

CARD ACTIVATION

Please insert the prepaid SIM into your phone or tablet and complete Real-name Registration 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

Waived

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 credit cards
- 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" app from App store or Google Play.

RECHARGE METHODS

The validity of the SIM will be reset for 180 days upon recharge at \$50 or above per transaction.

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” app 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 Octopus Wallet or Octopus card 	Within 5 mins
WeChat Pay (Hong Kong wallet) <ul style="list-style-type: none"> ● Open WeChat app and tap “Wallet” icon under “Me”, then follow the instructions to recharge 	Within 5 mins

4G/3G LOCAL DATA SERVICE

Hong Kong Local Data packs:

	Charges	Validity
1-Hour Data Pack#	\$1/hour (Unlimited data#)	Continuous 60-minute data service upon subscription
1-Day Data Pack#	\$24/day (Unlimited data#)	Continuous data service till 23:59 on the same day upon subscription
Monthly Data Packs	\$45 / 250MB	Valid for one month and counted from the date of subscription. The monthly fee will be deducted automatically from the SIM on the same date every month.
	\$168 / 1GB	
	\$38 / 300MB (New)	
	\$58 / 1GB (New)	
	\$168 / 3GB (New)	

#Under FUP (Fair Usage Policy), when the data usage is calculated within a month from the first day of the bill cycle reaches fair usage level of 5GB, data service continues without speed throttling or data capping, but access to network resources will be given lower priority and data service experience may be affected.

Monthly Data Packs:

- The monthly data packs are valid for one month and counted from the date of subscription. The monthly fee will be deducted automatically from the SIM on the same date every month. (Notes: if the date of subscription falls between 28th – 31st inclusive, the pack will be renewed on 28th of each month.)
- If the SIM balance is insufficient for fee deduction and/or the SIM validity is less than one month on the renewal day, the monthly data packs will be automatically cancelled.
- All unused data allowance cannot be carried forward to next month
- A notification SMS will be sent when the data allowance is nearly used up before the Monthly Pack's due date. When data allowance is used up, you can subscribe to any local data pack of your choice, and the expiry date or time will be reset accordingly.

Data Roaming

Service	Charge	Validity
Chinese Mainland-Macau Roaming Data Pack (New)	\$38/1GB	Valid from subscription day to 23:59 on the 3rd day (Hong Kong Time)
Asia Roaming Data Pack (New) (Taiwan, Japan, South Korea, Indonesia, Singapore, Malaysia and Thailand)	\$48/1GB	

Data Service:

- You can subscribe to any data packs via quick access codes.
- You can only subscribe to one of the above local data packs at the same time
- This SIM Card supports local 4G / 3G data service. 4G / 3G data roaming is supported in Chinese Mainland-Macau Roaming Data Pack and Asia Roaming Data Pack (Taiwan, Japan, South Korea, Indonesia, Singapore, Malaysia and Thailand). Please switch on "Data Roaming" function in your mobile phone while using roaming data service, and data used will be deducted from the subscribed data pack.
- Minimum data charging unit is 1KB. Usage under 1KB will be rounded up to the nearest 1KB.
- Data usage on smartphones and tablets (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 on the phone or Internet device'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 settings 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.

LOCAL CALLS

Voice	Basic: Off-Peak hour (Daily 21:00 - 11:59): \$0.05/min Peak hour (Daily 12:00 - 20:59): \$0.1/min		
	Monthly Local Voice Pack: (Optional)	Subscription	Cancellation
	\$18 / 1,000 minutes	 Via 儲值卡 (SmarTone Prepaid app) or * 1 1 1 * 5 0 9 # SEND	 Via 儲值卡 (SmarTone Prepaid app) or # 1 1 1 * 5 0 9 # SEND
	\$28 / 20,000 minutes	 Via 儲值卡 (SmarTone Prepaid app) or * 1 1 1 * 3 0 1 # SEND	 Via 儲值卡 (SmarTone Prepaid app) or # 1 1 1 * 3 0 1 # SEND

LOCAL CALLS (CONT.)

- Local voice calls are charged on a per-minute basis. Call duration is rounded up to full charge units for computation purposes
- The pack is valid for 30 days from the date of subscription. The pack will be renewed automatically every 30 days, and the service charge will be deducted from the credit balance if the renewal is successful
- If the SIM card credit balance is insufficient /or the SIM card validity is less than 30 days on the payment day, the pack will be automatically terminated
- If you have reached the voice limit, local call will be charged based on the basic local airtime charge thereafter. You can subscribe to a new Monthly Local Voice Pack
- All unused voice minutes of the pack cannot be carried forward to next month

Video	Local : \$1.5/minute (charges are on a per-minute basis)
	IDD: visit smartone.com (charges are on a per-minute 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

- IDD calls to the USA (except Alaska & Hawaii), Canada, Singapore, Malaysia:
Charge at \$0.2 per-minute plus local airtime charges.
- IDD calls to Chinese Mainland:
Charge at \$0.8 per-minute plus local airtime charges.
- IDD calls to other countries/ destinations. Please visit www.smartone.com for details.
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 SERVICE

- For details on charges and coverage, please 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
- 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
- How to dial roaming call

1. Roaming direct dial service (Please switch on VoLTE in order to use direct dial)

- Applicable to China Mobile in Chinese Mainland, MobileOne in Singapore, Belgacom in Belgium, Vodafone Netherlands in Netherlands, Vodafone UK in UK, CTM in Macau and Dialog in Sri Lanka*.

