

FAQ for NETVIGATOR Everywhere

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(A) About the service

1. What is this NETVIGATOR Everywhere service?

A1: NETVIGATOR Everywhere's state-of-the-art technology means you can go online anywhere, thanks to coverage from Wi-Fi, HSPA and 3G platforms. NETVIGATOR Everywhere "intelligence" will automatically detect and connect customers with the strongest signal from the three platforms and migrate from one to another wherever you may be to maintain stable and reliable online connectivity.

2. What is the difference between NETVIGATOR Everywhere and other 3G operators' mobile broadband services?

A2: Other 3G operator's mobile broadband service only runs on 3G platform, while NETVIGATOR Everywhere can auto-switch the highest speed between Wi-Fi, HSPA and 3G platforms, subject to network coverage at the location, the device and various extraneous factors.

3. Is it everywhere in Hong Kong can access Internet after I applied this service include MTR, KCR, my own premises, inside elevator, wherever I go?

A3: NETVIGATOR Everywhere service allows you to access Internet wirelessly wherever there's network coverage of PCCW Wi-Fi, HSPA or 3G platforms by using appropriate device/notebook and the USB Modem.

4. Is it unlimited to use the Wi-Fi service after I applied this service?

A4: Yes. NETVIGATOR Everywhere service provisioned with unlimited local data usage under PCCW Wi-Fi hotspots, using the mobile number of the data SIM card as the login ID.

5. If yes, is it my unlimited Wi-Fi package that I'd applied via your sales before can be terminated without penalty?

A5: Yes. If you have subscribed NETVIGATOR Everywhere service, your existing PCCW Wi-Fi monthly package could be terminated without penalty if it's still within commitment period.

6. How's the HSPA network coverage of NETVIGATOR Everywhere?

A6: NETVIGATOR Everywhere supports not only Wi-Fi but also PCCW mobile 3G wireless data service, which includes HSPA and 3G network. PCCW mobile's 3G wireless data service has already covered most area in Hong Kong.

7. What security measures are taken to protect data transmitted via your 3G network?

A7: NETVIGATOR Everywhere runs over PCCW mobile's WCDMA-based 3G network. This has a proven track record in subscriber identification and authentication and secure delivery of voice and data. WCDMA signals are encrypted according to a 3GPP 128-bit ciphering algorithm.

8. Can I use NETVIGATOR Everywhere overseas? How? How much?

A8: You can apply for the NETVIGATOR Everywhere Data Roaming Plan. For tariff details, please click here (www.netvigatoreverywhere.com/roamday) or call our 24-hour application hotline 2888 0008 (and press 8).

9. What is the login ID and password?

A9: Your default login ID is NETVIGATOR Everywhere SIM card mobile number @ PCCW Mobile and password is the first 6 digits of your HKID number if you didn't make any change.

10. Any notification message your company will send to me after I register this service?

A10: Applicant needs to sign up the NETVIGATOR Everywhere Agreement plus the PCCW Mobile's Sales and Services Agreement for the service, and gets the agreement copy for record. No separate notification message will be sent.

11. Does it mean your company passes my personal data to PCCW mobile without my consent?

A11: No. By the time you subscribe NETVIGATOR Everywhere service, you have also filled in the PCCW Mobile's Service & Sales Agreement. So PCCW mobile has your personal data.

12. If I terminate the NETVIGATOR broadband service, will the NETVIGATOR Everywhere service terminate at the same time?

A12: No. Upon NETVIGATOR broadband service termination, NETVIGATOR Everywhere service is still available.

If the subscriber is enjoying NETVIGATOR broadband subscriber's exclusive offer of NETVIGATOR Everywhere service before broadband service termination, the monthly fee will be automatically resumed to standard tariff after broadband service termination without further notice.

13. How to apply this service?

A13: You can apply for this service through our Direct Sales, 24-hour sales hotline 2888 0008 (Chi 2888 1888) or visit any one of our PCCW shops to apply.

14. How much is the tariff?

A14: For tariff details, please click here (www.netvigatoreverywhere.com) or call our 24-hour application hotline 2888 0008 (and press 8).

