SmarTone

Local Prepaid SIM User Guide

Card Activation

Please insert the prepaid SIM into your phone or tablet and complete Real-name Registration to activate service.

After activation, you will receive a confirmation SMS from the system stating the mobile number, SIM card stored value and expiry date, and another SMS stating your 6-digit PIN.

Validity

This card is valid for 180 days from the activation date. The activation date equates to the first day of the bill cycle.

ADMINISTRATION FEE

- Not applicable
- For details of the latest charges, please visit smartone.com

Account Enquiry

- remaining stored value
- card expiry date

Please click here to refer to the "Service Commands by SMS"

Or

Use “SmarTone Prepaid” app on your smartphone for the following functions：

- recharge your SIM with a credit card
- check account information (for example, remaining stored value and remaining data allowance on your SIM) and the latest promotions
- manage your data packs and value-added services
- Self-serve mobile number port-in

*“SmarTone Prepaid” app can be used on smartphone running iOS 9.0 or above and Android™ 5.0 or above. You can download SmarTone Prepaid from App store or Google Play.

Recharge Methods

When you recharge at $50 or above, the validity of your card will be reset for 180 days.

Method		Lead Time
SmarTone Prepaid app	● Open SmarTone Prepaid app and tap “Top-up” icon, then click “E-wallet” & choose recharge amount. Finally, select one of the e-wallets to process the payment.	Within 5 mins
Recharge Voucher	● Purchase a recharge voucher at any SmarTone store, SmarTone Online Store, Circle K, 7-Eleven and authorised resellers displaying the SmarTone signage ● Follow the steps printed on the back of the voucher to recharge your card ● This method is applicable even when you are roaming overseas	Instant
Automated Teller Machine (ATM)	● Enter your mobile number under Bill/Account/ Invoice number at any ATM with bill payment service to complete the transaction	Via Jetco, within 30 mins Via ETC, within 2 working days
Internet	● Visit smartone.com, choose Topping up under Prepaid. Key in mobile number and follow the instructions to recharge with your credit card	Within 5 mins
Payment By Phone Service (PPS)	● You can dial 18011 for bill registration and 18031 to recharge the SIM card；or visit ppshk.com to register and recharge ● The merchant code of SmarTone is ‘30’. After entering your mobile number, simply follow the instructions to complete the recharge process	Within 2 working days
Alipay HK app	● Open AlipayHK app and tap "Telecom Bills" icon, then follow the instructions to recharge	Within 5 mins
Octopus app	● Open Octopus app and tap " Payment " icon, then follow the instructions to recharge with Octopus Wallet or Octopus card	Within 5 mins
WeChat Pay (Hong Kong wallet)	● Open WeChat app and tap "Wallet" icon under "Me", then follow the instructions to recharge	Within 5 mins

4G Local Data Service

In Hong Kong：

	In Hong Kong
Basic	$1/ hour for unlimited data usage^ *Under FUP (Fair Usage Policy), when the data usage reaches the fair usage level of 5GB/ day, data service continues without speed throttling or data capping until 23:59 on the same day, but access to network resources will be given lower priority and data service experience may be affected

Data Roaming

Service	Charge	Validity
Chinese Mainland-Macau Roaming Data Pack	$38/1GB	Valid from subscription day to 23:59 on the 3rd day (Hong Kong Time)
Asia Roaming Data Pack (Taiwan, Japan, South Korea, Indonesia, Singapore, Malaysia and Thailand)	$48/1GB	

