

Card Activation

Please insert the prepaid SIM into your phone or tablet 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 Details

Simply press *111# on your phone to check the following :

- remaining stored value
- card expiry date

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), the nearest store and authorized reseller, roaming and IDD tariffs, the latest promotions and exclusive offers
- manage your data packs and value-added services

*"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 <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● Purchase a recharge voucher at any SmarTone store, SmarTone Online Store, Circle K, 7-Eleven and authorised resellers or vending machines 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) <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 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) <ul style="list-style-type: none"> ● 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
By Smartphone or Tablet <ul style="list-style-type: none"> ● Open "SmarTone Prepaid" app and tap "Top up" icon, then follow the instructions to recharge with your credit card *You can download "SmarTone Prepaid" from App Store or Google Play	Within 5 mins
Alipay HK app <ul style="list-style-type: none"> ● Open AlipayHK app and tap "Telecom Bills" icon, then follow the instructions to recharge 	Within 5 mins
Octopus app <ul style="list-style-type: none"> ● Open Octopus app and tap " Payment " icon, then follow the instructions to recharge with O! ePay or Octopus card 	Within 5 mins
WeChat Pay <ul style="list-style-type: none"> ● Open WeChat app and tap "Wallet" icon under 	Within 5 mins

(Hong Kong wallet)	"Me", then follow the instructions to recharge	
ec2home	<ul style="list-style-type: none"> Online recharge with Alipay, WeChat Pay, Union Pay, Octopus, TNG, PayPal or PayMe, then follow the instruction to recharge 	Within 5 mins

4G/3G 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
China-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 3G 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: (1) Customers are required to press related quick access codes; or (2) 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 by pressing related quick access codes

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

Local Calls

Voice	Basic : \$0.15/ min		
	Or choose the optional Monthly Local Voice Pack :	Subscription	Cancellation
	\$18/1000 minutes	 Via  (SmarTone Prepaid app) or * 1 1 1 * 5 0 9 # SEND	 Via  (SmarTone Prepaid app) or # 1 1 1 * 5 0 9 # SEND
	\$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.)	 Via  (SmarTone Prepaid app) or * 1 1 1 * 3 0 1 # SEND	 Via  (SmarTone Prepaid app) or # 1 1 1 * 3 0 1 # SEND

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 check out from SmarTone Prepaid app or 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



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 China	\$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)

Call Management

This card supports the following call management services :

Service	Charges	Subscription & Cancellation
Caller Number Display	Free of charge	Not Applicable
Call Waiting	<ul style="list-style-type: none"> ● Free subscription ● Airtime charge will be incurred for all calls you answer 	Activate: * 4 3 # SEND Deactivate: # 4 3 # SEND
Conference Call		Not Applicable

Call Forwarding	\$15/month	 Via  (SmarTone Prepaid app)
Voice Mail	\$15/month For retrieving messages through your card : <ul style="list-style-type: none"> ● charged at local airtime rate (local use) ● roaming charges (overseas use) 	
Connecting Tone	<ul style="list-style-type: none"> ● \$20/month (including 1 connecting tone change per month) ● \$5/ additional tone change 	
Basic Call Guard	\$8/ month	
System Alert Forwarding Service	\$8/ 30 days	Subscription: *111*2 2* (HK mobile no. for receiving alert SMS) #SEND Cancellation: #111*2 2#SEND
Call Management Service Pack	\$28/ 30 days Services included : Voicemail · Call Forwarding · Basic Call Guard · System Alert Forwarding Service	

Customer Service

- 2Toll-free 24-hour hotline (free local airtime) : enter *111] when in Hong Kong or *132*111#] when you are roaming overseas (per minute charge applies)
- Visit SmarTone store
- Visit www.smartone.com

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/3G data service. Only 3G 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.

Quick Access Guide

Service	Quick Access Code
Remaining stored value & validity (enquiry in HK and abroad)	* 111 #]
Language Setting	
English	* 111 * 13 * 1 #]
Cantonese	* 111 * 13 * 2 #]
Mandarin	* 111 * 13 * 3 #]
Roaming Data Pack	
<u>Subscription</u>	
China-Macau Roaming Data Pack	* 111 * 506 #]
Asia Roaming Data Pack	* 111 * 507 #]

Roaming Calls	
Roaming direct dial service - applicable to China Mobile in China, MobileOne in Singapore, Belgacom in Belgium, Vodafone Netherlands in Netherlands, Vodafone UK in UK, CTM in Macau and Dialog in Sri Lanka*	
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.]]

*Direct dial service using Dialog in Sri Lanka is only applicable for calls to Hong Kong and local calls in Sri Lanka

If other operator's service is in use or to enjoy greater savings, please follow the instructions as follows :

Calling Hong Kong * 132 * [HONG KONG TEL NO.] #)
(No need to key in '852')

Making local calls within/ to overseas * 132 * 001 [COUNTRY CODE] [AREA CODE] [TEL NO.]
countries/ territories #)

After pressing the above keys, the word "Accepted" will be displayed on your mobile screen. Wait for your phone to ring and pick up the call, you will be connected to the called party

Monthly Local Voice Pack

Subscription

1,000 mins Monthly Local Voice Pack * 111 * 509 #)

20,000 mins Monthly Local Voice Pack * 111 * 301 #)

Cancellation

1,000 mins Monthly Local Voice Pack # 111 * 509 #)

20,000 mins Monthly Local Voice Pack # 111 * 301 #)

IDD

Making calls to other countries/ 001 [COUNTRY CODE] [AREA CODE] [TEL NO.]) or
territories + [COUNTRY CODE] [AREA CODE] [TEL NO.])

Call Waiting

Activate * 43 #)

Deactivate # 43 #)

Check Status * # 43 #)

Call Forwarding

Subscription * 111 * 21 * 1 #)

Cancellation * 111 * 21 * 0 #)

Activation * 111 * 21 * [HONG KONG TEL NO.] #)

Deactivation * 111 * 21 #)

Status Check * 111 * 21 * 9 #)

Voice Mail

Subscription / Cancellation * 111 * 138 #)

Retrieve voicemail in HK 138)

Retrieve voicemail from overseas * 132 * 138 #)

Connecting Tone

Subscription * 111 * 168 #)

Basic Call Guard

Subscription	* 111 * 242 #)
Cancellation	# 111 * 242 #)
System Alert Forwarding Service	
Subscription	* 111 * 22 * [Hong Kong Mobile No. for receiving system alert SMS] #) NOTE: Country code (852) is not required
Cancellation	# 111 * 22 #)
Activation or Change mobile no. for receiving system alert SMS	* 111 * 180 * [Hong Kong Mobile No. for receiving system alert SMS] #)
Call Management Service Pack	
Subscription	* 111 * 182 #)
Cancellation	# 111 * 182 #)

Update: 15 July 2024