

流動營辦商為防止流動通訊服務帳單震撼而實施的措施

Mobile Operators' Measures in Preventing Mobile Bill Shock

免責聲明

本文件羅列關於香港流動營辦商為防止流動通訊服務帳單震撼而實施的措施。在本文件所載的數據和資料由有關營辦商提交通訊事務管理局辦公室（通訊辦），並刊登作公眾資料之用。如流動營辦商推行新措施或改善現有措施，通訊辦在接獲通知後會定期更新有關資料。

流動營辦商所實施的措施屬自願性質，他們或會不時調整服務組合和修訂措施。因此，消費者在訂用任何流動數據服務前，宜就個別流動營辦商的最新措施、服務條款及條件、收費計劃及方法，以及其他相關詳情直接向該流動營辦商查詢。

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This document sets out the Mobile Operators' Measures in Preventing Mobile Bill Shock in Hong Kong. It contains data and information submitted by the relevant operators to, and compiled by the Office of the Communications Authority (OFCA), and is published for public information only. This document will be updated periodically upon advice by mobile operators on new or enhanced initiatives they have taken on board.

The mobile operators' measures are voluntary in nature and the mobile operators may adjust their service packages and revise their measures from time to time. Therefore, consumers are strongly advised to consult individual mobile operators directly on their latest initiatives, service terms and conditions, as well as charging schemes and methods and other pertinent details prior to committing themselves to any mobile data services.

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中國移動香港有限公司 (二〇一八年十一月更新)

客戶服務熱線: +852 2945 8888

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶通過短碼指令或服務熱線選擇取消所有流動數據服務包括本地及數據漫遊服務。 流動數據服務暫停短碼指令: *106*02# (撥號鍵) 流動數據服務重啟短碼指令: *106*01# (撥號鍵) 服務熱線:+852 2945 8888	在本地數據方面, 就部分有限本地用量收費計劃及 2G 話音但不包數據用量的收費計劃設定每月 298 元的額外數據用量收費上限。 在數據漫遊方面, 向後付客戶提供資費計劃: 『飛常』系列服務計劃, 一個月費, 多個地區數據共享。額外數據用量收費將按服務計劃的額外數據用量計算。 此外, 後付客戶還可選擇數據漫遊自由圈, 覆蓋超過百多個地區: (1) 於中國、澳門及台灣設定每日收費上限; 及 (2) 於亞洲、歐洲、美洲及中東等指定國家以日費形式收費, 全日任用數據漫遊服務。	每名客戶都有不為本身所知的信用限額。採用信貸管制安排, 在偵測到不尋常的用量行為時, 有專人聯絡客戶及發出短訊通知, 並暫時中止相關服務。 此外, 部分有限本地用量收費計劃客戶可於不同渠道例如中國移動香港 1cm APPS/網頁, 客戶服務熱線及門市設定每月本地數據用量上限, 當達到後, 便會停止本地數據服務直至下個賬單結算日。	對於沒有訂用收費計劃的本地數據服務客戶, 在一個帳單周期內如未清繳用量費用超過200 元, 我們會向他發出用量提示短訊。 對於有限本地用量收費計劃客戶, 當服務計劃所包含的數據用量尚餘大約 100MB, 我們會向他發出用量提示短訊。	如當偵測到客戶在漫遊時使用數據服務, 我們會向客戶發出提示短訊。 系統會按客戶服務計劃、身處國家/地區、用量及時間等條件發送數據漫遊服務提示訊息予客戶。 避免震撼帳單出現, 當客戶於部分漫遊地區使用數據時, 當地的數據漫遊服務將會被暫停直至客戶返回香港或客戶回覆短訊確認重開。

China Mobile Hong Kong Company Limited *(Updated: Nov 2018)*

Customer Service Hotline: +852 2945 8888

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Customers are allowed to deactivate all mobile data services, including local and data roaming services through short code commands or service hotline. Mobile Data Services Deactivation Short Code Command: *106*02# (SEND) Mobile Data Services Reactivation Short Code Command: *106*01# (SEND) Service Hotline: +852 2945 8888	For local data, an additional data usage charge ceiling of \$298 per month is set for some rate plans with limited local usage as well as 2G voice only rate plans. For data roaming, rate plan is offered to post-paid customers: “Supreme” Service Plan Series -- data sharing across multiple destinations at a fixed monthly fee. Additional data usage charge shall be calculated based on the additional data usage of the service plan. In addition, post-paid customers may choose Data Roaming Zone covering over 100 destinations: (1) a daily charge ceiling is set in China, Macau and Taiwan; and (2) unlimited data roaming service in designated countries such as Asia, Europe, America and Middle East on a daily flat-rate basis.	Every customer has a credit limit that is not known to them. With the adoption of credit control arrangement, when unusual usage behaviours are detected, our representatives will contact customer and send out SMS notification and temporarily suspend the relevant services. In addition, customers of some rate plans with limited local usage may pre-set a monthly local data usage cap through different channels such as China Mobile Hong Kong 1cm APPS /website, customer service hotline and outlets. Upon reaching the local data usage cap, the local data service will be temporarily suspended until the next billing date.	For local data service customers who have not subscribed any rate plan, SMS usage alert will be sent to those whose outstanding usage charge exceeds \$200 within a billing cycle. For customers of rate plans with limited local usage, SMS usage alert will be sent to those whose remaining data usage entitlement is about 100MB.	SMS alert will be sent to outbound roaming customers upon detection of data usage in roaming network. Our system will send out SMS alert on data roaming service to customers based on the subscribed service plans visited countries/destinations, data roaming usage and time etc. To avoid the occurrence of bill shock, roaming data service will be temporarily suspended in some roaming destinations until customers return to Hong Kong or reactivate the data roaming service by responding to a 2-way SMS.