(B) About tariffs and billing

1. How much is the tariff plan?

A1: For up-to-date tariff details, please click here (www.netvigatoreverywhere.com) or call our 24-hours application hotline 2888 0008 (and press 8).

2. What payment methods can I choose from to settle the monthly bill?

A2: You can choose to settle the payment by autopay, PPS, mailing cheque, via ATM or in person at 7-Eleven.

3. Why did I receive your PCCW mobile bill statement charge NETVIGATOR Everywhere service? I never apply any PCCW mobile service?

A3: PCCW Mobile is the billing agent of NETVIGATOR Everywhere service, and thus you have PCCW Mobile's Sales and Services Agreement upon NETVIGATOR Everywhere service application.

4. What are the charges when I use International Wireless Internet overseas?

A4: Charges may change from time to time, please click here (www.netvigatoreverywhere.com) to check for the up-to-date tariffs anytime.

(C) About USB modem

1. How much is the USB modem?

A1: For tariff details, please click here (www.netvigatoreverywhere.com) or call our 24-hour application hotline 2888 0008 (and press 8).

2. Can an USB modem used as USB storage device?

A2: Most USB modem can support Micro SD card.

3. I am now using other 3G operator's mobile broadband service, can I port in my mobile number to here in order to use NETVIGATOR Everywhere?

A3: We will assign a new mobile number for this service. Porting-in numbers is not allowed.

4. Can I just subscribe a Netvigator Everywhere tariff plan and plug the SIM into a mobile data modem from other operators?

A4: The NETVIGATOR Everywhere service is only worked on our USB modem, we cannot guarantee the service is workable on other mobile data modem.

5. How long warranty period of the USB modem will be last for?

A5. The free warranty period lasts for 12 months. Please contact the manufacturer/repair center directly.

6. What happened if I lost my USB modem?

A6. You can call our customer services hotline 1000 to arrange for buying a USB Modem, but you are not allowed to get a new number.

7. Where is the repair centre of the USB modem?

A7: Huawei Service Center

Address: 7/F(M-Zone), Ginza Plaza, 2A Sai Yeung Choi Street South, Mongkok
Service Hotline: 21513822

Office Hour: Monday to Saturday: 11am to 2pm and 3pm to 8pm, Sunday and Public Holiday: Closed

8. What is the technical support hotline?

A8: 1000

(D) Special offers for NETVIGATOR customer

1. What is the special offer for existing NETVIGATOR customer?

A1: For up-to-date tariff details, please click here (www.netvigatoreverywhere.com) or call our 24-hour application hotline 2888 0008 (and press 8).

2. If I'm not a NETVIGATOR broadband customer, can I get discount to apply for the NETVIGATOR Everywhere service?

A2: Thank you for your interest in NETVIGATOR Everywhere service. We are sorry that there's no exclusive offer for non-NETVIGATOR broadband customers, though we will keep on launching attractive offers for different type of customers. Please stay tuned with our latest promotion offers.

3. I was not a NETVIGATOR broadband customer when I applied NETVIGATOR Everywhere. Now I have become a NETVIGATOR broadband customer, can I enjoy the special offer now?

A3: Sorry, you cannot because the offer is only available to new NETVIGATOR Everywhere subscribers. You are now an existing NETVIGATOR Everywhere subscriber so the offer is not applicable to you.

4. Is a NETVIGATOR 56K dial up customer eligible to apply this service?

A4: NETVIGATOR Everywhere service subscription is open to public, and so NETVIGATOR 56K dial up customer is eligible to apply as well. NETVIGATOR 56K dial up customer could apply the service at normal tariff, but not at NETVIGATOR broadband customer's exclusive offer.

5. How many NETVIGATOR Everywhere accounts can I apply?

A5: You can apply whatever number of accounts you want. However every NETVIGATOR account is entitled to purchase NETVIGATOR Everywhere via special offer once only.

