

Service Registration

1. How can I purchase a “Travel Data SIM Card” service plan?

- A. New customers can choose broadband service plans that include a Travel Data SIM Card when registering as a new user or renewing an existing contract.
- B. Existing HKBN customers can also login to www.hkbn.net/travel to purchase a Travel Data SIM Card online.

2. Can non-HKBN customers also purchase a Travel Data SIM Card?

At this time, the Travel Data SIM Card is available only to HKBN customers. New customers may consider registering for a broadband service plan that comes bundled with a Travel Data SIM Card.

3. What is the price for purchasing a Travel Data SIM Card online?

That depends on your travel itinerary. You may purchase more than 1 effective day of service through our online purchase platform. The price is \$55 per day, which includes 150 MB of data, and the SIM Card fee is \$30. For example, when you first purchase a 4-day Travel Data SIM Card online, the data fee for 4 days is \$220 plus the SIM Card fee of \$30. \$250 is your total payment due. Please note the SIM Card fee is incurred on a one-time basis. No SIM Card fee will be applied for top-up.

4. How do I collect my purchased Travel Data SIM Card?

Once the order has been confirmed, the Travel Data SIM Card will be delivered to your registered correspondence address you have registered after 5 working days.

5. Can I collect my Travel Data SIM Card from a HKBN shop?

At this time, we do not provide collection services at our shops. Once the order has been confirmed, the Travel Data SIM Card will be delivered to your registered correspondence address after 5 working days.

6. It's now been a while since making my purchase, but I've yet to receive the Travel Data SIM Card. What should I do?

Under normal circumstances, the Travel Data SIM Card will be delivered to your registered correspondence address 5 working days after the order has been confirmed. However, if you still haven't received your Travel Data SIM Card 10 working days after the order was confirmed, please login to “My Account” at the HKBN webpage hkbn.net/MyAccount or use the My Account App to check if your correspondence address is correct. If you have further enquiries, please call our Customer Service Hotline 128100 or email us at hkbnbroadband@hkbn.net.