

eSIM 使用說明書

eSIM User Guide

資費 Tariff:

[按此](#)查看產品及資費詳情。

Click [here](#) for details of the product and tariff.

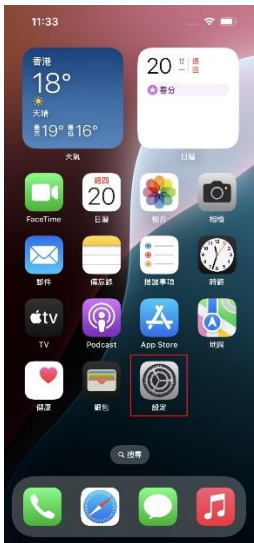
1. 成功購買產品後，將會收到確認 2 個電郵，分別是 "訂單電郵"及 "eSIM 啟用電郵"，請按指示掃描二維碼完成啟用 eSIM 服務。

After purchasing products, you will receive 2 emails of "Order Confirmation" and an "eSIM Activation". Please follow the instructions to scan the QR code and complete the activation process.

2. 請提前確認終端機/設備是否支持 eSIM 服務, [按此](#)查詢適用終端型號，激活旅遊數據卡時請確保有網絡連接以完成 eSIM 下載。

Please confirm in advance whether your device supports eSIM services. Click [here](#) for applicable device. Ensure you have a network connection to complete the eSIM download when activating the travel data card.

安裝 eSIM 流程 eSIM Installation flow:

1.點選“設定”以通過流動數據或 WiFi 設定 eSIM Select "Settings" for internet connection through cellular or WiFi	2.點選“流動網絡” Tap "Mobile Service"
	

3.點選“設定流動網絡” Tap "Set Up Mobile Service"	4.點選“使用二維碼” Tap "Use QR Code"	
		
5.用攝像鏡頭掃描 CMHK 提供的 QR code Scan QR code provided by CMHK	6.點選“繼續” Tap "Continue"	7.點選“完成” Tap "Done"
		

激活 eSIM 服務流程 eSIM Activation flow:

如何激活/ How to activate

1. 安裝 eSIM / Install the eSIM
2. 關閉 Wi-Fi / Switch off Wi-Fi
3. 開啟流動數據及數據漫遊功能 / Enable mobile data and data roaming

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- 如不含香港服務，當系統錄到數據用量，即可激活。

If the product does not include Hong Kong services, it will be activated once the system detects data usage.

- 如含香港服務，安裝後會收到 SMS，請點擊其中的「實名登記」連結，

If the product includes Hong Kong services, you will receive an SMS after installation. Please click the "Real-name registration" URL.

- 只啟用漫遊服務，進入後選「僅漫遊服務」。

If you only want to activate roaming service, select "Roaming Service Only" after entering the link.

- 啟用香港本地及漫遊服務，進入後選擇「使用本地及漫遊服務」（如僅有本地服務則不需選擇），按指定步驟完成登記後即可啟用服務。

If you need to activate both local and roaming services, select "Local and Roaming services" after entering the link (no selection is needed if the product only provides local service), and follow the instructions to complete the registration to activate the service.

服務問與答 Service F & Q

Q1:

一個 eSIM 二維碼可以掃描幾次？

How many times can an eSIM QR code be scanned?

A1:

一旦激活，二維碼即會失效，不能重新安裝。如果 eSIM 於設備中移除，亦不能重新安裝。

Once activated, the QR code becomes invalid and cannot be reinstalled. If the eSIM is removed from the device, it cannot be reinstalled.

Q2:

每個設備可以綁定幾個 eSIM？

How many eSIMs can each device bind?

A2:

取決於設備型號，不同的設備型號可以同時激活的 eSIM 數量不同。

It depends on the device ; different devices can activate a different number of eSIMs simultaneously.

Q3:

如何查看自己的設備是否支援 eSIM ?

How can I check if my device supports eSIM?

A3:

可以於 <https://www.hk.chinamobile.com/tc/home/vas/esim> 查看支援 eSIM 的手機型號。

You can check the supported eSIM device at <https://www.hk.chinamobile.com/en/home/vas/esim>.

Q4:

遇到問題時如何解決？

How to solve problems when encountered?

A4:

可以聯絡 1) 儲值卡服務熱線 193 193 或 2) 24 小時客戶服務熱線 12580。

You can contact 1) Prepaid SIM Card Service Hotline at 193 193, or 2) 24-hour Customer Service Hotline at 12580.

條款及細則 Terms & Conditions:

1. 本 eSIM (「本服務」) 由中國移動香港有限公司(「中國移動香港」)提供。

This (eSIM) (the "Service") is provided by China Mobile Hong Kong Company Limited ("CMHK").

2. 本服務使用 5G 網絡服務須配合 5G 制式的流動裝置。實際的網絡服務會受服務地點、指定的網絡供應商、網絡情況、網絡覆蓋範圍、硬件、軟件及其他因素而有所影響。如客戶在香港身處 5G 數據服務覆蓋以外地區，中國移動香港仍會透過 4G 網絡為客戶提供服務。實際的網絡提供會不時更新而恕不另行通知，一切資料以中國移動香港網站為準。中國移動香港有權隨時更新支援的本服務的流動裝置名單。如需最新資訊，請瀏覽

<https://www.hk.chinamobile.com/tc/home/vas/esim>。客戶需確保流動裝置有網絡連接以完成本服務下載，相關費用包括但不限於網絡連接費用由客戶承擔。有關本服務下載詳

<https://www.hk.chinamobile.com/tc/home/vas/esim>

The use of 5G network services requires a compatible 5G mobile device. Actual network services may be affected by service location, designated network operators, network conditions, network coverage, hardware, software, and other factors. If a customer is in an area not covered by 5G data services in Hong Kong, CMHK will still provide services via 4G networks. Actual network provision may be updated from time to time without prior notice. All information is subject to the

CMHK website. CMHK reserves the right to update the list of mobile devices supported for this Service at any time. For the latest information, please visit <https://www.hk.chinamobile.com/en/home/vas/esim>. Customers are required to ensure that their mobile devices have network connectivity to complete the download of this Service. Related costs, including but not limited to network connection fees, shall be borne by the customer. For details on the download of this Service, please refer to <https://www.hk.chinamobile.com/en/home/vas/esim>.

