

SmarTone Provides Immediate Support for Customers Affected by Fire at Wang Fuk Court in Tai Po

(Hong Kong, 27 November 2025) In response to the fire at Wang Fuk Court in Tai Po, SmarTone is committed to supporting affected residents and the community. To ensure our customers stay connected during this critical time, we are offering the following support measures:

Donating Charging Equipment

- Additional chargers, power banks, and charging cables are available for use.

Free Plug-and-Play Home 5G Broadband

- We provide immediate, easy-to-use internet access to help affected households stay in touch with family and friends.

Additional Local Mobile Data

- Affected customers in need can call our **24-hour hotline at 2880 2688**. Our team will arrange additional data to meet urgent communication needs.

Monthly Fee Waiver

- Waiver of monthly fees for mobile, fibre broadband, 5G home broadband, and home phone services for affected customers.

Extended Service Hours at Tai Po Store

- Our SmarTone store in Tai Po will extend its operating hours to provide immediate assistance and facilitate equipment arrangements.

Address:	Shop 17A, Level 1, Zone A, Tai Po Mega Mall
Business Hours	8:00 a.m. to 11:00 p.m.

SmarTone has also prepared extra communication and charging equipment and arranged for teams to deliver 5G home broadband, power banks, and charging cables to temporary shelters in the area, ensuring affected residents can stay connected with loved ones and keep their devices powered.

###