Data Service：

- Once the SIM is activated, local data service is ready for use with basic local data charge at $1 on a per hour incremental basis and usage duration is rounded up to full charge units for computation purposes.
- Only 4G data roaming is supported, and the minimum data roaming charging unit is 1KB. 4G data roaming is supported, and the minimum data roaming charging unit is 1KB. Usage under 1KB will be rounded up to the nearest 1KB.
- Data usage on mobile phone or tablet only, excluding tethering and peer-to-peer applications. Actual data transmission speeds may vary due to Internet traffic conditions, local conditions, hardware, software and other conditions which may arise.
- If no data service is needed, please disable data service in the phone or tablet's "Settings". Many smartphone apps constantly consume data (including but not limited to automatic software updates) and thereby incur data charges. Please switch off such apps and their automatic software update setting to avoid unnecessary data usage or charges when not in use.
- If you are unable to access data service, please ensure:
  Mobile data APN setting of your phone or tablet is set to "SmarTone" or "Internet", and Mobile Data setting on your phone or tablet is turned on.

Optional Monthly Local Data Pack:

- Subscription method: use the required service prepaid SIM to visit “SmarTone Prepaid” to

subscribe the monthly data pack. The monthly fee will be deducted from stored-value upon subscription.

- Monthly data pack will be renewed automatically on the same date every month. (Notes: if the date of subscription fall between 28th – 31st inclusive, the pack will be renewed on 28th of each month).
- The monthly data pack will be failed to renew if caused by insufficient stored-value and/or the SIM validity less than 1 month. Customers are required to subscribe the monthly data pack again after top-up.
- All unused data allowance cannot be carried forward to the next month.

[Important Tips] To avoid unexpected basic local data charges, please follow the recommended steps below when subscribing to the Monthly Data Pack.

Step 1：Disable data service in the phone or tablet's "Settings" before inserting the SIM

Step 2：Switch on the phone or tablet

Step 3：Subscribe to the Monthly Data Pack via SmarTone Prepaid app

Step 4：Upon receiving the confirmation SMS, enable data service in the phone or tablet's "Settings" to start using data service

Local Calls

<table>
<tr><td rowspan="4">Voice</td><td colspan="3">Basic：$0.15/ min</td></tr>
<tr><td>Or choose the optional Monthly Local Voice Pack：</td><td>Subscription</td><td>Cancellation</td></tr>
<tr><td>$18/1000 minutes</td><td colspan="2" rowspan="2">Via SmarTone 儲值卡 SmarTone Prepaid app</td></tr>
<tr><td>$28 / 20,000 Minutes*
(*The $28 Monthly Local Voice Pack's local minutes have been adjusted to 20,000 minutes effective from 1 Feb 2023.)</td></tr>
</table>

Local voice call is charged on a per-minute basis. Call duration is rounded up to full charge units for computation purposes

i. The pack is valid for 30 days from the date of subscription. The pack will be renewed automatically in every 30 days basis and the service charge will be deducted from stored-value if success to renew

ii. If the SIM card balance is insufficient for fee deduction and/or the SIM card validity is less than 30 days on the payment day, the pack will be automatically terminated

iii. If the allowance of the pack is used up, local call will be charged based on the basic local airtime

charge thereafter. You can subscribe to a new Monthly Local Voice Pack

iv. All unused allowance of the pack cannot be carried forward to the next month

Video	Local：$1.5/min (Charges are on a per-minute basis)
	IDD：Visit smartone.com (charges are on a 6-second incremental basis plus local video call charges)

*Video calling rates are applicable to calls made to mobile phone only

*The call will be charged once it is connected

*Call duration is rounded up to full charge units for computation purposes

IDD Calls

- To USA (except Alaska & Hawaii), Canada, Singapore and Malaysia：$0.2/min (charges are on a per-minute basis) plus local airtime charges of $0.05/min.
- To other countries：Visit smartone.com. Charges are on 6-second incremental basis plus local airtime charges of $0.05/min.

  *The call will be charged once it is connected

  *Collect call service is not applicable with this card

  *Call duration is rounded up to full charge units for computation purposes

Roaming Voice Call

- For details on charges and coverage, please visit www.smartone.com

  *Service quality depends on the coverage and services provided by the local networks of the roaming countries. Please manually select another network and redial if you cannot make calls while roaming

Enable VoLTE

1. Use a phone that supports VoLTE.
2. For iPhone: Go to “Settings” > “Mobile Data” > “Mobile Data Options” > “Voice & Data”, and select “LTE", "Enable VoLTE.”

