

## Roaming Tips for iPhone users:

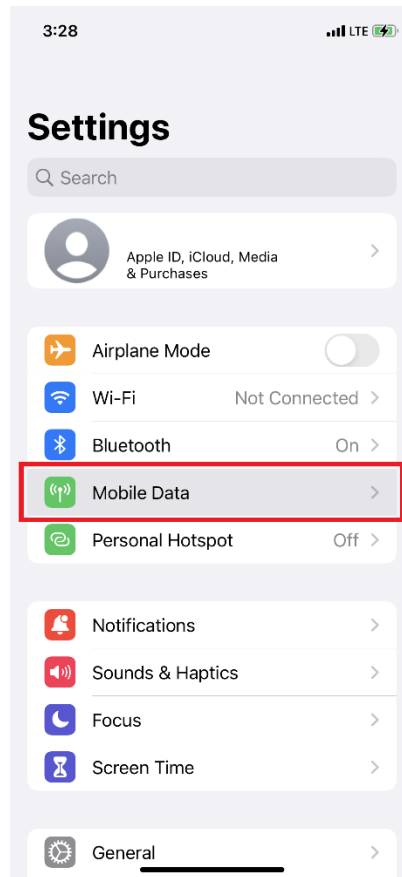
Let's stay connected with family and friends with 3Business reliable and smooth roaming network while you are on the go. Your iPhone will automatically select a network for you upon your arrival. Here are the steps to connect to a local mobile network manually if your iPhone cannot connect automatically:

### 1. Turn on/off data roaming.

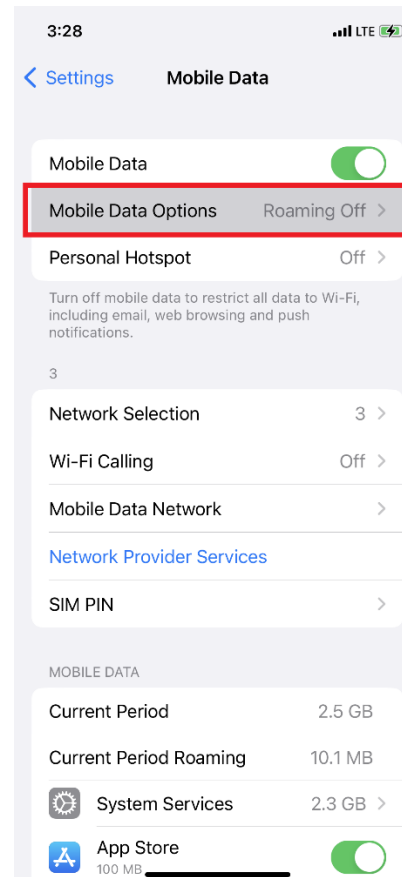
Don't forget to turn on data roaming when traveling abroad to stay connected.



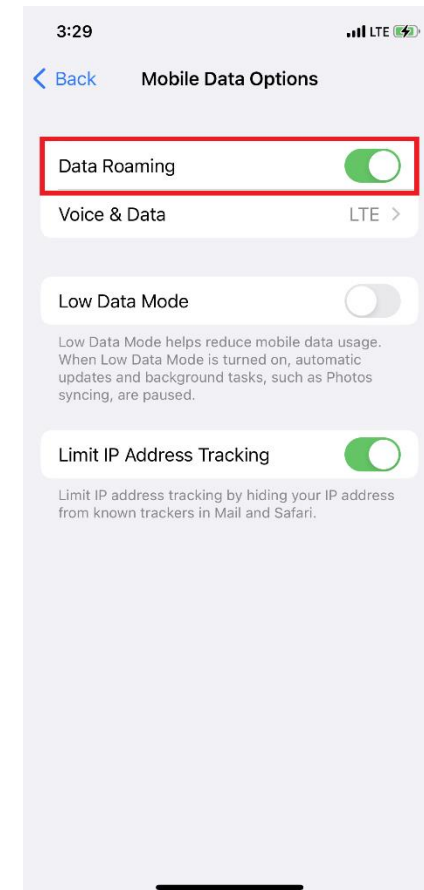
1. From your iPhone's home screen, tap **Settings**.



