Mobile Operators' Measures in Preventing Mobile Bill Shock

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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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China Mobile Hong Kong Company Limited *(Updated to May 2024)*

Customer Service Hotline: +852 12580

Opt-out Option on Mobile Data or Data Roaming Services	*Charge Ceiling*	*Usage Cap*	*Local Usage Alert*	*Alert on Data Roaming*
Customers are allowed to deactivate mobile data roaming services through short code commands, retail shops, Customer Centre or Customer service hotline. Mobile Data Services Deactivation Short Code Command: *106*02# (SEND) Mobile Data Services Reactivation Short Code Command: *106*01# (SEND) Mobile Data Roaming Services Deactivation Short Code Command: *109*03# (SEND) Mobile Data Roaming Services Reactivation Short Code Command: *109*01# (SEND) Status Query on International Roaming subscription Short Code Command: *109*09# (SEND) Service Hotline:	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. Customers may choose 30-day “Flexi-up” service to extend data entitlement of the service plan coverage to 158 countries / regions. 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 / GO! Pass / Day Pass / Greater China/Asia/Global Package: (1) Data Roaming Zone: covering 232 destinations, with unlimited data roaming service in designated countries on a daily flat-rate basis. For roaming service in Mainland China, Macau and Taiwan, data roaming charge shall be calculated by unit rate at first and daily capped at a fixed amount with unlimited usage. (2) GO! Pass: with choice of 1/2/3/5/8/15 days in 6 packages, covering 93 travel hotspots. With limited full speed data	Each account has a credit limit that is unknown to the registrant. With the adoption of credit control arrangement, when unusual usage behaviors are detected, the registrant will be notified by sending SMSs, emails and bills. If the situation is determined to be abnormal, relevant services will be temporarily suspended. In addition, when customers of some rate plans with limited local usage reach the local data cap, the local data service will be temporarily suspended until the next billing date.	For local data service customers who have not subscribed to any data plan / package, SMS usage alert will be sent to those whose outstanding usage charge exceeds $200 within a billing cycle. For customers of specific rate plans, SMS usage alert will be sent to those whose data usage reaches the 90% and 100% of monthly entitlement. Data service will be suspended or continue with a designated maximum local data access speed when reach to 100% of monthly entitlement.	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. To prevent any potential misuse situations by

+852 12580	roaming service in designated countries on a flat-rate basis. (3) Day Pass: with choice of 5/8/15/30 days in 4 packages, covering 58 travel hotspots. Provide daily fixed-volume high-speed data roaming service on a flat-rate basis. (4) Greater China/Asia/Global Package: 3 packages covering 158 travel hotspots, 30-day service period, providing fixed-volume high-speed data roaming service at a fixed monthly fee.			customers and to distribute timely reminders about roaming services usage to customers, measures such as visual and video reminders on social media platforms, and educational activities have been implemented. “Consent and Use” SMS will be sent to customer who is using roaming service outside Mainland China, Macau, and Taiwan. The roaming service will only be activated after receiving customer’s SMS reply.

Hong Kong Telecommunications (HKT) Limited *(Updated to May 2024)*
(Service branded as 1O1O / csl / Club Sim postpaid mobile service)

Customer Service Hotline: +852 2888 1010 (1O1O) / +852 2512 3123 (csl) / +852 1833123 (Club Sim postpaid)

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/activate mobile data service, including local and roaming data service , 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 and purchase Data Roaming Pass Package and use a fixed daily fee to enjoy the data roaming service for 24 hours.	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 roaming, customers can choose to purchase Volume Pass Package and use a fixed amount of roaming data within 30 days. When the entitled data has been used up, the data service will be suspended. Customers can purchase extra roaming data package to resume roaming 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.	Customers can choose to subscribe Data Roaming Pass to avoid bill shock. For customers with Data Roaming Pass activate option at “Basic Mode”, when customer arrives at the overseas destinations, SMS message will be sent to customer to confirm that customer agrees to activate the Data Roaming Pass. For customers with Data Roaming Pass automatically activate option enabled, when customer arrives at the overseas destinations, SMS message will be sent to customer to notify the activation of Data Roaming Pass. In some roaming destinations where charges are relatively high, roaming data service is initially blocked until getting customers’ consent before release for the use of the roaming data service.

