



6<sup>th</sup> August 2024

Dear Valued Customer,

**【Termination of 2G services from csl & 1010】**

In the light of decreasing market demand for 2G services, csl & 1010 will cease the provision of 2G services on 8th November 2024. Spectrum resources utilised by the 2G network for 2G services will be redeployed for advanced mobile services to enhance network experience for our customers.

If you are using a 2G mobile phone or 2G SIM card, please upgrade your mobile phone and SIM card immediately to prevent your mobile service from being affected by the termination of 2G service. Please feel free to contact us if you need assistance upgrading to a 4G/5G device.

Contact Numbers

Corporate customer	: 2871 1010
SME customer	: 120888
Corporate Employee Solutions (CES) customer	: 6282 1010

For more details, please refer to the relevant press release:

<https://www.hkt.com/about-hkt/press-information/index.page?locale=en>

Yours faithfully,  
CSL Mobile Limited