

Terms and Conditions regarding the Octopus Function on the Octopus Mobile SIM

1. *Octopus Mobile SIM* is a mobile phone SIM card incorporated with Octopus function. The *Octopus Mobile SIM* consists of both Octopus function and mobile telecommunication function for use on NFC (Near Field Communication) enabled mobile phones as tested by Octopus Cards Limited. The list of tested mobile phones is available on Octopus Cards Limited's website: www.octopus.com.hk.
2. *Octopus Mobile SIM* is issued subject to the "Conditions of Issue of Octopus" published by Octopus Cards Limited, as may be amended from time to time. The "Conditions of Issue of Octopus" is downloadable from Octopus Cards Limited's website at www.octopus.com.hk, dispatched or displayed at designated transport stations. Use of the Octopus function on the *Octopus Mobile SIM* is subject to the "Conditions of Issue of Octopus". Use of the mobile telecommunication function and functions other than Octopus function(s) is subject to the relevant regulations as advised by the mobile network operator.
3. *Octopus Mobile SIM* functions as a normal adult Octopus.
4. *Octopus Mobile SIM* has no initial stored value. Please add value before use. You may add value to your *Octopus Mobile SIM* at all Octopus Authorised Add Value Service Providers with cash up to a maximum of HK\$1,000.
5. *Octopus Mobile SIM* has no deposit and is non-returnable.
6. If the value on your *Octopus Mobile SIM* is zero or negative, Octopus payment function on this *Octopus Mobile SIM* cannot be used until it is reloaded.
7. Any requests to refund a malfunctioned *Octopus Mobile SIM* or cancel an *Octopus Mobile SIM* with a remaining value of HK\$500 or above stored on it should be made through our website at www.octopus.com.hk. In all other cases, you may approach our Authorised Service Centres to submit your refund or cancellation request.
8. All applicable Octopus function(s) on this *Octopus Mobile SIM* will be permanently disabled once it is cancelled.
9. If your *Octopus Mobile SIM* is linked to Octopus Automatic Add Value Service, you will automatically be provided with Lost Octopus Service. To report loss, please call our Lost Octopus Reporting Hotline on 2266 2266.
10. In the event of loss or malfunction of any function in the *Octopus Mobile SIM*, you are required to obtain a new *Octopus Mobile SIM* from the designated mobile network operator. (A new *Octopus Mobile SIM* may be subject to surcharge or other fees charged by and payable to the mobile network operator.)

Octopus Automatic Add Value Service and Octopus Rewards Programme

1. You may use this *Octopus Mobile SIM* to apply for the Octopus Automatic Add Value Service to enjoy greater convenience on stored value top up. For details, please visit www.octopus.com.hk/aaav or call application hotline: 2266 2338.
2. You may use this *Octopus Mobile SIM* to register for the Octopus Rewards Programme to enjoy more benefits from Octopus Rewards merchants. For details, please visit www.octopusrewards.com.hk.

Dos and Don'ts for using Octopus Function on Octopus Mobile SIM

1. To support the use of Octopus function on Octopus Mobile SIM, you should:

- ✓ Insert the *Octopus Mobile SIM* into your Octopus tested and NFC-enabled mobile phone.
- ✓ Turn on the NFC function on your mobile phone so that the Octopus function on the *Octopus Mobile SIM* can be performed.
- ✓ Download the "Octopus" App from Google Play to your mobile phone immediately.
- ✓ Ensure sufficient battery power of your mobile phone throughout the use of the Octopus function, in particular, entrance and exit points on payment gate for the whole journey on public transportation and fare ticket inspection.
- ✓ Record your Octopus number (relating to use of Octopus function) and ICCID (Integrated Circuit Card Identifier) (relating to use of mobile telecommunication function) of the *Octopus Mobile SIM* to facilitate service enquiries regarding Octopus functions and/or mobile telecommunication functions and keep them confidential.



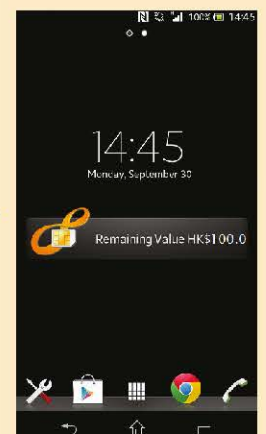
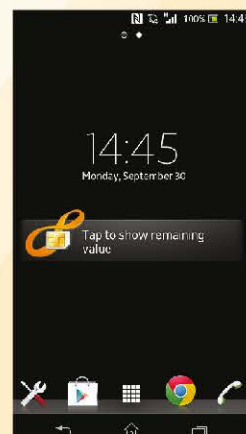
ICCID Octopus Number

2. To use the Octopus function on your Octopus Mobile SIM, you should:

- ✓ Place your mobile phone steadily over an Octopus reader, hold and wait until you hear a "Dood" sound and there is an indication that the transaction is completed and the remaining value is shown on the screen before removing your mobile phone.
- ✓ Present your mobile phone over the Octopus reader again if the transaction is incomplete because you may have removed your mobile phone too quickly from the reader.
- ✗ Not place the *Octopus Mobile SIM* near any metallic material (e.g. metal mobile phone case) as it may affect the performance of the Octopus function.
- ✗ Not hold the mobile phone with your *Octopus Mobile SIM* together with another Octopus or contactless smart card, over an Octopus reader at one time as such may affect the performance of the Octopus function.

