

Welcome to **PriorityPlus**[™]

We are pleased to bring you a host of priority services and personal privileges, which are designed for and extended exclusively to you.

Exclusive Priority Status – That Support Your Lifestyle



- **Priority Access When Calling Us**

Whenever you call our 24-hour service hotline on 2880 2688, you will be connected with the next available Customer Care Officer.

- **Priority Service In-store**

You will receive preferential care by providing your mobile phone numbers when visiting one of our stores.



- **Premiere and Pre-order**

You'll be invited to premiers of hot new smartphones and experience hands-on trials and place the pre-order, so stay one step ahead of everyone else



- **One-to-One Consultations on Our Services**

To help you make the most of your phones or our mobile services, an expert-led private consultation can be arranged at our stores or customer centres. You can pre-book the session with your preferred time and venue.

Personal Privileges – That Show Just How Much We Care



- **Birthday Celebration**

On your special day, we'll deliver our heart-warming greeting and present you with a thoughtfully selected birthday gift

- **Member-Only Events**

We bring you special events and activities that cater to different lifestyles and interests. They are held in small classes so you can receive the attention you deserve.

PriorityPlus program ("PriorityPlus") is subject to the following terms and conditions of SmarTone Mobile Communications Limited ("The Company").

1. Participation to PriorityPlus is by invitation only.
2. Privileges of PriorityPlus are valid for 12 months.
3. PriorityPlus Members shall not assign, transfer, convey, license or otherwise dispose of any of the rights and obligations under PriorityPlus without the prior consent of The Company.
4. The registered customer of the mobile telephone number has the right to terminate the entitlement of the User's mobile telephone number to PriorityPlus.
5. The privileges for PriorityPlus are not transferable.
6. In the event that the PriorityPlus member cancels or changes his / its mobile telephone number, the privileges of PriorityPlus will immediately become invalid.
7. All service waivers, rewards and cash vouchers are not exchangeable for other rewards or refundable, replaceable, or transferable for cash under any circumstances.
8. To collect a gift, a PriorityPlus member is required to present the original redemption letter and proof of identity at the redemption location specified in the gift redemption letter.
9. The Company is not responsible for lost or stolen rewards, reward vouchers, certificates, or tickets.
10. The use of the offers and/or cash vouchers will be subject to the terms and conditions of the merchants involved during the promotion.
11. All offers under PriorityPlus cannot be used in conjunction with any other offers.
12. The Company accepts no liability for the quality of goods and services provided by the relevant service or goods suppliers.
13. The Company reserves the right to cancel, change or substitute the rewards, service waivers and cash vouchers or the conditions of such rewards, service waivers and cash vouchers at any time without notice.
14. The Company may terminate PriorityPlus or change the terms and conditions of PriorityPlus at any time without prior notice.
15. In case of any dispute, the decision of SmarTone Mobile Communications Limited shall be final and conclusive.