

## General Enquiry

### 1. What are the available sizes of the Roaming Data SIM Card?

The Roaming Data SIM Card is a 3-in-1 SIM Card designed for mobile devices equipped with a Mini (large) /Micro (medium) /Nano (small) SIM slot.

### 2. In which countries/regions can the Roaming Data SIM Card be used for service?

The Roaming Data SIM Card is available in the following 43 countries/regions.

Asia Pacific (15)	Australia, Cambodia, Mainland China, India, Indonesia, Japan, Macau, Malaysia, New Zealand, Philippines, Singapore, South Korea, Sri Lanka, Taiwan, Thailand
North America (2)	Canada, United States of America*
Europe (24)	Albania, Austria, Belarus, Belgium, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, the Netherlands, Portugal, Romania, Spain, Sweden, Switzerland, Turkey, United Kingdom
Others (2)	Ghana, South Africa

\* Coverage includes Hawaii and excludes Guam and Alaska.

### 3. Can this Roaming Data SIM Card be used to make telephone calls or text messages?

The Roaming Data SIM Card only provides mobile data service and cannot be used for voice calls or text messages.

### 4. Are network sharing functions supported by the Roaming Data SIM Card?

Yes. The Roaming Data SIM Card can be used for tethering or mobile hotspots on most mobile devices enabled with such functionality, and is compatible with mobile Wi-Fi routers.

### 5. How will I be charged for data used via tethering?

All used data volume, including that which has been used for tethering (if applicable), will be deducted from your purchased data or days.

### 6. Does the Roaming Data SIM Card come with an expiry date?

Yes. You can refer to the expiry date as printed on the packaging for Roaming Data SIM Card. All entitled data must be used before expiry, otherwise any remaining data will be voided after the expiry date.

### 7. How is a day of effective usage calculated?

You can use the Roaming Data SIM Card immediately once the Card has been inserted into any compatible mobile device(s). A day of effective usage is calculated on a 24 hour basis, starting from the time the Roaming Data SIM Card was connected to the Internet and ending 24 hours thereafter, connection time of less than one day will be counted as one day. For example, if you start to use this card at 15:00 local time, and disconnect

from the network at 14:59 on the next day in the same time zone, this will be recorded as one day's effective usage.

8. If I visit several countries on the same day, will I be deducted for more than one day of effective usage?

No. If you visit more than one country within one day's effective time period (i.e. within 24 hours), only one effective day will be deducted.

9. Ordinary data roaming cards and local prepaid data cards require continuous usage throughout the effective period of a service plan, does the same apply for the Roaming Data SIM Card?

You are not required to use the Roaming Data SIM Card on consecutive days. As long as there are more than one effective day remaining on your Roaming Data SIM Card, you may flexibly choose which days you use your allocated service.

10. Will I be charged extra if I exceed the allocated data volume?

No. The total data volume available with the Roaming Data SIM Card depends on the total number of data days purchased (150 MB per day). For example, if you have purchased 4 days of data service, the total data volume would be 600 MB; after you have cumulatively consumed 600 MB of data volume, the Roaming Data SIM Card will stop providing further data service, and extra service charges shall not be incurred.

11. Can I only use up to 150 MB each day, and would data service stop for the day?

If you purchase more than one effective day of data for your Roaming Data SIM Card, you may freely use the total data volume at any time within the effective day period of the service plan. For example, if you purchase 4 days of data service, the total data volume would be 600 MB. You may choose to use all 600 MB on the first day, but after you have cumulatively consumed 600 MB of data volume the card will stop providing further data service.

12. If data volume on the Roaming Data SIM Card has been fully consumed, can I purchase additional Roaming Data SIM Card data (top-up the card) #?

Yes. You may login to [www.hkbn.net/roaming](http://www.hkbn.net/roaming) and click on "Extra Day Pass Purchase" to top-up more than one day of value to the Roaming Data SIM Card. You must have a valid HKBN account for Top-Up.

13. What is the maximum number of additional days that I can purchase for the Roaming Data SIM Card#?

Each Roaming Data SIM Card can store a maximum of 30 effective days, i.e. the maximum top-up limit for this Card cannot exceed the upper limit of 30 effective days. For example, if your Roaming Data SIM Card currently has 7 days of data, you may purchase (top up) an additional 23 days of data before expiry.

14. What is the maximum number of Roaming Data SIM Cards that can be purchased by a HKBN customer#?

Each customer with a valid HKBN account can cumulatively purchase up to 10 valid Roaming Data SIM Cards. However, under circumstances such as special promotional offers, the maximum number may be subject to vary.

15. Can I use the Roaming Data SIM Card in Hong Kong?

No. Hong Kong is not included in the data network coverage of this card.

16. Before using the Roaming Data SIM Card, am I required to activate the Card and configure the APN?

No. You can use the Roaming Data SIM Card immediately once this Card has been inserted into any compatible mobile device(s).

17. On what devices or operating systems can I use the Roaming Data SIM Card?

The Roaming Data SIM Card can be used on most Android and iOS mobile devices that support 3G and 4G, e.g. Apple and Samsung mobile devices.

18. What is the connection speed of the Roaming Data SIM Card?

The data uploading/downloading speed of the Roaming Data SIM Card is dependent on different mobile devices and the overseas network in use at the time. Generally speaking, the Roaming Data SIM Card can offer 3G data uploading/downloading speed.

19. If I lose my Roaming Data SIM Card, can I have it replaced free of charge?

If you lose your Roaming Data SIM Card, please call our Customer Service Hotline 128100 or email us at [hkbnbroadband@hkbn.net](mailto:hkbnbroadband@hkbn.net) to request a new Roaming Data SIM Card. HKBN has the right to charge HK\$200 administration fee and you will be given a new Card at our designated HKBN Shop. The original Roaming Data SIM Card will become invalid, and any remaining unused data or effective days on the original Roaming Data SIM Card will be transferred to the new Card.

If you have purchased the Fixed Day-Pass Roaming Data SIM Card, refunds and exchanges are not available. For enquiries, please contact our Customer Service Hotline (852)3492 6333

20. If I get a new mobile device, can I request a new Roaming Data SIM Card of a different size?

Your Roaming Data SIM Card is conveniently designed as a 3-in-1 SIM Card. Simply reconfigure your SIM and insert it into the appropriate Mini (large) /Micro (medium) /Nano (small) SIM slot.

21. Why is the network data usage recorded on my mobile device different from the data usage records provided by HKBN?

Different mobile devices use different methods for calculating data usage, hence records may differ from HKBN's record of data usage. However, the difference should not be significant. HKBN's data usage record shall be considered the actual data usage.

22. By turning on data roaming to use the Roaming Data SIM Card, would I be liable for data roaming charges?

No, you will not be charged for roaming charges. The Roaming Data SIM Card can only be connected to the

Internet after turning on data roaming. **However when you switch to a different SIM card, please remember to turn off data roaming to avoid unnecessary data roaming charges.**

#Not applicable to Fixed Day-Pass Roaming Data SIM Card.