2. Tap **Mobile Data** (Cellular, or Cellular Data).



3. Tap **Mobile Data Options**.



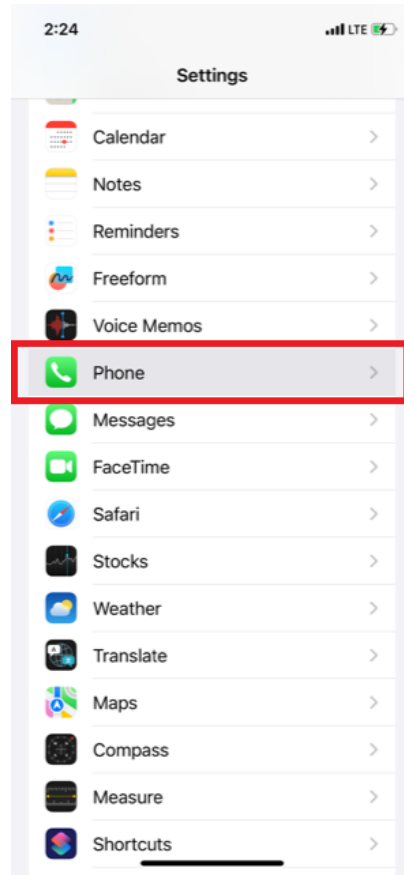
4. Turn on **Data Roaming**.

## 2. Turn on/off Wi-Fi calling

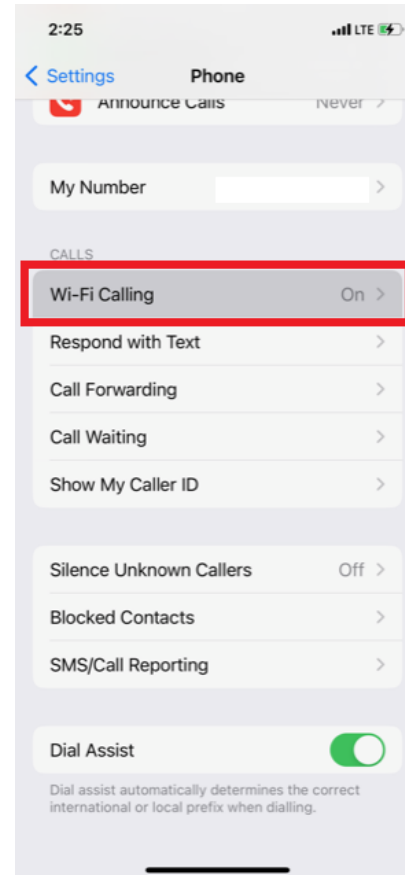
Before departing from Hong Kong, please turn off Wi-Fi Calling on your iPhone to ensure that voice calls can be made smoothly when you are outside Hong Kong.



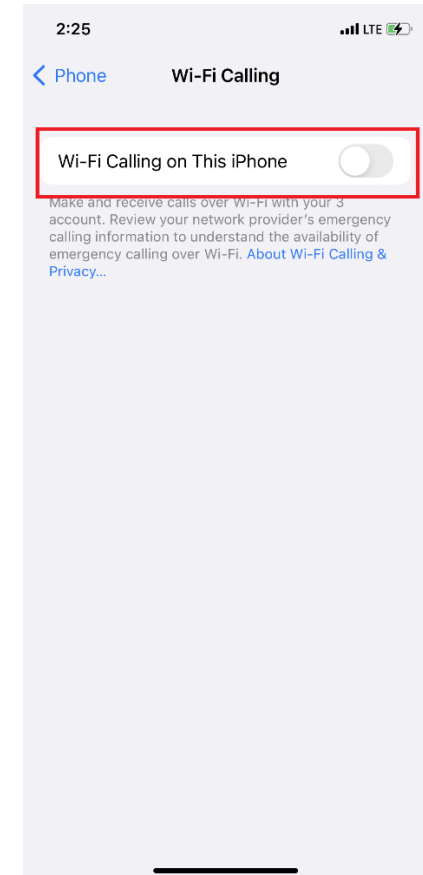
1. From your iPhone's home screen, tap **Settings**.



