



009 Hong Kong Connect Service User Guide (For Personal Customers)

Service Activation - (For "Self-selected PIN" Customers only)

To activate 009 Hong Kong Connect Service

Please use your Designated Telephone Number to

- Dial** 009 Hong Kong Connect Access Number **31100995**
- Enter** 009 Hong Kong Connect Number
- Enter** Self-selected 6-digit PIN
- Re-enter** Self-selected 6-digit PIN to confirm

How to use 009 Hong Kong Connect Service

Calling from overseas countries to Hong Kong or other countries

- Dial** Local IDD access no.* + **852** + 009 Hong Kong Connect Number
 - 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, and follow the voice instructions
- Enter** Country Code + Area Code (if any)[†] + Telephone Number + **#**
[†] For calls made to Hong Kong, please enter **852**
- OR
- Enter** Short Code Number[‡]
010 / 011 / 012 / 013 / 014 / 015

* 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.

To change / check Designated Overseas Telephone Number and Short Code 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 Number[‡]
- Press** **1** to check Short Code Number[‡]
or **2** to change Short Code 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.

[‡] Short Code Number is not applicable for customers who subscribed One Step Calling Hong Kong Connect Service.

How to use One Step Calling Hong Kong Connect Service

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

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.

To change/check 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 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 Fast Key Code
 - Press** **1** to check Fast Key Destination Number
or **2** to change Fast Key Destination 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.
- 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.

How to use International Calling Card Service

(For customers who subscribed both 009 Hong Kong Connect & International Calling Card Services)

Calling from overseas countries to Hong Kong / other countries

Dial Designated International Access Number (For details, please refer to International Access Numbers & Country Codes at the back)

Select Language: ① Cantonese ② English ③ Putonghua

Enter 009 Hong Kong Connect Number & PIN

Press ① to make calls to Hong Kong

Enter Hong Kong Telephone Number + # (country code ⑧⑤② is NOT required)

OR

Press ② to make calls to other countries

Enter Country Code + Area Code (if any) + Telephone Number + #

OR

Press ③ to call the pre-set Short Code Number* #

* **Press** # to check the details of the pre-set Short Code Number

Enter Your designated Short Code Number

①①① / ①①② / ①①③ / ①①④ / ①①⑤ / ①①⑥

* If you want to amend the Short Code Number, please contact our Customer Service Hotline.

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

Making calls continuously

When the conversation ended,

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

Amend wrongly input number

Press * for wrongly input number amendment

Calling from Hong Kong to overseas countries

Dial International Calling Card Access Number ②①⑨①

Enter 009 Hong Kong Connect Number & PIN

Press ② to make calls to overseas

Enter Country Code + Area Code (if any) + Telephone Number + #

OR

Press ③ to call the pre-set Short Code Number* #

* **Press** # to check the details of the pre-set Short Code Number

Enter Your designated Short Code Number

①①① / ①①② / ①①③ / ①①④ / ①①⑤ / ①①⑥

* If you want to amend the Short Code Number, please contact our Customer Service Hotline.

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

Change PIN

Change 009 Hong Kong Connect PIN

Dial 009 Hong Kong Connect Access Number ③①①①①①①①⑤

Enter 009 Hong Kong Connect Number & PIN

Press ② to change the PIN, and follow the voice instructions

Change International Calling Card PIN

Dial International Calling Card Access Number ②①⑨①

Enter 009 Hong Kong Connect Number & PIN

Press ① to change the PIN, and follow the voice instructions

User Tips

For easy management, system will automatically update the same PIN for both 009 Hong Kong Connect and International Calling Card.

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 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 for assistance

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

- 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.

International Access Numbers & Country Codes Table

Country	International Access Number	Country Code
Argentina	0800-666-0265	54
Australia	1-800-125-551 / 0011-800-2093-2093	61
Austria	0-800-292-711 / 00-800-2093-2093	43
Belgium	0-800-72042 / 00-800-2093-2093	32
Brazil	0-800-891-6780	55
Canada	1-800-887-4078 / 1-866-252-3613 / 1-877-257-5659 / 011-800-2093-2093	1
China	1088-590 [▲] (China Netcom Network) / 1082-8590 [▲] (China Telecom Network)	86
Czech Republic	800-001-167	420
Denmark	808-85-103 / 800-10702 / 00-800-2093-2093	45
Egypt	531-8800 [▲]	20
Finland	0-800-115-6318 / 00-800-2093-2093	358
France	0800-903-461 / 0-800-905-082 / 00-800-2093-2093	33
Germany	0-800-1-825-396 / 00-800-2093-2093	49
Hungary	068-000-852-7	36
Iceland	800-8479 [▲] / 800-8133 [▲]	354
India	000800-650-1311 [▲]	91
Indonesia	001-803-852-2161	62
Ireland	1800-511-692 / 00-800-2093-2093	353
Israel	1-80-945-9170 / 00-800-2093-2093	972
Italy	800-871-108	39
Japan	00-531-00-852-5 / 00531-32-0009 / 00-531-162-050 [▲] / 010-800-2093-2093 [▲]	81
Luxembourg	8002-3756 / 800-22-668	352
Macau	0800-913 [▲]	853
Malaysia	1-800-80-3510 / 1-800-805-148 / 00-800-2093-2093	60
Mariana Islands	877-894-2077	1
Mexico	001-800-514-6491	52
Netherlands	0800-023-2563 / 0-800-022-0963 / 00-800-2093-2093	31
New Zealand	0800-44-6987 / 0-800-440-173 / 00-800-2093-2093	64
Norway	0-800-19686 / 00-800-2093-2093	47
Papua New Guinea	0507-852-01	675
Philippines	10-10-55-8521 [▲] / 1-800-765-2108 [▲] (ETPI Network)	63
Portugal	800-803-852	351
Russia	810-800-150-1852	7
Singapore	800-0-852-943 / 800-101-1011 [▲] / 001-800-2093-2093 [▲]	65
South Africa	0-800-990-562 [▲]	27
South Korea	00-369-857 [▲] / 00-798-852-12150 / 001-800-2093-2093	82
Spain	900-951-814	34
Sweden	020-793-381 / 00-800-2093-2093	46
Switzerland	0800-564-042 / 0-800-891-322 / 00-800-2093-2093	41
Taiwan	00801-85-3088 / 002-800-2093-2093 [▲]	886
Thailand	001-800-852-2138 [▲] / 001-800-156-203-8358 [▲]	66
United Kingdom	0-800-328-0102 / 0800-056-3736 / 0-800-895-945 / 00-800-2093-2093	44
United States	1-800-698-6955 / 1-800-367-2669 / 1-877-409-6783 / 1-800-262-9761	1

Customers can use International Calling Card Service to make calls from overseas country to other countries (except access numbers with ▲). Charge per minute is the sum of the per minute rate calling from that overseas country to Hong Kong plus the per minute rate calling from Hong Kong to the designated country.

▲ Only applicable to calls made to Hong Kong

Customers are recommended to check access numbers and dialling procedures with local telecom service providers before making calls with Unified International Free Number 800-2093-2093 in overseas.

Customer Service Hotline : 1239

Website

: hkbnes.net/idd009