

Avoid Inadvertent Use of Mobile Roaming in Boundary Areas



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In areas near the boundary with the Mainland, mobile signals from the Mainland may spill across the boundary, sometimes resulting in mobile devices in Hong Kong inadvertently connected to mobile networks of the Mainland with roaming charges incurred.

This leaflet provides some tips to you on how to avoid inadvertent use of mobile voice and data roaming in the boundary areas.



Disable data roaming option of mobile devices

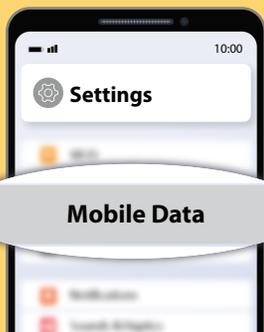


Mobile data will be consumed when a mobile device is used to access the Internet via mobile networks, including using apps for instant messaging, social networking, on-line games, video and music streaming, as well as Internet browsing and sending and receiving emails, to name but a few. If you share your Internet connection (i.e. using “tethering” or “personal hotspot” function) with other devices or activate the automatic update function of some applications on the mobile device, there will also be Internet access with mobile data consumed.

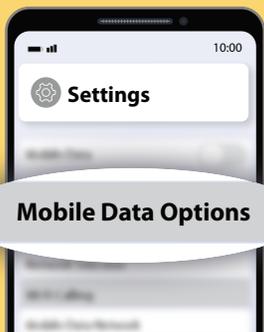
To avoid unintended use of mobile data roaming services in the boundary areas, you may disable the data roaming option of your mobile device¹. Whilst the steps for disablement may vary depending on the model of your mobile device, in general, the data roaming option can be found in the Settings menu, and you can disable data roaming by turning off the option.

Open **Settings**.

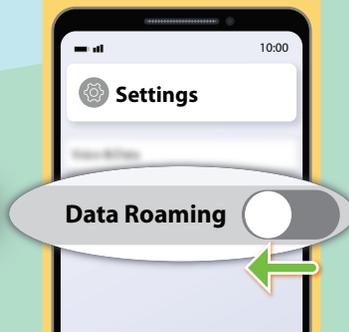
Tap **Mobile Data, Connections** or similar option.



Tap **Mobile Data Options, Mobile networks** or similar option.



Turn off **Data Roaming** or **Roaming**.



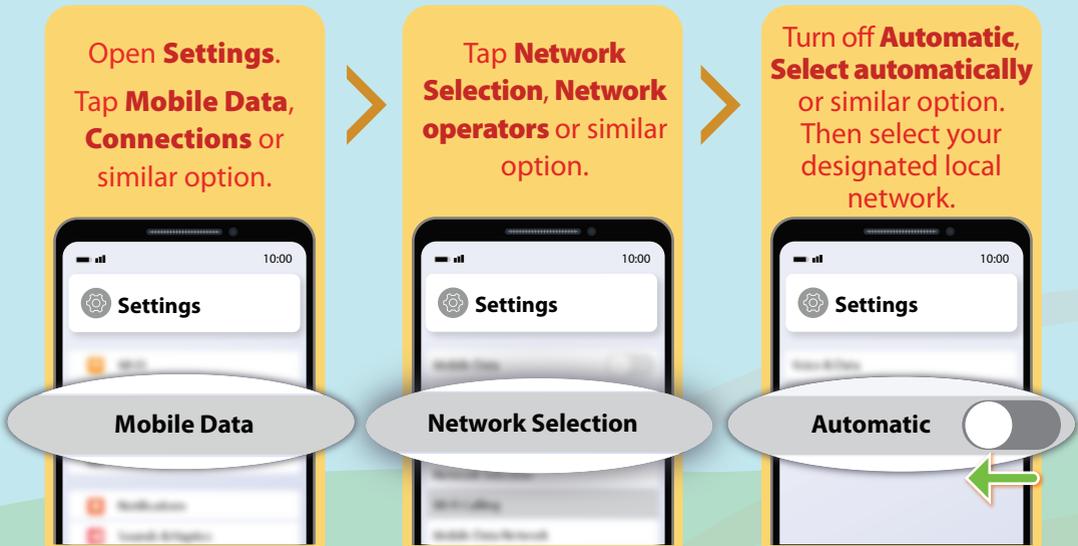
¹ If more than one SIM cards are installed in your mobile device and the SIM cards have been activated, you may need to change the settings for each of the SIM cards one by one.

Manually select local mobile network



Despite disabling data roaming following the steps above, you may still have access to voice roaming service. **To avoid inadvertent use of both voice and data roaming services in the boundary areas, you may turn off the automatic network selection on your mobile device and set it manually to connect only to the designated local mobile network¹.**

Whilst the steps for setting manual network selection may vary depending on the model of your mobile device, in general, the automatic network selection option can be found in the Settings menu. After switching off the automatic network selection option, you may select your designated local network from a list of available networks shown on your mobile device².



Other points to note



For more details of how to change the settings, please refer to the user guide provided by the mobile device manufacturer for your model. You may also contact your mobile service provider or the relevant mobile device supplier / manufacturer for assistance.

Alternatively, if you do not foresee that mobile roaming services will be needed, you may contact your mobile service provider to check whether mobile roaming services can be deactivated / suspended to avoid unintended use of the services.

² Mobile devices may take up to several minutes to show up the list of available networks. If you cannot find your designated local network from the list, this indicates that your designated local network does not have coverage at where you are located. To stay connected under such circumstances, you need to re-activate automatic network selection but should be aware that mobile roaming service may be used with charges incurred.