2. Tap **Phone**.



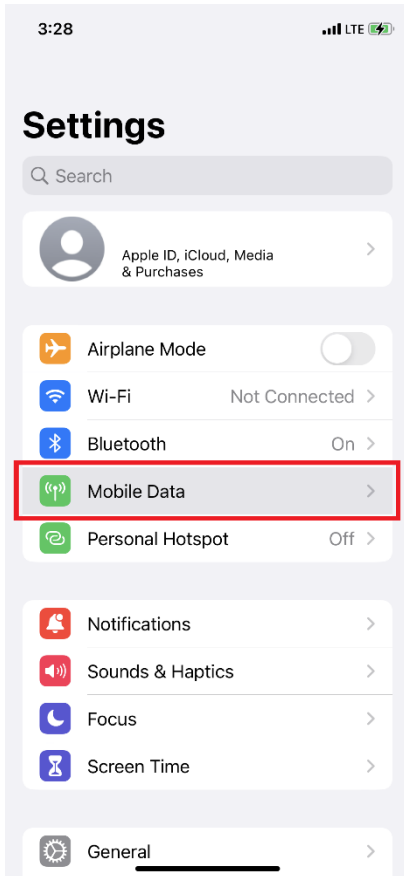
3. Tap **Wi-Fi Calling**.



4. Turn off **Wi-Fi Calling on This iPhone** to disable Wi-Fi calling.

### 3. Enable VoLTE (Voice Over LTE) (For iPhone 11 and previous models with iOS 15 and later only).

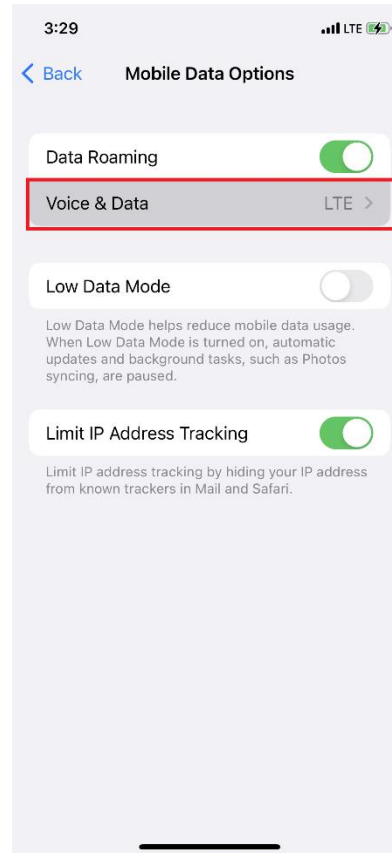
Please activate the VoLTE service to enjoy the high quality voice call over 4G network while roaming .



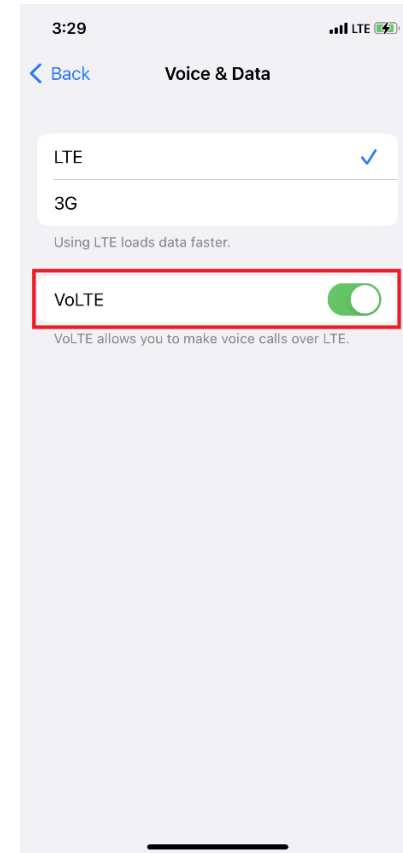
1. Tap **Mobile Data** (Cellular, or Cellular Data).



