

- · Recharge your account
- Activate / Cancel International
- Call Forwarding/Voice Mail
- Change /Retrieve your password
- Change language preference
- Other services
- Preference (SMS / language) > Change/ Reset Password

HARGE METHO



✓ Use your handset with prepaid SIM card

My Account

Check account balance

. Top up your account by:

Package subscription

Recharge voucher/

Credit card/ Alipay

http://prepaid.hkcsl.com

VIA YOUR MOBILE RECHARGE VOUCHER

You can purchase Your Mobile recharge youchers at any Your Mobile dealer shops. You can recharge your account with recharge vouchers in Hong Kong or overseas. The value will be credited to your account instantly.

- i) Call 1833 803
- ii) Press # # 1 2 4 * PIN # 2

To check your account balance: Press ##1122#2

ONLINE TOP-UP VIA RECHARGE VOUCHER / CREDIT CARD / ALIPAY

- Use your prepaid card to visit http://prepaid.hkcsl.com
- Enter the PIN printed on the recharge voucher or follow the instructions and recharge with a credit card/Alipay.

IDD calls with your prepaid SIM card. RECHARGE VALUE BONUS (%) Make an IDD call: 10% of recharge stored-value 20% of recharge stored-value HK\$300 or above 30% of recharge stored-value

FEATURES	SERVICE CHARGE (HK\$)	countries/territories
IDD calls	IDD001/ IDD0060 + Local call charge	• Calling Hono
Local call forwarding	Local call charge	Making loca
International call forwarding	IDD001 charge + Local call charge	Press: * *
Unconditional Call Forwarding Package	\$15/30days	(Local
Caller Number Display	Free	Making calls
Voice Mail	\$5/30 days	Press: *** (<i>Tel.</i> N
Conference Call	Local call charge apply for each line	After pressing the re
Call Waiting	Local call charge apply for each line	using our service. Ti
Local Data Service	Refer to SIM packaging tariff table	your phone to ring,
Local SMS	Intra Network: \$0.1/SMS Inter Network: \$0.7/SMS	The roaming service Customers can take
International SMS	To China: \$0.5/SMS To other countries: \$1.8/SMS	China-based mobile roaming charges.
MTR/tunnels/mobile license/	HK\$3.0 / 30 days	Temporarily suspen

For latest tariff information of local calls, IDD, video calls, local data, Wi-Fi, SMS, #143*01#2 roaming and other services, please refer to leaflet, or call our Service Hotline at 1833

No need to apply for the service nor require any deposit, you can make high quality

administration fee

Number) 1. Press 0 0 6 0 (Country / Territory Code) (Area Code) (Phone Number)

ss 001 (Country / Territory Code) (Area Code) (Phone Number)

3. Press (Country / Territory Code) (Area Code) (Phone Number)

For IDD charging details, please call the service hotline 1833 803.

You can make calls to Hong Kong, within the same country/territory, or to other To enjoy local internet access via your device, simply subscribe local data day pass ountries/territories when you are overseas. To cope with your need, we prepare different day passes for your selection

 Calling Hong Kong
 Press: **128* Hong Kong Tel. No. #2 Making local calls in other countries/territories

Press: **128*001 (Country/Territory Code) (Area Code) please reply with the code of selected day pass. Then, confirm to (Local Tel. No.) subscribe/unsubscribe the service. Roaming data is not included and roaming data charges is required.

 Making calls to other countries/territories Press: **128*001 (Country / Territory Code) (Area Code) (Tel. No. in other country)

I-FI SERVICE After pressing the requisite key string, you'll receive a message saying "Thank you for ising our service. The number you've dialed is being connected, please wait". Wait for Use a Wi-Fi enabled device at more than 15,000 Wi-Fi hotspots all over Hong Kong. your phone to ring, and answer it. You will then be connected to the called party.

