

General

- 1) What is 'Black List'?
A: You can define up to 100 Black List numbers, these numbers will be blocked under any occasion.
- 2) What is 'Authorized List'?
A: You can define up to 20 Authorized List numbers, these numbers can be connected when the caller numbers are hidden. The call will be blocked if the number has been added in both 'Black List' and 'Authorized List'.
- 3) Is blocking feature applicable to video calls?
A: No, the service is not applicable to video calls.
- 4) Will it block IDD calls?
A: Yes, you can turn on 'Block Unknown Calls' to block IDD calls without caller numbers.
- 5) Will it block 'fixed line numbers'?
A: Yes, you can turn on 'Block Unknown Calls' to block fixed line calls without caller numbers.

Subscription

- 1) How to subscribe 'Call Block'?
A: You can subscribe to Call Block on "My Account" > "Apply for ValueAdded Service", Customer Service Hotline (1033) or 3Shop.
- 2) How to unsubscribe the service?
A: Customer can unsubscribe the service by calling to 3Hotline.

Service Features

- 1) Upon activation of 'Call Block', how do I know if any unknown calls attempt to reach me?
A: You can check the block record in the past 14 days in 'Call Block Summary'; the record will show you the no. of blocked unknown calls during the period.
- 2) If Caller A's number has been added in both 'Black List' and 'Authorized List', will his call be connected?
A: No, the system will define the number as black list number.
- 3) What will the blacklisted caller hear when his call is blocked?
A: If the blocking reason is unknown calls, the caller will hear, 'Sorry! The number you are calling does not accept anonymous calls, please skip 133 or dial 1357 before to display your contact number.'; if the call blocked due to 'Black List', the caller will hear, 'the called party cannot be reached at the moment, please call later.'

Roaming

- 1) Is the service available during roaming?
A: Yes. But roaming data charge is incurred if you access "My Account" in overseas.
- 2) During roaming, will roaming charge introduced for blocked calls?
A: No.
- 3) Does it affect 'Home Direct' feature?
A: No. You can still use 'Home Direct' service to call Hong Kong numbers.
- 4) Does it affect 'Home Ring Back Tone' feature?
A: No. When you are using 'Home Ring Back Tone' service, if the caller's phone call to you is not blocked, he can still hear the normal Hong Kong ring tone.