

## **SmarTone Supports Customers Affected by the Earthquake in Turkey and Syria**

### **Waiver of roaming data, voice and SMS charges**

(Hong Kong, 8 February 2023) In response to the massive earthquake and multiple aftershocks in Turkey and Syria, SmarTone will waive roaming data, voice and SMS charges for 10 days\* for any SmarTone customers# currently in either country. SmarTone will provide uninterrupted communication services for customers stranded in the affected areas, allowing them to keep in touch with relatives and friends.

Hong Kong residents in Turkey who need assistance may call the 24-hour hotline of the Assistance to Hong Kong Residents Unit of the Immigration Department at +8521868. Customers can reach the 1868 hotline by network data call, via the Immigration Department Mobile Application, or submit an Online Assistance Request Form. Support is also available via the consular protection hotline of the Chinese Embassy in Turkey: +905388215530.

\*From 6 to 15 February 2023

# For consumer monthly plan

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