

SmarTone Supports Customers Affected by the Earthquake in Kumamoto, Japan Waiver of roaming data and voice charges

(Hong Kong, 29 July 2026) Following a magnitude 7.1 strong earthquake that struck Kumamoto, Japan yesterday (28 July) afternoon, SmarTone is supporting its customers[#] currently in the area by automatically waiving all Japan roaming data and voice charges from 28 July to 30 July (Local Time), providing uninterrupted communication services to help them stay connected with relatives and friends.

For assistance, SmarTone's customers can call the 24-hour toll-free roaming hotline at +852 2793 6397 or WhatsApp +852 9660 2688. Hong Kong residents in Kumamoto who need assistance may call the 24-hour hotline of the Assistance to Hong Kong Residents Unit of the Immigration Department at +852 1868, or reach the 1868 hotline by network data call, via the Immigration Department Mobile Application, or submit an Online Assistance Request Form.

###

Remarks:

[#] For consumer monthly plan customers