   For Android: Navigate to Settings > “Connections” > “Mobile Networks” and enable “VoLTE calls SIM 1.”

*If you are using an iPhone with iOS 14 or later versions or a phone with Android 12 or later versions, VoLTE is already enabled by default, and no action is required.

Preparation Before Leaving Hong Kong

- If this is a brand-new card, make sure to activate the card in Hong Kong before attempting to use it overseas
- How to dial roaming call

1. Roaming direct dial service (Please switch on VoLTE in order to use direct dial)	
- Calling Hong Kong:	＋852 [HONG KONG TEL NO.]
- Making local calls within overseas countries/ territories:	[AREA CODE] [LOCAL TEL NO.]
- Making calls to other countries/ territories:	＋[COUNTRY CODE] [AREA CODE] [TEL NO.]

Enable VoLTE

iPhone	
4G LTE-only models 1. Go to Settings 2. Tap Mobile Service 3. Tap Mobile Data Options 4. Tap Voice & Data 5. Select LTE 6. Enable VoLTE	5G-supported models 1. Go to Settings 2. Tap Mobile Service 3. Tap Mobile Data Options (if you are using dual SIM, tap your SmarTone mobile number) 4. Tap Voice & Data 5. Select 5G Auto/5G On/LTE and turn off 2G for making and receive calls
Android	
1. Go to Settings 2. Tap Connections 3. Tap Mobile Networks 4. Tap Network Mode 5. Select 5G/4G/3G/2G (auto connect)	

Note: Actual setup steps may vary by phone brand, model, and operating system version. For assistance, please contact us or your handset manufacturer.

Message

	In Hong Kong		While roaming	
SMS	Send to SmarTone's customers	$0.2/SMS	Send to Hong Kong	$7/SMS
	Send to other local network's customers	$0.7/SMS		
	Send to Chinese Mainland	$1.5/SMS	Send at roaming country or to overseas	$9/SMS
	Send international SMS to other countries	$1.8/SMS		
	Receive	Free	Receive	Free
MMS	Send to local network	$1.5/MMS	Send to Hong Kong	$1.5/MMS，plus data roaming charge
	Send to overseas network	$3/MMS	Send at roaming country or to overseas	$3/MMS，plus data roaming charge
	Receive	Free	Receive	$0.12/KB (The minimum charging unit is 1KB. Usage under 1KB will be rounded up to the nearest 1KB)

*Please enable "Data Roaming" on your mobile phone with a valid roaming data pack is required to send or receive MMS while roaming. The data used will also be counted towards your data usage.

IDD Calls

- IDD charge: Please visit www.smartone.com for details.
- The call will be charged once it is connected
- Collect call service is not applicable with this card
- Call duration is rounded up to full charge units for computation purposes
- IDD and local airtime charges included

Call Management

This card supports the following call management services：

Service	Charges	Subscription
Caller Number Display	Free of charge	Not Applicable
Call Waiting	Airtime charge will be incurred for all calls you answer	Not Applicable
Conference Call		
Service (auto-renew#)	**Charges**	**Subscription**
Call Forwarding*	$15/month	Via  (SmarTone Prepaid app)
Voice Mail*	$15/month For retrieving messages through your card： ● charged at local airtime rate (local use) ● roaming charges (overseas use)	
Connecting Tone*	● $20/month (including 1 connecting tone change per month) ● $5/ additional tone change	
Call Guard Basic^	$8/ month	
System Alert Forwarding Service	$8/ 30 days	Please click here to refer to the "Service Commands by SMS"

- #The service charges will be deducted automatically from the SIM card upon renewal. If the SIM card balance is insufficient for charge deduction and/or the SIM card validity is less than 1 month on the monthly renewal day of the subscribed service, the service will be automatically terminated. Customer is required to top-up the SIM card at $50 or above and re-subscribe the service.
- *Notes: if the date of subscription falls between 28th – 31st inclusive, the monthly fee will be deducted on 28th of each month.
- ^Call Guard app and other features (including a monthly SMS of number of calls intercepted, reports junk calls, overseas call alert, personal blacklist, personal whitelist, bar withheld numbers, forward junk calls to voicemail and “VIP Only & VIP List”) are not available with Call Guard Basic.