2. Tap **Mobile Data Options**.



3. Tap **Voice & Data**.



4. Turn on **VoLTE**.

#### Remarks:

1. VoLTE is enabled by default for iPhone 12 or later with the latest iOS version.
2. Some roaming networks have already shut down their 2G and 3G networks and now only support VoLTE roaming services.

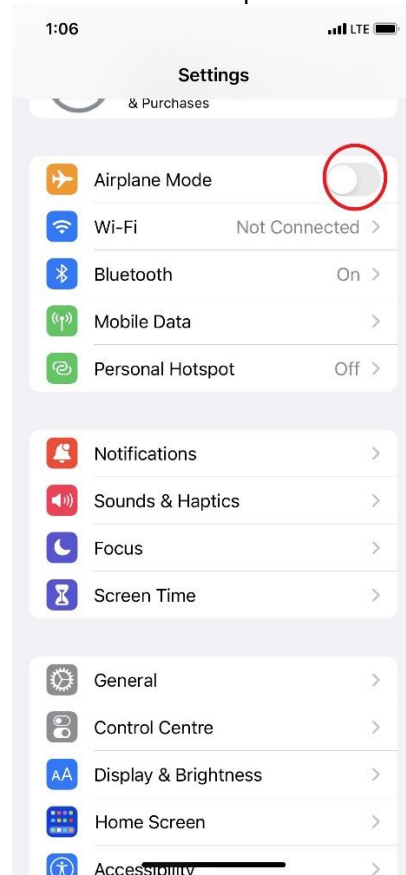
## 4. Turn on/off airplane mode

Enabling airplane mode on your iPhone before boarding a flight is recommended to comply with airline regulations and avoid any potential interference with the aircraft's communication systems. **Additionally, turning on airplane mode 30 seconds then turn off can also help resolve network issues on your iPhone.**

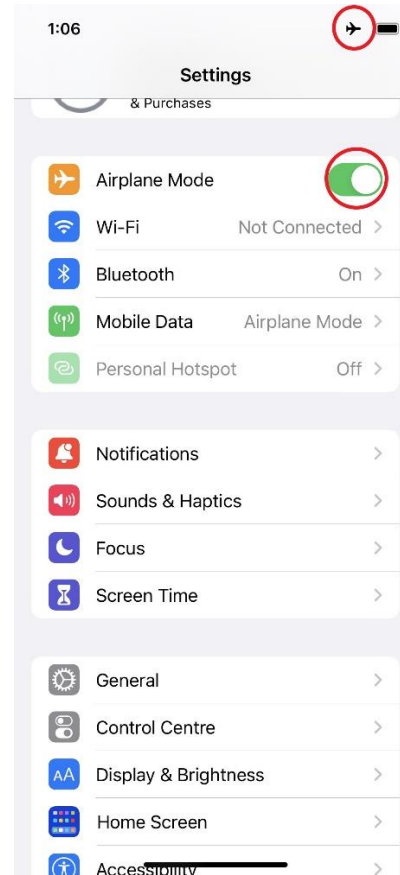
To enable or disable airplane mode, please follow the below steps:



1. From your iPhone's home screen, tap **Settings**.



2. Turn on **Airplane Mode**.



3. Airplane mode has been turned on. Return to the Home screen.

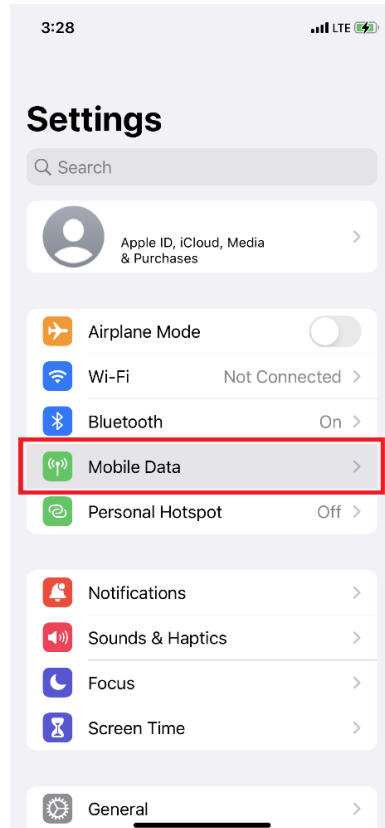
Important: Please remember to turn off airplane mode upon landing to restore your iPhone's wireless connections.