The roaming service has been enabled by default in this Prepaid SIM Card. Eustomers can take the action to prevent handsets from switching to mainland China-based mobile networks while in Hong Kong, thereby incurring unnecessary

'emporarily suspend the roaming service with the following short codes: To suspend roaming service * 143 * 01 # 2

. To resume roaming service before leaving Hong Kong Login to the service:

To check roaming status *#143*01#5

+ If you have to make or receive calls while roaming, please cancel all local /

International video call rates are applicable only to calls made to mobile phones

international call forwarding functions.

using overseas 3G networks.

session, simply click the "Disconnect" button. Simply pick up your 3G handset and make video calls to your friends, families or overseas business partners and talk face-to-face with them. (a) If you have accidentally closed the Disconnect pop-up window, please go to

 Make local video call: Dial Hong Kong Mobile Number hotspot.cslwifi.com and click "Disconnect" to logout.

 Make overseas video call: Dial 0 01 (Country / Territory Code) (Mobile cs Wi-Fi service is provided by Hong Kong Telecommunications (HKT) Limited

> subject to the terms and conditions of csl Wi-Fi service, available at www.cslwifi.com/support/download/Special Condition T&C e.pdf.

Choose "Prepaid SIM Cards".

OCAL DATA DAY PASS

To know more about csl Wi-Fi hotspots and coverage, please visit www.cslwifi.com. *Roaming Video Call Services is not supported on this prepaid SIM card.

LUE-ADDED SERVICE

 To send international SMS, press (Country / Territory Code) before receiver For example: + (86)(123456789)

After pressing the requisite key string, you'll receive a selection menu of day passes. Voice Mail

To activate/cancel: call 1833 803

- Check your Voice Mail
- 1. Using Your Mobile prepaid SIM card: Dial *92 to listen directly to your messages
- 2. Using any touch-tone phone:
- Dial 9233 9233 then press 1
- ii) Enter your mobile phone number
- iii) Enter your 6-digit Voice Mail Password (default password "000000")

If you unsubscribe to the Voice Mail service, or the service could not be

 Change your password to prevent unauthorized access to your voice mail box: O to csl Wi-Fi hotspots, and set the Network Name (SSID/ESSID) to "csl". Press *** 9 2** > **9** > **6** > *New password* > **1**

Launch your internet browser.

ii) Enter your mobile number and PIN to login to the service.

You can find the PIN on the SIM Card or press * 1111#2

After login, a new offline window will be pop-up to let you terminate the

connection. Do not close the offline window. To terminate your csl Wi-Fi

You can subscribe/unsubscribe to local data day pass: Press *131#2

renewed due to insufficient balance in your account, voice mail messages will Type any valid URL into the address field and you will be redirected to the csl. be permanently deleted when the Voice Mail service is cancelled. Wi-Fi login page automatically.

 Your mobile number will be shown to the recipient automatically unless you choose to block your number. To do so, press 133 followed by the recipient's phone number.

- To activate: *43#2
- To cancel: # 4 3 # 2

- Conference Calls are only available on certain handset models. For details. please refer to the handset manufacturer's user manual. The Call Waiting function on your handset must be activated before the
- Conference Call function.

Local Call Forwarding

	TO ACTIVATE	TO CANCEL
All calls	**21* phone number # */	##21#7
When busy [△]	**67* phone number # **	##67#2
When unanswered ^a	**61* phone number # **	##61#2
When unreachab l e ^a	**62* phone number # **	##62#2
To cancel all activated	d local call forwarding features	##002#2

^a Local call forwarding: When busy / When unanswered / When unreachable are

not supported when using roaming service. Enter your prepaid mobile

International Call Forwardina To activate / cancel : Call 1833 803

Unconditional Call Forwardina Package To activate: **136#2

• To cancel: # # 1 3 6 # 2

"King King" VOICE ROAMING SERVICE

You can make/receive unlimited calls to/from Hong Kong through this KingKing app while you are abroad.