Hong Kong Telecommunications (HKT) Limited (二〇一八年十一月更新)

(服務品牌為 1010 / csl 流動通訊服務)

客戶服務熱線: +852 2888 1010 (1010) / +852 2512 3123 (csl)

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶通過服務熱綫選擇暫停/重啟所有流動數據服務，包括本地數據及數據漫遊服務。	部份未含數據用量及/或以按用量收費的流動服務計劃，提供每月最高\$999 的本地數據收費上限。	含用量上限之本地流動服務計劃經已推出，即不同計劃預設有不同之本地數據用量上限。當計劃內所包含數據量用盡時，本地流動數據服務便會暫停。客戶需另行購買額外「數據組合」，才可恢復本地數據服務。	用量上限之本地流動服務計劃：當客戶的本地流動數據用量剩餘至其可享有本地流動數據用量之 30%、10%及 0%時，會發出短訊及電郵提示訊息通知客戶。	客戶於外遊到達其他國家時，會發出短訊提示將收取漫遊流動數據費用，及可自行在手機內選擇關閉漫遊功能以防大額收費。
另外，容許客戶通過服務熱綫選擇單獨暫停流動數據漫遊服務。	客戶漫遊時，可選用數據漫遊單日通行證或環球數據通行證的 24 小時通行證/增值通行證服務，以一個固定日費/特定日期內使用指定數據用量，於外遊時使用漫遊流動數據服務。 於澳門漫遊使用之有關通話分鐘、流動數據、短訊用量會於客戶之香港流動通訊月費服務計劃內扣除並收取固定的日費/月費（或收取其後收費，如適用）。		客戶可透過查閱用量的應用程式或致電客戶服務熱線查閱未入賬的本地流動數據使用量。	於客戶的使用金額達到高水平時，發出短訊或致電提示他們漫遊流動數據之估算收費款額。 客戶可選用以固定日費的數據漫遊單日通行證服務或環球數據通行證的 24 小時通行證(開始使用後 24 小時有效)或選擇購買指定數量漫遊數據用量（增值通行證）。避免客戶收到震撼帳單，如特定的客戶已選用環球數據通行證，在一些收費比較昂貴的漫遊地區會先暫停數據漫遊服務，再得到客戶同意，才重新開啓數據漫遊服務。

Hong Kong Telecommunications (HKT) Limited *(Updated: Nov 2018)* (Service branded as 1010 / csI mobile service)

Customer Service Hotline: +852 2888 1010 (1010) / +852 2512 3123 (csI)

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Allow customers to deactivate/activate all mobile data service, including local and data roaming service alone, through Customer Service Hotline. Also allow customers to deactivate mobile data roaming service only, through Customer Service Hotline.	For some mobile service plans with no data entitlement and/or whose data usage charged on a pay-as-you-go basis, a monthly charge cap of \$999 applies to local data usage. For roaming, customers can choose to subscribe to DataRoam Day Pass service or Always-Be-Connected 24-hour / Top-Up Data Pass service for using mobile data roaming service at a fixed daily charge/ volume base within certain days. For Macau roaming only, voice/data/SMS usage is charged against a customer's local plan entitlement while a fixed daily/monthly charge applies (or there-after charge if applicable).	Local data top-up plans have been launched in which different volumes of data entitlements are assigned to different plans with data usage cap. When the entitled data has been used up, the data service will be suspended. Customers are required to purchase extra data plans at their own discretion to resume local data service.	For mobile service plans with data usage cap, SMS and email alerts will be sent to customers when the remaining data entitlement of their plans reaches 30%, 10% and 0% of the total. Moreover, customers can check their unbilled local data usage via usage app or Customer Service Hotline.	SMS alerts will be sent to customers upon their arrival at an overseas country, reminding them of roaming mobile data charges to be applicable and that they may deactivate roaming function through their handsets to avoid high roaming charges. Send SMS or call to alert customers to notify them of their estimated roaming data charge if that charge reaches a high level. Customer can subscribe to either a fixed daily charge DataRoam Day Pass service or Always-Be-Connected Data Pass which is around the clock in 24-hour or volume base within certain days of roaming data is available for purchase (namely Top-up Pass) at customer's own preference. To avoid bill shock for the designated customers who have subscribed the Always-Be-Connected Data Pass, data roaming service is initially blocked in the designated high data roaming cost destinations until getting customers' consent before release for the use of the data roaming service.

和記電話有限公司 (二〇一八年十一月更新)

客戶服務熱線: +852 1033

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶通過服務熱綫選擇暫停 / 重啟 所有流動數據服務 ，包括本地及數據漫遊服務。 服務熱綫: +852 1033	指定月費計劃不設收費上限。 (詳見「用量上限」。) 多款數據漫遊服務計劃(適用於手機及平板電腦)現於 160 個地點提供以免過度產生標準漫遊費:(1) 日費計劃及(2) 設有每日收費上限的漫遊數據用量收費計劃;(3) 於亞洲及歐洲共 8 個地點設有每月收費上限的漫遊數據月費計劃, 因應網絡及地點覆蓋以供客戶選擇;及(4) 於大中華、亞太區、歐洲及美加區域設有固定收費及用量之漫遊數據服務計劃, 客戶可於區域內的指定地區享用跨國數據漫遊服務。	本地數據服務: 當指定月費計劃用戶的數據用量達可用用量上限時, 本地流動數據服務會被暫停。客戶可按其需要購買額外數據用量組合以繼續使用本地流動數據服務。 漫遊數據服務: 於固定收費及用量服務計劃下, 當用戶之漫遊數據用量達可用用量上限時, 漫遊流動數據服務會被暫停。客戶可按其需要購買額外數據用量組合以繼續使用漫遊流動數據服務。	當本地數據用量達服務計劃之可用用量的一定百分比時會向客戶發出短訊提示。客戶可透過 (1) 3 香港網站, (2) 3 香港手機 App, (3) 短訊回覆用量提示;或 (4) 撥打“#121#”增值額外數據用量於該月餘下時間至截數日前使用。 本公司公平使用政策適用的月費計劃用戶, 當每月本地流動數據用量達公平使用量的一定百分比, 向客戶發出短訊或電郵提示。	當數據漫遊用量達服務計劃之可用用量之指定界限時, 向客戶發出數據漫遊用量短訊提示, 以通知漫遊數據用量和估算收費款額(只作參考)。客戶可選擇登記額外另一 3 香港之流動電話號碼或電郵以收取該提示訊息。 另外, 如客戶於任何一天之數據漫遊用量/費用較以往之記錄異常高, 本公司便會聯絡有關客戶。

