

## Mobile Services - Value Added Service User Guide (applicable to customers subscribed Local Service Plans with Bay Area

### Roaming Data Package):

Features / Services	Quick Access Code / Content
Call Waiting <sup>1,3</sup>	To Activate : * 43 # Send To Cancel : # 43 # Send
Call Hold <sup>2,3</sup>	➤ Call Hold has active be default setting
All Call Forwarding	To Activate : * * 21 * Forwarding Phone Number # Send To Cancel : # # 21 # Send
Busy Call Forwarding	To Activate : * * 67 * Forwarding Phone Number # Send To Cancel : # # 67 # Send
No Answer Call Forwarding	To Activate : * * 61 * Forwarding Phone Number # Send To Cancel : # # 61 # Send
Unreachable Call Forwarding	To Activate : * * 62 * Forwarding Phone Number # Send To Cancel : # # 62 # Send
Call Forward Cancellation	To Cancel : # # 002 # Send
To block all incoming calls <sup>4</sup>	To Activate: * 35 * PIN^ # Send To Cancel : # 35 * PIN^ # Send
To block all incoming calls (when roaming)	To Activate: * 351 * PIN^ # Send To Cancel : # 351 * PIN^ # Send
To block all outgoing calls	To Activate: * 33 * PIN^ # Send To Cancel : # 33 * PIN^ # Send
To block all outgoing calls (when roaming)	To Activate: * 332 * PIN^ # Send To Cancel : # 332 * PIN^ # Send
Per Call Blocking	Press : 133 「Phone Number」 Send
Caller Display <sup>5</sup>	➤ Caller display has active be default setting
Conference Call <sup>3,6</sup>	➤ Conference call has active be default setting ➤ Conference Call is applicable to certain handset models only
Voice Mail <sup>7</sup> (via customer's handset) 1. Retrieve voice mail in HK 2. Retrieve voice mail from overseas <sup>8</sup>	Press : 218 Send Press : * 115 * 218 # Send
IDD 001	Press <input type="text" value="0"/> <input type="text" value="0"/> <input type="text" value="1"/> or <input type="text" value="+"/> , then input the <input type="text" value="Country Code"/> , <input type="text" value="Area Code"/> and the <input type="text" value="Tel. No."/>

<sup>4</sup>The default PIN should be 「0000」 <sup>9</sup>

### Remark:

1. Call Waiting allows customer to answer other calls in the middle of a phone conversation. A distinctive beep tone will alert customer when someone else is calling while on the phone.
2. With Call Hold, customer can make a second call while holding the existing call.

3. Airtime charge will be incurred for all calls that customer has made.
4. To block all incoming calls, customer is required to cancel all call forward before use, please dial ##002# .
5. The service cannot display caller's information in the case of call from public; or call from some connecting networks including calls from overseas networks; or caller chooses not to display his/her number.
6. Customer can follow mobile device instruction for Conference Call setting. Customer can connect up to 5 lines simultaneously via Conference Call service.
7. The voicemail box can store up to 20 messages, each one can be up to 60 seconds long and kept for seven days.
8. Retrieve voice mail from overseas will be charged according to the tariff of Roaming service.
9. If you would like to change PIN : Press \* \* 03 \* 330 \* (Current PIN) \* (4-digit New PIN) \* (New PIN Again) # Send
10. The above features / services are applicable to customers with HKBN Mobile Services supported by China Mobile Hong Kong ("CMHK") network.