Customer Service

- Visit SmarTone store
- Visit www.smartone.com

Subscription Method

Service	
Remaining stored value & validity	1. Via  SmarTone Prepaid app 2. Please click here to refer to the "Service Commands by SMS"
Language Setting	
English Cantonese Mandarin	Please click here to refer to the "Service Commands by SMS"
Roaming Data Pack	
Subscription	
Chinese Mainland-Macau Roaming Data Pack Asia Roaming Data Pack	Via  SmarTone Prepaid app

Roaming Calls	
Roaming direct dial service (Please switch on VoLTE in order to use direct dial.)	
Calling Hong Kong	＋852 [HONG KONG TEL NO.] ❯
Making call within Destinations / Call to Other Destinations	＋[COUNTRY CODE] [AREA CODE] [TEL NO.] ❯
*Direct dial service using Dialog in Sri Lanka is only applicable for calls to Hong Kong and local calls in Sri Lanka	
Monthly Local Voice Pack	
Subscription & Cancellation	
1,000 mins Monthly Local Voice Pack 20,000 mins Monthly Local Voice Pack	Via  SmarTone Prepaid app
IDD	
Making calls to other countries/ territories	001 [COUNTRY CODE] [AREA CODE] [TEL NO.] ❯ **or** ＋[COUNTRY CODE] [AREA CODE] [TEL NO.] ❯

Call Forwarding	
Subscription Activation Deactivation Status Check	Please click here to refer to the "Service Commands by SMS"
Voice Mail	
Subscription & Cancellation	Via SmarTone Prepaid app
Retrieve voicemail in HK	138 ❩
Retrieve voicemail from overseas	+852138❩
Connecting Tone	
Subscription	Via SmarTone Prepaid app
Call Guard Basic	
Subscription & Cancellation	Via SmarTone Prepaid app
System Alert Forwarding Service	
Subscription	Please click here to refer to the "Service Commands by SMS"
Cancellation	Via SmarTone Prepaid app
Activation or Change mobile no. for receiving system alert SMS	Via SmarTone Prepaid app

TERMS AND CONDITIONS

Local Prepaid SIM Cards (“the SIM Cards”) are made available to Customers by SmarTone Mobile Communications Limited (“the Company”) subject to the terms and conditions for Mobile Telephone Service
(T&C 01, 01A) (where applicable; a copy of which is available on request) and upon the following terms and conditions.

1. Use of the SIM Card constitutes acceptance by the Customer of the Company’s terms and conditions for the SIM Cards.
2. The SIM Card enables a Customer to make International and Roaming calls. International and Roaming call charges are in accordance with the tariff and are subject to change from time to time without prior notice.
3. If the SIM Card is damaged by the Customer, the Company may replace the damaged SIM Card subject to the payment of handling charges.

