



Chapter 23: Local and International Telephone Calls

The major operators providing local fixed line and international telephone services include Hong Kong Broadband Network, Hutchison Global Communications, New World Telecommunications, PCCW, SmarTone and Wharf T&T. In addition, there are many international telephone service providers providing international calling card services. The major operators providing mobile phone services are China Mobile Hong Kong, CSL, 3 Hong Kong, PCCW Mobile and SmarTone.

You can make local or international calls from private phones at home or payphones at various locations, e.g. on the street, at the airport, in hotels, department stores and retail shops. You can also make and receive calls almost everywhere in Hong Kong using the mobile phone services provided by local mobile operators.

Local calls

Fixed line telephone service is provided at a flat monthly charge per line with unlimited usage. In other words, no fee is charged for individual local voice calls. The cost of making a local call from payphone is HK\$1 for every 5 minutes. For mobile phone services, pre-paid SIM cards offered by local mobile operators are commonly available in their retail shops and convenience stores. These prepaid SIM cards are applicable to handsets compliant with 2G or 3G standard. Some operators also offer handset rental service for visitors.

For both fixed line and mobile services, calls to emergency service (**999**) and directory enquiries (**1081** for English speakers; **1083** for Cantonese speakers; **1088** for Putonghua speakers) are free.

International calls

International calls can be made from Hong Kong to most countries and regions of the world; and most cities and towns in Mainland China. You may choose between international direct dialing (IDD) or operator-assisted calls to most destinations, both for calling from Hong Kong and calling back to Hong Kong from overseas.

Furthermore, all mobile operators in Hong Kong offer international roaming service. Before you come to Hong Kong, you can subscribe for international roaming service offered by operators in your home country (if they have roaming partners in Hong Kong). You may then make local and international calls in Hong Kong using your mobile phone. This service is subject to roaming charges of the operator in your home country.

You may also choose to purchase an international calling card for making calls to other countries (including your home country). This type of calling card is commonly available at retail shops of local mobile operators and convenience stores.

In addition to making calls by any fixed line phone or mobile phone, you can use coins, calling cards or credit cards on a payphone.

