Fortress haha SIM – Terms and Conditions of Real-name Registration for Prepaid SIM Cards

1. These terms and conditions apply to Fortress haha SIM (whereby Hutchison Telephone Company Limited is the underlying supplier of the mobile services). All prepaid SIM cards are also subject to the Terms and Conditions for Fortress haha SIM.

2. The Telecommunications (Registration of SIM Cards) Regulation (the "Regulation") has taken effect on 1 September 2021. The Regulation requires telecommunications service providers to implement a real-name registration system.

3. The Regulation will be implemented in phases as follows:

   - From 1 March 2022, all new prepaid SIM cards and service plans must complete real-name registration before activation. Existing prepaid SIM card users are required to complete the registration on or before 23 February 2023. Otherwise, the SIM cards cannot be used for accessing mobile services (including data, voice and SMS) in Hong Kong.
   - From 24 February 2023 (the "Effective Date"), all unregistered prepaid SIM cards can no longer be used for accessing mobile services in Hong Kong.

4. Fortress has provided the registration webpages and in-app registration functions to facilitate the real-name registration process. Customers must provide the required information in accordance with the Regulation, which shall include: for individual user, the full name, date of birth, identification document and its number; for corporate user, the information of a business/ branch registration certificate and personal information of the responsible person of the corporate.

5. If customers fail to provide the required information to complete the real-name registration by the Effective Date, Fortress reserves the rights to suspend and terminate the local services of the prepaid SIM cards without prior notice.

6. According to the Regulation,

   i) if you are a holder of Hong Kong Identity Card, you must register the SIM cards with the original copy of the Hong Kong Identity Card. Customers who do not hold a Hong Kong Identity Card may register with the original copy of a valid travel document, which does not include a British National (Overseas) (BN(O)) passport.
   ii) quota applies for subscribing to prepaid SIM services: up to 10 cards for an individual user; and up to 25 cards for a corporate user.

7. Customers will receive a SMS confirmation upon successful registration of the prepaid SIM services. To enhance service quality, Fortress may perform manual checking on successful registered records. You may need to register again within 7 days if the information is found to be wrong or uncertain.

8. We collect the personal data and the required information in accordance with the Privacy Policy and the Regulation.

9. If there is inconsistency between the English and Chinese version of this Terms and Conditions, the English version shall prevail.

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