Frequent Asked Questions

Q1. How long is the validity of haha SIM Card?

- haha SIM Card must be activated on or before the expiry date stipulated on the product packing (please refer to the product packing for details of the activation steps). Upon activation, the expiry date of the SIM Card is 365 days starting from the date of activation. Any usage behavior including recharge haha SIM card and purchased local data package or travel data package are eligible to extend the SIM card validity 365 days automatically, You can login your account to view the SIM card validity.

Q2. Which countries/ regions does haha SIM support?

- haha SIM support about 70 hot destinations which including Europe, America, APAC and Greater China. Please refer to "Travel Data" for each destination of product details in haha TRAVEL app.

Q3. Can I make any voice call?

- haha SIM supports local voice call service in Hong Kong/roaming voice call service, charges will be directly deducted from your balance, please refer to haha TRAVEL APP “Local and Roaming Call Charges” or Fortress website : https://www.fortress.com.hk/en/hahasim about the details . To save roaming spending, you are recommended to use third-party app (such as Whatsapp) to make roaming voice call via mobile data while traveling.

Q4. How can I purchase haha SIM Card?

- haha SIM is available to purchase via Fortress Stores/eStore in Hong Kong.

Applicable Device for haha SIM

Q1. What devices can I use with haha SIM?

- haha SIM is compatible with smartphones, tablets, iPads (except WiFi version) and WiFi egg.

Q2. What SIM card format does haha SIM offer？

- haha SIM offers various SIM card format including Normal, Micro & Nano SIM cards, which are compatible with most smartphone models.

Usage Tips for haha SIM

Q1. Where is the ICCID which is required during first log in?

- The ICCID required during first log in is the 18 digits above the barcode at the bottom of the SIM card.

Q2. How to check recharge records, remaining balance of local voice minutes and other purchased data package?

- You can login your haha SIM mobile number & password via haha TRAVEL APP. Click "My Account Overview" to check all your records including remaining balance of your account, remaining usage of local data, remaining usage of travel data package, refill records or purchased local/ travel data package.

Q3. How to extend the validity of haha SIM?

- It will be extended 365 days automatically only if you continue using haha SIM card. Including recharge haha sim card and purchase any packages.

Q4. What can I do for the haha SIM loss & replacement?

- Customer shall contact to our hotline : 852-2555 5788 (Monday to Sunday 9:00am-10:00pm,except public holiday) for arrangement.

Network Connection of haha SIM

Q1. What mobile networks does haha SIM support?

- haha SIM mainly supports 4G mobile network in various countries/ regions. 3G networks are supported in certain countries/ regions. Actual network connection speed is subject to data usage and local coverage.

Q2. Why can't I receive any signal at the first time of using the SIM card?

1. Upon arrived your destination, please ensure if the haha SIM has been properly plugged into SIM Slot 1 of your mobile device (If mobile device supports dual SIM function), set automatics for network selection and reboot your device.
2. Travel data package setup should be completed within 3 minutes automatically, once it is completed, haha SIM will search for the designated network automatically, your mobile device should display the signal and the Carrier Name. You can use the internet service.
3. haha SIM card will connect designated roaming network automatically. If you cannot access the internet, please check if the APN is correctly set. Changing Carrier & the name of APN setup in manual may be required in some mobile devices & destinations.

If problem still exists, you can try to ON/OFF in flight mode, it allows haha SIM to search the network again; or you could try to restart your mobile device once. If problem still exists, please contact us.

4. Please ensure the above procedures are under non-WiFi situation to proceed

Q3. Why can't I go online?

1. Please ensure haha SIM is activated (Activation SMS and mobile number will be received after insert haha SIM into handset, please activate it on non-WiFi situation)
2. Please ensure you have purchased the travel data package for your destination.
3. Please ensure "Mobile Data" & "Data Roaming" functions have turned on.

4. Please check if haha SIM has connected the designated roaming network automatically & the APN set correctly.

Please set APN to “mobile.lte.three.com.hk”

- iOS : Setting -> Mobile Data -> Mobile Data Network -> APN
- Android : Setting->Mobile network->APN

5. Please restart your mobile device, and try to ON/OFF in flight mode once. If the problem still exists, please kindly contact us for enquiry.

Q4. Why can't I support 4G network only?

- Please note some destinations are only supported 3G network. If you cannot access 4G network (If applicable), please go to your device setting & switch to 3G network, wait for a while and switch back to 4G network. Meanwhile, please check if the Carrier & the name of APN have set correctly.

Data Roaming Service of haha SIM

Q1. How is "A Day" defined for travel data package?

- Data calculation is based on Hong Kong time (GMT+8), and the 24 data pass (local/travel) will be valid for 24 hours after package subscription.

Q2. How many data is included in travel data package？

- Unless specific stated, when data usage reached fair usage limited (varying from place to place), you can still enjoy the data services, and the data access speed will be restricted at 128kbps (varying from place to place). Travel data package supports data tethering function on mobile devices, it does not support peer-to-peer applications (P2P), FTP file sharing and webcam applications.

Q3. How to check my purchased data package?

- You can review all your purchased local data/ travel data records after login your haha SIM account via haha TRAVEL APP.

Q4. Can I use local data service in Hong Kong?

- You can buy different Hong Kong data packages through haha Travel App.

Q5. Can I change the start day for purchased travel data package?

- The purchased data package is available for use within 90 days upon purchased, you are more flexible to use the data package.