6. If I'm NETVIGATOR broadband customer, can I get discount on this new service?

A6: Existing NETVIGATOR broadband subscriber has exclusive offer in NETVIGATOR Everywhere service, including special monthly service fee and discounted price for USB modem, in condition that the broadband service is still active.

The special monthly service fee will resume to normal tariff in case of broadband service termination during NETVIGATOR Everywhere's commitment period.

E. About SIM Card

1. Can I insert the SIM card into a handset and treat it as a normal 3G SIM card to make or receive voice calls and send or receive SMS and MMS?

A1: The SIM card cannot make or receive voice calls and send or receive MMS. However, it can be used to send or receive SMS (extra charge applies).

2. What if I lost my SIM card?

A2: Please call our CS hotline on 1000 to suspend the service immediately. Then please visit any PCCW shop to get a replacement SIM.

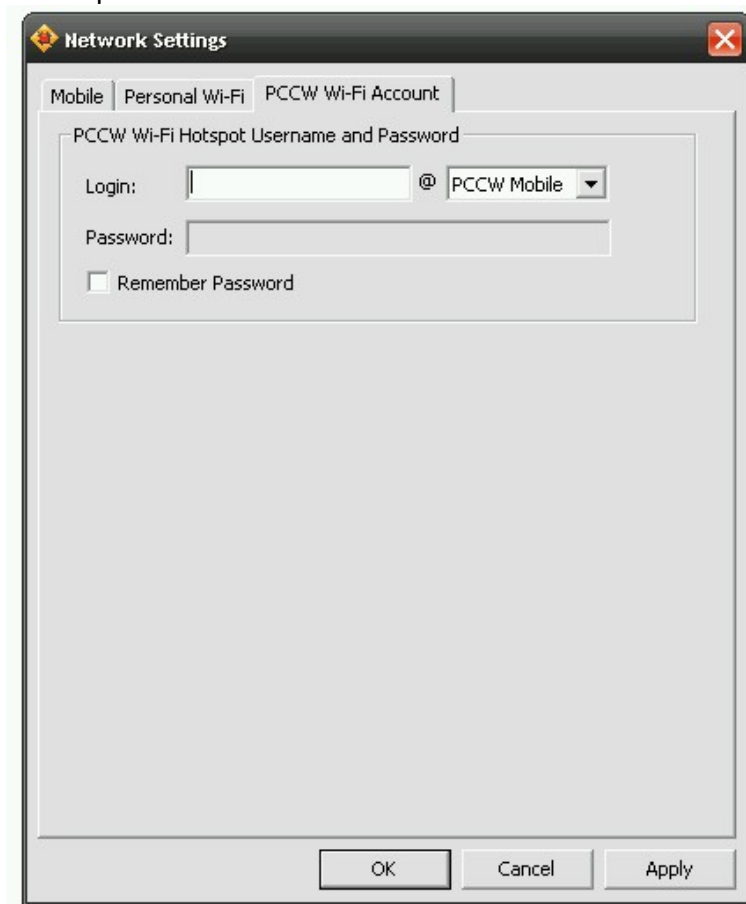
3. What is the purpose of the mobile number assigned by PCCW mobile?

A3: It is your identity of NETVIGATOR Everywhere. When you don't have your SIM card and USB modem with you, you still can log on to PCCW Wi-Fi via NETVIGATOR connection manager which has been installed in your notebook. Your default log in is the NETVIGATOR Everywhere SIM card mobile number @ PCCW Mobile and the password is the first 6-digit of your HKID number if you did not make any change.

Step 1



Step 2:



Or, if your notebook has not yet been installed with connection manager, you can still access PCCW Wi-Fi on your notebook via PCCW Wi-Fi hotspots. Your default login is the NETVIGATOR Everywhere SIM card mobile number @ PCCW Mobile and the password is the first 6-digit of your HKID number if you did not make any change.



And, you can use your log in name and password to log on to www.pccwmobile.com and check your monthly statement (only the latest 3 bills are available from ebill)

4. What if I forget my login or password?

A4: If you are the account owner, you can call our Customer Service hotline on 1000 to check your own mobile number and password.