



\$198

4G大中華 365日數據卡

4G Greater China
365-Day Data Prepaid SIM Card

客戶服務熱線

Customer Care Hotline 2211 7188

網絡由中國移動香港有限公司提供

Network is provided by China Mobile Hong Kong Company Limited

SVS/MobileDuck/GreaterChina365DaysData/2103/007

使用說明書
User Guide

目錄

啟用儲值卡服務	2
查詢儲值卡詳情 / 增值方法 / 增值額及有效日期 / 本地通話服務	3
4G/3G數據組合	4
收費 / 遺失及補領	5
條款及條約	6
Index	
Service Activation / Enquiry for Details of Prepaid SIM Card	7
Refill Methods / Refill Amount and Validity Period /	
Hong Kong Local Call Airtime	8
4G/3G Data Package	9
Charges / Loss & Replacement	10
Terms & Conditions	11

啟用儲值卡服務

插入儲值卡到適用之智能手機，並將流動數據的“接入點(APN)”名稱設定為“cmhk”，並將代理服務器位置及代理埠號碼設定為空白，即可啟用儲值卡並會收到有關短訊。此卡可於香港啟用服務。

- 成功啟用後，中國大陸、香港、澳門及台灣數據服務隨即生效，儲值額亦隨即被扣除，以下資料會經短訊送出。
 - ▶ 儲值卡之流動電話號碼 (請參閱「條款及條約」第6條)
 - ▶ 儲值額及其有效日期
- 請於智能卡套上所列之有效日期前啟用儲值卡。
- 受制於上述之有效日期，此卡由啟用翌日起計，有效期至第365日香港時間23:59。

查詢儲值卡詳情

您亦可隨時在手機按 *#130#，以下資料便會免費以短訊傳送至您的手機：

- ▶ 儲值卡之流動電話號碼 (請參閱「條款及條約」第6條)
- ▶ 儲值卡有效日期
- ▶ 數據用量及通話分鐘餘額

增值方法

儲值卡的有效日期可以透過增值來延長。當您需要增加儲值額或透過增值來延長儲值卡的有效日期。

註：客戶須先啟用儲值卡服務，方可為儲值卡增值

登入中國移動香港網站 1cm.hk.chinamobile.com/bill/prepaid-rell.html 為您的儲值卡增值，適用的繳款方法包括 Visa / MasterCard / JCB / 銀聯信用卡或銀聯儲蓄卡 / 支付寶(中國內地身份證實名認證賬戶) / 八達通網上付款服務。增值額每次最少為\$50及上限\$1,000。

增值額及有效日期

增值額 (每次增值交易)	有效期 [^]
\$10 - \$49	30日
\$50 - \$199	180日
\$200 或以上	365日

[^]儲值卡於每次增值後，儲值額的有效日期會由增值日起計自動延長。如原有的有效日期較長，則以原有的有效日期為準。

本地通話服務

服務有效期	通話分鐘	適用於國家/地區
365日	2,000分鐘本地通話	香港

4G/3G數據組合

	收費	數據用量上限	本地通話	服務有效期	申請方法	取消
香港本地數據組合	\$68	5GB	2,000分鐘	365日	*103*100*26#	*103*11#
	\$98	10GB			*103*100*24#	
	\$138	20GB本地+3GB中國內地			*103*100*28#	
	\$148	30GB			*103*100*25#	
	\$228	50GB			*103*100*23#	
	\$238	70GB			*103*100*34#	
中國內地及香港共用數據組合	\$108	5GB	N/A	180日	*103*100*29#	*103*11#
	\$168	15GB			*103*100*30#	
	\$378	30GB			*103*100*31#	
中國大陸、香港、澳門及台灣共用數據組合	\$498	50GB	N/A	180日	*103*100*32#	*103*11#
	\$158	12GB			*103*100*27#	
中國內地及香港共用數據組合	\$358	30GB	N/A	180日	*103*100*47#	*103*11#
	\$548	60GB			*103*100*48#	

