



“SUPREME Classes” Terms and Conditions

These SUPREME classes Terms and Conditions are between SUPREME customer (“**you**”) and Hutchison Telephone Company Limited (“**HTCL**”, “**us**” or “**our**”) trading as SUPREME (“**SUPREME**”) and shall be effective as of 1 January 2025.

1. SUPREME Classes

1.1 Commencing from January 1, 2025, SUPREME customers (excluding Corporate Personal Executive customers and customers registered with business registration), who meet the following qualifications and requirements can be eligible to become a SUPREME GOLD or SUPREME DIAMOND for the duration of the applicable Calendar Year, to enjoy special and different privileges respectively.

1.2 SUPREME Class Eligibility

- a) if you are aged 18 years or above
- b) hold a Hong Kong Identity Card (Hong Kong Permanent Resident) or a valid passport (non-Hong Kong Permanent Resident)
- c) have at least one active Subscription Plan at the time you receive the Notice.
- d) meet the following SUPREME Status points requirements which are subject to HTCL and may be amended by HTCL from time to time (“**SUPREME Status Point Requirement**”)

SUPREME Status Points ("Points") Requirement

SUPREME Gold	Accrued 7,200 SUPREME Status Points and above in each Calendar Year
SUPREME Diamond	Accrued 12,000 SUPREME Status Points and above in each Calendar Year

1.3 SUPREME points will be calculated based on the phone numbers registered under the same Hong Kong Identity Card/Passport ("**Primary Registered Customer**"). The calculation period is from January 1 to December 31 each year. Points are accumulated through eligible spending, service tenure and related activities (Examples of eligible activities include using the SUPREME App, participating in designated events, attending workshops, and renewing contracts. Further details will be announced as applicable). Points will be settled on December 31 each year to confirm the customer's SUPREME classes for the next calendar year. All eligible mobile phone number accounts registered under the eligible SUPREME primary registered customer will have the same class as the primary registered customer.

1.4 Eligible customers will be automatically become / upgraded to the corresponding SUPREME Class upon meeting the requirements. If you continue to use the network services or value-added products and services under your subscription plan after the automatic upgrade (as applicable), it will be deemed that you have accepted the SUPREME Classes terms and conditions. If you do not wish to become a SUPREME Class customer, you can contact the Company through the SUPREME hotline (+852 3166 8866) to terminate your SUPREME Class. The relevant SUPREME class status and all entitled services and benefits will immediately become invalid.

1.5 where "**Eligible Spending**": Refers to the invoice amount of each registered mobile phone number's monthly designated contractual service plan charges within a calendar year (excluding monthly fee rebates, payment adjustments, prepayments, and various discount offers/rewards), 5G Broadband Service, value-added service charges, subsequent charges, IDD and roaming service charges etc. However, SUPREME classes (“**Eligible Spend**”) exclude any prepaid SIM cards, deposits, credits, debits, rebates, payment made with vouchers, equipment / hardware purchases (e.g. handset / accessories etc), donations, penalties,

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refunded amounts, prepayments for handset/equipment purchases, designated fees, and other fees determined by the Company from time to time. Spending amount of Multi-SIM monthly plan's primary SIM card and secondary SIM card will be combined into the primary SIM card's SUPREME class calculation.

- 1.6 The SUPREME classes are valid for 12 months (from January 1 to December 31 of the same calendar year). If the SUPREME customer's mobile phone monthly plan expires or terminates for any reason within the SUPREME classes calendar year, the SUPREME classes will automatically end on the date of expiration or termination of your last designated mobile phone monthly plan.
- 1.7 If you switch to a different designated service plan during the contract period, the customer class may change or downgrade according to the designated service plan used. If the accumulated points cannot meet the SUPREME points requirement, all benefits and services associated with the SUPREME class will be terminated and become invalid.
- 1.8 The SUPREME class is not transferable and may only be used by you. Any misuse of your SUPREME class may result in termination or suspension of your SUPREME class or withdrawal of SUPREME class Benefits, including rewards and privileges, which will be withdrawn.
- 1.9 Your SUPREME class is at the sole discretion of HTCL and HTCL may suspend, cancel or terminate your SUPREME class at any time. HTCL reserves the right to make any changes to the SUPREME class including the eligibility criteria, the benefits, the SUPREME classes Terms and Conditions, as well as to terminate all or part of the SUPREME class, at any time.

2. SUPREME Classes Privileges

- 2.1 SUPREME classes customers will be entitled to the exclusive benefits (including offers / services) as may be communicated by us from time to time (including on the SUPREME website and SUPREME app) (“SUPREME class Benefits”) and the SUPREME class Benefits may vary based on the level of your SUPREME class. You must be a SUPREME Gold or Diamond at the time of using or receiving any of the SUPREME class Benefits and you may need to provide evidence of your SUPREME class before you are entitled to use or receive SUPREME class Benefit.
- 2.2 If your SUPREME class is suspended at any time for any reason, you will not be entitled to any SUPREME class Benefits for the duration of such suspension.
- 2.3 You will not be entitled to any SUPREME class Benefits upon expiration, cancellation or termination of your SUPREME class for any reason, and all unused or unclaimed SUPREME class Benefits will end immediately.