Hutchison Telephone Company Limited (Updated: Nov 2018)

Customer Service Hotline: +852 1033

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Allow customers to deactivate/activate all mobile data service, including local and data roaming service, through Customer Service Hotline. Service Hotline: +852 1033	No charge ceiling applies to selected monthly plans. (For details, please refer to “Usage Cap”.) Various kinds of data roaming service plans (applicable to mobile device and tablet) are currently available in 160 destinations in order to avoid excessive standard data roaming charge: (1) fixed-fee day pass; and (2) usage based roaming data plan subject to a maximum daily service charge; and (3) roaming data monthly plans subject to a maximum monthly service charge covering 8 destinations in Asia and Europe are available to be selected by customers according to network and destination coverage; and (4) roaming data plans with fixed charge and data entitlement in the regions including Greater China, APAC, Europe, America and Canada, which allows customers to use cross-country roaming data within the same region.	Local data service: Local data service will be suspended when a customer has fully used up the data usage entitlement under a designated monthly plan. Customers may subscribe to data top-up packages to continue to use local data service according to their needs. Roaming data service: Roaming data service will be suspended when a customer has fully used up the data usage entitlement under a fixed charge and data entitlement plan. Customers may subscribe to data top-up packages to continue to use roaming data service according to their needs.	SMS alert will be sent to customer when local data usage reaches certain levels of the service plan entitlement. Customer may, through (1) 3HK website or (2) 3HK mobile App or (3) replying SMS alert or (4) pressing “#121#”, to subscribe to data top-up packages for use during the remaining period of the month before bill cut-off date. For customer of applicable monthly service plan which is subject to our Fair Use Policy, SMS and email alerts will be sent to alert customers when local data usage reaches a specified percentage of the Fair Usage level.	SMS alert will be sent to customer when roaming data usage reaches the specified thresholds of the relevant service plan entitlement to alert the roaming data usage and the estimated amount of charges (for reference only). Customer may register with an additional 3HK mobile number or e-mail address to receive the alerts. In addition, we will contact those customers whose data roaming usage/charge in any day is exceptionally high compared with previous records.

數碼通電訊有限公司 (二〇一八年十一月更新)

客戶服務熱線: +852 2880 2688

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶通過服務熱綫選擇暫停 / 重啟所有流動數據服務包括本地及數據漫遊服務。 另外，容許客戶通過服務熱綫選擇單獨暫停 / 重啟流動數據漫遊服務。 服務熱綫: +852 2880 2688	以話音服務為主的計劃設有每月 \$680 的本地數據用量最高上限收費。 於超過 150 個地方提供漫遊數據日費計劃，無論用幾多漫遊數據，都只須繳付一個固定日費。 於超過 60 個地方提供無形 WiFi 蛋，一個固定日費可任用數據*，省卻交收等麻煩。 (*當每日每地區漫遊數據用量達到 300MB，上網速度將被調整至不高於 128kbps，客戶仍可繼續享用漫遊數據。)	當「大灣區數據」／「多地數據共享計劃」客戶身處所選計劃之海外覆蓋地區時，每月指定計劃的數據用量及(如適用)所購買之 Top-up 數據用量可共用於指定海外地區。如數據用量超過指定計劃之每月數據用量及(如適用)已購買的 Top-up 數據用量，當日使用的其後數據用量將按客戶所選用的「無形 WiFi 蛋」或「升級」漫遊數據日費計劃收取。	本地數據服務：沒有選用任何包括數據用量月費計劃的用戶會於下列兩情況收到提示 – (1) 當開始使用數據服務 / 瀏覽互聯網時；及 (2) 當流動數據服務用量超過某水平時。 選用指定數據用量計劃的用戶，當本地數據用量快將用完時，用戶會收到短訊通知。	數據漫遊服務：當有異常數據漫遊使用量時，會發出數據漫遊消費提示予用戶。 當客戶抵達漫遊地區時，會發送短訊予客戶，如客戶有數據漫遊需要，可透過短訊回覆即時申請使用漫遊數據日費計劃。

