

SMS Alert Service - FAQs

1	Q	How to register for the SMS Alert Service?
	A	To use this service, simply register on line (website: www.mtr.com.hk/throughtrain). Enter your Hong Kong mobile phone number after logging in, and this service will be activated next time when you purchase tickets on line.
2	Q	Is there any other way of application besides on-line registration?
	A	Besides on-line registration, you may use this service via the following channels: Y Tele-ticketing and enquiry hotline: when purchasing tickets through the hotline (852) 2947 7888, enter your Hong Kong mobile phone number according to the instruction. Y Through train ticketing counter/appointed ticketing agents: provide your Hong Kong mobile phone number to the staff when purchasing tickets.
3	Q	Is this service available to through train passengers only?
	A	Yes, this service is available to through train passengers only.
4	Q	Can I register with any mobile phone number?
	A	No, this service is applicable to Hong Kong's mobile phone number only.
5	Q	In what language are the SMS messages shown?
	A	The SMS messages are shown in both Chinese and English.
6	Q	How much dose the SMS Alert Service charge?
	A	This service is free of charge. Some mobile phone service providers may charge you for the SMS service provided. For enquiry, please contact your mobile phone service provider.
7	Q	Under what circumstances will I receive SMS messages?
	A	When the train you are going to ride on is delayed or cancelled, we will send a SMS message to your mobile phone as soon as possible.
8	Q	Can I receive the SMS message when I'm not in Hong Kong?
	A	If roaming service is available to your mobile phone, you will be able to receive the SMS message. For application and charges of roaming service, please contact your mobile phone service provider.
9	Q	Why can't I receive the SMS message sometimes?
	A	Your mobile phone may not be able to receive or may experience delay in receiving SMS message due to the following reasons: <ul style="list-style-type: none"> • Your mailbox is full • Your mobile phone service provider does not provide SMS • The mobile phone number provided is incorrect or not a Hong Kong number (the SMS Alert Service is available to Hong Kong's mobile phone number only) • Deferred transmission or loss of SMS message by mobile phone service provider due to reasons unknown • Your mobile phone is off • You are not in Hong Kong when the SMS message is being sent • The system is under repair by your mobile phone service provider when the SMS message is being sent
10	Q	Which mobile phone model can receive SMS message?
	A	Currently most mobile phone models can receive SMS message. Please refer to your mobile phone user guide.
11	Q	What can I do if I encounter any other problem?
	A	You may call the Intercity Passenger Services Hotline on (852) 29477888.