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

- Calling Hong Kong:	+ 852 [HONG KONG TEL NO.] 📞
- Making local calls within overseas countries/ territories:	[AREA CODE] [LOCAL TEL NO.] 📞
- Making roaming calls to other countries/ territories:	+ [COUNTRY CODE] [AREA CODE] [TEL NO.] 📞

ENABLE VOLTE

iPhone (4G LTE-only models)

1. Go to Settings
2. Tap Mobile Service
3. Tap Mobile Data Options
4. Tap Voice & Data
5. Select LTE
6. Enable VoLTE

iPhone (5G-supported models)

1. Go to Settings
2. Tap Cellular Mobile Service
3. Tap Mobile Data Options (If you're using dual SIM, tap your SmarTone mobile number)
4. Tap Voice & Data
5. Select 5G Auto/ 5G On/ LTE and turn off 2G for making and receiving calls

Android

1. Go to Settings
2. Tap Connections
3. Tap Mobile Networks
4. Tap Network Mode and select 5G/4G/3G/2G (auto connect) or 4G/3G/2G (auto connect)

Note: Actual setup steps may vary by phone brand, model, and operating system version. For assistance, please contact us or your handset manufacturer.

MESSAGE

	From Hong Kong		From other destinations	
SMS (Per SMS)	To SmarTone users	Free	To Hong Kong	HK\$7
	To other local networks	HK\$0.7		
	To Chinese Mainland	HK\$1.5	While roaming to local & 3rd countries	HK\$9
	To other destinations	HK\$1.8		
	Receive	Free	Receive	Free
MMS (Per MMS)	To Hong Kong	HK\$1.5	To Hong Kong*	HK\$1.5
	To other destinations	HK\$3	While roaming to local & 3rd countries*	HK\$3
	Receive	Free	Receive*	Free

*Please enable "Data Roaming" on your mobile phone with a valid roaming data pack is required to send or receive MMS while roaming. The data used will also be counted towards your data usage.

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: *43# SEND Deactivate: #43# SEND
Conference Call		Not Applicable
Call Forwarding	\$15 / month	Subscription *111*21*1# SEND Cancellation *111*21*0# SEND
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) 	Subscription / Cancellation: *111*138# Retrieve voicemail in HK 138# Retrieve voicemail whilst overseas *132*138#
Connecting Tone	\$20 / month (including 1 connecting tone change per month) <ul style="list-style-type: none"> \$5/ additional tone change 	 Via 儲值卡 (SmarTone Prepaid app)

Service	Charges	Subscription & Cancellation
Basic Call Guard	\$8 / month	Subscription: * 1 1 1 * 2 4 2 # <input type="button" value="SEND"/> Cancellation: # 1 1 1 * 2 4 2 # <input type="button" value="SEND"/>
System Alert Forwarding Service	\$8 / 30 days	Subscription: * 1 1 1 * 2 2 * (HK mobile no. for receiving alert SMS) # <input type="button" value="SEND"/> Cancellation: # 1 1 1 * 2 2 # <input type="button" value="SEND"/>

CUSTOMER SERVICE

- Toll-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

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 Packs	
<u>Subscription</u>	
\$38 / 1GB / 3 days Chinese Mainland-Macau Roaming Data Pack	* 111 * 506 # 〕
\$48 / 1GB / 3 days Asia Roaming Data Pack	* 111 * 507 # 〕

Roaming Calls

Roaming direct dial service* (Please switch on VoLTE to use direct dial)

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

Monthly Local Voice PacksSubscription

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 #)

Local Data PacksSubscription

\$38 / 300MB Monthly Local Data Pack (New) * 111 * 191 #)

\$58 / 1GB Monthly Local Data Pack (New) * 111 * 197 #)

\$168 / 3GB Monthly Local Data Pack (New) * 111 * 192 #)

\$1 /hour Local Data Pack (Unlimited#) * 111 * 1281 #)

\$24 /day Local Data Pack (Unlimited#) * 111 * 1282 #)

\$45 / 250MB Monthly Local Data Pack * 111 * 1283 #)

\$168 / 1GB Monthly Local Data Pack * 111 * 1284 #)

#The Hourly Pack includes a continuous 60-minute data service upon your subscription. The Day Pack includes continuous data service till 23:59 on the same day upon your subscription. Under FUP (Fair Usage Policy), when the data usage is calculated within a month from the first day of the bill cycle reaches fair usage level of 5GB, data service continues without speed throttling or data capping, but access to network resources will be given lower priority and data service experience may be affected.

Cancellation

\$38 / 300MB Monthly Local Data Pack (New) # 111 * 191 #)

\$58 / 1GB Monthly Local Data Pack (New) # 111 * 197 #)

\$168 / 3GB Monthly Local Data Pack (New) # 111 * 192 #)

\$45 / 250MB Monthly Local Data Pack # 111 * 128 #)

\$168 / 1GB Monthly Local Data Pack # 111 * 128 #)

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

TERMS AND CONDITIONS

Broadband & Voice Stored-Value SIMs (“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/transaction.
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. Chinese Mainland-Macau Roaming Data Pack and Asia Roaming Data Pack support 4G/3G data roaming service.
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 is calculated within a month from the first day of the bill cycle reaches fair usage level of 5GB, data service continues without speed throttling or data capping, 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.

Updated on 6 March 2026