## 5. Manual network selection

If your iPhone cannot connect to a local network automatically, please connect to a local mobile network manually. Please refer to the link in \*Roaming Service provided to find the appropriate roaming network for your destination.



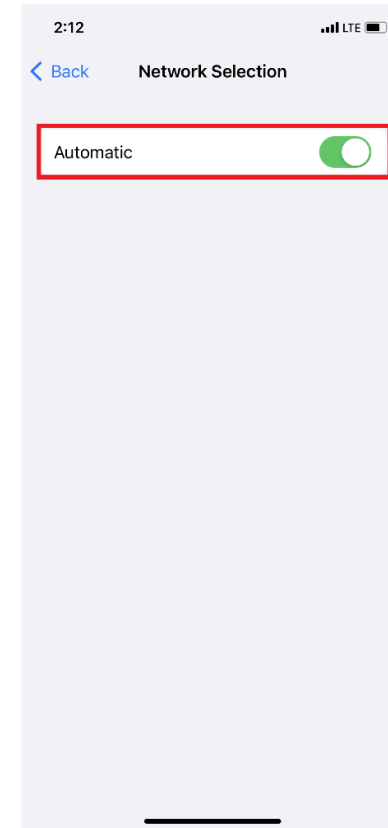
1. From your iPhone's home screen, tap **Settings**.



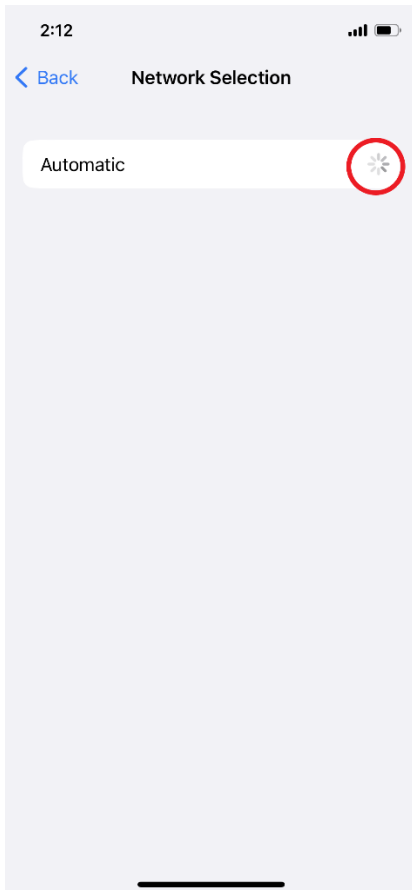
2. Tap **Mobile Data** (Cellular, or Cellular Data)



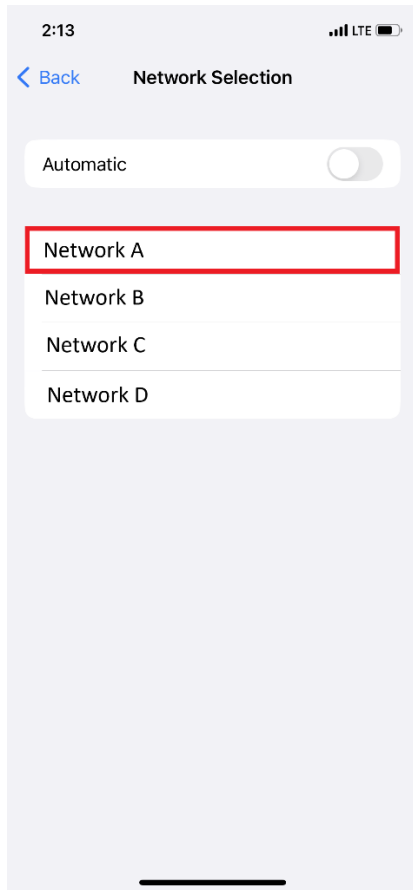
3. Choose **Network Selection**.



