



Chapter 23: Local and International Telephone Calls and Internet Access

The major operators providing local fixed line and international telephone services include Hong Kong Broadband Network Limited, HGC Global Communications Limited as well as PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited. In addition, there are many international telephone service providers providing international calling card services. The major operators providing mobile voice and data services are China Mobile Hong Kong Company Limited, Hong Kong Telecommunications (HKT) Limited, Hutchison Telephone Company Limited (i.e. 3HK) and SmarTone Mobile Communications Limited.

You can make local or international calls from fixed line phones at home or business premises and from payphones at various locations, e.g. on the street and at the airport. You can also make and receive calls and access to the Internet almost everywhere in Hong Kong using mobile 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 voice services, pre-paid SIM cards offered by local mobile operators are commonly available in their retail shops and convenience stores. These SIM cards, which require real-name registration before service activation¹, can be suitably used with handsets compliant with 3G, 4G, or 5G standard.

For both fixed line and mobile services, calls to emergency service (**999 for**

1 All SIM cards issued and used locally (including those SIM cards for voice, data and/or SMS services) require real-name registration before activation. For further information, please refer to the thematic webpage at https://www.ofca.gov.hk/en/consumer_focus/guide/hot_topics/sim_registration/index.html.

fixed service; 999 or 112 for mobile service) and directory enquiries² (**1081** for English speakers; **1083** for Cantonese speakers; **1088** for Putonghua speakers) are free.

Internet access

You can access to the Internet conveniently using mobile data services provided by local mobile operators. Pre-paid SIM cards supporting 3G, 4G or 5G mobile services provided by them are widely available in Hong Kong¹. Apart from getting online through local mobile operators, you can also enjoy public free Wi-Fi Internet access at designated government premises such as public libraries and sports venues. To connect to the government Wi-Fi services, you need a compatible Wi-Fi device or smartphone with Wi-Fi function. No user registration is required for using free Wi-Fi services. Many private premises such as restaurants, cafes and shopping malls also offer free Wi-Fi services to shoppers and customers but they may require user registration or password.

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 use international direct dialling (IDD) service 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 to international roaming service offered by operators in your home country (and check 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 from Hong Kong 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.

2 In Hong Kong, the provision of telephone directory enquiry services by mobile operators is subject to their own commercial decision. You are advised to check the availability of such services with your mobile operators.

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.

Frequently used IDD codes

Country Code of Bangladesh			880
Country Code of India			91
Bombay (Mumbai)	22	Calcutta (Kolkatta)	33
Madras (Chennai)	44	New Delhi	11
Country Code of Indonesia			62
Betung	22	Denpasar (Bali)	36
Jakarta	21	Semarang	24
Surabaya	31		
Country Code of Nepal			977
Country Code of Pakistan			92
Islamabad	51	Karachi	21
Lahore	42	Multan	61
Sukkur	71		
Country Code of Philippines			63
Angeles	455	Bacolod	34
Baguio	74	Cebu	32
Davao	82	Iloilo	33
Coloocan	2	Manila	2
Country Code of Sri Lanka			94
Country Code of Thailand			66
Bangkok	2	Chiang Mai	53
Ratchaburi	32	Pattaya	38
Phuket	76		