3. To check the Octopus remaining value and transaction record(s) on your Octopus Mobile SIM, you can:

- ✓ Use the "Octopus" App installed on your mobile phone.
- ✓ Check the remaining value by just clicking on the "Octopus" App widget on your home screen. For details, please refer to *Octopus Mobile SIM* web page.
- ✓ It is recommended that you use the login function on your mobile phone (for example setting password) to avoid unauthorized browsing of the Octopus remaining value and latest transaction record(s).



4. When using the Octopus function on public transport with *Octopus Mobile SIM*, you should:

- ✓ Ensure sufficient battery power of your mobile phone throughout, in particular, entrance and exit points on payment gate for the whole journey and fare ticket inspection. Failure to produce a valid ticket may lead to prosecution or surcharge imposed by related transport operator.
- ✓ If you find your mobile phone with sufficient battery power and its NFC function has been turned on, but you still cannot use the Octopus function to get through the exit points on the payment gate, please contact the Customer Service Centre of related transport operator for assistance. If the problem relates to the Octopus function, please contact Octopus Cards Limited. If the problem relates to the mobile telecommunication function, please contact your mobile network operator for assistance.
- ✗ **Not replace the *Octopus Mobile SIM* with other mobile SIM before exiting the payment gate (or paid area) (especially on cross border transportations) to ensure smooth and proper deduction of fares at the exit points.**

5. To cancel the Octopus function and apply for refund of the remaining value stored on your *Octopus Mobile SIM*;

In case the *Octopus Mobile SIM* is functioning properly and the remaining value is less than HK\$500, you can:

- ✓ Receive an on-the-spot refund at any MTR Customer Service Centre. Please ensure your *Octopus Mobile SIM* is properly inserted into your Octopus tested and NFC-enabled mobile phone and with sufficient battery power when you place it over the Octopus reader at the MTR Customer Service Centre.

In case the *Octopus Mobile SIM* is malfunctioned or its remaining value is HK\$500 or above, you can:

- ✓ Visit www.octopus.com.hk/sim-refund-en to submit the refund request.
- ✓ To complete the online refund request form, please make sure you have the following information:
 - Octopus number of your *Octopus Mobile SIM*; and
 - ICCID (SIM card number) of your *Octopus Mobile SIM* (If you cannot find your ICCID, please contact your mobile network operator for assistance).

IMPORTANT: Once you submit refund request of your *Octopus Mobile SIM*, all applicable Octopus function(s) of your *Octopus Mobile SIM* will be permanently disabled but the mobile telecommunication function and functions other than Octopus function(s) will remain unaffected. If your *Octopus Mobile SIM* is registered under the Octopus Rewards Programme, you are reminded to use up all the Reward\$ before submitting the refund request. Once refund request is made, the Reward\$ on your *Octopus Mobile SIM* will be forfeited. You are not required to return the *Octopus Mobile SIM* to Octopus Cards Limited. You are reminded to keep your *Octopus Mobile SIM* safe and intact before you receive the refund. To facilitate an accurate calculation of the refund amount, you should not use the Octopus function(s) on your *Octopus Mobile SIM*, e.g. add value and payment, once you have submitted the refund request. The final refund amount will be confirmed at the time when Octopus Cards Limited processes your request. Once you receive the refund, you are advised to cut the *Octopus Mobile SIM* into halves and dispose of it properly.

6. Lost *Octopus Mobile SIM* Reporting Service

- ✓ Octopus function on *Octopus Mobile SIM* – If your *Octopus Mobile SIM* is linked to Octopus Automatic Add Value Service, you will automatically be provided with Lost Octopus Reporting service. To report loss, please call Lost Octopus Reporting Hotline on 2266 2266.
- ✓ Mobile telecommunication function and functions other than Octopus function on *Octopus Mobile SIM* – Please contact your mobile network operator separately to suspend the mobile telecommunication function and functions other than Octopus function(s) on the *Octopus Mobile SIM*.

7. Upon termination of mobile telecommunication service, you should:

- ✓ Cancel the Octopus function and apply for refund of the remaining value of the Octopus function on the *Octopus Mobile SIM*. Please refer to point 5 above for details of the procedures.
- ✗ **NOT give your *Octopus Mobile SIM* to any third party under any circumstances.**

Useful contact at a glance

1. Information on *Octopus Mobile SIM*
www.octopus.com.hk/sim-en
2. Refund Request Form - Online Application for Cancellation of *Octopus Mobile SIM*
<http://www.octopus.com.hk/sim-refund-en>
3. Apply for Octopus Automatic Add Value Service
<http://www.octopus.com.hk/aavs>
Hotline: 2266 2338
4. Register for Octopus Rewards Programme
<http://www.octopusrewards.com.hk>
5. Lost Octopus Reporting Hotline
24-hour Hotline: 2266 2266

