

Mobile Services - Value Added Service User Guide:

Features / Services	Quick Access Code / Content
Call Waiting ^{1,2}	To Activate : * 43 # Send To Cancel : # 43 # Send
All Call Forward	To Activate : * * 21 * Forwarding Phone Number # Send To Cancel : # # 21 # Send
Busy Call Forward	To Activate : * * 67 * Forwarding Phone Number # Send To Cancel : # # 67 # Send
No Answer Call Forward	To Activate : * * 61 * Forwarding Phone Number # Send To Cancel : # # 61 # Send
Unreachable Call Forward	To Activate : * * 62 * Forwarding Phone Number # Send To Cancel : # # 62 # Send
All Types of Call Forward Cancellation	To Cancel : # # 002 # Send
All Incoming Call Barring	To Activate : * 35 * Password^ # Send To Cancel : # 35 * Password^ # Send
All Outgoing Call Barring	To Activate : * 33 * Password^ # Send To Cancel : # 33 * Password^ # Send
All Outgoing IDD Call Barring	To Activate : * 331 * Password^ # Send To Cancel : # 331 * Password^ # Send
All Types of Call Barring Cancellation	To Cancel : # 330 * Password^ # Send
Per Call Blocking	Press 133 「Phone Number」 Send
Caller Number Display ³	➤ Caller number display has active be default setting
Conference Call ^{2,4}	➤ Conference call has active be default setting ➤ Conference Call is applicable to certain handset models only
VoiceMail ⁵ (via customer's handset)	
1. Retrieve voice mail in HK	Press * 32 Send
2. Retrieve voice mail from overseas ⁶	Press * * 132 * * 32 # Send
VoiceMail ⁵ (via other number)	
1. Retrieve voice mail in HK	Call 63323232, enter HKBN mobile number and VoiceMail password ⁷
2. Retrieve voice mail from overseas ⁶	Call +85263323232, enter HKBN mobile number and VoiceMail password ⁷
Opt Out to Receive HK Government SMS ⁸	To Activate : * 55 Send

^The default password is "8888" ⁹

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. Airtime charge will be incurred for all calls that customer has made.
3. 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.
4. Customer can follow mobile device instruction for Conference Call setting. Customer can connect up to 5 lines simultaneously via Conference Call service.

5. The VoiceMail box can store up to 20 messages, each one can be up to 60 seconds long and kept for three days.
6. Retrieve voice mail from overseas will be charged according to the tariff of Roaming service.
7. Customer is required to follow system instructions to set up VoiceMail password via handset by pressing *32.
8. The request will take 10 working days to process, customer may still receive the related HK Government SMS notification sent from HKBN during the processing period.
9. If customer would like to change password: Please press *03* *(Old Password)* (4-digit New Password)* (New Password Again) # Send
10. The above features / services are applicable to customers with HKBN Mobile Services supported by 3HK network.