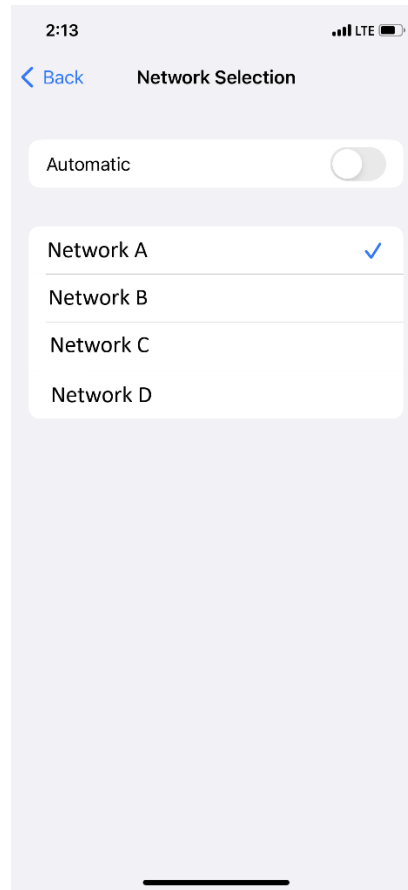
4. Turn off **Automatic**.



5. The Apple iPhone is now searching for available networks



6. Choose the Available network.



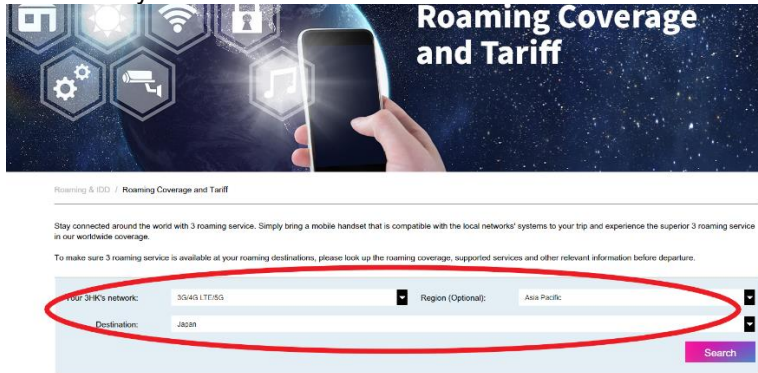
7. The Apple iPhone has been logged onto the selected network. Return to the Home screen.

Important:  
Please remember to restore the network settings to automatic mode from your iPhone when you are back to Hong Kong or in other countries.

## Q&A:

### How to find the appropriate roaming network for your destination?

1. Go to <https://web.three.com.hk/roaming/coverage/index-en.html>
2. Search for your destination.



3. Under “Data Roaming Service”, you will find out which roaming product is available for the network operators.

Roaming Voice Call and Short Message Service							
Network	Incoming Call (per min)	Outgoing Local Call (per min)		Outgoing Call to Hong Kong (per min)		Sending SMS (per message)	
		Peak	Off Peak	Peak	Off Peak		
Softbank	\$23.23	\$15.34	\$15.34	\$26.14	\$26.14	\$14.00	\$3.50
Docomo	\$23.23	\$17.02	\$17.02	\$26.14	\$26.14	\$14.00	\$3.50
KDDI	\$23.23	\$17.02	\$17.02	\$26.14	\$26.14	\$14.00	\$3.50
Horizon Mobile	\$23.23	\$11.02	\$17.02	\$26.14	\$26.14	\$14.00	\$3.50
Thuraya	\$18.47	\$26.19	\$26.19	\$30.29	\$30.29	\$19.19	\$9.69

