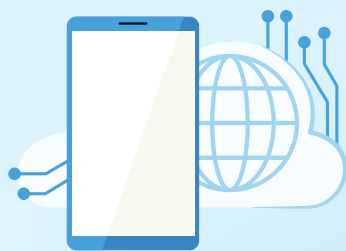


在皇崗口岸 使用流動通訊 服務須知



通訊事務管理局
COMMUNICATIONS
AUTHORITY

皇崗口岸港方口岸區的流動通訊服務安排



皇崗口岸位於深圳境內



港方口岸區與內地口岸區共用皇崗口岸聯檢大樓內的同一室內空間，以實施「合作查驗、一次放行」的通關模式



整個皇崗口岸（包括港方口岸區，如聯檢大樓公共運輸交匯處及出入境大堂、連接道路等）的流動通訊服務均由內地流動網絡營辦商提供

在皇崗口岸使用流動通訊服務的方法



通話及數據漫遊服務

- ▶ 如你需在皇崗口岸使用流動通訊服務，應事先向香港流動網絡營辦商申請漫遊服務
- ▶ 當手機漫遊至內地網絡後，在皇崗口岸撥打/接聽電話及使用流動數據上網，將分別被視為漫遊電話和數據漫遊，並按漫遊費率計費
- ▶ 你可考慮選用包含內地漫遊用量之流動服務計劃、可連接內地網絡之漫遊儲值卡或內地電話智能卡



免費公共 Wi-Fi 服務

- ▶ 你亦可使用由數字政策辦公室於聯檢大樓（包括公共運輸交匯處）提供的免費公共 Wi-Fi 服務 連接本地互聯網服務，包括使用電子支付



緊急求助



聯絡香港警務處
皇崗口岸報案中心

- ▶ 若手機已漫遊至內地流動網絡，請致電 **00852-3661-1733**，聯絡香港警務處皇崗口岸報案中心（備註：當你使用漫遊服務時，不能透過撥00852-112或00852-999聯絡香港999緊急熱線中心）



未能接駁至使用的網絡時

- ▶ 請嘗試致電 **110（報警）、119（消防）或120（救護）**聯絡內地緊急服務台
- ▶ 如報案所涉事件在港方口岸區，內地方會聯繫港方跟進處理

常見問題



Q

在皇崗口岸的港方口岸區使用流動通訊服務，會產生漫遊費用嗎？

A

會。皇崗口岸（包括港方口岸區）僅提供內地流動通訊服務。用戶的手機若已漫遊至內地網絡，撥打/接聽電話及使用流動數據上網，將分別被視為漫遊電話和數據漫遊，並按漫遊費率計費。

Q

若手機在皇崗口岸未能連接至流動網絡，應如何處理？

A

- ▶ 如你需在皇崗口岸使用流動通訊服務，應事先向香港流動網絡營辦商申請漫遊服務。若確認漫遊服務已開通而未能使用，可於手機嘗試以下步驟：
- 1 檢查漫遊設定 — 確保已開啟數據漫遊功能
 - 2 手動選擇網絡 — 前往網絡設定，手動選擇所需網絡，而非選用「自動」模式
 - 3 重新啟動手機 — 重新搜尋網絡
- ▶ 若你選用於香港購買的漫遊儲值卡，須提前於香港流動網絡覆蓋範圍內啟用該儲值卡

Use of Mobile Communications Services at Huanggang Port

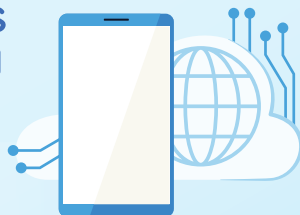


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Mobile Communications Services Arrangements for the Hong Kong Port Area of Huanggang Port



The Huanggang Port is situated within Shenzhen



The Hong Kong Port Area and the Mainland Port Area share the same interior space within the Huanggang Port Building with a view to implementing the “collaborative inspection and joint clearance” mode



The mobile communications services throughout the entire Huanggang Port (including the Hong Kong Port Area, such as the public transport interchange and the arrival/departure halls in the Port Building, the connecting roads, etc.) is **provided by Mainland mobile network operators**

Use of Mobile Communications Services at Huanggang Port



Calls & Data Roaming Services

- ▶ To use mobile communications services at Huanggang Port, please apply for roaming services from your Hong Kong mobile network operators in advance
- ▶ If your mobile phone is roamed onto a Mainland network, phone calls made/ received and mobile data usage for Internet access at Huanggang Port **will be regarded as roaming calls and roaming data usage respectively, and will be charged at roaming rates**
- ▶ You may consider **subscribing to mobile service plans that include Mainland roaming usage, using roaming pre-paid SIM cards or Mainland SIM cards**



Public Wi-Fi Service

- ▶ You can also use the **free public Wi-Fi service** provided by the Digital Policy Office within the Port Building (including the public transport interchange) to access local Internet services including electronic payment



Emergency Calls



Contact Hong Kong Police Force's Huanggang Port Reporting Centre

- ▶ When roaming on a Mainland mobile network, **please call 00852-3661-1733 to contact the Hong Kong Police Force's Huanggang Port Reporting Centre**
- (Note: When using the roaming service, you will NOT be able to contact Hong Kong's 999 emergency call centre by dialling 00852-112 or 00852-999)



When unable to connect to the subscribed network

- ▶ You may try calling **110 (police), 119 (fire services), or 120 (ambulance)** to reach the Mainland emergency services
- ▶ Should the incident reported occur within the Hong Kong Port Area, the Mainland authorities will contact the Hong Kong authorities for follow-up

Frequently Asked Questions



Q

Will the use of mobile communications services in the Hong Kong Port Area of Huanggang Port incur roaming fees?

A

Yes. Mobile communications services at Huanggang Port, including the Hong Kong Port Area, are provided solely by Mainland mobile network operators. When users have already roamed onto the Mainland networks, phone calls made/received and mobile data usage for Internet access at Huanggang Port will be regarded as roaming calls and roaming data usage respectively, and will be charged at roaming rates.

Q

What should I do if my mobile phone does not connect to any network at Huanggang Port?

A

- ▶ To use mobile communications services at Huanggang Port, please apply for roaming services from your Hong Kong mobile network operators in advance. If roaming service has already been activated but not usable, please try the following steps on the mobile phone:
- 1 Check your roaming setting – ensure data roaming is turned on
 - 2 Manually select a network – go to network settings and manually choose the required network instead of automatic selection
 - 3 Restart your mobile phone – perform a fresh network search
- ▶ If you choose to use a roaming pre-paid SIM card purchased in Hong Kong, please activate it under the coverage of Hong Kong mobile network in advance