Hutchison Telephone Company Limited *(Updated to May 2024)*

Customer Service Hotline: +852 1033

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/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; (2) usage based roaming data plan subject to a maximum daily service charge; (3) Greater China Plan, which offers a fixed monthly charge with data entitlement for use in Mainland China, Macau, Taiwan & HK; and (4) "Getaway" service offers numbers of free day pass with monthly charge for use in over 100 destinations within contractual period while $25 per day of the usage will be levied upon free day pass used up. A Data Roaming Daily Charge Cap Service at $100/day is also applied for customers who have not subscribed to any of our roaming products.	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. Applicable to Mainland China-HK-Macao Shared Data /China & Macao Data (data entitlement for use in HK, Macao & Mainland China / Macao & Mainland China).	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 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. If customers have subscribed the Day-pass services previously, SMS alert will be sent to customer to notify them that their Day-pass has been activated and will apply only if data roaming services have been used.

SmarTone Mobile Communications Limited *(Updated to May 2024)*

Customer Service Hotline: +852 2880 2688

Opt-out Option on Mobile Data or Data Roaming Services	*Charge Ceiling*	*Usage Cap*	*Local Usage Alert*	*Alert on Data Roaming*
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 180 destinations. By using day plan, customer will only be charged at a fixed daily rate no matter how much roaming data has been used*. (*When daily data usage reaches 5GB, the data speed will be set at up to 512kbps while customer continues to enjoy data roaming.) To protect the interest of customers, when the data roaming charge based on data usage tariff reaches a certain amount, the "Upgraded" Roaming Data Day Plan will be automatically applied under normal circumstance, to avoid further increase in the data roaming charge. Data Roaming Day Pass covers over 180 destinations. Customers can enjoy fixed daily service fee and freely enjoy data roaming^. (^When daily data usage reaches 1GB, the data speed will be set at up to 512kbps while customer continues to enjoy data roaming.)	For Greater Bay Area data plan and DataRoam plan and RoamFlex Data Pass, 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 Data Roaming Day Pass 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.

Century Snail Communication Technology (HK) Co., Limited *(Updated to May 2024)*

Customer Service Hotline: 400-99-10040 /+86-512-88881616

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.]				

China Mobile International Limited *(Updated to May 2024)*

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.]				

China Telecom Global Limited *(Updated to May 2024)*

Customer Service Hotline: +852 1745678 / 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.	Credit limit of roaming charge for customers is set at $1000. If day pass/ standard charge reaches 70%, 100%, 200% and 300% of the credit limit, SMS will be sent to remind customers. Once 300% is hit, roaming service will be temporarily disabled to avoid bill shock.	N/A	For applicable service plans, when the included data and voice usage reaches 70%, 90% and 100%, a usage reminder SMS will be sent to the customer.	Not available

	Roaming day pass service is activated by default during purchase of postpaid service plans. Customers are charged at a fixed price per day for the roaming data in the roaming countries and regions published on company website.			

China Unicom (Hong Kong) Operations Limited *(Updated to May 2024)*

Customer Service Hotline: +852 2122 1188

Opt-out Option on Mobile Data or Data Roaming Services	*Charge Ceiling*	*Usage Cap*	*Local Usage Alert*	*Alert on Data Roaming*
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.	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 **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 are CUsaver Data Roaming	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 the 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. In addition, for plans with limited data usage, when the local and designated roaming data usage (if any) reaches the corresponding data cap, the local and designated	For **local Hassel-Free data service plans** and **"ONE" series service plans**, an SMS alert will be sent to the customer when 1) there is less than 500MB data usage before reaching the plan's data FUP or data entitlement and 2) when the data usage has reached the plan's data FUP or data entitlement.	When our customer **arrives at a roaming destination**, our system will send an SMS message about the local data roaming charges which depend on his/her service plan, the visited country/ destination etc. (such as whether the roaming data is included in the service plan, the standard data charge and CUsaver daily fee limit). When our customers use data service in regions where CUsaver Data Roaming daily fee cap