3. 本 eSIM 必須於註明的有效日期內啟用，否則將會自動失效。

This eSIM should be activated before the stipulated expiry date, otherwise it will be invalid automatically.

4. 當有效期結束，所有服務將自動停止而不另行通知。本服務未用之數據餘額將會取消。

Upon expiry of the Validity Period, all services will automatically terminate without prior notice.

Any unused data balance of this Service will be forfeited.

5. 本服務一經出售，恕不退换。

Once this Service is sold, it is non-refundable and non-exchangeable.

6. 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。

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 tariffs as imposed by CMHK from time to time.

7. 為了防止客戶任何不當使用中國移動香港的網絡或資源、欺騙性或欺詐性的行為，中國移動香港有權臨時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。

CMHK is entitled to temporarily suspend any or all of the Services without notice to the Customer for the purpose of preventing any improper 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.

8. 客戶同意中國移動香港之一般個人資料收集聲明及私隱政策聲明所載之內容，並接受其約束。上述聲明分別載於 <https://www.hk.chinamobile.com/tc/home/contract-terms-conditions/event-tnc-list#3-0> 及 <https://www.hk.chinamobile.com/tc/home/contract-terms-conditions/event-tnc-list#1-0>。客戶可能會被要求向中國移動香港提供個人識別資料。為提供本服務，該些資料是必要的。倘若客戶未能提供所需資料，客戶將不能使用本服務。客戶有權根據《個人資料（私隱）條例》(第 486 章)的規定，要求查閱或更正參加者之個人資料。如有任何查閱或更正資料的要求，詳情請參閱中國移動香港的私隱政策聲明。客戶如欲查閱個人資料及更正個人資料或詢問個人資料有關聲明，請致函：中國移動香港有限公司，地址：香港新界葵涌葵昌路 51 號九龍貿易中心 1 座 20 樓，收信人：資料保護主任；或致電中國移動香港拒收商業電子訊息登記熱線 6226 4926 或客戶服務熱線 12580。

The customer agrees to and is bound by the content of CMHK's General Personal Information Collection Statement and Privacy Policy Statement. These statements are available at

<https://www.hk.chinamobile.com/en/home/contract-terms-conditions/event-tnc-list#3-0> and <https://www.hk.chinamobile.com/en/home/contract-terms-conditions/event-tnc-list#1-0>. The

customer may be required to provide personal identification information to CMHK. This information is necessary for the provision of this Service. If the customer fails to provide the required information, the customer will not be able to use this Service. The customer has the right to request access to or correction of their personal data in accordance with the provisions of the Personal Data (Privacy) Ordinance (Chapter 486). For details on how to make such requests, please refer to CMHK's Privacy Policy Statement. To request access to or correction of personal data or to inquire about statements related to personal data, please write to: China Mobile Hong Kong Company Limited, Address: 20th Floor, Tower 1, Kowloon Commerce Centre, 51 Kwai Cheong Road, Kwai Chung, New Territories, Hong Kong, Attn: Data Protection Officer; or call the CMHK Non-Commercial Electronic Messages Registration Hotline at 6226 4926 or the Customer Service Hotline at 12580.

9. 如因電力或網絡故障、或其他中國移動香港不能控制的情況下任何服務失效、中斷、延誤或暫時中止所引致之損失及損害（不論直接或間接），例如因任何技術故障、困難或錯誤、網絡故障、中斷或擠塞、手機程式故障、任何第三方引致之原因、軟體的不相容性問題或其他任何原因（包括但不限於任何終端設備或互聯網網絡問題）而產生或引致任何遲延、遺失、錯誤或無法辨識的回應等情況、或未能使用本服務，中國移動香港概不負責及不會作出任何補發或補償。

CMHK shall not be liable for any losses or damages (whether direct or indirect) arising from or in connection with any service failure, interruption, delay, or temporary suspension caused by power or network failures, or other circumstances beyond CMHK's control. This includes, but is not limited to, technical malfunctions, difficulties, errors, network failures, interruptions, congestion, mobile application faults, causes attributable to any third party, software incompatibility issues, or any other reasons (including but not limited to any terminal equipment or internet network problems) that result in or cause any delay, loss, error, unrecognizable response, or inability to use this Service. CMHK will not make any replacement or compensation under such circumstances.

10. 受條款約束，使用/申請任何服務前，請瀏覽 www.hk.chinamobile.com/prepaid 內有關係款細則、服務收費及詳情。中國移動香港保留更改或修訂本條款及細則之權利。若本條款及細則的中英文版有任何歧義，在任何情況下概以中文版為準。

Subject to the terms and conditions. Before using/applying for any service, please visit www.hk.chinamobile.com/prepaid for the relevant terms and conditions, service charges, and details. CMHK reserves the right to change or amend these terms and conditions. In case of any discrepancy between the Chinese and English versions of these terms and conditions, the Chinese version shall prevail in all circumstances.