- 申請任何新數據組合都會重新計算數據用量及本地通話分鐘。
- 所有數據組合不可同時申請。
- 數據用量達上限後，數據服務將會自動終止，客戶如需繼續使用數據服務，客戶需先取消原有組合，並重新申請其他數據組合，而原有數據組合中未用完之用量亦會被取消。
- 如客戶在香港或漫遊地區身處4G覆蓋以外地區，中國移動香港/指定網絡供應商仍會透過3G/2G網絡為客戶提供服務。客戶使用4G網絡服務需配合適用之4G裝置。
- 實際數據傳輸速度將受制以下因素，包括但不限於網絡使用量、手機型號、設定(包括手機硬體及軟件等)、上下載內容及其他外在因素而有所偏差。
- 組合並不包括免費Wi-Fi服務。

收費

服務	收費
本地通話費	24小時劃一價: \$0.1/分鐘
短訊服務	
• 本地網內短訊	• 每個 \$0.1
• 本地跨網短訊	• 每個 \$0.7
• 國際短訊至中國內地	• 每個 \$1.5
• 國際短訊	• 每個 \$1.8
多媒體訊息服務 (MMS)	
• 本地網內短訊	• 每個 \$0.5
• 本地跨網短訊	• 每個 \$3

有關收費詳情，請參閱儲值卡啟用套裝或瀏覽https://www.hk.chinamobile.com/tc/corporate_information/Prepaid_SIM/mobile-duck/365-day-GreaterChina.html

遺失及補領

• 如遺失儲值卡，請即致電 2211 7188 報失。被盜用的金額，本公司恕不退還。• 客戶須於儲值卡有效期內攜同智能卡套到中國移動香港門市或客戶中心辦理補領手續，便能保留沿用之電話號碼及索回報失後的剩餘金額。• 在補領新卡時，客戶可選擇即時增值不少於\$100的增值額；或繳付\$10補領新卡手續費。• 如發現儲值卡損壞或不能正常運作，請攜同儲值卡到中國移動香港客戶中心辦理補領手續。

條款及條約

1. 各項服務均受制於有關條款，詳細條款則刊載於個別服務單張或中國移動香港有關網頁。
2. 本儲值卡一經出售，恕不退換或退還。
3. 本儲值卡必須於註明的有效日期內啟用，否則將會自動失效。
4. 本儲值卡因過期而無效、因任何原因被暫停服務超過30天或因任何原因被終止服務，未用之餘額將不予退還或轉讓。
5. 此儲值卡有效期為365日，由啟用翌日起開始計算，但必須於註明的有效日期內登記使用。
6. 本儲值卡之流動電話號碼為隨機分配，客戶不能選擇、退回或要求更改獲分配之流動電話號碼。若本儲值卡因過期而無效或因任何原因被終止服務，客戶將不能保留或繼續使用所分配之流動電話號碼。
7. 所有數據使用時間及用量均以中國移動香港之網絡記錄計算。如有任何爭議，一概以其記錄為準。所有收費乃根據中國移動香港不時所公布的收費價目所計算。
8. 為了阻止客戶任何不當或不正常使用中國移動香港的網站或資源、欺騙性或欺詐性的行為，中國移動香港有絕對之酌情權臨時性暫停提供任何或所有服務予客戶而無需任何通知，直至中國移動香港認為客戶已停止該不當行為或有關之調查已經完成。中國移動香港可根據中國移動香港其他客戶的使用模式和水平作為比較，及/或根據客戶之使用水平有否影響其他客戶合理地使用同一網絡或服務之權利作為考慮，以評估不正常之使用。
9. 中國移動香港有權隨時更改有關使用本儲值卡的條款及條約，包括但不限於數據收費而無需給予客戶事先通知或取得客戶事先的同意。
10. 以上資料及收費如有任何修改，恕不另行通知。
11. 有關的更改或修改會於中國移動香港網頁內公布。
12. 有關詳盡的服務條款，請參閱http://www.hk.chinamobile.com/tc/corporate_information/Service/contract_terms_conditions/customer-supportt-n-c.html。

Service Activation

Insert the SIM into an applicable smartphone, please set the mobile data APN setting of your smartphone to “cmhk”, while the proxy address and port number are blank, it will be activated automatically, followed by a confirmation SMS. This Prepaid SIM Card can be activated in Hong Kong.

