

中港「一卡兩號」服務

1. 何謂中港「一卡兩號」服務？

A 客戶只須一張 SIM 卡即可同時使用 3 香港及中國聯通兩個手機號碼，隨時收發中港兩地電話及短訊，更可使用數據上網，方便經常往來中港的客戶緊貼兩地資訊。

2. 如何申請中港「一卡兩號」服務？申請後，多久才可使用？

A 申請手續非常簡單，現有 3 香港客戶、帶號碼轉台至 3 香港之新客戶，或新上台客戶均可使用此服務計劃。客戶只需前往 3 香港門市辦理登記手續及完成實名登記，並更換一張支援一卡兩號服務之 SIM 卡即可。3 香港之現有客戶或新客戶於服務申請及完成實名登記後 2-4 小時即可使用香港主號及中國副號，而攜號轉台至 3 香港之新客戶之主號及副號生效日期則視乎攜號碼轉台至 3 香港的生效日期而定。

3. 我申請中港「一卡兩號」服務時，可有中國電話號碼以供選擇？

A 客戶可於指定號碼範圍內選擇中國電話號碼。

4. 中港「一卡兩號」之服務月費是多少？

A 中港「一卡兩號」之增值服務月費只需\$28。另按個別服務用量及情況計算收費，詳情請參閱「一卡兩號」服務之條款及細則¹。

5. 我可否繼續沿用現有月費計劃及增值服務，又同時使用中港「一卡兩號」服務？

A 可以，中港「一卡兩號」服務對客戶現時已選用之基本月費計劃，及其他增值服務均沒有影響，簡單來說，中港「一卡兩號」服務只屬一般增值服務，將不會影響其他現有服務。

6. 啟用中港「一卡兩號」服務後，是否無論我身處香港還是國內，朋友均可致電香港電話號碼和中國電話號碼給我？

A 是的！不論你身處香港、國內或其他地區，你都可同時接收致電香港或中國號碼的來電，保持通訊無間，十分方便。

7. 除月費外，中港「一卡兩號」話音服務收費如何？

A 請參閱以下表內之話音服務收費

話音服務		於香港	於內地	其他國家/地區
		於香港	\$0.5	其他國家/地區
接聽來電 (每分鐘)	致電客戶香港號碼	本地通話分鐘		標準漫遊收費 ²
	致電客戶國內號碼	本地通話分鐘 + \$0.98		標準漫遊收費 ² + \$0.98
打出電話 (每分鐘)	至香港	本地通話分鐘		標準漫遊收費 ²
	至國內	本地通話分鐘 + 一般 IDD 收費 ³		

8. 數據服務的收費如何？

A. 按客戶已申請之漫遊服務收費，如客戶沒有申請任何數據服務，全中國 (中國聯通網絡) 劃一只收\$5/MB。請注意數據服務以\$0.05/10KB 為一收費單位計算; 並會按貨幣匯率升降而改變。

9. 短訊服務的收費如何？

A. 於內地發送短訊至香港或全中國每條\$0.98。另外，就每條發送至 3 香港客戶之短訊，須於月費計劃內的網內短訊扣除或(如適用的話)有關客戶將須額外繳付網內短訊費用⁵；就發送至非 3 香港號碼之短訊，則有關客戶須額外繳付網外⁵或國際短訊費用⁵。

10. 若我身處國內，能否選用其它網絡商(當普通漫遊服務)? 若可以，當選用其它網絡後，致電其中國副號碼，能否接通?

A 可以，客戶於內地可以使用其他網絡商，惟有關之漫遊服務將按標準漫遊收費²計算。若接聽致電其中國副號碼的來電則需要額外繳付每分鐘\$0.98 通話費。

11. 若我漫遊到中國以外其他地區，接聽打去中國副號的通話收費如何?

A 按標準漫遊接聽來電的通話收費²計算，另需要額外繳付每分鐘\$0.98 通話費。

12. 我於國內打出 IDD 方法如何，怎樣收費？有否優惠？

A 客戶於國內可以以「+」配合國家區號打出 IDD。而費用³則視乎致電國家而定。

13. 身處不同地區打出電話（話音及視像）時，顯示於對方手機的來電顯示情況如何？

A. 於內地打出電話時均會於對方手機顯示中國副號*外，其他情況，均會顯示香港主號*。詳情請參閱附表。

*對方手機來電顯示情況須視乎³香港於當地之漫遊夥伴實際上所能提供之支援服務及覆蓋情況而定。

打出電話（話音及視像）		
客戶所在地	致電至	對方手機顯示之來電顯示*
內地	香港號碼	中國副號碼
	國內號碼	
	其他國家/地區號碼	
其他國家/地區（包括香港）	香港號碼	香港主號碼
	國內號碼	
	其他國家/地區號碼	