- . For caller/receiver located in overseas, Wi-Fi connection, mobile device and KingKing application are required.
- Your friend/relative located in Hong Kong can use any fixed or mobile phone to

Applications Download

You are recommended to download KingKing application before leaving Hong Kong, please go to Google Play or App Store and use "KingKing" as the search

call you without internet connection nor KingKing application installed.

You will need to complete a one-off registration to use KingKing, Please connect to Wi-Fi Network before switching on KingKing.

How to loain and use "KinaKina"

Click on KingKing application icon on your handset menu;

Terms &



prepaid SIM, you

may get the

password by

dialina

number when

using KingKing

for the first time

receive calls in Hong Kong.

Remarks: KingKing cannot be used for emergency calls while you are abroad, so please make emergency call via your regular voice roaming service. However, you can use KingKing to make emergency calls in Hong Kong. related package charge will be deducted from your account.

- 12. When accessing Voice Mail via a mobile phone, airtime is charged. Roaming charges apply when retrieving voice mails from outside Hong Kong. The Voice Mail package will be renewed automatically every 30 days and related package charge will be deducted from your account.
 - 13. The MTR/Tunnels/Mobile License/ Administration Fee will be deducted automatically from your account on a monthly (30 days) basis.
- 14. If the subscribed packages cannot be renewed successfully due to insufficient balance in your account, the related packages will be cancelled. Please
- 2. Local airtime charges apply when using IDD service and International Call

4 ... 5 ... 6 ...

7 mm 8 mm 9 mm

* 0. #

will change to

all incomina/

blue, showing that

outgoing calls are

- International roaming calls are charged on a per minute basis. Airtime will be deducted in units of 1 minute once you answer the return call from our system, even if the called number is busy or unanswered.
- 4. Local data is charged on a per-MB basis. Please ensure the data connection is disabled when you are not using the service to avoid unnecessary charges.

1. Local calls, IDD calls, video calls and International Call Forwarding calls are

- Roaming data is charged on a per-20KB basis.
- 6. Local data must be consumed within Hong Kong. A roaming data charge will be

charged on a per minute basis.

made when roaming overseas.

- passes commence on the day of subscription. Service will be automatically terminated at HK time 23:59 on the commencement day, 3rd day, 7th day or until expiry of the prepaid card, but no more than 365 days from the subscription date of the data plan, whichever is sooner. For 1/3/7 days data passes, customers are required to subscribe to the data pass again for continued use. The validity of the "Usage period aligned with card validity" local data pass will last until expiry of the prepaid card, but no more than 365 days from the subscription date of the data plan, whichever is sooner.
 - 8. Cut-off time for Roaming data and KingKing is HK time 23:59. New daily cap starts at HK time 00:00.

7. Local 1-day, 3-day, 7-day and "Usage period aligned with card validity" data

Customers are required to download the KingKing application from App Store or

- Google Play to utilize this service. KingKing is compatible only with certain handsets. \$8/day, \$88/30days from making outgoing calls to any Hong Kong phone number or receiving incoming calls from anywhere in the world via KingKing, IDD charges apply if making calls to non-Hong Kong phone numbers. and local voice call minutes will be charged for the duration of such a call during all calls. Charges for Wi-Fi connectivity and IDD charges (if any) are additional Local voice call minutes will be charged for using KingKing application to make /
- 10. Both incoming and outgoing MMS are charged on a per-MB basis. If MMS is downloaded / sent during roaming, roaming data charges apply.
- 11. No local airtime charges applied for Unconditional Call Forwarding Package. Local call forwarding when busy, unanswered and unreachable are not included in the package. The package will be renewed automatically every 30 days and

- re-subscribe to the packages after recharge 15. Any dispute over value or usage should be raised with service provider (CSL Mobile Limited) within one month.
- 16. Service fee will be charged for each copy of the call details relating to the current
- 17. Usage records maintained by CSL Mobile Limited shall, in the absence of
- manifest error, be conclusive evidence. 18. CSL Mobile Limited reserves the right to amend the tariff and the related charges.
- Please call the service hotline for tariff details.