- Upon successful activation, mobile data service in Mainland China, Hong Kong, Macau and Taiwan will be effective, and the stored value will be deducted accordingly. You will receive the following information through SMS.
 - ▶ Your mobile number of this Prepaid SIM Card (please refer to Article 6 of “Terms & Conditions”)
 - ▶ Remaining balance and the expiry date of your Prepaid SIM Card
- Please activate your Prepaid SIM Card before the expiry date as printed on the SIM Card holder.
- Subject to aforesaid expiry date, this Prepaid SIM Card is valid from the next day upon activation to the 365th day 23:59 (Hong Kong time).

Enquiry for Details of Prepaid SIM Card

- By pressing *#130# (with a call icon), the following information will be sent to you via SMS for free.
 - ▶ Your mobile number of this Prepaid SIM Card (please refer to Article 6 of “Terms and Conditions”)
 - ▶ Stored value and the expiry date of your Prepaid SIM Card
 - ▶ Remaining data usage & voice minutes

Refill Methods

The stored value validity period will be extended starting from the date of refill. Whenever you want to refill your Prepaid SIM Card or extend the validity of the Card.

Remark: The Prepaid SIM Card should be activated prior to refill.

Refill your Prepaid SIM Card through CMHK Website <https://1cm.hk.chinamobile.com/bill/prepaid-refill.html?lang=en>. Payment can be settled by Visa / MasterCard / JCB / UnionPay Credit Cards or UnionPay Debit Cards, Alipay (real-name authentication by Mainland China ID card) or Octopus Online Payment Service. The minimum refill amount is \$50 and maximum refill amount is \$1,000.

Refill Amount and Validity Period

Refill Amount (per single recharge transaction)	Validity Period [^]
\$10 - \$49	30 Days
\$50 - \$199	180 Days
\$200 or above	365 Days

[^] Every time your Prepaid SIM Card is refilled, the stored value validity period will be automatically extended starting from the date of refill. If the original validity period is longer, then the original validity period will prevail.

Hong Kong Local Call Airtime

Validity Period	Local Call Minutes	Applicable Country/Region
365 Days	2,000 minutes	Hong Kong

4G/3G Data Package

Region	Charge	Max. Data Usage	Local Airtime	Service Validity Period	Subscription Method	Cancellation
Hong Kong Local Data Package	\$68	5GB	2,000 Minutes	365 Days	*103*100*26#	
	\$98	10GB			*103*100*24#	
	\$138	20GB Local and 3GB Mainland China			*103*100*28#	
	\$148	30GB			*103*100*25#	
	\$228	50GB			*103*100*23#	
	\$238	70GB			*103*100*34#	
Mainland China & Hong Kong Data Package	\$108	5GB	N/A	180 Days	*103*100*29#	*103*11#
	\$168	15GB			*103*100*30#	
	\$378	30GB			*103*100*31#	
	\$498	50GB			*103*100*32#	
Mainland China, Hong Kong, Macau & Taiwan Data Package	\$158	12GB	N/A	180 Days	*103*100*27#	
Mainland China & Hong Kong Data Package	\$358	30GB			*103*100*47#	
	\$548	60GB	*103*100*48#			

- Subscription of any new data package will reset the data usage and local airtime immediately.
- All data packages cannot be co-existed.
- When the cumulated data usage for the package reaches the upper limit during the validity period, data service will be suspended. If further data service is needed, customers are required to re-subscription after cancelling the service, any unused usage in the existing data package will be forfeited.
- When customer is located out of 4G coverage in HK or designated country/ region, CMHK/designated operators will provide service via 3G/2G network. Provision of 4G network service is subjected to applicable 4G device used by customer.
- Actual data transmission speed may vary due to many factors, including but not limited to network provider, network usage, handset model, setting (including handset hardware and software), upload/download content and other external factors.
- Package does not include free Wi-Fi service.

