



Frequently Asked Questions (FAQs)

1. What is Roaming Data Prepaid eSIM?

3HK newly launch the Roaming Data Prepaid eSIM (eSIM) which is a digital SIM that allows you to enjoy roaming data. Simply scan the QR code printed in our confirmation email and the purchased eSIM will then be inserted to your device over the air. The roaming data package covers hot destinations including Europe, Asia, USA, Canada and the Greater China. For details, please visit <http://www.three.com.hk/prepaid> & www.three.com.hk/prepaidtnc

2. What services are provided by Roaming Data Prepaid eSIM?

The Service covers in the Roaming Data Prepaid eSIM (\$138) are as the followings:

Customer can enjoy 10-Day roaming day pass in designated destinations within 90 days after eSIM activation.

The designated destinations include China, Macau, Taiwan, Japan, South Korea, Singapore, Malaysia, Thailand, Philippines, Vietnam, Australia, USA, Canada, United Kingdom, Italy, Sweden, Ireland, Denmark, Austria, France.

User Tips

- Please ensure the "Data Roaming" of "Mobile Data" in your mobile device is "ON"
- 10-Day pass can be consumed continuously or on a daily basis separately. Customer can enjoy the Roaming Data Day Pass in various destinations while travel on the same day.
- Roaming Data Day Pass will be terminated on the respective end day of Hong Kong time 23:59 automatically and there is no pro-rata calculation even the Pass is effective in the middle of the day.
- Please default eSIM as "Primary" in Data Plans
- Suggest to remove your current primary SIM to avoid extra roaming charges.

3. How to subscribe Roaming Data Prepaid eSIM?

Customer can buy the Roaming Data Prepaid eSIM from online.

A QR code & respective activation procedure will be sent to customer via email upon purchase completion. Below is the activation procedure (take iPhone Xs as an example) for easy ref:

Recommend to activate the eSIM in HK and please ensure the mobile data is active in your device when you are activating the eSIM.



Hutchison Telecom
Hong Kong Holdings



A member of CK Hutchison Holdings
長江和記實業成員

- Go to Settings >Mobile Data
- Tap Add Data Plan.
- Use your iPhone to scan the QR code.
- During the activation process, a Pop up Message "Uncertified Data Plan/Uncertified Cellular Plan" will be there until a new IOS is released by Apple later this year. Customer just simply press "OK" to continue the eSIM installation process accordingly.

4. How long does it take to receive Roaming Data Prepaid eSIM after new registration?

After successful payment made, customer will receive the confirmation email (with QR & eSIM activation procedure) within 5 minutes.

5. Can I subscribe Roaming Data Prepaid eSIM via retail stores?

The Roaming Data Prepaid eSIM will only be available at 3Mall of our website.

6. When is the validity of the Roaming Data Prepaid Roaming Data Prepaid eSIM?

The Roaming Data Prepaid eSIM will be valid for 90 days upon activation completed.

7. What should I do if I cannot receive my Roaming Data Prepaid eSIM?

Please contact customer service hotline at 1033 or 3iChat ambassador <https://3ichat.three.com.hk> for assistance.

8. When will the counter be started for deducting the Roaming Data Daily Pass in my Roaming Data Prepaid eSIM?

The 10-day Roaming Data Day Pass will be effective upon card activation. While the counter will be started to deduct when you arrived the designated destination with data usage consumed. 10-Day pass can be consumed continuously or on a daily basis separately. Customer can enjoy the Roaming Data Day Pass in various destinations while travel on the same day.

Roaming Data Day Pass will be terminated on the respective end day of Hong Kong time 23:59 automatically and there is no pro-rata calculation even the Pass is effective in the middle of the day. If roaming data is not required, customer can simply turn off "Data Roaming" before Hong Kong time 23:59.

9. How long will the QR code of respective Roaming Data Prepaid eSIM be expired for scanning?

Since the expiry date of this Roaming Data Prepaid eSIM will be on 31 Dec 2019, hence, customer can scan QR code (ie activate the eSIM) on or before the aforesaid date.

10. Why can't my Roaming Data Prepaid eSIM access the internet?

Please ensure your data service of your device is enabled and the APN is set with "mobile.lte.three.com.hk".

If you are still unable to access the mobile data service with above setting, please try to reboot your



device by turning Off & On of it.

11. What payment methods are provided?

We accept 5 kinds of online payment method, including Visa, Mastercard, Alipay, UnionPay and AE.

12. Does Roaming Data Prepaid eSIM Roaming Data supports tethering?

Tethering availability depends on network operators in the destinations. eSIM does not restrict the use of tethering.

13. What device and operation system supports Roaming Data Prepaid eSIM?

The Roaming Data Prepaid eSIM is now available on iPhone Xs with iOS 12.1 or later operating system.

14. What should I do if my roaming data day pass is not used up and close to due date?

If the purchased Roaming data day pass is about expired or still not yet used up, you may consider to purchase another roaming data day pass via 3Care(<http://www.three.com.hk/3Care/eng>), while the validity of the eSIM as well as the previous roaming data day pass will then be extended for 90 days.

15. What should I do if I cannot scan the QR code?

Please ensure the mobile data access of your device is enabled before your start scanning the QR code.

16. What should I do if I receive the Pop Up Message for "Uncertified Data Plan/Uncertified Cellular Plan" after complete "Add Data Plan"?

It is a normal behavior that a Pop up Message "Uncertified Data Plan/Uncertified Cellular Plan" will be there before a new IOS is released by Apple later this year. Customer just simply press "OK" to continue the eSIM installation process accordingly.

17. Can I port in my current mobile number of Roaming Data Prepaid eSIM?

We do not support this service at this moment.

18. If I do not use iPhone Xs anymore, can I get the physical SIM in 3Shop?

We do not support SIM replacement at this moment.

