

Telephone Service

The telephone service in Taiwan is modern and reliable for the most part. Some useful numbers to have are :

English Information: 106

Overseas Calls-Dial: 100 (operator can speak basic English)

Telephone Repair-Dial: 112

Information (Chinese): 104

One thing you may miss in Taiwan is easy access to a readable telephone book. Though there is a telephone book in English, it is distributed mainly to those who have asked that their names be listed in English, and includes only those names or businesses. Even the thick Chinese phone book is not very popular, used only as a last resort. Most people (not just foreigners) develop their own personal telephone directories, by collecting name cards, and obtaining telephone numbers from directories such as the *Directory of Taiwan* or the Community Center's *Taipei Living*. Even the English Information number given above appears to be limited to searching the English telephone directory. If you speak Chinese, try calling the Information number 104.

Most long-distance calls can be made by dialing directly. Dial 002-1 or 009-1 and then the area code and telephone number when dialing the U.S.

Pay Phones

There are two kinds of public telephones, one kind that accepts only coins, and gray/turquoise ones only for telephone card use. You can buy the cards at any Seven Eleven store (called Gung Yu Dyan-hwa cards 公共電話卡). They cost around NT\$100. To use pay phones; insert a NT\$1 coin (NT\$5 or \$10 coins can also be used, but no change will be provided) or the telephone card and dial the number. These calls are limited to three minutes. On some phones, it is also necessary to push a red button to actually make connection with the other party. You will hear a tone when the time is nearly up, but don't bother inserting more coins at this point, your time is up and the phone will just eat them! You will have to hang up, then insert more coins (or re-insert the card) and re-dial.

Cell phone plan

The typical contract for cell phone is one or two-year contract in Taiwan. In other words, if people would like to have a contract with their cell phones, it is more suitable for those people who will plan to stay in Taiwan over one year at least. Otherwise, they will pay the punishment fee. Therefore, it is better to choose the prepaid service (no contract) for the plan of your cell phone while you are in Taiwan.

Please see the following the information of our local cell phone companies:

- Taiwan Mobile: <http://english.taiwanmobile.com/>
- Far Eastone Telecommunications Co., Ltd.:
<http://www.fetnet.net/cs/Satellite?c=Page&cid=2041425870880&pagename=eCorporate%2FPage%2FecoMainContentPageT2>
- Chunghwa Telecom Co., Ltd.: <http://www.cht.com.tw/en/personal/prps.html>

You can check with the above three cell phone companies for the detail in person after you arrive in Taiwan.

Besides, you can go to our local convenience store to buy the sim card (it is the most economic, efficient and convenient for foreigners who stay in Taiwan less than one year), then you insert this sim card into your cell phone and your cell phone can work. You do not need to be locked into a typical one or two-year contract.

Wifi

Since 7 October 2011, more than 5,000 WiFi hotspots (access points) have been established in the indoor public areas of some offices of the agencies of the Executive Yuan to provide citizens with free basic WiFi access service. This service is called iTaiwan or .TPE-Free AD WiFi and provide 1Mbps bandwidth for the public to access the internet. The WiFi hotspots are chiefly available in the indoor public area of local tourism attractions, transportation nodes, cultural and educational facilities, and government offices to provide citizens the ability to search for information over the Internet in case of emergency or when they are conducting business at government offices.

A new milestone has been achieved for the City's free public WIFI network! Starting late July, the public wireless network service will begin operations along the Taipei Metro - Red Line (Tamsui) and the Blue Line (Bannan). Service for the rest of the network is expected to go live by the end of this year.

This is the first time for the service to be offered onboard the trains, and all current Taipei Free hotspots at MRT stations will be replaced by the new ".TPE-Free AD WiFi" network and "iTaiwan".

".TPE-Free AD WiFi" is provided and maintained by private company Free Ad WIFI. No verification is needed, and users can connect for up to 30 minutes per session. There is no limit to the number of sessions for individual users. "iTaiwan" is the collaboration with the National Development Council. Users will have to log in with account and password, and the service requires verification.

For details, please refer to information broadcast via MRT station platform TVs and the Chinese website of Taipei Free. You can also call the toll-free customer service hotline of ".TPE-Free AD WIFI" (TEL:0809-090-588) or "Taipei Free" (TEL:0809-09-19-19).