Service Hotline: +852 2122 1188	daily fee scheme (the roaming fee charged to customer is based on actual usage at standard per-usage rate of the relevant region until the prevailing fixed price of CUsaver Data Roaming is hit and becomes the lower fee) and Multiple-Day Data Pack (customers have to make prior application), which have set a daily or a period of consecutive days' (5/8/15 days) 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.) 3) For regions where CUsaver Data Roaming daily fee cap is not applicable, an SMS alert will be sent when the monthly data usage reaches 50MB. Besides, the data function of those regions will be suspended when the monthly data usage reaches 200MB. Customer could resume data function within that month by sending a resume replying SMS instruction via their mobile phone. In addition, due to the 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.	roaming data service will be temporarily suspended until the next billing period which will automatically resumed.		is not applicable, our system will send an SMS alert immediately to remind the customer that roaming data service is being used and the relevant roaming charging standards.

China-HongKong Telecom Limited *(Updated to May 2024)*

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.]				

CITIC Telecom International Limited *(Updated to May 2024)*

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.]				

Future Power International Limited *(Updated to May 2024)*

Customer Service Hotline: +852 8199 1000

Opt-out Option on Mobile Data or Data Roaming Services	*Charge Ceiling*	*Usage Cap*	*Local Usage Alert*	*Alert on Data Roaming*
Not available	Provide hourly / daily / weekly prepaid local mobile data services.	Provide hourly / daily / weekly prepaid local mobile data services.	Not available	Not available

GTI (HK) Limited *(Updated to May 2024)*

Customer Service Hotline: +852 3188 2503

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.]				

Hong Kong Broadband Network Limited *(Updated to May 2024)*

Customer Service Hotline: +852 128 100 (Residential)

Opt-out Option on Mobile Data or Data Roaming Services	*Charge Ceiling*	*Usage Cap*	*Local Usage Alert*	*Alert on Data Roaming*
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: +852 128 100	For “Advice & Consent” data plans, when data entitlement is almost consumed, customer can purchase top-up data at increments of specified usage. Customer will be alerted again when he/she is about to fully consume the specified usage of top-up. Customer can purchase one specified usage of top-up each 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 100 countries. If customer moves outside coverage, he/she will not be able to use data roaming service or continue data roaming service under standard charge (if applicable).	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 100 countries. If customer moves outside coverage, he/she will not be able to use data roaming service or continue data roaming service under standard charge (if applicable. 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 residential customer service hotline for roaming needs +852 128 100.

Hongkong Joy Telecom Co., Limited *(Updated to May 2024)*

Customer Service Hotline: +852 3163 7573

Opt-out Option on Mobile Data or Data Roaming Services	*Charge Ceiling*	*Usage Cap*	*Local Usage Alert*	*Alert on Data Roaming*
Allow customers to query data volume used. Deactivate/activate all mobile data service, including local and data roaming service, through sales channel.	No charge ceiling applies to selected monthly plans. (For details, please refer to “Usage Cap”.)	For local/roaming mobile data: For selected monthly plans, data service will be suspended/down speed to 64kbps when the data usage of a customer has reached the limit of the data usage entitlement of corresponding set-up plans. Customers may purchase backup data packages to continue their consumption of data service in accordance with their usage requirements. The data usage information may not be real-time.	Please refer to “Usage Cap”.	Please refer to “Usage Cap”.
[Remark: Only provide post-paid corporation service.]				