SmarTone Mobile Communications Limited *(Updated: Nov 2018)*

Customer Service Hotline: +852 2880 2688

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Allow customers to opt out or opt in all mobile data service, including local and data roaming service, through Customer Service Hotline. Also allow customers to opt out or opt in mobile data roaming service only, through Customer Service Hotline. Service Hotline: +852 2880 2688	For voice-centric plans, the total data charge ceiling is set at \$680 a month. Roaming Data Day Plan covers over 150 destinations. By using day plan, customer will only be charged at a fixed daily rate no matter how much roaming data has been used. Virtual WiFi Egg covers over 60 destinations. Customers can enjoy fixed daily service fee and freely enjoy data roaming* with no need to rent or return the WiFi egg. (*When daily data usage reaches 300MB, the data speed will be set at up to 128kbps while customer continues to enjoy data roaming.)	For Greater Bay Area data plan and DataRoam plan, when the subscriber is within the location of any of the overseas destinations covered by the service, the monthly data allowance and top-up data purchased (if applicable) under the designated Plan can be shared in designated overseas destinations. If the subscriber's accumulated data usage exceeds monthly data allowance and top-up data purchased (if applicable) under the designated Plan, the daily thereafter roaming data usage will be charged according to Virtual WiFi Egg or "Upgraded" Roaming Data Day Plan subscribed by the customer.	For local data service, customers who have not subscribed to any data usage plan will receive alerts when – (1) start using data / web browsing; and (2) their usage exceeds certain volume. Customers who subscribed to the specific local data usage plans will receive an SMS alert when their data entitlement is almost consumed.	For data roaming, send roaming spending alert to remind customer when abnormal upsurge occurs. Send SMS to customers when they arrive at a roaming destination. Customers can reply SMS to register for the Roaming Data Day Plan if needed :

世紀互聯移動通訊有限公司 (二〇一八年十一月更新)

客戶服務熱綫: +852 5235 0001

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
沒有 [註: 只提供預付服務]				

21Vianet Mobile Limited (Updated: Nov 2018)

Customer Service Hotline: +852 5235 0001

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Not available [Remark: Only provide pre-paid service.]				

二六三移動通信 (香港) 有限公司 (二〇一八年十一月更新)

客戶服務熱綫: +852 2682 1555

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
沒有 [註: 只提供預付服務]	提供本地/漫遊流動數據按日/按星期計算的預付服務。	提供本地/漫遊流動數據按日/按星期計算的預付服務。	有	漫遊時, 客戶會收到當地運營商的漫遊提示

263 Mobile Communications (HongKong) Limited (Updated: Nov 2018)

Customer Service Hotline: +852 2682 1555

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Not available [Remark: Only provide pre-paid service]	Provide daily/weekly prepaid local/roaming mobile data services.	Provide prepaid local/roaming mobile data services chargeable on a daily or weekly basis.	Yes	SMS alert will be sent to customers by the local roaming partner upon their arrival at an overseas country

中國聯通（香港）運營有限公司（二〇一八年十一月更新）

客戶服務熱線：+852 2122 1188

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶通過服務熱線選擇暫停/恢復所有流動數據服務，包括本地及數據漫遊服務。另外，容許後付費客戶通過服務熱線選擇單獨暫停/恢復流動數據漫遊服務。 但產品/服務計劃本身已預設開通的漫遊地區，則不適用於單獨暫停/恢復流動數據漫遊操作。 服務熱線：+852 2122 1188	對於無限任用的本地流動數據計劃，按相關月費計劃之固定月費形式收費。 對於非無限任用的本地流動數據計劃，額外數據流量每次使用購買定額定量流量包，可以多次疊加，直到有關費用到達客戶信用額度的 80%時，流動服務便會暫停，以免進一步收費。 對於自由組合月費計劃，每月最高本地數據收費上限為 \$118。 對於數據漫遊我們提供如下安排： 1) ONE 系列月費計劃：一個月費，多個地區數據共享。額外數據用量收費將按服務計劃的額外數據用量計算。 2) 此外設有 CUsaver 數據漫遊日費計劃，於中國內地、澳門及台灣等全球多個國家地區設有每日收費上限（如月費計劃已包含當地數據共享則不適用於 CUsaver） 另外，由於國際漫遊話單延遲問題，客戶未必能完全避免高於信用限額的收費。	每名客戶獲配一個信用限額。當用量達到信用限額的 80%時，流動服務便會暫停，以免進一步收費。由於國際漫遊話單的延遲，客戶未必能完全避免高於信用限額的收費。	對於無限任用的本地流動數據計劃，當使用量達到其計劃的公平流量值的 80%及 100%時會發出短信提示。 對於非無限任用的本地流動數據計劃及 ONE 系列月費計劃，當數據使用量達到其月費計劃包含流量的 80%及 100%時會發出短信提示。	當客戶在月費計劃包含地區以外區域使用數據時，我們的系統收到當天的第一條話單後，會在適當時間段內給客戶發通知短訊，告訴客戶正使用數據漫遊服務

China Unicom (Hong Kong) Operations Limited *(Updated: Nov 2018)*

Customer Service Hotline: +852 2122 1188

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Allow customers to suspend/ resume all mobile data service, including local and data roaming service, through Customer Service Hotline. Also allow postpaid customers to suspend/ resume mobile data roaming service alone through Customer Service Hotline. However, the suspension/ resumption of mobile data roaming service alone is not applicable to those regions where roaming services are activated by default under the products/ service plans. Service Hotline: +852 2122 1188	For plans with unlimited local data usage, it is charged in the form of a fixed monthly fee according to the relevant plan. For plans with limited local data usage, the additional data usage can be acquired by purchasing certain fixed-rate and fixed-usage package. Multiple purchases of the package are allowed. When the additional usage fees are accumulated to 80% of the customer's credit limit, mobile service will be suspended to avoid further charges. For Flexi-Bundles plans, the monthly fee of local data usage is capped at HK\$118. For data roaming, we offer the following arrangements: 1) "One" series monthly plans – with a fixed monthly fee, enjoy multiple regional data sharing. Fees for additional data usage will be calculated according to his/her service plan's additional data usage rate. 2) Besides, there is a CUsaver Data Roaming daily fee scheme, which has set a daily fee limit for usage in Mainland, Macau, Taiwan and in many other regions in the world (If a region is already included in the monthly plan as data sharing region, CUsaver is not applicable.) In addition, due to delay in the exchange of roaming usage data with overseas partners, it may not be avoidable that roaming mobile data charges can be higher than the credit limit.	Each customer is assigned a credit limit. When usage reaches 80% of the credit limit, mobile service will be suspended to avoid further charges. Due to delay in the exchange of roaming usage data with overseas partners, it may not be avoidable that roaming mobile data charges can be higher than the credit limit.	For unlimited local data service plans, an SMS alert will be sent to the customer when the data usages reaches 80% and 100% of his/her plan's data FUP. For limited local data service plans and One series service plans, an SMS alert will be sent to the customer when the data usages reaches 80% and 100% of his/her service plan's data entitlement.	An SMS alert will be sent to our customer at appropriate time slot when our system has detected the 1st data roaming service usage outside the regions set under the customers' monthly plan entitlement. The SMS notification will alert him/her that he/she has triggered the use of data roaming service.

