

Use of Mobile Communications Services at Huanggang Port

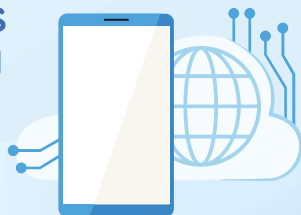


通訊事務管理局
COMMUNICATIONS
AUTHORITY

Mobile Communications Services Arrangements for the Hong Kong Port Area of Huanggang Port



The Huanggang Port is situated within Shenzhen



The Hong Kong Port Area and the Mainland Port Area share the same interior space within the Huanggang Port Building with a view to implementing the “collaborative inspection and joint clearance” mode



The mobile communications services throughout the entire Huanggang Port (including the Hong Kong Port Area, such as the public transport interchange and the arrival/departure halls in the Port Building, the connecting roads, etc.) is **provided by Mainland mobile network operators**

Use of Mobile Communications Services at Huanggang Port



Calls & Data Roaming Services

- ▶ To use mobile communications services at Huanggang Port, please apply for roaming services from your Hong Kong mobile network operators in advance
- ▶ If your mobile phone is roamed onto a Mainland network, phone calls made/ received and mobile data usage for Internet access at Huanggang Port **will be regarded as roaming calls and roaming data usage respectively, and will be charged at roaming rates**
- ▶ You may consider **subscribing to mobile service plans that include Mainland roaming usage, using roaming pre-paid SIM cards or Mainland SIM cards**



Public Wi-Fi Service

- ▶ You can also use the **free public Wi-Fi service** provided by the Digital Policy Office within the Port Building (including the public transport interchange) to access local Internet services including electronic payment



Emergency Calls



Contact Hong Kong Police Force's Huanggang Port Reporting Centre

- ▶ When roaming on a Mainland mobile network, **please call 00852-3661-1733 to contact the Hong Kong Police Force's Huanggang Port Reporting Centre**
- (Note: When using the roaming service, you will NOT be able to contact Hong Kong's 999 emergency call centre by dialling 00852-112 or 00852-999)



When unable to connect to the subscribed network

- ▶ You may try calling **110 (police), 119 (fire services), or 120 (ambulance)** to reach the Mainland emergency services
- ▶ Should the incident reported occur within the Hong Kong Port Area, the Mainland authorities will contact the Hong Kong authorities for follow-up

Frequently Asked Questions



Q

Will the use of mobile communications services in the Hong Kong Port Area of Huanggang Port incur roaming fees?

A

Yes. Mobile communications services at Huanggang Port, including the Hong Kong Port Area, are provided solely by Mainland mobile network operators. When users have already roamed onto the Mainland networks, phone calls made/received and mobile data usage for Internet access at Huanggang Port will be regarded as roaming calls and roaming data usage respectively, and will be charged at roaming rates.

Q

What should I do if my mobile phone does not connect to any network at Huanggang Port?

A

- ▶ To use mobile communications services at Huanggang Port, please apply for roaming services from your Hong Kong mobile network operators in advance. If roaming service has already been activated but not usable, please try the following steps on the mobile phone:
- 1 Check your roaming setting – ensure data roaming is turned on
 - 2 Manually select a network – go to network settings and manually choose the required network instead of automatic selection
 - 3 Restart your mobile phone – perform a fresh network search
- ▶ If you choose to use a roaming pre-paid SIM card purchased in Hong Kong, please activate it under the coverage of Hong Kong mobile network in advance