

## **A. Scam Protection Combo – General Terms and Conditions**

1. Scam Protection Combo monthly plan includes Check Point ZoneAlarm Extreme Security NextGen Service, Anti-Scam and PIA VPN services.
2. Customer may subscribe for the Service at a monthly fee of \$39 subject to a fixed contract period of 24 months. The Service will continue to be provided at \$49 monthly service fees upon expiration of the fixed contract period unless customer gives termination notice to HTCL.

## **B. Check Point ZoneAlarm Extreme Security NextGen Service Plan – Special Terms and Conditions**

1. Check Point ZoneAlarm Extreme Security NextGen Service (“Service”) is only applicable to designated 3G, 4G LTE and 5G mobile customers of SUPREME.
2. Customer will be provided the means and link for Services activation by SMS upon successful Service subscription. This Service is an utility program service, customer is required to access this webpage (<https://www.zonealarm.com/software/extreme-security-nextgen>) to download the software application of ZoneAlarm Extreme Security NextGen or ZoneAlarm Mobile Security (“the App”) for different devices to use the Service upon activation.
3. The Service and the App is provided by a third party supplier, namely Check Point Software Technologies Ltd (“Check Point”). The content of the Service may change without any prior notice. SUPREME will not be responsible for any liability incurred from or in connection with the content, the downloading of the App 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 or use of the Service by the customer or any other persons). SUPREME will have the right of final discretion as to any dispute in all respects in relation to the Service.
4. The App is only applicable to the operation system of iOS 12.0 or later, and Android 5.0 or later; Microsoft Windows 7, 10, 11; Microsoft .NET framework 3.5 or later and Google Chrome, Microsoft Edge, Firefox Web Secure extension function. 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 uploaded on the Apple App Store or Google Play. SUPREME If the Customer for whatever reasons has not downloaded for use any newer version of the App resulting in the use of the App and/or the quality of Super Talk being adversely affected, SUPREME will not be responsible for any claims, loses 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.
5. To terminate the Service, Customer must notify SUPREME by calling the SUPREME Hotline 3166 8866 not less than 7 days before the then current statement cutoff date of the Service. Termination of the Service shall forthwith become effective as from SUPREME's receipt of the termination notice from Customer.
6. The Service cannot be changed to any other type of value-added service within the fixed contract term. If customer within the fixed contract term of this Service, (i) terminates this Service; or (ii) terminates the mobile service contract with SUPREME for whatever reason,

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customer agrees to pay to SUPREME an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the Service.

7. 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.

8. 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 SUPREME (<http://www.supreme.vip/>) → Terms & Policies → 3G, 4G LTE and 5G Service Terms and Conditions. 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 SUPREME, the former will prevail.

9. 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 and (ii) the Terms of Use (<http://www.zonealarm.com/terms/>) and privacy policy (<http://www.zonealarm.com/privacy/>) of Check Point and its subsidiary company Zone Labs L.L.C. The terms that are relevant to items (i) and (ii) as aforesaid may be subject to change from time to time without further notice. Check Point will have the right of final decision in case of any dispute.

10. SUPREME is not responsible for any charge or loss incurred by the customer who apart from having subscribed for the Service through SUPREME also subscribes for the same service through any other channel for any reason.

11. If customer terminates the Service or ceases to be a customer of SUPREME, the Service account will be terminated automatically.

12. SUPREME will have the right to amend or cancel the Service, relevant offers, contents, terms and conditions at any time without prior notice. SUPREME will have the right of final decision in case of any dispute.

13. Should there be any inconsistencies between the Chinese and English versions of these terms and conditions, the English version will prevail.

14. Terms and Conditions of the Service are governed by the laws of Hong Kong.

## C. Anti-Scam – Special Terms & Conditions

1. Anti-Scam Service (“Service”) is a call screening service. The screening function of suspected scam calls (“Screening Function”) will be activated by the system automatically upon Service subscription.

