Frequently Asked Questions (FAQs)

SoSIM Service Content

1. The validity period of prepaid SIM?
   Prepaid SIM card is valid for 120 days after activation.
   If prepaid SIM card has not been activated after purchase, please refer to the instructions on the package regarding the last activation date of the stored-value card.

2. What is the defaulted service package of SoSIM?
   Defaulted package includes: (i) $33 Infinity data usage 50GB local data (valid for 30 days), and activation bonus (valid for 120 days) (ii) 50GB social media data; night fever data package (23:00-07:00) and 10,000 local call minutes. The Local Data Package for 30 days or more will be renewed automatically if there is sufficient credit before package expired. Confirmation SMS will be received after subscribe data package successfully.

3. What is 50GB social media data package?
   Social Media Data is only available to the use of mobile apps (Facebook, Instagram, WhatsApp, LINE & WeChat). Terms and conditions are applicable, please visit website for detail
   https://web.three.com.hk/prepaid/sosim/index-en.html

4. Activation bonus (valid for 120 days) (ii) 50GB social media data; night fever data package (23:00-07:00) and 10,000 local call minutes, is it the first time use only? Can I subscribe again?
   You may subscribe the package again（$48 / 180-day / 50GB social media data; night fever data package (23:00-07:00) and 10,000 local call minutes）

5. May I subscribe data package again after package expires?
   Prepaid SIM can be topped up. The Local Data Package for 30 days or more will be renewed automatically if there is sufficient credit before package expired.

6. Activation bonus still be used? When the defaulted data package of $33 Infinity data usage, 50GB local data (valid for 30 days) used up and not been topped up.
   Yes, the activation bonus is valid for 120 days.

7. Remaining local data usage be carried forward to the next month？
   No, the remaining local data usage will be cancelled after the expiry date.

8. What is the limitation of "Night Fever"?
   . "Night Fever" Data Usage and charges is applicable to local data service only. Maximum data access speed (Upload & Download) is 7.2Mbps.

9. Why are there two different packages for SoSIM? What is the difference between yellow packaging and blue packaging?
   The yellow packaging is for Indonesian, applicable to purchase for Indonesians; the blue packaging is for Chinese and English, applicable to purchase for locals and foreigners. For Indonesia version need press USSD code ##107*5# to change language to Indonesian.

10. What is data speed of local data package?
The data speed of local data package is 42Mbps. Once the aggregate local data usage of a customer in the relevant period beginning from the data usage reaches the relevant Infinity Data usage applicable to the customer, 3 Hong Kong shall have the right to reduce and restrict the data access speed (upload and download) to not less than 128 Kbps.

11. MNP application available for SoSIM?
Not currently available, MNP application will be announced later.

12. How to report loss and SIM card replacement?
Please contact 3 customer hotline 1033 for assist.

13. Why there is no data service or data speed restricted after recharge?
After successful recharge, there is still no data service or data speed is restricted, you need to complete the following to use the data service:

(I) after the default data package expired, please subscribe data package with using USSD code, eg. *127*731# for 30-day / $33 / 60GB.
or
(II) after the default data package FUP 50GB (42Mbps) used up, data service is restricted the data access speed (upload and download) to not less than 128kbps, and data package not expired yet, please unsubscribe data package with using USSD code, eg. #127*729#, then press USSD code *127*731# to subscribe 30-day / $33 / 60GB.

SoSIM Features and Settings

1. How to activate SoSIM?
Simply plug and play! No subscription, no contract and mobile data settings are required. If you are unable to access to data, please try to reboot your handset / turn on "Mobile Data" / turn on "Data Roaming" for Roaming Data Package / ensure the APN and network setting is correct / "Fight mode" OFF. APN setting: mobile.lte.three.com.hk. Please contact our service hotline 1033, if you need further assist.

2. How to setup data service with mobile phone?
APN Setting:

IOS: Go to "Setting" > "Mobile Networks" > "Mobile Data Options" > "Mobile Data Network" > Input "mobile.lte.three.com.hk" in [APN] column of Mobile Data

Android: Go to "Setting" > "Mobile Networks" > Press [APN] > Press Input "mobile.lte.three.com.hk" in column

3. Can SoSIM support Wi-Fi share?
Yes, SoSIM support Wi-Fi share.

4. Can SoSIM support iPad?
Yes, SoSIM support the cellular version of iPad
APN Setting:
IOS: Go to "Setting" > "Mobile Networks" > "Mobile Data Options" > "Mobile Data Network" > Input "mobile.lte.three.com.hk" in [APN] column of Mobile Data

5. How to check the remaining usage of SoSIM?
Account enquiry: [##107#] (check Stored Value, Mobile number, Expiry Date and Remaining data usage, unlimited data usage are not included)

SoSIM ePIN

1. Where can I purchase ePIN for SoSIM?
   ePIN is available at all PARKNSHOP, TASTE, FUSION and INTERNATIONAL.

2. How to recharge SoSIM prepaid SIM card?
   Press # # 1 0 5 ∗ (password printed on the ePIN) #Call or call 1753 175 and follow the instructions to enter (password printed on the ePIN).

3. What is the face-value of ePIN ?
   The face-value of ePIN are: $20, $33, $50, $100 and $200.

4. Can SoSIM use 3HK's recharge voucher / ePIN from other channels, except PARKNSHOP?
   SoSIM is applicable only purchase of ePIN from PARKNSHOP.

5. Can SoSIM ePIN be topped up for other 3HK prepaid SIM?
   ePIN is applicable to SoSIM prepaid SIM only, not applicable to other prepaid SIM.

SoSIM Value-added Service

1. Does SoSIM have call forwarding function?
   Yes, no subscription is required, calls forwarding will be charged at airtime rate.

2. Does SoSIM have caller number display function?
   Yes, no subscription is required.

3. Can I still use the VoLTE voice call package when there is no data package?
   Yes, it allowed to subscribe as single package.

4. Can I subscribe unlimited ZOOM meeting data service package without local data package?
   No, unlimited ZOOM meeting data service package is applicable to 30-day and 90-day local data package subscription