

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. What devices can I use with haha SIM?

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

Q3. 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)

Q4. Why can't I login haha Travel App?

- Please connect WiFi or purchase local data package, if network is connected but fail to login, please logout and login.

Q5. 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.

Q6. 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.

Q7. 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.

Q8. 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.

Q9. 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.

Q10. 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

Q11. 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.

Q12. 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 3iChat ambassador for enquiry.

Q13. 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.

Q14. 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.

Q15. 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.

Q16. 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.

Q17. 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.

Q18. 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.

Q19. 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.

Q20. 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.

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. How to complete Real name registration?

- Please login haha Travel App -> Account -> Real-name Registration, then input personal information for registration.

Q23. How to deactivate Real name registration?

- Please login haha Travel App -> Account -> Real-name Registration, then input personal information for deregistration.

Q24. What can I do for the haha SIM loss & replacement?

- Customer needs to report lost on police station/website, customer's name/haha SIM number need to be stated on the report, then pass it to our customer service team.

Q25. How can I purchase haha SIM Card?

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