Unused monthly free minutes cannot be carried forward to the subsequent month.
 - Free minutes are offered on a **per-minute basis**.
 - Each individual call will be rounded up to the nearest 10 cents.
- Pay Per Use Plan will continue until terminated either by Customer or us.
- Calling rates apply per IDD 0060 call and are subject to change. Please call our **Consumer Service Hotline 1000** for details.

Eligibility:

- Free minutes only apply to the first time registration of a mobile number with IDD 0060 Service.
- Free minutes and calling rates do not apply to IDD calls made from mobile rechargeable SIM card and Hello prepaid SIM card provided by HKT.

PART III Other INFORMATION

■ **IDD 0060 CUSTOMER SERVICE:** Consumer Service Hotline 1000

OUR SERVICE WEBSITES:

IDD 0060 Service: http://hkt.com/For+your+home/Home+phone/International+telephone+services?language=en_US

My HKT Service: <http://cs.hkt.com>

The Club Service: <https://www.theclub.com.hk/>