CMHK COMMON FEATURES USER GUIDE

24-Hour Customer Care Hotline Operation Guide

- Call 2945 8888
- Use handset to dial
- Press the required number to select menu

Main Menu

0 Monthly Invoice Copy, Account Information & Payment Method
1 Monthly Invoice Copy, Account Usage & Account Information
2 Payment Methods & Check Address Proof
3 Service plan
4 Change customer password
5 Contract Period
6 Remaining handset rebate amount

Operation of Remote Call Forwarding & Activation of Value-added Services

0 Set Remote Call Forwarding
1 Cancel Remote Call Forwarding
2 Activate Voice Mail
3 Activate Data and MMS Service
4 Activate Conference Call

Info on latest handset offer & Mobile Data Service Plan

1 “Supreme Greater China” 4G Service Plan
2 Lite Mover” 4G Service Plan
3 iPhone handset offer
4 Other latest handset offer

4G Customer

1-Card-Multi-Number, Roaming, IOD, Entertainment & other Value-added Services

1 1-Card-Multi-Number service
2 Roaming service
3 IOD Service
4 Entertainment service
5 Other value-added service

Addresses of Shops, Customer Centre, Network Service Option Zone & Other Enquiries

1 Shops & customer centre addresses
2 Repair service
3 Network Service Option Zone

Report Loss

Do-activate or deactivate value-added services

1 Activate or deactivate “International roaming service”
2 Activate “1 card multi number value-added Services”
3 Activate or deactivate “Mobile data service”
4 Activate “Data roaming zone service”
5 Activate “Voice mail”
6 Activate “Conference Call”

Phone Handset Enquiries

- Applicable to CMHK service plan subscribers.

CMHK Website

- www.hk.chinamobile.com
- To check, pay bills, subscribe/change of services and purchase handsets etc.

CMHK App

- CMHK App not only available to check bills, pay bills, monitor usage and subscribe service, customer also can get information of different services and download other CMHK App.

China Mobile Hong Kong Online Shop

- China Mobile Hong Kong Online Shop provides the hottest handsets, accessories, service plans, prepaid cards and prepaid cards: refil vouchers etc. You can enjoy shopping your favorite products or services anytime anywhere and also our Pocket Wi-Fi rental service via online shop.

Methods to enter China Mobile Hong Kong Online Shop

Method 1: Enter “China Mobile Hong Kong Online Shop website” (www.hk.chinamobile.com) > Select “Online Shop”
Method 2: Download and open “China Mobile Hong Kong mobile app” > Select “Online Shop”

Bill Enquiry

Check usage & account information

- Check airtime & mobile data usage, payment due date and bill account via SMS (Free of charge)
- Check data roaming usage via SMS (Free of charge)
- Check the payment due date and bill amount of your latest bill via SMS (Free of charge)
- Check the billing details of your latest bill via MMS (Enquiries from overseas destinations are subject to data roaming charges)
- Receive free monthly reminder SMS when the latest MMS bill is ready
- Listen to bill details on handset (Local intra-network basic airtime will be deducted)
- Listen to bill details: select language, enter CMHK mobile phone number & press

Password Reset

Customer can press

(xxxxx is the first 6 numeric digits of personal identification document number)

Connecting Tone Service

To apply / set up / download connecting tones
To apply “My Channel”

Call Forwarding

All Call Forwarding
- Activate
- De-activate
No Answer Call Forwarding
- Activate
- De-activate
Unreachable Call Forwarding
- Activate
- De-activate
Busy Call Forwarding
- Activate
- De-activate

Quick Activation of all the above Call Forwarding function to the same list no. (except All Call Forwarding)

To de-activate all the above Call Forwarding functions

Remote Call Forwarding

To activate/ de-activate All Call Forwarding via other touch phonecard.

To activate, dial
- 2945 8888
- Select language
- Enter CMHK mobile phone number

To de-activate, dial
- 2945 8888
- Select language
- Enter CMHK mobile phone number

Short Message Service (SMS)

- Compose your message
- Press
- Country Code
- Tel. No.
CMHK COMMON FEATURES USER GUIDE

**Call Waiting & Call Hold**
- Activate
- De-activate

**Conference Calling**
To activate this feature, new customers are required to call 02 or 92089218 to press 1.
To use this feature, all calls must be dialed from the same party.

To Set Up a Three-way Conference Call
- Please ask the first caller to hold the line, then press #.
- Enter the second caller's mobile number.
- Press #.

To talk to one caller while setting the other caller on hold
- Press # then (1) the first caller or (2) the second caller) to choose whom you want to continue the conversation with, then press #.
- To include the waiting caller back into the conversation, press #.

