

You can follow the setting procedures for other mobile phone models.

	Browser Setting	MMS Setting	Streaming Setting
Connection Name	3	3-MMS	3
Access Point Name	http://imobile.three.com.hk		
Homepage	http://imobile.three.com.hk	http://mms.un.three.com.hk:10021/mmsc	http://imobile.three.com.hk
Proxy serv. address		172.20.97.116	
Proxy port number		8799	

- For specific mobile phone models' setting, please visit [www.three.com.hk](http://www.three.com.hk) Customer Service Ask 3 Video mobile phone setting
- Specific handset features are required to support some services, 3HK does not recommend customer to use 2G/2.5G mobile phone with 3G SIM card.

## Account Enquiry

- Simply call 1753 175 to check the mobile number, expiry date, remaining value, etc.; or
- You can also check your balance via [www.three.com.hk](http://www.three.com.hk); or
- Press **#\*#1073\*** to check credit balance, mobile number and expiry date; or
- Press **☉** "3Care" under "3Grid" to check credit balance, usage, mobile number, expiry date and other information.

Remark: Usage and other information of SIM Card account can only be checked in "3Care" under "3Grid".

## Recharge Methods

You can recharge by the following methods and retain your mobile number with expiry date extended to another 180 days from the day of recharge.

### 1. Recharge Voucher

Purchase from any 3Shop or authorized dealers:

- Press **#\*#105\*** (16-digit password printed on the recharge voucher) **#\***, applicable to both local & overseas recharge or
- Call 1753 175 and follow the instructions.

### 2. ATM

Recharge by "Jet Payment" / "Bill Payment Service" at the JETCO / HSBC / Hang Seng Bank ATM Terminals\*.

### 3. PPS

Dial the PPS hotline 18031 or via [www.ppsk.com](http://www.ppsk.com) and enter "06" for the Merchant Code of Hutchison Telecom\*.

\*

- Recharge via ATM / PPS, please enter the mobile number and Check Digit for the "Bill / Account Number":
  - e.g. mobile number is 9123 XXXX and Check Digit is 5, thus enter 9123XXXX5.
  - The "Check Digit" could be checked by accessing **☉** "3Care" under "3Grid" via 3 video mobile phone.
- Recharge via ATM and PPS will be effective after 2 working days. If the recharge amount is lower than \$100, the expiry date will not be extended.

For recharge by recharge voucher, you will receive a message with the new stored value and the expiry date upon every successful recharge.

Recharge completed.  
 Your mobile no. is : XXXX XXXX  
 Recharge amount: HK\$XXX  
 New stored value: HK\$XXX  
 New expiry date: DD/MM/YY at 23:59  
 Check Digit: X

For recharge via ATM / PPS, please press **#\*#1073\*** or **☉** "3Care" under "3Grid" to check the latest credit balance and the expiry date.

### 4. Internet

Through [www.three.com.hk](http://www.three.com.hk), you can recharge your card by your credit card. Online recharge will be effective after 2 working days. You will be requested to input your 6-digit account password which can be checked by sending a blank SMS to 503175.

## Value-added Service Charges

Service	Target	Charges
WebCall	3 Customer	Chargeable for video call minutes usage
	WebCaller	Free registration and usage
VoiceMail	3 Customer	Monthly fee of \$15
VideoMail	3 Customer	Special Monthly fee of \$30 (original \$60)
#3636 Mobile Friend	3 Customer	\$0.3 per 6 seconds, plus voice talk time charges Free for receiving SMS.

## Video Minute Packages

Monthly Fee	Video (min)	Thereafter Charge (per min)
\$28	60*	\$1.5*
\$58	150*	
\$98	300*	

\* For making video calls to subscribers of any local operator other than 3HK, a surcharge of \$1.5/min will apply. No surcharge will apply for receiving video calls from subscribers of any local operator other than 3HK.

## Service Charge

- **Local Calls:** Charge per minute, less than one minute will be counted as one minute.
- **IDD Calls:** IDD 001 call charge is on a 6-second basis, whereas IDD 1968 call charge is on a 1-min basis. Local airtime charge is waived.
- **Roaming Service:** The roaming charge begins to apply once you pick up the ring back call from the system. If there is no answer from the other party or the line is busy, the relevant charges will still be deducted from the remaining value of the SIM Card. Please refer to [www.three.com.hk](http://www.three.com.hk) for roaming charges.
- **Voicemail / Videomail:** Access to voice / video mailbox by your SIM Card will be charged by local / roaming voice / video airtime accordingly.
- **Call Forward Bundle:** Calls forwarded to a local telephone number / voice mail / video mail will be charged at local voice / video airtime rate. For calls forwarded to a designated overseas telephone number, please refer to [www.three.com.hk](http://www.three.com.hk) for charging details.
- **Multimedia Messaging and Short Messaging Services:** Charge per message sent.

