Terms & Conditions

1. Please use mobile handsets that are compatible with the roaming networks' systems in order to use the roaming service.
2. Roaming Voice Call:
   The above rates are stated in H.K. dollars. Roaming voice call charges are calculated in 1-minute interval and rounded up to the nearest 1-minute.
3. **Home Direct Line:**
   a. Customers are reminded to cancel "Unconditional Call Forward" before using Home Direct Line.
   b. Charge commences when you answered the call sent by system, whether your called number has not answered or the line is busy.
   c. Home Direct Line availability is subject to roaming partner's network compatibility which may varies from time to time.
   d. Customers may also make calls to other non-HK destinations by using Home Direct Line. Dialling method is **132*001[Country Code] [Area Code] [Tel No.]#
      IDD code "001" can be replaced by "1968". Call charges are Home Direct Line charge for calling from your roaming destination to Hong Kong, plus IDD (001 or 1968) charge for calling from Hong Kong to the called country.
4. **Data Roaming Service:**
   a. The minimum data usage will be counted per logon period of individual operator.
   b. The thereafter data usage will be rounded up to the nearest 1 usage unit.
   c. Data roaming service charge will be applied to 'Daily Express Service' when roaming in overseas.
   d. When using data roaming service, customers are required to pay data roaming usage charge and other relevant charges to the service. Data roaming service is charged separately from local data service plan.
   e. 3G customers can enjoy 3Services while roaming on networks which support 3G data roaming service.
5. Mobile Fax Service is charged at the same rate as roaming outgoing voice calls.
6. A surcharge will apply, on top of roaming SMS charge, for sending roaming SMS to 3HK and non-3HK customer numbers or overseas numbers.
7. Customers who have subscribed to caller number display feature and roaming service are able to use caller number display free of charge while roaming. Customers will be able to read phone number from incoming calls on their handset screen.
8. International toll free hotline is only applicable to the above networks. Roaming local airtime charge will be incurred if calls are originated from mobile phone. For dialling toll free hotline via fixed line telephone,

please click here for details.

9. Roaming Service can only be accessed via selected handset models. For details please call 3Customer Services Hotline 1033 (3 customers).
10. The tariffs stated above are in Hong Kong dollars and for reference only. They are subjected to change without prior notice in accordance with the tariff & the charging duration unit of respective network operator as well as the exchange rate fluctuations.
11. The availability of roaming service is subject to restrictions such as the coverage, and the specifications and compatibility, of the network of the roaming partners which may subject to change from time to time without prior notice.

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