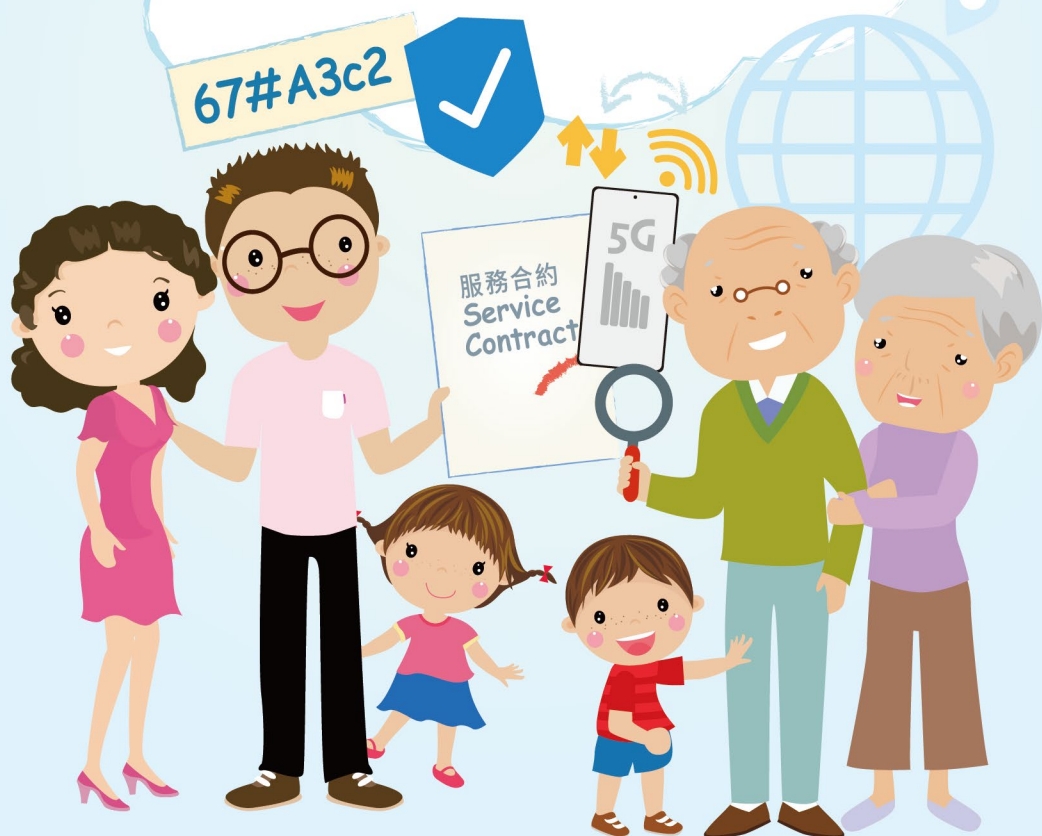




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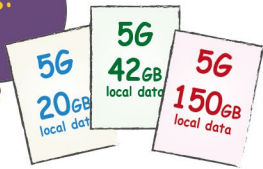
精明使用 通訊服務小貼士

Consumer Tips on Smart Use of Communications Services



Bear in mind the following points before subscribing to 5G service plans:

5 Main Points on Subscription to 5G Service Plans



- Compare the service plans of different operators
- Choose a service plan with data usage volume that can meet your needs based on your net-surfing habit
- Pay attention to the arrangements for data usage exceeding the limit and check if access speed will be reduced or top-up for data usage is needed when data usage exceeds the limit
- Use 5G handsets that support local 5G services
- Make sure you fully grasp the service terms before signing the contract



Smart Use of Mobile Data Services

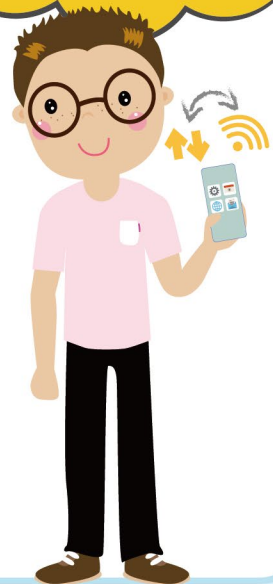
Unlimited mobile data service plans are usually subject to the Fair Usage Policy (FUP). If a user's data usage exceeds the specified limit imposed by the operator under its FUP, the upload and download speed of the service may be substantially reduced. You are therefore advised to:

- ask the operator for details of its FUP before signing a contract
- go through the terms of the contract carefully to make sure that the service suits your needs

Even if you are using Wi-Fi to access the Internet, your mobile device may still switch to use mobile network automatically when Wi-Fi signals are weak or there is no Wi-Fi coverage. To avoid inadvertent use of mobile data service, you should:

- switch off the mobile data function of your mobile device when such service is not required
- switch off the Wi-Fi Assist function of your mobile device when you do not need it
- when using Wi-Fi to access the Internet, check your mobile device regularly to ensure that it remains connected to the Wi-Fi network
- keep track of your mobile data usage regularly

When Wi-Fi signals are weak or there is no Wi-Fi coverage, your handset may automatically switch to use mobile network connection and incur additional charges. To avoid such additional charges, you should:



Be Mindful of Data Roaming Charges

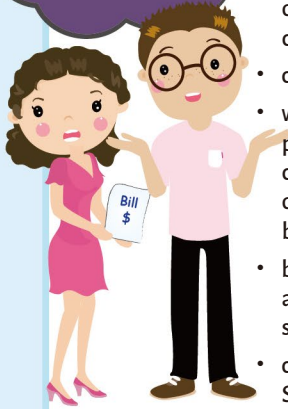
If you do not foresee any need to use mobile data service when travelling abroad, you may:

- request the operator to deactivate the mobile data roaming service (the arrangements for deactivating the mobile data roaming service vary from operator to operator. Consumers are advised to check the details with your operator direct.)
- switch off the data roaming and mobile data functions of your mobile device and check the data usage of your device regularly to ensure that the two functions remain disabled throughout the period while you are travelling abroad

If you need to use mobile data service when travelling abroad, you may / should:

- check with your operator the availability of mobile data roaming services at the destinations, the roaming partners available, charging method and associated charges before departing from Hong Kong
- consider choosing a data roaming service plan with charge ceiling or usage cap
- when a data roaming day-pass is chosen, be mindful of the service activation procedures, check the definition of “a day” for calculation of data roaming charges, whether additional charges are levied on certain services, whether day-pass may only be applicable to designated destinations and networks and beware of “network switching”
- be aware of any notification sent from the operator (such as SMS message) after arrival at the destination as a confirmation of the activation of roaming services
- consider renting a portable Wi-Fi router or purchasing a prepaid mobile data SIM card that can be used at the destination

How can we avoid mobile bill shock?



Understand Communications Service Contracts

Personal or residential users entering into new telecommunications service contracts or renewing their telecommunications service contracts are afforded enhanced protection with the implementation of the Industry Code of Practice for Telecommunications Service Contracts (Industry Code) by all major fixed and mobile network operators.

Bear in mind the following points before subscribing to a communications service:

- make sure the service suits your needs
- check thoroughly the charges and service terms (including procedures for service contract extension, renewal and termination, as well as the arrangement about return of customer equipment to operator, etc.)
- do not sign the service contract just for gifts or discounts
- take some time to compare the offers of different operators
- do not sign service contract until you are clear about all the contract details

What should I do before service subscription?

You should first read clearly what is written in the service contract.



Advice to Disadvantaged Telecommunications Service Users

Telecommunications service users who are disadvantaged due to various circumstances (such as age, disability, low literacy or communications difficulties) ("disadvantaged users") are reminded on the following three A's:

- **"A"dvise** – Seek advice or recommendation from friends, relatives or operators when choosing a telecommunications service.
- **"A"ssistance** – Raise your needs to operators and see if they can provide special assistance (such as easy-to-find communications channels, special billing services etc.).
- **"A"sk** – Ask operators about the details or terms and conditions of a service if in doubt.

You want to switch to 5G services?

Yes, what should I pay attention to?



Protect Your Mobile Phone's Data

67#A3c2



- Set a "strong password" composed of alphabets, numbers and symbols for accessing your mobile phone and user account

- Do not use the same password for different functions and user accounts
- Install anti-virus and anti-theft security software
- Do not download apps or documents from unknown sources, or open links, web pages or QR codes from suspicious sources
- Do not casually allow apps to access information stored in your mobile phone
- Update mobile operating systems to the latest version soonest
- Delete all data in the old phone before disposal or replacement
- Backup your mobile phone's data regularly
- Switch off tethering function (viz. "Personal Hotspot" or "Mobile Hotspot") whenever you do not need to share the Internet connection with other devices

More and more personal information is stored in my phone. What should I do to prevent my information from being stolen?

You should learn ways to protect mobile phone's data!



有用資料 Useful Information

通訊辦網站「精明用家錦囊」

“Be a Smart User” under OFCA’s Website

https://www.ofca.gov.hk/tc/consumer_focus/guide



「迎接5G新世代」專題網站

“Embracing the New 5G Era” Thematic Website

<https://www.5g.gov.hk>

精明使用通訊服務 小心提防詐騙電話

Be a Smart User of Communication Services. Stay Vigilant against Fraudulent Calls.

<https://www.ofca.gov.hk/phonescams>



電話智能卡實名登記制

Real-name Registration Programme for Subscriber Identification Module (SIM) Cards

<https://www.ofca.gov.hk/simreg>

流動通訊服務帳單震撼

Mobile Bill Shock

https://www.ofca.gov.hk/tc/consumer_focus/guide/general/billshock/index.html



在海外使用漫遊服務時 提防超出預算的流動數據收費

Be Mindful of Unexpected Mobile Data Service Charges While Roaming Overseas

https://www.ofca.gov.hk/tc/consumer_focus/guide/general/unexpected/index.html

寬頻表現測試系統

Broadband Performance Test System

<https://speedtest.ofca.gov.hk>



《電訊服務合約業界實務守則》

Industry Code of Practice for Telecommunications Service Contracts

https://www.ofca.gov.hk/tc/consumer_focus/guide/help_for_consumers/services_contracts/tsc/index.html

《商品說明條例》的公平營商條文

Fair Trading Sections of Trade Descriptions Ordinance

https://www.coms-auth.hk/tc/policies_regulations/other/unfair_trade_practices/index.html



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<https://weibo.com/hkofca>

通訊事務管理局

Communications Authority

網站 Website: <https://www.coms-auth.hk>

通訊事務管理局辦公室

Office of the Communications Authority

網站 Website: <https://www.ofca.gov.hk>