3. Disclaimer and Limitation of Liability

- 3.1 Subject to clause 3.2, the Company shall not be liable for any loss, damage, or expense of any kind whatsoever arising from or in connection with your SUPREME class (including the provision, refusal, or failure to provide any SUPREME class Benefits, whether by HTCL or by a third party, or as a result of any changes to the SUPREME class Benefits), whether such loss, damage, or expense is caused by negligence or otherwise, and whether HTCL has any control over the circumstances giving rise to the claim or not.
- 3.2 Any SUPREME class Benefits provided by third parties will be subject to their terms and conditions and which you must accept in order to use or receive such SUPREME class Benefits.
- 3.3 For the avoidance of any doubt, nothing in the SUPREME classes Terms and Conditions shall exclude liability for death or personal injury caused by negligence. All terms expressed or implied by statute or



otherwise on the part of HTCL are excluded to the fullest extent permitted by law.

4. Notices

- 4.1 The company will consider that you have received information from us if it is included on our SUPREME website or SUPREME app, or if it is directly communicated to you by phone, message, email or mail using your most recent contact details given to us.

5. Other terms

- 5.1 We reserve the right to amend these SUPREME classes Terms and Conditions at any time without prior notice. Your continued use of the Network Services or Products (as the case may be) under your Subscription Plan(s) will indicate your acceptance of the amendments to the SUPREME classes Terms and Conditions.
- 5.2 Unless otherwise agreed, your agreement is the complete and exclusive statement of the agreement between you and us in relation to the SUPREME classes. Your agreement supersedes all understandings or prior agreements, whether oral or written, and all representations or other communications between you and us in relation to the SUPREME classes.
- 5.3 You agree to indemnify us for all losses, damages or expenses incurred by us in connection with the enforcement of the SUPREME classes Terms and Conditions against you.
- 5.4 If any of the terms in the SUPREME classes Terms and Conditions are not valid or legally enforceable, the other terms will not be affected. We may replace any term that is not legally effective with a similar term that is.
- 5.5 We may assign or transfer our rights and obligations under the SUPREME classes Terms and Conditions to a party who agrees to continue complying with our obligations under the SUPREME classes Terms and Conditions. You may not assign or transfer your rights and obligations under the SUPREME classes Terms and Conditions, whether wholly or partially, unless with our prior written consent.
- 5.6 No failure or delay on our part to exercise any right, power or remedy under the SUPREME classes Terms and Conditions nor any single or partial exercise by us of any such right, power or remedy shall operate as a waiver. The rights, powers and remedies provided in the SUPREME classes Terms and Conditions are cumulative and are not exclusive of any rights, powers or remedies by law.
- 5.7 Any waiver, concession or extra time we may allow you is limited to the specific circumstances under which it is allowed and shall not affect our rights under the SUPREME classes Terms and Conditions in any other way.
- 5.8 The SUPREME classes Terms and Conditions is governed by the laws of Hong Kong, and you submit to the non-exclusive jurisdiction of Hong Kong Courts.
- 5.9 The SUPREME classes Terms and Conditions is available in both English and Chinese and both language versions shall have the same effect.

6. Definition

"Calendar Year" refers to the period from January 1 to December 31 of the relevant year.

"Equipment" refers to products and accessories (including SIM cards) sold by the Company from time to time.



"**Network Services**" refers to the telecommunications services provided by the Company.

"**Products**" refers to mobile phones/accessories/any hardware and value-added products and services.

"**SUPREME Classes**" refers to individuals who meet the standards specified in clause 1.2 and have been promoted to the SUPREME customer classes, and whose SUPREME classes has not been suspended, terminated, or canceled according to the classes terms and conditions.

"**Monthly Plan/Service**" refers to the subscription plan providing network services or VAS products and services, with a minimum contract period and monthly fee, signed by the customer with the Company. This subscription plan is in your name, and at the time of signing, your Hong Kong Identity Card (if you are a Hong Kong resident) or passport (if you are not a Hong Kong resident) has been registered with the Company. The subscription plan does not include:

- (a) subscription plans entered by companies, partnerships, or any other entities (business registration customers and corporate customers); and
- (b) corporate subscription plans entered by business registration customers and corporate customers.

"**Upfront Charges**" refers to:

- (a) any one-time prepaid amounts, including prepayment of one month's service fee, mobile phone or accessory prepayments, etc., including any waiver of the foregoing;
- (b) any deposits, including IDD or roaming deposits, passport holder deposits, etc.
- (c) SIM card fees; and
- (d) any other prepaid fees and charges determined by the Company from time to time.

"**VAS Products and Services**" refers to value-added products and services sold by the Company as part of the subscription plan from time to time.