



## International Access Code for Toll-Free Telephone Number Calling

### 接駁免費專線所需之「國際接駁碼」

<b>Calling Format</b> 接駁方式	<b>International Access Code (IAC) 「國際接駁碼」 * + 800 + 6000 2525</b>	
<b>Important Notes</b> 注意事項	<p>1. Customers should first check and confirm if “IDD Service” has already been applied if they use Fixed-Line phones / Local mobile phone, or activate “Roaming Service” if they use their own mobile phones. 如客戶使用固網/當地手提電話，需首先確定電話是否已申請國際直撥電話 (IDD) 服務。如客戶使用外攜手提電話，則請先啟動國際漫遊服務。</p> <p>2. The Toll-Free telephone calls are only applicable to the Designated Locations, please refer to the table below for the International Access Code (IAC) for details. 「免費專線」只適用於指定地點，有關其國際接駁碼，請參照下表。</p> <p>3. When making the Toll-Free telephone calls, it would consume air-time and the caller would be charged by the local telecommunication company as local calls. The IDD charges will be waived after 24-hour AIAS Hotline has been contacted successfully. 客戶於指定地點撥打「免費專線」，當地的電訊公司將按照通話時間收取當地電話通話費用，而於 AIAS 24 小時支援熱線成功接通後，IDD 費用將被豁免。</p> <p>4. Please call the below 24-hour AIAS Hotline in case of any enquiries. 如有任何疑問，請致電下列 AIAS 24 小時支援熱線。</p>	
	Individual Policyholder/Insured (with AIAS coverage) 個人保單持有人/受保人 (享有 AIAS 保障)	(852) 2200 6622
	Employee Benefits Plan Insured Members (with group Medical or Travelling Coverage) 僱員福利 (團體醫療或旅遊計劃) 受保成員	(852) 2200 6399

Designated Locations # 指定地點	International Access Code (IAC)* 國際接駁碼	Availability and Restriction of Different Phone Types 支援的電話種類及相關限制		
		Fixed Line 固網電話	Mobile Phone 手提電話	Payphone 公用電話
Australia 澳洲	0011	✓	✓	✓
Austria 奧地利	00	✓	✓	✓
Belgium 比利時	00	✓	X	✓
Brazil 巴西	0021	✓	✓	Note 註釋 1
Canada 加拿大	011	✓	X	Note 註釋 1
China 中國	00	✓	X	Note 註釋 2
Denmark 丹麥	00	✓	✓	✓
Finland 芬蘭	990	✓	✓	X
France 法國	00	Note 註釋 3	✓	✓



Designated Locations # 指定地點	International Access Code (IAC)* 國際接駁碼	Availability and Restriction of Different Phone Types 支援的電話種類及相關限制		
		Fixed Line 固網電話	Mobile Phone 手提電話	Payphone 公用電話
Germany 德國	00	✓	✓	✓
Ireland 愛爾蘭	00	✓	✓	Note 註釋 4
Israel 以色列	00, 014	✓	X	✓
Japan 日本	-	Note 註釋 5.0	X	Note 註釋 5.1
Macau 澳門	00	✓	✓	✓
Malaysia 馬來西亞	00	Note 註釋 6	Note 註釋 7	Note 註釋 7
New Zealand 紐西蘭	00	Note 註釋 8	✓	✓
Norway 挪威	00	Note 註釋 9	Note 註釋 10	✓
Philippines 菲律賓	00	✓	Note 註釋 11	Note 註釋 11
Portugal 葡萄牙	00	Note 註釋 12	✓	✓
Singapore 新加坡	001	✓	Note 註釋 13	Note 註釋 13
South Korea 南韓	001, 002, 008	✓	✓	✓
Spain 西班牙	00	Note 註釋 14	X	✓
Sweden 瑞典	00	✓	X	Note 註釋 15
Switzerland 瑞士	00	✓	✓	X
Taiwan 台灣	00	✓	Note 註釋 16	✓
Thailand 泰國	001	✓	✓	X
United Kingdom 英國	00	Note 註釋 17	✓	X

# The Toll-free services provided by the designated locations and the number of designated locations may update / change from time to time, please refer to our webpage for future updates. 指定地點提供之「免費專線」服務及服務地點會作不時更新/更改，請留意網頁的最新公佈。

註釋 Note:

- 1 或會受限於部份私營公用電話。 Might be blocked from some private Pay Phones
- 2 只適用於山東省、河南省、遼寧省、黑龍江省、吉林省、河北省、山西省、北京市及天津市。 Applicable to Shandong, Henan, Liaoning, Heilongjiang, Jilin, Hebei and Shanxi Provinces, Beijing as well as Tianjin Only
- 3 只適用於法國本土及科西嘉島。 Applicable to France mainland & Corsica Only
- 4 只適用於 Eircom, O2 及 ITG 公用電話。 Applicable to Eircom, O2 and ITG Pay Phones Only
- 5.0 如固網電話已登記"010" IDD 直撥服務, 其國際接駁碼為"010"; 如沒有登記"010" IDD 直撥服務, 則需於輸入國際接駁碼"010"前加上個別電訊供應商之代碼。由以下電訊供應商提供 IDD 服務之國際接駁碼: KDDI 為"001+010"; C&W-IDC 及 Softbank/JT 為"0061+010" 及 NTT 為"0033+010"。 Fixed line registered with "010" IDD direct dial service, the IAC is "010". If not registered with "010" IDD direct dial service, certain access code of respective telecoms should be inserted before the International Access Code "010". For the IACs of the telecoms providing IDD service, it is "001+010" for KDDI, "0061+010" for C&W-IDC or Softbank/JT, and "0033+010" for NTT.
- 5.1 只適用於由 KDDI 網絡支援的綠色公用電話、灰色國內外公用電話及銀色國際電話卡的公用電話。國際接駁碼為"001+010"。 Applicable to Green Payphones, Grey International & Domestic Payphones and Silver IC Card Payphones supported by KDDI Network Only. The IAC is "001+010".



- 6 只適用於馬來西亞半島及東馬。Applicable to Peninsular Malaysia & East Malaysia Only
- 7 只適用於 Telekom Malaysia 電訊公司支援的電話網絡。 Applicable to Telekom Malaysia Network Only
- 8 只適用於查塔姆群島。Applicable to Chatham Islands Only
- 9 只適用於斯瓦爾巴群島及揚馬延島。Applicable to Svalbard & Jan Maien Only
- 10 只適用於 Telenor 電訊公司。Applicable to Telenor Only
- 11 相關服務或受限於當地服務供應商, 請聯絡當地服務供應商查詢。 Services might be blocked by the local service providers, please contact them for details.
- 12 只適用於亞速爾群島及馬得拉。Applicable to Azores & Madeira Only
- 13 只適用於 SingTel 電訊服務供應商。Applicable to SingTel Only
- 14 只適用於巴利阿里群島及加那利群島。Applicable to Balearic Island & Canary Island Only
- 15 只適用於 Telia 公用電話。 Applicable to Telia Payphone Only
- 16 除 KG 電訊公司外, 適用於其他所有網絡。Applicable to all networks except KG Telecom.
- 17 只適用於英格蘭、根西島、馬恩島、北愛爾蘭、蘇格蘭、威爾斯及海峽群島。Applicable to England, Guernsey, Isle of Man, Northern Ireland, Scotland, Wales & Channel Islands Only