

## SMS Divert – Frequently Asked Questions

### About Charges

1. Apart from the Monthly Pass and Day Pass fees, any additional charge required to pay for using SMS Divert service?  
Except of the Monthly Pass and Day Pass fees, the surcharge will be applied on every single SMS, which is forwarded to a local number or an international number<sup>(3)</sup>. In general, the SMS surcharge is \$0.6 and \$2.0 for a SMS forwarded to other mobile operator and international mobile number respectively.
2. How to charge the Day Pass service?  
Day Pass fee will be charged when you key in the short codes (\*\*145#) on your handset to apply to SMS Divert. You can immediately set to forward the SMS to other local mobile number, international mobile number or email address<sup>(1)</sup>. If you do not terminate the subscription (press ##145# on your handset) before 12:00am, the Day Pass will be renewed automatically. The respective fee of Day Pass will be charged and the service will be provided continuously.

## **About Subscription**

1. Can I apply SMS Divert when using CDMA or 3HK Rechargeable SIM?  
SMS Divert service is applicable to 2G (Dualband) and 3G post-paid SIM customers only. The CDMA and 3HK Rechargeable SIM customers are not supporting of using SMS Divert at this moment.
2. Can I apply SMS Divert service if I use HK-Macau Prepaid SIM Card?  
Yes, you can apply Monthly Pass or press the short codes \*\*145\*1# on your handset to apply the Day Pass.
3. What if the mobile number or SIM card is changed after subscribed to the SMS Divert service?  
If you have applied to the Day Pass and change the mobile number or SIM card afterward, the service and pre-set forwarding setting will be terminated. You need to key in \*\*145\*1# and apply to the Day Pass and set the forwarding destination (i.e. to mobile number or email address <sup>(1)</sup>) again.

If you have applied the Monthly Pass and change the mobile number or SIM afterward, the service and pre-set forwarding setting and the messages stored in the SMS mailbox will be deleted. It is suggested to backup those stored SMS by “manual forwarding” via the interface of web ([www.three.com.hk](http://www.three.com.hk) -> SMS Divert) or Planet3 <sup>(2)</sup>.

4. Can the mailbox size increase?  
No, the number of SMS is up to 1,000 only.
5. Can I cancel the SMS mailbox function if I subscribe to Monthly Pass?  
No, it cannot be cancelled.

## About Setting

### 1. How to go to SMS Divert at 3Grid?

The screenshot displays the 3Grid mobile application interface. The main menu is organized into several sections:

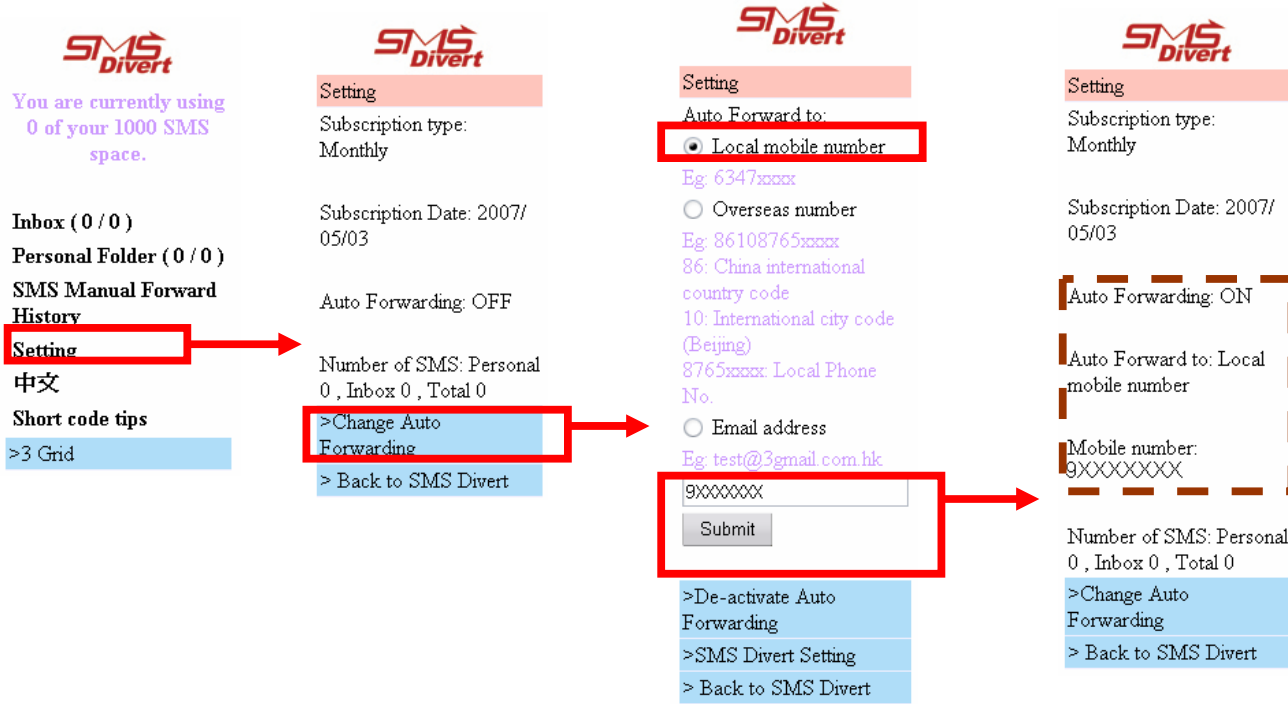
- Personal Service** (blue header):
  - > Billing
  - > My Profile
- Subscribe DIY** (blue header):
  - > 3 Like Home
  - > **SMS Divert** (highlighted with a red box)
  - > IDD 1966 Special Package
  - > IDD 1968 Special Package
  - > HoneyV
  - > VideoMail
  - > "Hello"Ring
  - > Value Packages
  - > EasyPlus Data Plan (TURBO3G)
- Useful Info** (blue header):
  - > Roaming Tariff
  - > Roaming Assistant
  - > Useful Short Code User Tips
  - > Useful Forms

Below the main menu, there are several service tiles: Monthly Account, Prepaid Phone Card, 3Everyday, and 3Express. A red box highlights the 'Monthly Account' tile, and a red arrow points from it to the 'SMS Divert' link in the 'Subscribe DIY' section. Another red box highlights the 'SMS Divert' link in the '3 And You' section, with a red arrow pointing from the '3Grid' icon in the bottom left corner to it.

