

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. 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，將按標準漫遊收費計算。

8. 若我身處國內，語音通話的收費如何？

A. 使用「中國聯通」網絡接聽/打出電話到香港或內地，可享特惠收費\$0.5/分鐘，而致電海外其他地區號碼則以標準漫遊收費。

9. 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。

10. 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。

11. 身處不同地區打出電話時，顯示於對方手機的來電顯示情況如何？

A. 於內地、香港及其他國家/地區使用 VoLTE 服務致電內地號碼時均會於對方手機顯示中國副號，其他情況，均會顯示香港主號。

12. 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。

13. 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-2-Number 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.

7. 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, will be charged at standard roaming charges.

8. If I were in China, what is the charge for voice service?

- A. Under “China Unicom” network, customers can enjoy special rate of \$0.5/minute for receiving calls or calling to Hong Kong/ mainland. Calling overseas number will be charged based on standard roaming charge.

9. 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.

10. 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.

11. What would be the caller display on receiver handsets while making calls in different countries?

A. If the caller is in Mainland China, Hong Kong and other countries/ areas making outgoing VoLTE calls to Mainland China number, 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.

12. 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.

13. 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.