



# **009 Hong Kong Connect Service User Guide (For Business Customers)**

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## 1 SERVICE ACTIVATION – (For “Self-selected PIN” Customers only)

### 1.1 To activate 009 Hong Kong Connect Service

Please use your Designated Telephone Number to

Dial	009 Hong Kong Connect Access Number <b>31100995</b>
Enter	009 Hong Kong Connect Number
Enter	Self-selected 6-digit PIN
Re-Enter	Self-selected 6-digit PIN to confirm

## 2 HOW TO USE 009 HONG KONG CONNECT SERVICE

### 2.1 Calling from overseas countries to Hong Kong or other countries

Dial	Local IDD access no.* + <b>852</b> + 009 Hong Kong Connect Number <ul style="list-style-type: none"><li>• Hang up after the call is connected</li><li>• System will call your pre-set Designated Overseas Telephone Number automatically</li><li>• Pick up the call when the phone rings, and follow the voice instructions</li></ul>
Enter	Country Code + Area Code (if any)^ + Telephone Number + <#>
	OR
Enter	Short Code Number@ 010 – 015

#### **Remarks:**

^For calls made to Hong Kong, please enter **852**

\* For mobile phones, press “**00**” or “**+**”; for local fixed lines, please check with respective operators.

@ Short Code Number is not applicable for customers who subscribed One Step Calling Hong Kong Connect Service

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## 2.2 To change/check Designated Overseas Telephone Number and Short Code Telephone Number

**Dial** 009 Hong Kong Connect Access Number **31100995**

**Enter** 009 Hong Kong Connect Number & PIN

**Press** <1> to change the Designated Overseas Telephone Number

**Enter** Country Code + Area Code (if any)^ + Telephone Number + <#>

**Press** <1> to confirm or <2> to change

OR

**Press** <3> to check the pre-set Designated Overseas Telephone Number

OR

**Press** <4> to set Short Code Telephone Number<sup>@</sup>

**Press** <1> to check Short Code Telephone Number<sup>@</sup> or <2> to change Short Code Telephone Number

### **User Tips:**

- If you have not received the call made by system after hanging up, please try again after 2 minutes.
- System will redial to you (maximum twice) if you have not picked up the call, please do not dial your 009 Hong Kong Connect Number again during this period of time.

<sup>@</sup> Short Code Number is not applicable for customers who subscribed One Step Calling Hong Kong Connect Service

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### 3 HOW TO USE ONE STEP CALLING HONG KONG CONNECT SERVICE

(For customers who subscribed One Step Calling Hong Kong Connect Service only)

#### 3.1 Calling from overseas countries to Hong Kong or other countries

Dial

Local IDD access no.\* + **852** + 009 Hong Kong Connect Fast Key Code

- Hang up after the call is connected
- System will call your pre-set Designated Overseas Telephone Number automatically
- Pick up the call when the phone rings, system will connect your call to pre-set Fast Key destination telephone number automatically.

#### 3.2 To change/check Fast Key Designated Overseas Telephone Number and Fast Key Code

Dial

009 Hong Kong Connect Access Number **31100995**

Enter

009 Hong Kong Connect Prime Number & PIN

Press

<1> to change the Fast Key Designated Overseas Number

Enter

Country Code + Area Code (if any)^ + Telephone Number + <#>

Press

<1> to confirm or <2> to change and re-enter

OR

Press

<3> to check the pre-set Designated Overseas Telephone Number

OR

Press

<4> to set Fast Key Code

Press

<1> to check Fast Key Destination Number or <2> to change Fast Key Destination Number

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### **User Tips:**

- If you have not received the call made by system after hanging up, please try again after 2 minutes.
- System will redial to you (maximum twice) if you have not picked up the call, please do not dial your 009 Hong Kong Connect Number again during this period of time.
- The pre-set Designated Overseas Telephone Number is shared by Prime Number and Fast Key Code. Any change to the pre-set Designated Overseas Telephone Number will be applied to both Prime Number and Fast Key Code.

## **4 OTHER FEATURES OF 009 HONG KONG CONNECT SERVICE**

### **4.1 Change PIN**

Dial

009 Hong Kong Connect Access Number **31100995**

Enter

009 Hong Kong Connect Number & PIN

Press

<2> to change the PIN, and follow the voice instructions

### **4.2 Making calls continuously**

Press

<#> twice to make another call (Maximum 3 calls can be connected consecutively)

### **4.3 Amend wrongly input number**

Press

<\*> for wrongly input number amendment

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## 5 USER NOTES

### **When you receive your Service Notification Letter**

- Set your PIN immediately and change it on a regular basis
- Avoid using easy-to-guess numbers (e.g. 111111, 123456, 654321 etc.) as your PIN

### **When using your 009 Hong Kong Connect Service at public or digital display phones**

- Avoid using public phones with printer capability (e.g. fax machine or rental phones in China)
- After using public phones, please pick up the handset again and dial a random number to clear the memory for redial

### **If you have lost your 009 Hong Kong Connect Number or PIN**

- Report to our Customer Service Hotline immediately to terminate the service and request for replacement service

### **When you have staff using the Corporate 009 Hong Kong Connect Service**

- Recommend each staff to use ONE 009 Hong Kong Connect Number
- Change to a new PIN upon resignation of any staff

### **When you pre-set Designated Overseas Telephone Number of 009 Hong Kong Connect Service**

- Avoid using public phone numbers or phone numbers connected by operator

### **Information on Pre-set Usage Level**

- In order to better help our customers, manage their IDD usage, an International Calling Services Pre-set Usage Level is introduced. It is an indicator that reflects the pre-set monetary value of your anticipated monthly IDD usage, including both 009 Hong Kong Connect and IDD 009 services. You can refer to your 009 Hong Kong Connect Service Notification Letter and your monthly invoice for information on the pre-set usage level.

<b>Business Customers:</b>	Business Customer Service Hotline <b>128 180</b>
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<b>Website:</b>	<a href="http://hkbnes.net/en">hkbnes.net/en</a>
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