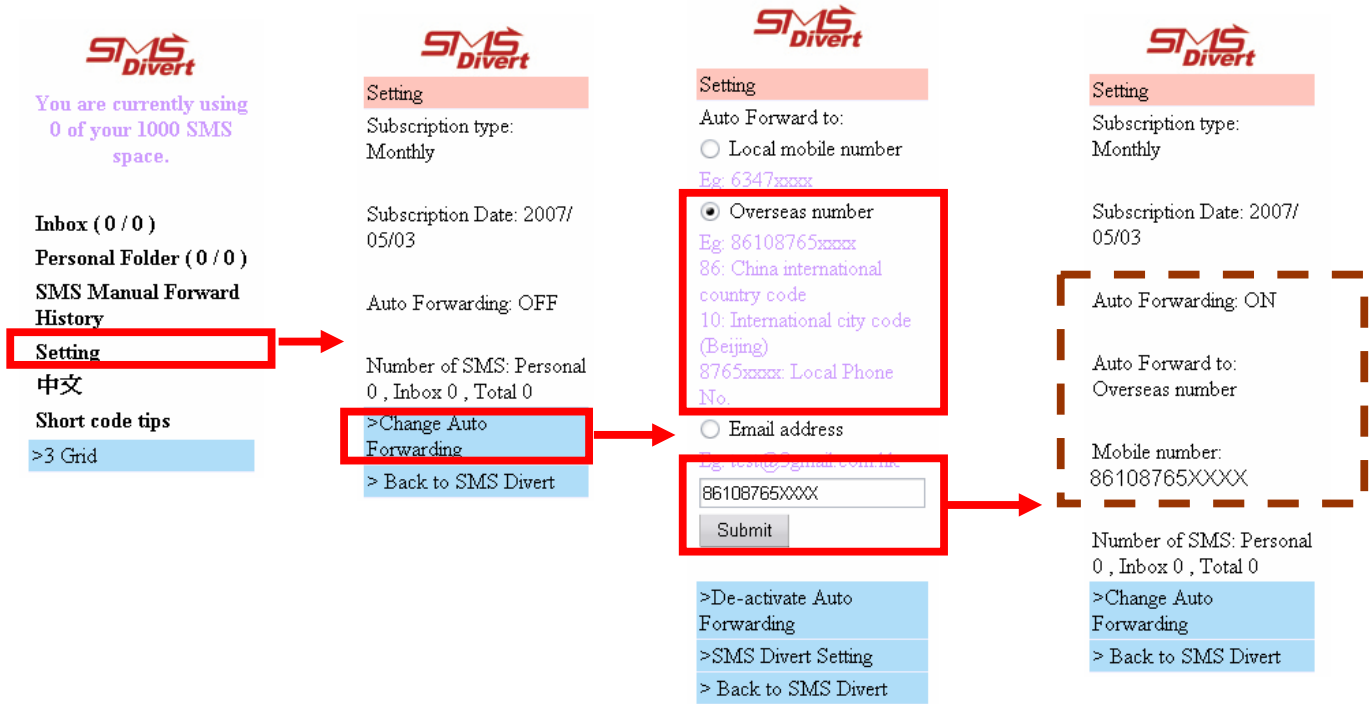
At the bottom of the screen, there are navigation options: "Add to Favorites" (star icon) and "Top of Page" (upward arrow icon).

## 2. How to manage SMS forwarding via 3Grid?

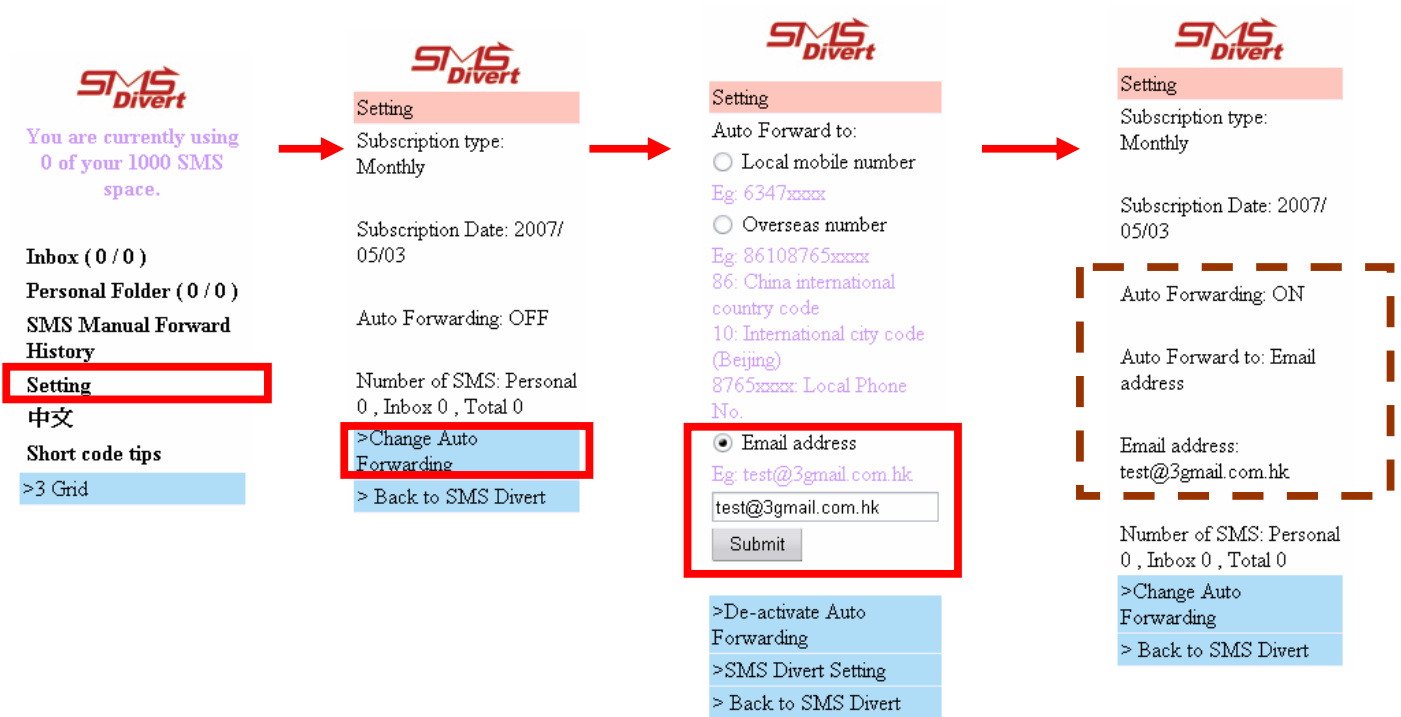
### Scenario 1 - Forward the SMS to other local mobile number