中港通電訊有限公司 (二〇一八年十月更新)

客戶服務熱線: +852 3691 0198

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
沒有 [註: 只提供預付服務]				

China-HongKong Telecom Limited (Updated: Oct 2018)

Customer Service Hotline: +852 3691 0198

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Not available [Remark: Only provide pre-paid service.]				

中信國際電訊有限公司 (二〇一八年十一月更新)

客戶服務熱線: +852 2377 8899

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
沒有 [註: 只提供預付服務]				

CITIC Telecom International Limited (Updated: Nov 2018)

Customer Service Hotline: +852 2377 8899

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Not available [Remark: Only provide pre-paid service.]				

Easco Telecommunications Limited (二〇一八年十月更新)

客戶服務熱線: +852 3102 2868

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	用量提示	數據漫遊提示
本公司對用戶提供資料，方便其在手機上關上流動數據及/或漫遊流動服務。	正在籌劃中。	正在籌劃中。	本公司用戶可選擇在接近用畢每月服務計劃裏的語音、短訊、及流動數據服務用量時，接收短訊及電郵提示服務。	用戶開始使用漫遊服務時，會通過短訊知道在當地使用語音，短訊及數據漫遊服務的價格詳情。

Easco Telecommunications Limited (Updated: Oct 2018)

Customer Service Hotline: +852 3102 2868

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Usage Alert	Alert on Data Roaming
Easco provides advice to our customers on how to switch off mobile data services and/or mobile data-roaming services on their handsets.	Developing.	Developing.	An optional SMS and email based system is available to notify customers when they approach their monthly bundled voice, SMS and data allowances respectively.	Customers will be informed when they commence to use roaming services by way of an SMS which details the prices of voice, SMS and data usage in that country

GTI (HK) Limited (二〇一八年十一月更新)

客戶服務熱綫: +852 2156 6111

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
沒有[註: 只提供預付服務]				

GTI (HK) Limited (Updated: Nov 2018)

Customer Service Hotline: +852 2156 6111

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Not available [Remark: Only provide pre-paid service.]				

香港寬頻網絡有限公司 (二〇一八年十一月更新)

客戶服務熱線: +852 128 100 (個人客戶)

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
客戶可以透過客戶服務熱線選擇暫停 / 重啟所有流動數據服務包括本地及數據漫遊服務。 個人客戶服務熱線 : +852 128100	所有可應用「先通知，後購買」月費計劃的客戶，均可於本地流動數據用量快將用完時，透過不同形式確認購買額外數據，每次增值以 500MB 為單位。當 500MB 快將用完時，客戶會再收到短訊通知。為避免客戶因錯誤選擇而額外購買流動數據，因此，客戶每次只可以購買 500MB 額外數據。 現時每個流動通訊服務之客戶均自動配有漫遊數據日費計劃，於超過 60 個國家可以一個固定日費使用漫遊流動數據服務。若客戶所處之地區並非在漫遊數據日費計劃服務範圍內，客戶會收到短訊提示，可升級至覆蓋超過 150 個地區之標準漫遊數據日費計劃或以按用量收費模式繼續漫遊數據服務。	部份服務月費計劃的本地數據服務設有「先通知，後購買」收費機制（每當數據用量接近其計劃上限，會有短訊提示，客戶可回覆短訊確認購買額外數據用量）。 部份服務月費計劃用戶，當該月之流動數據使用量達到公平使用量上限時，其本地數據速度將會受相關限制，包括但不限於被限制於某指定速度，或其優先次序被調整。 客戶於外遊時，可選用漫遊數據日費計劃，以一個固定日費於個別地區使用漫遊流動數據服務。基本上，所有客戶之流動通訊服務均自動配有漫遊數據日費計劃。 此外，每個流動通訊服務之客戶之額外服務費（包括數據漫遊，話音及短訊等）若超過港幣 1000 元，客戶賬戶和用量將會被進一步監察。是項監察是以每日為單位。	選用指定數據用量計劃的客戶，當本地數據用量快將用完時，客戶會收到短訊通知。根據計劃，客戶可以透過「先通知，後購買」機制購買額外數據用量。 客戶可以於客戶服務流動應用程式或致電客戶服務熱線查詢各項服務之用量 – 用量顯示和真正用量可能因截數時間而有所差別，尤其是漫遊時的數據及話音用量。	當客戶外遊而開始連接當地服務供應商時，系統會發送短訊予客戶，提醒客戶已有之漫遊數據日費計劃。現時，每個流動通訊服務之客戶均自動配有漫遊數據日費計劃，於超過 60 個國家可以一個固定日費使用漫遊流動數據服務。若客戶所處之地區並非在漫遊數據日費計劃服務範圍內，客戶會收到短訊提示，可升級至覆蓋超過 150 個地區之標準漫遊數據日費計劃或以按用量收費模式繼續漫遊數據服務。 客戶可以於客戶服務流動應用程式或致電客戶服務熱線查詢各項服務之用量 – 用量顯示和真正用量可能因截數時間而有所差別，尤其是漫遊時的數據及話音用量。 有關所有漫遊事宜，客戶可以致電漫遊服務專線（+852 3492 0126）。

