

Q1. What is haha SIM?

- haha SIM is a rechargeable data roaming SIM card that works in over 70 countries and regions, it gives you a hassle-free experience to connect to the world when traveling. With haha SIM, you can not only enjoy roaming data service with good value of money, but you can also save the efforts of buying and registering an extra local SIM card.

Q2. Which countries/ regions does haha SIM support?

- haha SIM support over 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. How can I purchase haha SIM Card?

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

Q4. What devices can I use with haha SIM?

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

Q5. 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. Recharge haha SIM card \$10 or above is eligible to extend the SIM card validity 365 days automatically, you can login your account to view the SIM card validity.

Q6. 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.

Q7. How to receive activation SMS on haha SIM?

- Activation SMS and mobile number will be received after insert haha SIM into handset (Please activate it on non-WiFi situation)

Q8. 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.

Q9. How to retrieve haha Sim card mobile number?

- Customers need to log into the haha Travel App, then "forgot mobile number", please follow the directions to find your mobile number.

Q10. Why can't I login haha Travel App?

- 1) Please ensure you have connected to WiFi
- 2) Or you have purchased local data plan,
If you have a data connection but still cannot be logged, please try to log out then log in again.

Q11. Why can't I use local service after activate the haha SIM?

- You need to complete Real Name Registration and purchase local package, then you can use local service.

Real-name registration system for telephone smart cards and demonstration:

<https://web.three.com.hk/prepaid/realnameregistration/index.html>

Q12. What information do I need to submit for real-name registration?

Individual users:

English and Chinese name (if applicable), identity document number (Hong Kong identity card number or travel document), date of birth and copy of identity document; If you are under the age of 16, you must submit a separate adult's registration information.

Company/Enterprise:

English and Chinese name of the company (if applicable), English and Chinese name of the company's branch (if applicable), number and copy of business/branch registration certificate and personal particulars of a responsible person aged 18 or above.

Q13. How to cancel the real-name registration of haha SIM?

- Customers need to log into the haha TRAVEL App, then select account->Real-name registration, please follow the directions to input relevant information.

Q14. How to purchase data package after activation?

- Download haha TRAVEL App, then input mobile number and ICCID to login the account, you can purchase data package after login.

Q15. How to activate and choose activation day?

1. Day pass : You can use the purchased data package within 90 days, activation day selection is not necessary, when you arrived destination and turn on "Roaming data", one day pass will be deducted after connect the network.
2. Hong Kong/non day pass roaming package (e.g – 5 days/6 days/7 days/10 days/30 days) : The package will be activated immediately.
Reminder : Day pass data is priority to use, please avoid to buy day pass and non day pass package at the same time (same destination) to avoid duplicate counting.

Q16. How is "A Day" defined for travel data package?

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

Q17. 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.

Q18. 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.

Q19. I purchased local data/ travel data package and can enjoy roaming data, but why can't receive text messages and voice calls?

- Due to local and roaming voice calls, local/international or roaming text messages will be directly deducted from your balance subject to charges. If there is insufficient balance in the account, the related services cannot be used. You can use the haha TRAVEL App to log into my account to check your account balance and perform value-added services.

Q20. 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.

Q21. 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.

Q22. If you have encountered questions with record of purchased plan, payment, value-added or remaining usage of local data/travel data package?

In order to understand the situation, please provide the following information and email to fortress@asw.com.hk

- 1) haha SIM phone number
- 2) ICCID
- 3) Contact mobile number
- 4) Contact email address
- 5) System screenshots of payment records, purchases and value-added in haha TRAVEL

App

- 6) Describe details

Q23. What can I do for the haha SIM loss & replacement?

- Customer is required to report the loss to the police first. The lost report form must show the customer's name and ID number, as well as the haha SIM phone number & provide an image or screenshot of the police report number to fortress@asw.com.hk

Q24. Why can't I receive any signal at the first time of using the SIM card?

Step 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.

Step 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.

Step 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.

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

Step 5. If it still can't be solved, please connect to WiFi locally and log in to iChat within the haha Travel App contact 3 iChat ambassador for assistance.

Q25. When the Haha SIM card cannot be used or can't go online, have you checked the following conditions?

Step 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)

Step 2. Please ensure you have purchased the travel data package for your destination

Step 3. Please ensure "Mobile Data" & "Data Roaming" functions have turned on

Step 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"

For iOS : Setting -> Mobile Data -> Mobile Data Network -> APN

For Android : Setting->Mobile network->APN

Step 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.

Step 6. If it still can't be solved, please connect to WiFi locally and log in to iChat within the haha Travel App contact 3 iChat ambassador for assistance

Q26. How to contact customer service support when no network in oversea?

- Please try to connect with local WiFi to login haha Travel app, then use iChat to contact 3 iChat ambassador for enquiry.