

## 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, mobile device and KingKing application are required.
- Your friend/relative located in Hong Kong can use any fixed or mobile phone to call you without KingKing application installed.

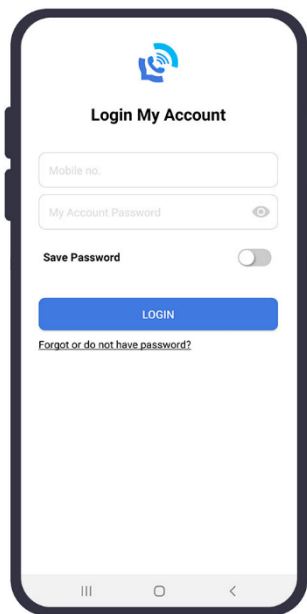
## Applications Download

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

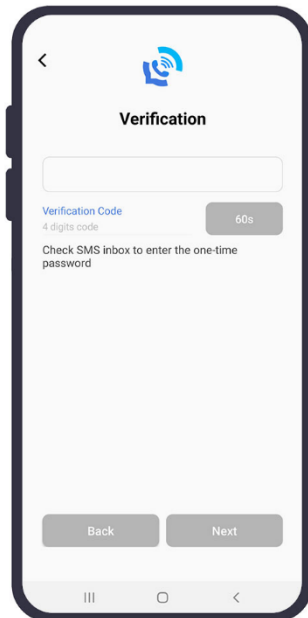
## How to register / login and use KingKing

Select KingKing application icon on your handset menu; and

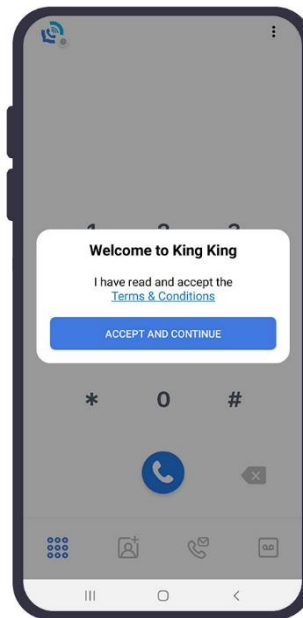
1. Enter and submit your csl mobile number and csl "My Account" password when using KingKing (pic-1).
2. Enter the four-digit one-time password (pic-2) sent to your mobile number by SMS.
3. Accept the Terms & Conditions of KingKing (pic-3).
4. Switch on KingKing so the icon on top left turns green, showing that all incoming and outgoing calls are connected via KingKing (pic-4).



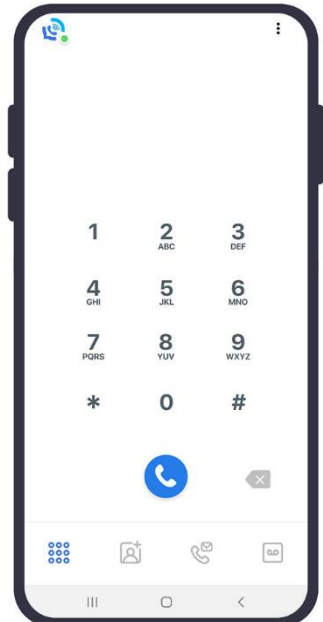
Pic 1



Pic 2



Pic 3



Pic 4

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.

**Terms and Conditions:**

1. KingKing voice roaming service ("KK SERVICE") is available only to CSL Mobile Limited subscribers and provided according to the terms & conditions governing your mobile service contract and special conditions for KK SERVICE.
2. KK SERVICE is compatible only with certain handsets. CSL Mobile Limited cannot guarantee KK Service performance in respect of incompatible handset models, nor call quality at every single Wi-Fi hotspot or any other place where Wi-Fi/mobile data service is available.
3. \$8/1-Day, \$88/30-Day for making outgoing calls or receiving incoming calls from anywhere in the world via KingKing, the Day pass is valid from 00:00 to 23:59 during the day (Hong Kong time). IDD charges will apply if making calls to non-Hong Kong phone numbers. And local voice call minutes will be deducted/charged for the duration of such a call. With effect from 12<sup>th</sup> April 2023, Hong Kong local voice call minutes will be deducted/charged for the duration of calls to Hong Kong phone numbers. Charges for Wi-Fi connectivity and mobile data (if any) are additional. Local voice call minutes will be charged for using KingKing application to make/receive calls in Hong Kong.
4. Customers using KK SERVICE should download the latest KK SERVICE app to a mobile phone running iOS 13.0 or newer, or Android 9.0 or newer.
5. KK SERVICE can be used to make emergency calls or send emergency SMS messages (only if registered for emergency SMS service) in Hong Kong but cannot be used to make emergency calls or send emergency SMS to a local emergency centre when outside Hong Kong.
6. When you use KK SERVICE, we will use your csl mobile number to verify your eligibility for KK SERVICE, and for purposes of KK SERVICE billing via your account at CSL Mobile Limited.
7. Downloading the KK SERVICE app from the App Store or Google Play will incur a local mobile data charge, or roaming data charges if overseas.
8. The KK SERVICE SMS feature cannot be used for receiving SMS.
9. If you are using a device with more than one SIM slot, please note KK SERVICE is compatible only with using a SIM card in the primary SIM slot and is not compatible with eSIM.
10. Using KK SERVICE in Hong Kong may incur local mobile data charges. And roaming data charges will be incurred when using KK SERVICE overseas in certain ways. Customers are required to pay such charges. For details, please go to <https://www.hkcscl.com/>.
11. CSL's General Terms & Conditions apply (<https://www.hkcscl.com/en/service-terms-and-conditions/>) to the relationship between CSL and yourself, in respect of your mobile service and KK SERVICE.
12. CSL Mobile Limited may change these Terms & Conditions at any time without notice. All matters and disputes will be subject to CSL Mobile Limited's final determination.