Hong Kong Broadband Network Limited *(Updated: Nov 2018)*

Customer Service Hotline: +852 128 100 (Residential)

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Customers can opt out or opt in all mobile data service, including local and data roaming service, through Customer Service Hotline. Residential Customer Service hotline: +852 128100	For “Advice & Consent” data plans, when data entitlement is almost consumed, customer can purchase top-up data at increments of 500MB. Customer will be alerted again when he/she is about to fully consume the 500MB top-up. Customer cannot purchase multiple top-ups at one time to limit accidental purchase. By default, customers are subscribed to the Roaming Data Day Plan, which caps daily usage to a fixed rate for over 60 countries. If customer moves outside coverage, he/she will receive SMS alert and then can upgrade to the standard day plan (covers over 150 countries) or continue data roaming service under standard charge.	For “Advice & Consent” data plans, the thereafter local mobile data is charged on an "Advice & Consent" basis (customer may confirm his/her purchase of a top-up data usage entitlement to be used for the remaining period of the billing month by replying to the SMS, which will be sent to the customer when his / her monthly usage approaches the plan limit). For other specified plans, once customer's data usage exceeds the plan's entitlement, his / her data speed will be restricted to a pre-specified cap, including but not limited to having cap at a particular data speed or lower priority will be given for accessing to network. For roaming, customers can choose to subscribe to Roaming Data Day Plan for using mobile data roaming service at a fixed daily charge in designated destinations – this option is turned on by default for customers. If a customer's thereafter usage (e.g., roaming data, voice, SMS) exceeds HK\$1000 in outstanding amount, the customer's account will be flagged for additional usage monitoring. This checking will occur daily.	Customers who have subscribed to the specific local data usage plans will receive an SMS alert when their data entitlement is almost fully consumed. Depending on the plan, customer can purchase top-up data under the “Advice and Consent” mechanism. Customers can check usage levels through the Customer Service application portal or through the Customer Service Hotline – time gap may exist between usage display and actual usage, especially for voice and data usage during roaming.	Send SMS to customers when they arrive at a roaming destination. By default, customer is covered by the Roaming Data Day Plan, which covers over 60 countries. If customer moves outside coverage, he/she will receive SMS alert and then can upgrade to the standard version, which covers over 150 destinations or continue data roaming service under standard charge. Customers can check usage levels through the Customer Service application portal or through the Customer Service Hotline – time gap may exist between usage display and actual usage, especially for voice and data usage during roaming. Customer may also dial a dedicated customer service hotline for roaming needs (+852 3492 0126).

博元訊息科技有限公司 (二〇一八年十月更新)

客戶服務熱線: +852 2156 6888

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶通過服務熱線選擇暫停/重啟所有流動數據服務，包括本地及數據漫遊服務。 服務熱線： +852 2156 6888	指定月費計劃不設收費上限。 (詳見「用量上限」。)	本地數據服務：當指定月費計劃用戶的數據用量用完時，本地流動數據服務會被暫停/會被降至 128kbps 。用戶可按其需要購買額外數據用量以便繼續使用本地流動數據服務。用量資料可能並非實時。 中國數據服務：當用量上限達至公平使用量 15GB ，中國流動數據服務會被暫停，並於下一個賬單日重新啟動及計算。用量資料可能並非實時。	按用量收費服務計劃：當客戶的本地或中港共用流動數據用量達至其可享有本地流動數據用量之 70% 及 100% 時，會發出短訊提示訊息通知客戶。	按用量收費服務計劃：當客戶的本地或中港共用流動數據用量達至其可享有本地流動數據用量之 70% 及 100% 時，會發出短訊提示訊息通知客戶。 於客戶使用金額達到高水平時，致電提示他們漫遊流動數據之估算收費款額。

Multibyte Info Technology Limited *(Updated: Oct 2018)*

Customer Service Hotline: +852 2156 6888

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Allow customers to deactivate/activate all mobile data service, including local and data roaming service, through Customer Service Hotline. Service Hotline: +852 2156 6888	No charge ceiling applies to selected monthly plans. (For details, please refer to “Usage Cap”.)	Hong Kong local mobile data: For selected monthly plans, local data service will be suspended/down speed to 128kbps when the data usage of a customer has reached the limit of the data usage entitlement of corresponding monthly plans. Customers may purchase data top-up packages to continue their consumption of local data service in accordance with their usage requirements. The data usage information may not be real-time. China mobile data: Once the mobile data usage reaches the fair usage 15GB, China data service will be suspended. The China data service will be reactivated automatically and the China data usage will be calculated in next bill cycle. The data usage information may not be real-time.	For volume based service plans, SMS alert will be sent to customers when the Hong Kong local or China-Hong Kong shared mobile data usage reaches 70% and 100% of their local mobile data usage entitlement.	For volume based service plans, SMS alert will be sent to customers when the Hong Kong local or China-Hong Kong shared mobile data usage reaches 70% and 100% of their local mobile data usage entitlement. Call to alert customers to their estimated roaming data charge if the charge reaches a high level.

NTT Com Asia Limited (二〇一八年十一月更新)

客戶服務熱綫: +852 3793 0383

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶只能在服務合約釐訂階段選擇開通指定目的地的流動數據服務，包括本地數據及數據漫遊服務。	適用於日費計劃和用量上限計劃。 按用量收費計劃客戶只能在服務合約釐訂階段提出收費上限需求。	適用於用量上限計劃。 按用量收費計劃客戶只能在服務合約釐訂階段提出用量上限需求。	當數據用量到達服務供應商預設的用量上限餘額百分比時，客戶會收到有關數據用量之電郵提示。	沒有

NTT Com Asia Limited (Updated: Nov 2018)

Customer Service Hotline: +852 3793 0383

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Allow customers to activate dedicated destination mobile data service, including local and data roaming service, during service subscription stage only.	Applicable to day pass and data quota service plan. Pay as you go service plan is also applicable only if customers requested charge ceiling scheme during service subscription stage.	Applicable to data quota service plan. Pay as you go service plan is also applicable only if customers requested usage cap scheme during service ordering stage.	Email alerts will be sent to customers when the remaining data entitlement of their data quota reaches service provider's pre-defined percentage.	Not applicable.