2. The Service is only applicable to the 3G, 4G LTE and 5G mobile customers of SUPREME.

3. You are deemed to have agreed to, for your use of the Service, the blocking of all suspected scam caller numbers via our inbound call screening system and based on information of suspected scam caller lists provided by third parties which may be updated or amended from time to time without prior notice. SUPREME do not guarantee the quality and accuracy of the Service and are not responsible for any damage or loss arising from the use of the Service by SUPREME customers or any other person.

4. If the Service is subscribed for as a designated value-added service commitment under a handset bundled / upgrade plan, any termination of the relevant monthly plan of mobile device and mobile service for whatever reason will lead to termination of the Service immediately.
5. The monthly fee will automatically be chargeable upon successful application of the Service. Even if the actual usage of the Service is less than a month, the applicable monthly fee is still payable by the customer in full and is not refundable on a pro-rata basis.
6. SUPREME is not responsible for any charge or loss incurred by the customer who apart from having subscribed for the Service through SUPREME also subscribes for the same service through any other channel for any reason.
7. To terminate the Service, customer must notify through calling SUPREME Hotline 31668866 at least 7 days before the then current statement cutoff date of the Service. Termination of the Service will become effective immediately upon receipt of the termination notice from customer by SUPREME or customer may continue to use the Service until the next payment due date of the monthly fee (as the case may be), and the monthly fee payable for such relevant month will not be refundable at all on any pro-rata basis.
8. The Service is provided by SUPREME. Content of the Service may be subject to change without prior notice. SUPREME will have the right of final decision in case of any dispute.
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 period of the Service, (i) terminates the Service; or (ii) terminates the mobile service contract with SUPREME for whatever reason, customer agrees to pay to SUPREME an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the Service.
10. Customer is subject to the terms and conditions of the Service upon successful activation of the Service, and also the Mobile Communications Services Terms and Conditions of SUPREME (<http://www.supreme.vip/>) → Terms & Policies → Mobile Communications Services Terms and Conditions. In case of any conflict between the terms and conditions of the Service as specified herein and the Mobile Communications Services Terms and Conditions of SUPREME, the former will prevail.
11. SUPREME reserves the right to amend or terminate the Service, relevant offers, service contents, terms and conditions at any time without prior notice. SUPREME will have the right of final decision in case of any dispute.
12. Should there be any inconsistencies between the Chinese and English versions of these terms and conditions, the English version shall prevail.
13. Terms and Conditions of the Service are governed by the laws of Hong Kong.

#### D. Special PIA VPN Service – Terms and Conditions

1. PIA VPN Service (“Service”) is only applicable to designated 3G, 4G LTE and 5G mobile customers of SUPREME.

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2. Customer will be provided with the means and link for Services activation by SMS upon successful Service subscription. This Service is an 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.

3. The Service can be accessed by up to a maximum of 10 devices at a time. Customer may retrieve the Service activation SMS via SUPREME Hotline 31668866.

4. 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. SUPREME will not be responsible for any loss or damage arising from the loss or unintentional disclosure of such information.

5. 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. SUPREME 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). SUPREME shall have the right of final discretion as to any dispute in all respects in relation to the Service.

6. 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. SUPREME 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.

7. To terminate the Service, Customer must notify SUPREME by calling the SUPREME 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 SUPREME's receipt of the termination notice from Customer.

8. 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 SUPREME; customer agrees to pay to SUPREME an early termination charge equivalent to the monthly fees multiplied by the number of months remaining fixed contract period of the Service.

9. 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.

10. 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 SUPREME (<http://www.supreme.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 SUPREME, the former will prevail.

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11. 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.

12. SUPREME is not responsible for any charge or loss incurred by the customer who apart from having subscribed for the Service through SUPREME also subscribes for the same service through any other channel for any reason.

13. If customer terminates Service Package No.1, 2 or 3 or ceases to be a customer of SUPREME, the Service account will be terminated automatically.

14. SUPREME will have the right at any time to amend or cancel the contents, terms and conditions of the above offers without prior notice. SUPREME will have the right of final decision in case of any dispute.

15. Should there be any inconsistencies between the Chinese and English versions of these terms and conditions, the English version will prevail.

16. 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.