

SmarTone Mobile Communications Limited to Terminate 3G services on 9 October 2026

(Hong Kong, 24 July 2026) SmarTone Mobile Communications Limited (“SmarTone”) announced that, following a comprehensive and prudent assessment, it will terminate its 3G mobile services on 9 October 2026, enabling SmarTone to focus resources on the development of 5G and next-generation network technologies, and to continue enhancing customers’ mobile communications experience.

With 5G services becoming increasingly popular, the number of customers using 3G services has continued to decline. As of June this year, customers using 3G services accounted for around 1% of SmarTone’s total mobile customer base.

To help relevant 3G customers prepare in advance, SmarTone has proactively notified affected customers of the relevant arrangements since last year whether they need to replace their SIM cards or upgrade their mobile phones or devices.

SmarTone also provides a simple upgrade journey and a range of support measures, including free SIM card replacement, mobile service plans and smart device upgrade offers. Online easy-to-follow guides are also available to help customers complete the relevant network settings on 4G or 5G-compatible mobile phones, making the transition process simpler and smoother.

SmarTone is also strengthening customer support through multiple channels, including its stores and 24-hour customer service hotline, to handle enquiries from

News Release

affected customers. Elderly customers and those less familiar with technology will receive additional assistance and guidance. Where some elderly customers may not effectively receive SMS reminders, the customer service team will actively follow up by phone as appropriate to explain the relevant arrangements and provide the quality service and support needed to help them transition confidently to next-generation mobile services.

SmarTone has always been committed to providing stable, reliable and up-to-date mobile communications services to both individual and enterprise customers. Following the termination of 3G services, SmarTone will be able to make more effective use of network resources and provide customers with high-quality mobile communications services.

For enquiries, customers may visit any SmarTone store or call the 24-hour customer service hotline at 2880 2688 for further assistance.

###