14. 中港「一卡兩號」是否支援收發短訊或多媒體訊息？方法是怎樣？

A **短訊**：客戶毋須額外設定，便可發送及接收發送至香港或國內號碼之短訊。但請注意，如身處國內接駁非中國聯通網絡，將不能接收發送至中國副號碼之短訊。

多媒體訊息：客戶於香港或國內，其香港主號均可接收/發放多媒體訊息。而中國副號則尚未支援接收/發送多媒體訊息之服務。

此外，無論發送短訊/多媒體訊息至香港、國內或其他國家/地區，客戶均需於電話號碼前加上「+國家編號」才可發送。例如：「+8618612345678」，「+86」為中國國家編號。

15. 中港「一卡兩號」是否支援「SMS 隨你飛」服務？

A 閣下中港「一卡兩號」的香港號碼可轉駁所有短訊至指定既手機號碼，而「SMS 隨你飛」服務則暫不支援中國副號。

16. 發送短訊及多媒體訊息時，對方分別會看見甚麼來電顯示？

A 如客戶發送多媒體訊息，均會於對方之手機顯示客戶之香港主號*。就客戶發送短訊而言，於對方之手機上之來電顯示將視乎客戶之所在地及發送短訊的目的地而不同，如果客戶於香港或內地以外之國家/地區，將會以香港主號*身份發出。如客戶於內地發送短訊，則分別有以下兩種情況：(一)發送至國內任何號碼，將會以中國副號*身份發出。(二)發送至香港或其他國家/地區號碼，將會以香港主號*身份發出。詳情請參閱附表。

*對方手機來電顯示情況須視乎 3 香港於當地之漫遊夥伴實際上所能提供之支援服務及覆蓋情況而定。

發出短訊 / 多媒體訊息(SMS/ MMS)		
客戶所在地	發出短訊至	對方手機顯示之來電顯示*
內地	香港號碼	香港主號碼
	國內號碼	短訊: 中國副號碼 多媒體訊息: 香港主號碼
	其他國家/地區號碼	香港主號碼
其他國家/地區 (包括香港)	香港號碼	香港主號碼
	國內號碼	
	其他國家/地區號碼	

17. 我可否將中港「一卡兩號」的中國電話號碼轉至其他公司？

A 暫時並不支援此服務。

18. 我怎樣可以暫停中港「一卡兩號」服務？

A 你可以攜同此一卡兩號 SIM 卡到門市辦理有關服務。

China·HK 1-Card-2-Number

1. What is China HK 1-Card-2-Number?

- A From now on, you can enjoy the convenience of keeping just one SIM card with both 3HK and China Unicom numbers embedded for managing all voice calls and SMS in one go and for online access. It is a good choice for cross-border travelers to keep pace with the rapid growth of information.

2. How to apply China HK 1-Card-2-Number? How long does it take to be effective after application?

- A The application process is very simple. Current and new 3HK subscribers (including MNP (Mobile Number Portability) to 3HK) are welcomed to apply for this VAS (value-added service). Each subscriber is required to apply, complete real-name registration and exchange a SIM that supports the “1-Card-2-Number” service at 3Shops. For the current and new customers (other than the MNP Customers), the Hong Kong primary and China secondary numbers would take 2-4 hours to be effective after registration and complete real-name registration. For the MNP Customers, this “1-Card-2-Number” service will become effective depending on the effective date of the relevant porting number.

3. When I apply China HK 1-Card-2-Number, is there any China number that I can choose from?

- A Customers can select a China number within a range of mobile numbers.

4. What is the monthly subscription fee for China H K 1-Card-2-Number?

- A The monthly subscription fee for China HK 1-Card-2-Number service is only \$28. In addition, services used will also be charged based on the usage and service condition. Customers may refer to the terms and conditions for the “1-Card-2-Number” service for details .

5. Could I use my current basic monthly plan or value-added service and apply China HK 1-Card-2Number at the same time?

- A Yes. Basically, China HK 1-Card-2-Number service is just another value-added service, which would not affect your current basic monthly plan and any other value-added services.

6. After activating China HK 1-Card-2-Number service, could my friends reach me by calling the HK or China mobile number whether I am in HK or China?

- A Yes! Regardless of where you are, you can receive incoming calls to your Hong Kong and China mobile numbers; moreover, you can enjoy the special rates for receiving roaming calls in Mainland China when connecting to China Unicom’s network.

7. Other than the basic monthly fee, what is the voice call charge for China HK 1-Card-2Number service?

A Please refer to the table below for the voice call charges:

Voice Call Service		Customer's Location		
		Hong Kong	Mainland China	Other Countries/ Areas
Incoming Call (per min)	To Customer's Hong Kong Mobile Number	Local Airtime	\$0.5	Standard Roaming Charges ²
	To Customer's China Mobile Number	Local Airtime + \$0.98		Standard Roaming Charges ² + \$0.98
Outgoing Call (per min)	To Hong Kong	Local Airtime		Standard Roaming Charges ²
	To China	Local Airtime + Standard IDD Charges ³		

8. What is the charge for data services?

A. Customers who use data service in China will be charged based on their subscribed roaming service. For customer who did not subscribe to any roaming services, it is at \$5/MB flat rate across China (only applicable for China Unicom network). Please note that the data service charging unit is \$0.05/10KB and the charges will be subject to exchange rate fluctuations and may be changed accordingly.