## Monthly / Periodic Service Charges

- The following charges will be deducted monthly from the SIM Card value upon card activation as long as your SIM Card is valid.
  - a) \$18 to enjoy 10MB Local Wireless Data + Unlimited WiFi + Unlimited Free Intra-network SMS
  - b) Government Mobile License & Administrative Fee of \$2.5 (waived during the promotion period)
  - c) Other monthly or periodic charges of the subscribed services
- If the credit balance of your SIM Card is not enough, your SIM Card service will be temporarily suspended. Please recharge to re-activate the service.
- If the credit balance of your SIM Card is not enough for deduction on the monthly renewal day of your self-subscribed monthly service / content package, that service will be cancelled. Please recharge your SIM Card and subscribe to that service again.

## Lost or Replacement of Your SIM Card

- No replacement will be given if SIM Card is lost.
- Should your SIM Card mal-function, please bring the card to any of our 3ServiceCentre. A handling fee for card replacement will be charged.

- Launch your internet browser and type any URL in the address field and you will be redirected to 3HK Wi-Fi login page automatically
- Enter your mobile phone number and Wi-Fi password to log in.

### **Rechargeable SIM Card Notification Service**

To receive notification messages on the stored value and expiry of the Rechargeable SIM Card account via a second mobile phone number, please visit [www.three.com.hk](http://www.three.com.hk) to register the service via Rechargeable SIM Card Notification Service.

#### Registration procedures:

- Visit [www.three.com.hk](http://www.three.com.hk), click into “Prepaid SIM” on the top menu; then select “Rechargeable SIM Card Notification Service”.
- Login with your Rechargeable SIM Card mobile phone number & password.
- Input any valid Hong Kong mobile phone number as your second mobile phone number.
- After registration, the second mobile phone number will receive a confirmation message via SMS. To confirm the request, simply reply the message by entering the Rechargeable SIM Card mobile phone number in content.
- The request will be cancelled if no reply is submitted within an hour upon the confirmation message sent.
- Upon successful registration, both Rechargeable SIM Card mobile phone number & second mobile phone number will receive all the notification messages for the Rechargeable SIM account.

#### De-activate Rechargeable SIM Card Notification Service procedure:

- Visit [www.three.com.hk](http://www.three.com.hk), click into “Prepaid SIM” on the top menu; then select “Rechargeable SIM Card Notification Service”.

- Login with your Rechargeable SIM Card mobile phone number & password.
- Select “Deactivate Rechargeable SIM Card Notification”.
- Upon successful de-activation of the second mobile phone number, both Rechargeable SIM Card mobile phone number & second mobile phone number will receive a confirmation SMS.

#### Rechargeable SIM Card Notification Service – Term & Conditions:

- This “Rechargeable SIM Card Notification” service is only applicable to 3HK 3G Rechargeable SIM Card for receiving notification messages via a second mobile phone number.
- Notification messages only include the “Lower balance” alert & “Expiry date” alert of the 3HK Rechargeable SIM card.
- 3HK 3G Rechargeable SIM Card customer can register any valid Hong Kong mobile phone number as the second mobile phone number for the service.
- If the registered second mobile phone number is a non-3HK mobile number, inter-operator SMS (IOSMS) surcharge may be deducted when sending or receiving message for the service.
- It is not recommended to activate any SMS forwarding feature on your second mobile phone number when you are using this service.
- 3HK 3G Rechargeable SIM Card customers shall be responsible for ensuring the validity and ownership of the second mobile phone number that he/she has been registered in our system.
- All service contents and charges of this service are subject to final decision of 3HK. 3HK reserves the right to change the contents and charges without prior notice.



Three.com.hk

# Quick Reference Menu

## **SIM Card activation procedure:**

Please insert the 3HK Rechargeable SIM Card into the device, click the browser installed on the device for internet access<sup>^</sup>. Once internet is accessed, the rechargeable SIM Card will be automatically activated.

Mobile phone number and password are printed on your quick reference menu. For security reason, you are suggested to change your password via [www.three.com.hk](http://www.three.com.hk) after your first login.

<sup>^</sup> When you connect to the network, please ensure you are within the mobile phone service coverage.

## **Wi-Fi Setting**

You can enjoy unlimited Wi-Fi service for free. To activate your WI-FI service, you need to access our [www.three.com.hk](http://www.three.com.hk) to set a new WI-FI password.

- Please visit our [www.three.com.hk](http://www.three.com.hk), choose “Prepaid SIM” on the top menu, access “Set up Wi-Fi Password” and the “Customer Service Log In” by input the mobile phone number and password printed on the menu.
- Assign your own password for Wi-Fi login and the e-mail address for receiving the confirmation notice.
- After you have successfully set up the Wi-Fi password, go to any 3HK Wi-Fi hotspots (please visit <http://www.three.com.hk/hotspots> for more details of 3HK Wi-Fi hotspots.) with a Wi-Fi available device and set the network name (SSID) to “3HK Wi-Fi Service”



A member of the HTHKH Group  
A Hutchison Whampoa Company