## Scenario 2 - Forward the SMS to international mobile number



Scenario 3 - Forward the SMS to email address



## Scenario 4 - Deactivate SMS forwarding



3. Can I use SMS Divert service to forward the MMS?

No, The SMS Divert service is supporting of SMS forwarding only.

4. Is the SMS mailbox function included if I subscribe Monthly Pass?

Yes, the Monthly Pass includes a mailbox up to 1,000 SMS. If the system receives the 1001<sup>st</sup> SMS (i.e. the mailbox is overflow), the 1<sup>st</sup> stored SMS in the SMS mailbox will be deleted. For any important SMS you want to keep, you may move those SMS in the "Personal Folder" in order to avoid being erased by the system when the mailbox is overflow.

5. Why does some SMS include "\$" symbol at the beginning of SMS content after subscribed the SMS Divert service?

The symbol "\$" is the watermark and used to distinguish the forwarded SMS sent via SMS Divert system. If that SMS is forwarded by one sender only, "\$" will be placed at the beginning of the SMS content. Example one: A-number sends a SMS to B-number. And B-number has set auto-forwarding to C-number. C-number will receive the SMS carried with "\$" symbol.

The forwarded SMS content will carry "%" at the beginning in the SMS content if that SMS is forwarded through two senders.

Example two: A-number sends a SMS to B-number. And B-number has set auto-forwarding to C-number. C-number has set auto-forwarding to D-number as well. C-number will receive the SMS carried with "%" symbol since B-number and C-number is the "sender" to forward this SMS.

6. What is the content of the forwarded SMS if which is auto-forwarded from other mobile number?

Example one: A-number sends a SMS to B-number. And then B-number has set SMS auto-forwarding to C-number.

C-number will receive the below SMS:

```
Fr: <B-number >  
Time and Date  
$  
From: 852<A-number >  
The content of auto-forwarded SMS
```

Example two: A-number sends SMS to B-number. And then B-number has set SMS auto-forwarding to C-number. C-number also has set SMS auto-forwarding to D-number.

D-number will receive the below SMS:

```
Fr: < C-number >  
Time and Date  
%  
From: 852<B-number>  
From: 852<A-number>  
The content of auto-forwarded SMS
```

Example three: A-number sends a SMS to B-number. B-number has set auto-SMS forwarding to C-number who has set SMS auto-forwarding to D-number. Lastly, D-number has set SMS auto-forwarding to E-number.

E-number will receive the below SMS:

```
Fr: <D-number>  
Time and Date  
%  
From: 852<C-number>  
From: 852<B-number>  
From: 852<A-number>  
The content of auto-forwarded SMS
```

7. How many times the SMS can be auto-forwarded?

A SMS can be auto-forwarded up to 3 times.