Huawei Services (Hong Kong) Co., Limited *(Updated to May 2024)*

Customer Service Hotline: +86 4008008300

Opt-out Option on Mobile Data or Data Roaming Services	*Charge Ceiling*	*Usage Cap*	*Local Usage Alert*	*Alert on Data Roaming*
Allow user to enable or disable service in Skytone Application.	Day Pass：20 RMB per day.	300MB data every day in High speed. The speed will slow after 300MB, but the user could use the data service during the valid period of the order.	The user could check the data usage in the Skytone application.	The user could check the data usage in the Skytone application.
	Data Package：Prepay data usage fee, for example: Prepay 39 RMB for 2GB Data.	2GB data. After all 2GB is used, the service is end.		

HuiYinBi Telecom (Hong Kong) Limited *(Updated to May 2024)*

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.

IMC Networks Limited *(Updated to May 2024)*

Customer Service Hotline: +852 2881 1986

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.]				

Multibyte Info Technology Limited *(Updated to May 2024)*

Customer Service Hotline: +852 2156 6888

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/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.

South China Telecommunications (H.K.) Ltd *(Updated to May 2024)*

Customer Service Hotline: +852 94385048

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 services.)		

Sun Mobile Limited *(Updated to May 2024)*

Customer Service Hotline: +852 8118 3131

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 **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 8118 3131	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). To provide a ceiling for daily roaming data usage charge, customers can purchase Data Roaming Day Pass which offers a fixed daily rate for data roaming usage while roaming with more than 170 destinations.	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 +852 8118 3131 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.

Telekomunikasi Indonesia International (HongKong) Limited *(Updated to May 2024)*

Customer Service Hotline: +852 2890 1230 / 171 161

Opt-out Option on Mobile Data or Data Roaming Services	*Charge Ceiling*	*Usage Cap*	*Local Usage Alert*	*Alert on Data Roaming*
Customers can activate / deactivate **all mobile local data services** through call to Customer Service Hotline: +852 2890 1230, 171 161 or through our MyGraPARI Hong Kong Mobile App or via USSD command code: ***134***2*1*1# or ***134***1*2*1# for activation, ***134***2*1*2# for deactivation. Customers can activate/deactivate data roaming service (only applicable in Indonesia, Macau, China, and Taiwan) through call to Customer Service Hotline: +852 2890 1230, 171 161 , or via our MyGraPARI Hong Kong Mobile App 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 six service plan options at a charge of $78, $98, $198, $228, $238 and $248 per month. Charge ceiling for data roaming service in Indonesia 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). The charge ceiling for data roaming service in Macao and Taiwan are $28 for 1GB, $68 for 3GB, and $78 for 10 GB. The charge ceiling for data roaming service in China are $28 for 1GB, $70 for 3GB, and $108 for 10 GB.	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). For data roaming in China, Macao, and Taiwan, the data usage will be limited by the GB volume they subscribed, while there is no limit in data roaming usage per day (Customer is required to pre-subscribe to the relevant service plan while they are in Hong Kong on their own).	When there is about 100MB remaining local data usage for a customer, an usage alert SMS will be sent to that customer.	For Indonesia, 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 China, Macao, and Taiwan. Customers need to purchase the data plan first in Hong Kong, otherwise they must contact our customer service for a plan subscription. Once the plan successfully subscribed, they will receive an SMS notification with the subscriber service plan details. Once purchased for the first time in Hong Kong, the customer can repurchase the package freely in the destination country. 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 or once the data usage reached 90% of the subscribed package.

TP Hong Kong Operations Limited *(Updated to May 2024)*

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*
TP provides advice to our customers on how to switch off mobile data services and/or mobile data-roaming services on their handsets.	An optional and customizable data charge cap is available for customer. User could set their charge ceiling on the out of bundle data charge on local data and roaming data. The customer's data service will be suspended/blocked when charge reach the ceiling. Alternatively, an add on bundle could be purchased to allow user to continue the usage.	Not Applicable.	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.