4. All questions and disputes regarding airtime and data charges, remaining credit and expiry date of the SIM Card will be decided by the Company at its sole discretion. All questions and disputes relating to call and data charges must be submitted to the Company within one month from the date of the call-in question.
5. The value of the SIM Card can be recharged at any of the recharging units specified by the Company or by the purchase of recharge vouchers ("Vouchers") at the Company's retail outlets.
6. The Company does not provide refunds or make any transfer of：
    a. any unused portion of the value of (i) the SIM card whether before or after its expiry date, or (ii) the Voucher;
    b. any value of the SIM card directed to an incorrect SIM card account during the recharge process;
    c. any value of the SIM card being utilized by fraudulent and unauthorised use of the SIM card.
7. In the case of a lost SIM card, the Company does not provide refund for any value of the lost SIM card being utilized during the period of loss or thereafter. Any claims for replacement or termination of the Service of the SIM card will not be entertained by the Company.
8. In case of a lost SIM card, the Company may replace a new SIM card for the Customer provided that the Customer can present the original SIM card holder with SIM card serial number clearly, and the SIM card validity is still valid. The Customer is required to pay a handling charge to the Company for the replacement of the lost SIM card.
9. The Company reserves the right to terminate or suspend the Service of the SIM Card at any time, (i) if in the opinion of the Company there has been, or is likely to be fraudulent, illegal or improper use of the Service through the use of the SIM Card; or (ii) if it is necessary for the Company to comply with an order, instruction, determination or direction of a judicial body, government or regulatory authority.
10. Data Services are applicable for access from mobile phones (excluding BlackBerry phones) and tablets only.
11. The SIM Card supports local 4G data service. 4G data roaming is supported.
12. 4G service is only available with compatible phones, Internet devices and SIM cards.
13. The Customer must use the Data Services with settings [including but not limited to the APN setting (only applicable to data services)] and devices specified by the Company. Customer can check with the Company's front-line staffs for the latest information on setting and devices. If the Customer does not follow this specification in the use of the Data Services, the Company has the right to forthwith suspend / terminate the Data Services without notice. Also the Company has the right to charge the Customer use of the Data Services at the Company's prevailing rate.
14. The Services shall not be used under any one of the following circumstances, including but without limitation (i) using the Services in any manner which adversely affects the Company's ability to provide, complete or maintain the level or quality of its network or other services; and (ii) in any manner which is designed to cause loss or damage to the Company such as using the Services for commercial purposes or reselling the Services.

15. If the Customer fails to comply with any of the prohibitions specified in Clause 14; or upon the occurrence of any one or more of the circumstances specified in Clause 14; or if in the reasonable opinion of the Company, the Customer's use of the Services adversely effects the Company's ability to provide, complete or maintain the level or quality of its Network or other services or to cause loss or damage to the Company, the Company may forthwith take such steps it considers reasonably necessary or appropriate including but not limited to restricting, limiting, suspending or terminating the Services to the Customer without notice.
16. Fair Usage Policy：

    The following terms and conditions apply to telecommunication services ("Services") provided by SmarTone Mobile Communications Limited ("the Company").

    a. The Company will ensure the system resources of the Company's telecommunications network ("Network") is equitably allocated amongst users ("Users") of the Services.
    b. Under FUP (Fair Usage Policy), when the data usage reaches the fair usage level of 5GB/ day, data service continues without speed throttling or data capping until 23:59 on the same day, but access to network resources will be given lower priority and data service experience may be affected.
17. The liability of the Company to a Customer, whether in contract, tort or otherwise, in relation to the SIM card shall be limited to the remaining value of the SIM card.
18. Any disputes in connection with or arising from the use of the SIM card shall be determined in accordance with the laws of Hong Kong Special Administrative Region.
19. The Company shall not be liable to the Customer for loss or damage resulting from delay or failure of the service where such delay or failure shall be due to causes beyond its reasonable control, or which is not occasioned by its fault or negligence, including, but not limited to war, the threat of imminent war, riots or other acts of civil disobedience, insurrection, acts of God, restraints, imposed by governments or any other supranational legal authority, or any other industrial or trade disputes, fires, explosion, storms, floods, lightning, earthquakes and other natural calamities.
20. The Company reserves the right to vary the Service Plan and/or charges for the Services at any time as it thinks fit. For the latest service details and charges, please refer to SmarTone's website.
21. The Company reserves the right at any time to vary, modify, delete any and all of the terms and conditions contained herein. For the latest terms and conditions, please refer to SmarTone's website.
22. The terms and conditions herein are written in English and Chinese.

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