The above method is only applicable to some non-smart phones.

**Voice Mail**

To Retrieve Voice Message from Mailbox
- Retrieve via customer's handset
- Retrieve via other telephone
- Retrieve from overseas
- Retrieve by 1-Card Multi-Number customers in China.

Customer can also use Voice Mail service while roaming abroad. Please refer to the "Roaming Service" section for the using methods.

Customer can follow the voice instruction to change system language and SMS notification language. The selected language will be applied to the system’s voice instruction, caller’s recording instruction and SMS notification.

To Retrieve Fax
- Print your fax out by using any fax machine with headset feature.
- Fax mailbox password is the same as customer password. Starting from 14/04/2015, for subscribers with activated the voice mail service to create or change customer password, the new password will also be applicable to access voice mail service; if no change has been made, the two existing passwords will be remain unchanged. For subscribers newly activate voice mail service from start 14/04/2013, the password will be the same as the customer password.

**Mobile Data Service**
- (applicable to Hong Kong and roaming service.)
- Re-activate
- Temporarily De-activate

Customers can also choose different mobile data service plans according to their needs, please visit our shops for details.

To Apply Extra Data Usage
- (Applicable to 3G/4G customers)

Charges apply once you apply extra data usage above the method, please refer to the leaflet for details.

**Cross-Border Communication Service**
- China “1-Card Multi-Number” Value-added Service
  - Activate
  - De-activate
  - China 1-Card Multi-Number Voice Package (100mins/month)
  - Activate
  - De-activate
  - China 1-Card Multi-Number Voice Package (250mins/month)
  - Activate
  - De-activate
  - China 1-Card Multi-Number Voice Package (800mins/month)
  - Activate
  - De-activate
  - China 1-Card Multi-Number 1-Day Pass
  - Activate
  - China 1-Card Multi-Number 7-Day Pass
  - Activate
  - Hong Kong Ringback Tone Service
  - Activate
  - Roaming Call Back Service
  (Hong Kong number will be shown on recipient’s handset when call to Hong Kong destination numbers.)

Monthly charges apply once you activate the service via the above methods.

1-Card Multi-Number voice package subscribers are required to commit a service contract which ends the same with this service plan.

**IDD001 Service**
- To call overseas
  - Activate
  - De-activate
  - block all outgoing calls
  - Activate
  - De-activate
  - block all incoming calls
  - Activate
  - De-activate
  - block international IDD calls
  - Activate
  - De-activate
  - block all incoming calls when roaming overseas
  - Activate
  - De-activate
  - block all incoming international calls when roaming overseas (except calls to HK)
  - Activate
  - De-activate

**IDD1597 Service**
- To call overseas
  - Activate
  - De-activate
  - To temporarily cancel or re-activate IDD1597 service:
    - Re-activate
    - Temporarily De-activate

**Roaming Service**

China Roaming Customer Service Hotline
(Service plans customers can call this hotline for free in China)

Activate/Deactivate Roaming Service
- Activate International Roaming – Voice & Data:
  - (Customer must enable local data service (Press *106*101) first before activate the roaming data service)
- Activate International Roaming – Voice only:
- Deactivate:
  - All International Roaming – Voice & Data:
    - (Only activate the service cannot be activated overseas with above method)
    - Customer should activate service before leaving Hong Kong.
    - Since part of the roaming operators do not support short code, suggest to activate or deactivate the International Roaming Service by pressing USSD code before leaving Hong Kong when necessary.

Customer can temporarily apply "Data Roaming Zone" service to enjoy special offer of data service.

Enquiry

Roaming Call Back Service
- No registration or deposit is required.
- To call back Hong Kong
  - 115 HK telephone no.
  - 92089218
  - 92089218
  - 92089218
  - 92089218
  - 92089218
  - 92089218

Roaming Voice Mail
- Forward Code
  - 852/8591818
  - Country Code
  - Area Code
  - Tel. No.

**Default International Call Forward Service**
- (If the international call forward service is not activated when customer is roaming abroad, all calls will be diverted to voice mail.)
  - Activate
  - De-activate

Roaming charges apply once you receive the return call from our system, regardless of whether the called line is unreachable, has no answer or divert to voice mail. Therefore, you are recommended to cancel all call forwarding functions by pressing #9028 before departure. Please pay attention, roaming charges also apply when calls are diverted to voice mail/SMSC secretarial service.

For roaming coverage & tariff inquiry, please visit our website for details.

1-Card Multi-Number Service customer is not eligible to use "1597 roaming service within 1-Card Multi-Number Service Region." (Once deactivated, the service cannot be activated overseas with above method)

Only applicable to certain designated roaming countries.