新移動通訊有限公司 (二〇一八年十月更新)

客戶服務熱綫: +852 7777 1010

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶通過服務熱綫選擇暫停所有流動數據服務，包括本地及數據漫遊服務。 另外，容許客戶通過服務熱綫選擇單獨暫停流動數據漫遊服務。 服務熱綫: +852 7777 1010	部份服務計劃提供無限本地數據服務。 於澳門漫遊使用之有關通話分鐘、流動數據、短訊用量會於客戶之香港流動通訊月費服務計劃內扣除並收取固定的日費/月費（或收取其後收費，如適用）。	於客戶使用金額達到高水平時發出短訊或致電提示他們。 按用量收費服務計劃： 客戶可選用包含各種本地流動數據用量的不同服務計劃（固定的月費）。當客戶用完服務計劃內所包含的本地流動數據用量，客戶的流動數據將會暫停，直至下一賬單結算日為止。 自選增值本地流動數據用量計劃讓客戶可增加本地流動數據用量以繼續使用流動數據服務。	客戶可致電客戶服務熱綫 7777 1010 或透過新移動通訊有限公司應用程式查閱未入賬的本地流動數據使用量。 按用量收費服務計劃： 當客戶的本地流動數據用量達至其可享有本地流動數據用量之 70%及 100%時，會發出短訊提示訊息通知客戶。	客戶於外遊到達其他國家時，會發出短訊提示將收取漫遊流動數據費用，及客戶可自行在手機內選擇關閉漫遊流動數據功能以防大額收費。 由 2016 年 11 月 15 日起，本公司全面推行全日証收費，取代了標準數據漫遊收費服務，以減低因數據漫遊收費產生的帳單震撼。

Sun Mobile Limited *(Updated: Oct 2018)*

Customer Service Hotline: +852 7777 1010

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Allow customers to deactivate all mobile data service, including local and data roaming service, through Customer Service Hotline. Also allow customers to deactivate mobile data roaming service only, through Customer Service Hotline. Service Hotline: +852 7777 1010	Some service plans are offering unlimited local mobile data usage at a fixed fee. For Macau roaming only, voice/data/SMS usage is charged against a customer's local plan entitlement while a fixed daily/monthly charge applies (or there-after charge if applicable).	Send SMS or call to alert customers if their service charge reaches a high level. For volume based service plans, customers can choose from a number of service plans with various local mobile data usage entitlements at fixed monthly fee. Once customers use up all the local mobile data usage entitlements included in their service plans, their mobile data service will be temporarily suspended until their next billing date. The optional Local Mobile Data Top-up Plan allows customers to top-up their local mobile data usage to continue to use the mobile data service.	Customers can check unbilled local mobile data usage by calling customer service hotline 7777 1010 or checking via SUN Mobile Limited Application. For volume based service plans, SMS alert will be sent to customers when the local mobile data usage reaches 70% and 100% of their local mobile data usage entitlement.	SMS alert will be sent to customers upon their arrival at an outbound country, reminding them that roaming mobile data charges will be applicable and they may deactivate handset's roaming mobile data function to avoid unintentional use of roaming mobile data services. Service of standard data roaming rate charges was cancelled from 15 November 2016 and fully replaced by Roaming Data Day Pass service in order to minimise bill shock due to the roaming data fee.

大東移動通訊有限公司 (二〇一八年十月更新)

客戶服務熱線: +852 6140 0400

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
沒有[註: 只提供預付服務]				

Tai Tung Mobile Phone Company Limited (Updated: Oct 2018)

Customer Service Hotline: +852 6140 0400

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Not available [Remark: Only provide pre-paid service]				

Telekomunikasi Indonesia International (HongKong) Limited (二〇一八年十一月更新)

客戶服務熱線: +852 2890 1230 / 171 161

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
客戶可通過服務熱線或通過短碼指令選擇暫停 / 重啟本地流動數據服務。 服務熱線: +852 2890 1230 / 171 161 流動數據服務暫停短碼指令: *134*2*1*2# (撥號鍵) 流動數據服務重啟短碼指令: *134*2*1*1# (撥號鍵) 客戶可通過服務熱線或通過短碼指令選擇暫停 / 重啟數據漫遊服務 (只適用於印尼地區及 Telkomsel 網絡)。 服務熱線: +852 2890 1230 / 171 161 流動數據服務暫停短碼指令: *134*2*4# (撥號鍵) 流動數據服務重啟短碼指令: *134*2*4*4# (撥號鍵)	本公司提供的三個數據計劃均設有本地數據收費上限, 其收費分別為每月 78 元、每月 98 元或 198 元。 本公司提供的三個數據計劃均設有數據漫遊 (只適用於印尼地區及 Telkomsel 網絡) 收費上限, 收費分別為每日 10 元、每 7 日 60 元或每 30 日 200 元 (截數時間為啟用數據漫遊後的 24 小時)。	客戶可設定不同的每月本地服務費用上限, 分別為 \$300, \$1000, \$2000, \$3000, \$5000 或 \$7000。每當客戶該月的用量達到指定用量上限時, 除了接收短訊之外, 客戶的服務將會暫停, 直到下一個賬單結算日為止; 客戶或可致電客戶服務熱線調整其用量上限。 數據漫遊 (只適用於印尼地區及 Telkomsel 網絡) 的用量只會受限於客戶所選數據計劃的日數 (即 1 日、7 日或 30 日), 而每日數據漫遊的用量並沒有上限 (客戶需於印尼地區透過 Telkomsel 網絡自行申請有關服務)。	如客戶的本地數據服務計劃用量尚餘大約 100MB, 本公司會發出短訊通知該客戶。	當客戶身處印尼地區, 他 / 她便會收到短訊提示有關數據漫遊的詳細資料。 當客戶於印尼地區透過 Telkomsel 網絡自行申請數據漫遊服務, 他 / 她便會收到所選購數據漫遊資料的短訊提示。 本公司會於數據漫遊 (只適用於印尼地區及 Telkomsel 網絡) 計劃到期日的截數時間以短訊通知該客戶。