Conclusively, free public Wi-Fi service is available across Taipei city both indoors and outdoors. The SSID of Wi-Fi access is TPE-Free. Visitors who wish to use the service can set up an account with valid passport or entry permit at eleven Tourist Information Center at Taipei included Taipei Main Station, Songshan Airport, MRT Beotou Station, MRT Ximen Station, MRT Jiantan Station, Miramar Entertainment Park, Plum Garden, Gondola Maokong Station, MRT Taipei 101/World Trade Center Station, URS44 Dadaocheng, and MRT Longshan Temple Station. Meanwhile, some restaurants and coffee shops in Taiwan tipprovide free internet WiFi access.

In addition to the free Wi-Fi access, payable Wi-Fi accesses are also available in most of 7-11 convenience stores across Taiwan, and in coffee shops and restaurants like Starbucks or McDonald's. Prepaid access cards can be purchased over the counter at the stores, and the costs vary.

Telephone Service Numbers

電話服務號碼

Directory Assistance (English Speaking) 英文查號台 Tel:106	Long Distance Operator Assistance 國內長途台 Tel:108
Directory Assistance (Long distance) 長途查號台 Tel:103	Telephone Information & Repairing 障礙台 Tel:112
Directory Assistance (Local Telephone) 室內查號台 Tel:104	Time Reporting 報時台 Tel:117
Highway Traffic Condition Report 高速公路路況報導 Tel:168	Weather 氣象台 Tel:166-166
International Operator Assistance 國際台 Tel:100	

Emergency Numbers

<p>Fire(Free Services Line) 火警、緊急救護(免費服務電話) Tel:119</p> <p>Police(Free Services Line) 報案、交通事故(免費服務電話) Tel:110</p>	<p>Social Services Telephone Numbers 社會服務電話</p> <p>Childhood Burn Foundation of the R.O.C 中華民國兒童燙傷基金會 Tel:(02)2522-4690</p> <p>Common Medical Questions Assistance Line 中華民國醫療諮詢服務協會 Tel:(02)2571-9588</p> <p>Animal Protection Association of the R.O.C 中華民國動物保護協會 Tel:(02)2704-0809</p> <p>Society for Wildlife & Nature R.O.C 中華民國自然生態保育協會 Tel: (02)2368-5862</p> <p>Sunshine Foundation of Social Welfare 中華民國陽光社會福利基金會 Tel:(02)2507-8006</p> <p>Taipei City Government Police Precinct Youth Police Team 台北市政府警察局少年警察大隊 Tel:(02)2759-0827</p> <p>Taipei City Senior Citizens' Services Line 台北市老人福利查詢專線 Tel:(02)2720-8889</p> <p>Taipei Women's Rescue Foundation 台北市婦女救援基金會 Tel:(02)2555-8595</p>
<p>Electricity Supply 電力</p> <p>Taipei Services Center 台北市區服務中心 Tel: (02)2378-8111</p> <p>South Taipei Services Center 台北南區服務中心 Tel: (02)2959-5111</p> <p>North Taipei Services Center 台北北區服務中心 Tel:(02)2888-1678</p> <p>West Taipei Services Center 台北西區服務中心 Tel:(02)2991-5511</p>	
<p>Gas Supply 瓦斯</p> <p>大台北瓦斯股份有限公司 Tel:(02)2768-4999</p>	
<p>Water Supply 自來水</p> <p>Taipei Water Customers Services Center 台北自來水事業處客戶服務中心 Tel:(02)8733-5678</p>	

<p>Taipei Life Lines 台北市生命線 Tel:(02)2502-4242</p> <p>Teacher Cheng 張老師專線 Tel:直撥'1980 可直達 所在縣市的張老師中心</p> <p>The Red Cross Society of the ROC 中華民國紅十字會台灣省分會 Tel:(02) 2363-7794</p> <p>Woman and Child Protection Service 婦幼保護專線 Tel:113</p> <p>Veterans General Hospital Poison Rescue Assistance Center 榮總毒藥物防治諮詢專線 Tel:(02)2871-7121</p> <p>Taipei Association for the Promotion of Women's Rights 台北市女性權益促進會 Tel:(02) 2322-4632</p> <p>Chinese Fund for Children and Families 台北家扶中心 Tel:(02)2736-2085</p> <p>Help-Save-A-Pet Fund 流浪動物之家 Tel:(02)2945-2958</p>	<p>Taipei Domestic Violence & Sexual Violation Prevention Service Center 台北市家庭暴力暨性侵害防治中心 Tel:(02) 2396-1996 (02)2396-1996</p> <p>Taipei Municipal Venereal Disease Control Institute 台北市性病防治所 Tel:(02)2370-3743</p> <p>Taipei Women's Center 台北婦女中心 Tel:(02)2832-1173</p>
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