9. What is the charge for sending SMS?

A. Within Mainland China, a fee of \$0.98/msg will be charged for sending SMS to HK or Mainland China while standard roaming charges² will be applied for sending SMS to other places. In addition, for SMS sending to 3HK customers, intra-SMS fees will be deducted from the relevant basic monthly plans as originally prescribed or (if necessary) the relevant customer will be required to pay surcharges for such intra-SMS⁵. For SMS sending to non-3HK customers, such SMS will be subject to inter-operators' or international surcharges⁵

10. If I were in China, can I select other network operators for normal roaming service? If so, after selection, would incoming calls to the China number of 1-Card-2-Number service can still be received?

A. Yes. Customers can select other operators in China but need to be aware that all services arising therefrom are subject to standard roaming charges². An additional fee of \$0.98/min will be charged for all received incoming calls to the China secondary numbers.

11. If I were in places other than China, what would be the call charges for incoming calls by my China secondary number?

A. It would be charged by standard roaming incoming call charges², plus an additional charge of \$0.98/min.

12. How to make IDD calls in China? How much does it cost?

- A. Customers could make IDD calls in China by adding prefix “+” along with the country code. Service charge³ will be subject to the calling destination.

13. What would be the caller display on receiver handsets while making calls (voice or video) in different countries?

- A. If the caller is in China making outgoing calls, his or her China secondary number* will be displayed on the receivers’ handsets, and in other cases, his or her Hong Kong primary number* will be displayed on the receivers’ handsets. Please refer to the table below:

Outgoing Call (Voice or Video)		
Caller’s Location	Calling to	Caller Display on Receiver Handset*
Mainland China	HK mobile number	China Secondary Number
	China mobile number	
	Other numbers	
Other countries/ areas (including Hong Kong)	HK mobile number	Hong Kong Primary Number
	China mobile number	
	Other numbers	

** The numbers to be displayed on the receivers’ handsets shall be subject to the supporting service scope and coverage which can actually been provided by the relevant roaming partner of 3HK (including but not limited to China Unicom) at each of the roaming areas.*

14. Does China HK 1-Card-2-Number support SMS/MMS services? And how?

- A. **SMS:** Without extra setting, customers can send or receive SMS via the Hong Kong or China mobile numbers. Please note that SMS transmissions will be blocked for the China mobile numbers if they are connected to networks other than China Unicom when in Mainland China.
- MMS:** While customers are in either Hong Kong or Mainland China, it is possible to receive and send MMS via their Hong Kong primary numbers, but not the China secondary numbers.
- Apart from that, customers would need to add the “+” & “country code” prior to the phone numbers (whether of Hong Kong, China or other countries/areas) to which they are to send SMS/MMS. For example, “+8618612345678”, the “+86” is the country code of China.

15. Does China HK 1-Card-2-Number support SMS Divert service?

- A. SMS Divert service shall be applicable to the Hong Kong primary numbers but not the China secondary numbers at the moment.

16. What is the caller display on the receiver handset for sending SMS/MMS?

- A For sending MMS, the Hong Kong primary number* of the customers will be displayed on the receivers’ handsets regardless of the sender’s locations.

For sending SMS, the caller display on the receivers' handsets will be different depending on the sender's locations. If customers are in Hong Kong or other countries/ areas, the caller display on the receivers' handsets will be the HK primary numbers* of the customers. If customers are in Mainland China, there will be 2 different scenarios: (1) displaying the China secondary numbers* of the customers on the receivers' handsets when the customers are sending SMS to China mobile numbers and (2) displaying the HK primary numbers* of the customers on the receivers' handsets when the customers are sending SMS to mobile numbers of HK or other countries/ areas. Please refer to the table below for more details:

Sending SMS/ MMS		
Sender's Location	Sending message to	Caller Display on Receiver Handset*
Mainland China	HK mobile number	Hong Kong Primary Number
	China mobile number	SMS: China Secondary Number MMS: Hong Kong Primary Number
	Other numbers	Hong Kong Primary Number
Other countries/ areas (including Hong Kong)	HK mobile number	Hong Kong Primary Number
	China mobile number	
	Other numbers	

** The numbers to be displayed on the receivers' handsets shall be subject to the supporting service scope and coverage which can actually been provided by the relevant roaming partner of 3HK (including but not limited to China Unicom) at each of the roaming areas outside Hong Kong.*

17. Could I port my China secondary number of China HK 1-Card-2-Number to other network operators?

A. We do not support this service at the moment.

18. How could I terminate the China HK 1-Card-2-Number service?

A. You can bring along the SIM card for the "1-Card-2-Number" service for terminating this service at any 3 retail shops.