

Local Mobile Data Service Protection Measures

Obtain usage information via inquiry channels

	CTM	Hutchison	SmarTone	China Telecom
USSD	#111#	*8200 (Chi) *8100 (Eng)	*#123#	
SMS				Text "Bill" to 1889
Service Hotline/ Special Hotline	1000/ 66800800	1118	1628	1888
Website	✓	✓	✓	✓
Mobile App	✓	✓		✓

Note: Applicable for postpaid subscribers only

Precautions when using data usage inquiry

- Note the presentation format for local data usage
 - Remaining usage
 - Actual usage
- Time in which information is updated varies depending on the operator's system, thus when inquiring one must pay attention to the cut off time
- Information provided via data usage inquiry is for reference only, data usage listed in the bill shall prevail

Information timeliness for various inquiry channels (for postpaid users only)

Inquiry Channel	CTM	Hutchison	SmarTone	China Telecom
Service Hotline	5-10 minutes prior to inquiry	10-15 minutes prior to inquiry	30 minutes prior to inquiry	10-15 minutes prior to inquiry
Website				
Mobile App			-	
USSD/SMS			30 minutes prior to inquiry	
Special Hotline		-	-	

Summary Table – Local Mobile Data Service Protection Measures

	CTM	Hutchison	SmarTone	China Telecom
Option to have data service deactivated automatically once allotted data is consumed ¹	✓	✓	✓	✓
Tiered charging plans		✓ ²		✓ ³
charge warning SMS				✓
data usage warning SMS				✓
Charge Cap	\$500	\$500	\$500	\$488 (3G) \$500 (4G)
Free data service deactivation	✓	✓	✓	✓

Notes 1 : Please contact the operator for details.

2 : Users need to apply separately. Please contact the operator for details

3 : Applicable for 3G users only. Users must apply for the service, please contact the operator for details.

Summary Table – Local Mobile Data Service Protection Measures

	CTM	Hutchison	SmarTone	China Telecom
Data usage reminder service	✓ (System Preset ¹)	✓ (User set, System Preset ⁴)	✓ (System Preset ²)	✓ (System Preset ³)

Notes:

1. An SMS is sent when the remaining local data usage becomes less than 500 MB, 100 MB, 500 kB and 10 kB.
2. An SMS is sent when the user's local data usage charges reaches \$5, \$30 and \$150.
3. An SMS is sent when the user's data usage reaches 80% and 100% of the allotted data usage of the monthly plan. Not available under tiered charging plans.
4. Some postpaid users have system preset: an SMS is sent when the remaining local data usage is less than 500 MB, or when the data usage threshold is exceeded.

Summary Table – Local Mobile Data Service Protection Measures

	CTM	Hutchison	SmarTone	China Telecom
Local data self-serve lock/unlock	#141*4# #141*5#	#109# *109#		Text ^{Note}

Note:

- This SMS would deactivate local and mainland China mobile data services.
- To lock (temporary deactivating internet service) – text “XDATA” to 1888, and reboot the handset once the verification SMS is received.
- To unlock (reactivating internet service) – text “DATA” to 1888, and reboot the handset once the verification SMS is received.

Roaming Mobile Data Service Protection Measures

Summary Table – Roaming Mobile Data Service Protection Measures

	CTM	Hutchison	SmarTone	China Telecom
Roaming data service daily plans	✓	✓	✓	
Reminder when using roaming data		✓		
Roaming data charge warning SMS	✓ \$500 \$1000 \$2000 \$5000	✓ \$500 \$2000 \$5000 Every \$1000 thereafter	✓ \$5 \$500 \$1000 \$3000 \$5000	✓ \$10/\$100/\$200/ \$300/\$400/\$500/ \$600/\$700/ \$800/\$900/ \$1000/\$1500/ \$2000/\$3000/ >\$3000

- Note :
- Please contact the operators to inquire about the details of the roaming data reminder SMS service.
 - When CTM's customers roaming data charges goes over MOP 5000, in addition to the reminder SMS, roaming data services will also be automatically disabled.

Summary Table – Roaming Mobile Data Service Protection Measures

	CTM	Hutchison	SmarTone	China Telecom
Self serve lock/unlock function	#141*1# #141*2#	#106# *106#	*109*99# #109*99#	Text “XROAM”/ “ROAM” to 1888
Roaming data service disabled by default (note)	✓	✓	✓	

Note :

- Starting from 1 January 2013, roaming mobile data service is disabled by default for new subscribers.
- Since China Telecom provides Macao – HK – mainland China mobile data service, thus the disabling of roaming data service for the mainland by default is not offered. Deactivating roaming data services via SMS would only deactivate data services in HK, while those in mainland China would remain active. For details please contact China Telecom for inquiries.

Precautions for roaming data service daily plans

- Applicable countries/regions and their corresponding overseas operators
- Should manually set to the applicable overseas operator
- Note the daily plan's effective date and time
 - CTM denotes the time upon successful application to 23:59 local time as one day, or 24 hours from start of roaming data usage
 - Hutchison and SmarTone denote 00:00 – 23:59 Macao time as one day
- If the service plan contains data usage shared between 2 or 3 locales, note thoroughly how data usage is subtracted and fees calculated

Mobile Data Service Bill Information

Bill Information

	CTM	Hutchison	SmarTone	China Telecom
Monthly local data usage summary table (paper bill)	✓ #	✓ #	✓ #	✓ #
Local data usage detailed record (electronic copy – past bills)	✓	✓	✓	✓
Local data usage detailed record (electronic copy – bills yet to be sent*)	✓			✓

Note: Applicable for postpaid subscribers only

#: Users must apply separately, for details please contact your operator for inquiries

*: Information provided is for reference only, the data usage listed in the official bill shall prevail

- The above information was updated in June 2019. For further details, please contact the following operators for inquiries:
 - [Companhia de Telecomunicações de Macau, S.A.R.L.](#)
 - [Hutchison Telephone \(Macau\) Company Limited](#)
 - [China Telecom \(Macau\) Company Limited](#)
 - [SmarTone - Mobile Communications \(Macau\), Limited](#)