Example: A-number sends SMS to B-number. And B-number has set SMS auto-forwarding to C-number who has set SMS auto-forwarding to D-number. Lastly D-number has set SMS auto-forwarding to E-number.

1<sup>st</sup> time of auto-forwarding: B-number > C-number

2<sup>nd</sup> time of auto-forwarding: C-number > D-number

3<sup>rd</sup> time of auto-forwarding: D-number > E-number

If E-number has set SMS auto-forwarding to F-number, who will not receive any forwarded SMS from E-number since a SMS can be auto-forwarded up to 3 times only.



8. If B-number has set SMS auto-forwarding to C-number while C-number also has SMS auto-forwarding to B-number then what would happen?  
In this case, C-number cannot activate the auto-forwarding function since it's the loop to make the forwarding to C-number. The system will send alert message to C-number.

Alert message to C-number:

Chinese: “不成功, 電話號碼不正確”

English: “Fail: Invalid number”

9. Any impact on receiving MMS if SMS forwarding has been set to other mobile number (i.e. C-number)?  
If SMS auto-forwarding has set to C-number and your friend sends MMS to you, you can receive the MMS message with subject but cannot retrieve the MMS content. Even you re-send that MMS to the forwarding mobile number, the MMS cannot be retrieved.
10. If I subscribe to PCCW or HGC fixed line with SMS function, can I set SMS forwarding to these fixed lines number?  
No, the SMS Divert is only supporting of local or oversea mobile number or email address at the moment.
11. What is the email content of forwarded SMS?

The recipient will receive the below email:

From: 852BBBBBBBB@three.com.hk (BBBBBBBB – Forwarded mobile number) Subject: A forwarding SMS Sender: +852AAAAAAAA (AAAAAAAA is the sender's mobile number) SMS C Time: send time and date Received at: received time and date Forwarded SMS content
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12. When I receive the forwarded SMS via email, can I reply it by email?  
No, if you try to reply this email, the system will send the below Undeliverable email alert.

Undeliverable email alert

The following message to <852XXXXXXXX@three.com.hk> was undeliverable. The reason for the problem: 5.1.0 - Unknown address error 553-'sorry, your envelope recipient has been denied (#5.7.1)'
--

13. Any impact on voice call-forward function if I set SMS forwarding?  
No, there is no impact as voice call-forward and SMS forwarding are two different independent settings.

## About Roaming

1. Any surcharge I need to pay if I set the SMS auto-forwarded to the local mobile number, which is at overseas or in roaming?  
It depends on whether SMS roaming charge apply to that country.
2. For the case of roaming, can I subscribe the Day Pass by key in \*\*145#?  
It depends on whether Home Direct applicable to that country. For details please go to [www.three.com.hk](http://www.three.com.hk) for Home Direct supporting country.
3. For the case of roaming, can I set the auto-forwarding by key in \*\*146\*mobile phone number#?  
It depends on whether Home Direct applicable to that country. For details please go to [www.three.com.hk](http://www.three.com.hk) for Home Direct supporting country.

### Remarks:

<sup>(1)</sup> Please visit [www.three.com.hk](http://www.three.com.hk) or Planet3<sup>(2)</sup> to activate SMS forwarding to email address.

<sup>(2)</sup> Only 3G subscribers can use Planet3 (3Grid -> Customer Care -> SMS Divert) to configure SMS forwarding or check stored messages.

<sup>(3)</sup> Details of fees and charges:

(a) If there is INTRA-FREE in the subscription, it will be charged as Intra SMS when forwarding the SMS to other 3HK subscribers. Fees of Intra SMS:

- Forward the SMS to other 3HK subscribers (Intra SMS), free of charge
- Forward the SMS to a subscriber of other Hong Kong designated mobile operator (Inter SMS), \$0.6 per message
- Forward the SMS to a subscriber of overseas operator (International SMS), \$2.0 per message

(b) If SMS package has been subscribed, a free text message will be deducted from the SMS package. Surcharge will be applied to messages forwarded to other Hong Kong designated mobile operator or overseas operator.