Charges

Service	Charges
Local Airtime Charge	24-hr Flat Rate: \$0.1/min
Short Message Service	<ul style="list-style-type: none"> • Local Intra-network SMS • Local Inter-network SMS • International SMS to Mainland China • International SMS
Multimedia Messaging Service (MMS)	<ul style="list-style-type: none"> • Send MMS • Surcharge on sending International MMS
	<ul style="list-style-type: none"> • \$0.1/SMS • \$0.7/SMS • \$1.5/SMS • \$1.8/SMS • \$0.5/SMS • \$3/SMS

Please refer to Prepaid SIM Card starter pack or visit https://www.hk.chinamobile.com/en/corporate_information/Prepaid_SIM/mobile-duck/365-day-GreaterChina.html for details on all charges.

Loss & Replacement

• In case you lose your Prepaid SIM Card, please call 2211 7188 to report card loss as soon as possible. All used value incurred before the loss is reported will not be refunded under any circumstances. • In order to get a new card with the same mobile number and the same remaining balance at the time the loss is reported, please bring the SIM Card Holder and visit CMHK Shops or Customer Centre for card replacement within the stored value validity period. • For card replacement, customer will be required to have an instant rell by at least \$100 to the card, or pay \$10 as the handling fee of card replacement. • Should your Prepaid SIM Card damage or malfunction, please bring the card to CMHK Customer Centre for card replacement.

Terms & Conditions

1. The use of the individual service shall be subject to such terms and conditions as stated on the relevant service leaflet or on CMHK relevant web page.
2. The SIM Card is non-refundable and non-returnable.
3. The SIM Card should be activated before the stipulated expiry date, otherwise it will be invalid automatically.
4. Where a SIM Card has expired, or where service has been suspended for more than 30 days due to whatever reasons, or where service has been terminated due to whatever reasons, the remaining stored value (if any) shall be non-refundable and non-transferable.
5. The SIM Card shall be valid for 365 days starting from the next day upon activation date, subject to the activation taking place within the stipulated validity period.
6. The mobile number is assigned randomly and Customer cannot return, choose or request to change to other mobile numbers. Customer will not be able to keep the allocated mobile number once the SIM Card has expired, or where its service has been suspended for more than 30 days due to whatever reasons or where its service has been terminated due to whatever reasons.
7. Calculation of data usage duration and volume is based on the network report of CMHK. In case of dispute, the records of CMHK are conclusive and binding. All calculations are subject to such prevailing rates or tariff as imposed by CMHK from time to time.
8. CMHK is entitled at their full discretion to temporarily suspend any or all of the Services without notice to the Customer for the purpose of preventing any improper or abnormal use of CMHK's network or resources, fraudulent or deceptive acts until CMHK is satisfied that the Customer has ceased such acts or the relevant investigation has been completed. CMHK may assess abnormal usage based on comparisons to the usage patterns and levels of CMHK's other customers, and/or based on whether such usage level is considered to have affected our other customers' ability to optimally use the same network or service.
9. CMHK reserves its absolute right to change the terms and conditions relating to the use of the SIM Card including but not limited to the data usage rate at any time without prior notice to or consent from the Customer.
10. The above information and rates are subject to change without prior notice.
11. Any change or amendment will be published on CMHK Website.
12. For the details of the Terms and Conditions, please refer to https://www.hk.chinamobile.com/en/corporate_information/