Telekomunikasi Indonesia International (HongKong) Limited *(Updated: Nov 2018)*

Customer Service Hotline: +852 2890 1230 / 171 161

<i>Opt-out Option on Mobile Data or Data Roaming Services</i>	<i>Charge Ceiling</i>	<i>Usage Cap</i>	<i>Local Usage Alert</i>	<i>Alert on Data Roaming</i>
Customers can activate/deactivate all mobile local data services through call to Customer Service Hotline: +852 2890 1230, 171161 or via USSD command code: *134*2*1*1# for activation, *134*2*1*2# for deactivation. Customers can activate/deactivate data roaming service (only applicable in Indonesia and using Telkomsel network) through call to Customer Service Hotline: +852 28901230, 171161 or via USSD command code: *134*2*4# for activation, *134*2*4*4# for deactivation.	Charge ceiling for local mobile data is available for the three service plan options at a charge of \$78, \$98 or \$198 per month. Charge ceiling for data roaming service is also available for the three service plan options, \$10 for 1 day, \$60 for 7 days and \$200 for 30 days (only applicable in Indonesia and using Telkomsel network) (Cut-off Time is 24 hours since the first internet usage).	Customer can choose their monthly spending limit on local services with option of \$300, \$1000, \$2000, \$3000, \$5000 or \$7000. Upon reaching the spending limit, all services except receiving SMS, will be temporarily suspended until the next billing cycle or the customer can request to reset the limit through CS Hotline. For data roaming (only applicable in Indonesia and using Telkomsel network), data usage will be limited by the duration of the subscribed service plans (1-day, 7-day or 30-day) while there is no limit in data roaming usage per day (Customer is required to subscribe to the relevant service plan through Telkomsel network in Indonesia on his / her own).	When there is about 100MB remaining local data usage for a customer, an usage alert SMS will be sent to that customer.	Once the customer is located in Indonesia, he/she will receive an SMS Notification with Roaming Data service plan details. Once the customer has subscribed to the roaming service plan in Indonesia using Telkomsel network, he/she will receive an SMS Notification with the subscribed service plan details. For data roaming service, an usage alert SMS will be sent to the customer at the bill cut-off time on the expiry date of the subscribed service plan (only applicable in Indonesia and using Telkomsel network).

Truphone (Hong Kong) Limited (二〇一八年十一月更新)

客戶服務熱線: +852 5149 1707

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
本公司對用戶提供資料，方便其在手機上關上流動數據及 / 或漫遊流動服務。	正在籌劃中。	正在籌劃中。	本公司用戶可選擇在接近用畢每月服務計劃裏的語音、短訊、及流動數據服務用量時，接收短訊-及電郵提示服務。 用戶亦可接收短訊提示其使用每月服務計劃以外的費用。	用戶開始使用漫遊服務時，會通過短訊知道在當地使用語音，短訊及數據漫遊服務的價格詳情。

Truphone (Hong Kong) Limited (Updated: Nov 2018)

Customer Service Hotline: +852 5149 1707

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Truphone provides advice to our customers on how to switch off mobile data services and/or mobile data-roaming services on their handsets.	Developing.	Developing.	An optional SMS and email based system is available to notify customers when they approach their monthly bundled voice, SMS and data allowances respectively. The customer can receive a SMS notification for the out-of-bundle spend of the monthly service plan.	Customers will be informed when they commence to use roaming services by way of an SMS which details the prices of voice, SMS and data usage in that country.

中國電信國際有限公司 (二〇一八年十一月更新)

客戶服務熱綫: +852 5749 9868

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
容許客戶透過用戶網頁或致電服務熱綫+852 5749 9868 取消流動數據或數據漫遊服務。	提供個別服務項目，可為指定服務提供收費上限（例如，漫遊日費服務）。請向中國電信國際有限公司查詢詳情。	不適用。	對於適用的服務計劃，提供本地用量提示。請向中國電信國際有限公司查詢詳情。	未有提供。

China Telecom Global Limited (Updated: Nov 2018)

Customer Service Hotline: +852 5749 9868

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Allow customers to deactivate mobile data service or data roaming service through user portal or by calling customer service on +852 5749 9868.	There are individual service options that provide charge ceilings for specific service items. (e.g. Roaming Day Pass). Please consult China Telecom Global Company Limited for details.	N/A	For applicable service plans, usage alerts are provided accordingly. Please consult China Telecom Global Company Limited for details.	Not available.

中國移動國際有限公司 (二〇一八年十一月更新)

客戶服務熱線: +852 3975 6662

客戶可選擇取消流動數據或數據漫遊服務	收費上限	用量上限	本地用量提示	數據漫遊提示
沒有〔註：只提供預付服務〕				

China Mobile International Limited (Updated: Nov 2018)

Customer Service Hotline: +852 3975 6662

Opt-out Option on Mobile Data or Data Roaming Services	Charge Ceiling	Usage Cap	Local Usage Alert	Alert on Data Roaming
Not available (Remark: Only provide pre-paid service)				