Data Roaming Service							
Network	Charge (per KB)	Minimum Usage	Threshold Usage	Services Supported			
				3G	LTE	5G	
Softbank	\$0.20	10 KB	10 KB	---	Yes	Yes	
Docomo	\$0.30	10 KB	10 KB	Yes	Yes	Yes	
KDDI	\$0.30	10 KB	10 KB	Yes	Yes	---	
Rakuten Mobile	\$0.30	10 KB	10 KB	Yes	Yes	---	
Thuraya	\$0.30	10 KB	10 KB	---	---	---	

DOCOMO, KDDI, Softbank and Rakuten Mobile: "Data Roaming Daily Plan" is applicable to these network operators.



4. Network types will also be shown.

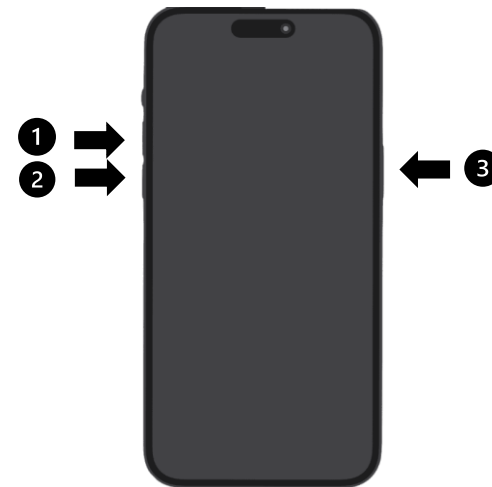
Other Services and Information						
Network	System	Int'l Access Code	Voice Call Peak Hour		Caller Number Display	Int'l Toll Free Number
			Local	Int'l		
SoftBank	3G 2100/ LTE 700/1500/1800/2100/2600	+	---	---	Yes	---
DoCoMo	3G 800 / LTE 800/1500/1800/2100 / 5G / VoLTE	+	Mon-Fri 0000- 0100 0800-2400	Mon-Fri 0800- 1900	Yes	---
KDDI	LTE 800/1500/1800/2100 / VoLTE / 5G	+	---	---	Yes	---
Rakuten Mobile	LTE / VoLTE / 5G	+	---	---	Yes	---
Thuraya	Satellite	+ / 00	---	---	Yes	---

### Should I restart my iPhone?

Mobile phones may experience connection issues with the mobile network occasionally and you can improve its performance just by restarting your iPhone. Restarting your iPhone can help resolving network and connectivity problems by forcing it to reconnect to the mobile network. Apps running in the background may cause battery drain, slow performance, overheating, and other conflicts. Restarting can help to clear the phone's memory, close any running apps, and resolve any conflicts.

### How to restart iPhone?

1. Press and quickly release the volume up button.
2. Press and quickly release the volume down button.
3. Press and hold the side button.
4. When the Apple logo appears, release the side button.





**Remarks:**

We offer flexible roaming packages to suit the needs of frequent business travelers. You can enjoy travel data at a fixed rate and stay productive without worrying unexpected roaming charges.

<p>*Roaming Service Roaming Coverage and Tariff <a href="https://web.three.com.hk/roaming/coverage/index-en.html">https://web.three.com.hk/roaming/coverage/index-en.html</a></p>	 <p>Roaming Coverage</p>
<p>Data Roaming Daily Pass <a href="https://web.three.com.hk/roaming/roamingdaily/index-en.html">https://web.three.com.hk/roaming/roamingdaily/index-en.html</a></p>	 <p>Roaming Daily Pass</p>
<p>RoamLite Pass <a href="https://web.three.com.hk/roaming/roamlitepass/index-en.html">https://web.three.com.hk/roaming/roamlitepass/index-en.html</a></p>	 <p>RoamLite Pass</p>
<p>Roam-in-Command <a href="https://web.three.com.hk/roaming/ric/index-en.html">https://web.three.com.hk/roaming/ric/index-en.html</a></p>	 <p>Roam-in-Command</p>