



Press release

## **3 Hong Kong to terminate 2G services on 30 September 2021 to deploy spectrum resources more efficiently and offer more advanced mobile services**

**Hong Kong, 28 July 2021** - 3 Hong Kong, the mobile arm of Hutchison Telecommunications Hong Kong Holdings Limited (HTHKH; stock code: 215), today announced their plans to terminate 2G services on 30 September 2021 in response to decreasing market demand for 2G services and to cater for the latest mobile customer trend.

### **Global and local market trends**

The global market has entered into the 5G era and the popularity of smartphones in the local market has achieved over a 90% penetration rate\* last year. In addition, customers have been upgrading to 5G since 3 Hong Kong launched 5G services in April last year. The number of 2G customers has been decreasing, and was only accounted for approximately 0.1% of the total customers as of the second quarter of 2021.

The 900MHz and 1800MHz bands of spectrum have been used by 3 Hong Kong to offer 2G services. The 900MHz band of spectrum was reassigned on 12 January 2021 while the 1800MHz band is to be reassigned on 30 September 2021. In order to satisfy the growing demand for data services by customers and after careful planning, 3 Hong Kong has decided to terminate its 2G services and reallocate their spectrum resources more efficiently to the effect that related spectrum resources can be utilised to deliver more advanced mobile services to customers. The 2G services will remain as normal until 30 September 2021.

### **Proper arrangements for customers to transit from 2G to 4G or 5G services**

3 Hong Kong is offering comprehensive solutions for both individual and corporate customers, ensuring their smooth transition from 2G to 4G or 5G mobile services. A variety of 4G tariff plans are available from as low as HK\$53 a month (including administration fee). Customers subscribing to designated plans can also get 4G or 5G handsets for free. What's more, customers can enjoy a designated standalone handset discount offer.

Since the end of last year, 3 Hong Kong has been advising and offering individual 2G customers to switch to smart SIM cards for free. In response to the pandemic, 3 Hong Kong also offers free delivery of SIM cards to allow customers staying at home to upgrade mobile services. In regards to customers with no intention to upgrade, 3 Hong Kong would endeavour to offer assistance and proper arrangements.

Only a few corporate customers use 3 Hong Kong's 2G services. 3 Hong Kong has notified them in phases and provided appropriate support to ensure their smooth transition to 4G or 5G services. The relevant corporate customers have already made plans to cease 2G services before 3 Hong Kong's 2G service termination.

For customers who wish to upgrade to 4G or 5G plans or any other enquiries, please call 3 Hong Kong designated hotline 3166 8771. For affected 2G corporate customers, please call 1039.

\*Source: <https://www.info.gov.hk/gia/general/202104/15/P2021041500293.htm?fontSize=1>

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### **About 3 Hong Kong**

Leading mobile operator 3 Hong Kong is flourishing into a digital operator ideally prepared for the era of 5G mobile broadband. The company plays a prominent role in developing a new economy ecosystem by serving consumer and corporate customers from a diversity of capabilities in fields such as the Internet-of-Things (IoT) concept and 5G technology. Operating under the 3Supreme, 3 and MO+ brands, 3 Hong Kong offers advanced data and roaming services, as well as FinTech, video-on-demand, gaming and music applications.

3 Hong Kong tailors one-stop solutions comprising network services, mobile devices, consultancy, project implementation and technical support to help enterprises boost efficiency and competitiveness. In this regard, our "3Innocity" programme provides a means of collaborating with start-ups and global enterprises to create digital-age applications and explore business opportunities in mobility, as well as IT, IoT and big data. In addition to meeting the needs of consumer and corporate customers, 3 Hong Kong contributes to Hong Kong's development as a smart city.

3 Hong Kong is the mobile division of Hutchison Telecommunications Hong Kong Holdings Limited (stock code: 215), a group member of CK Hutchison Holdings (stock code: 1). For more information on 3 Hong Kong, visit [www.three.com.hk](http://www.three.com.hk). For more information on HTHKH, visit [www.hthkh.com](http://www.hthkh.com).

### **For more information, please contact:**

Corporate Affairs  
pr@hthk.com  
2128 3108 / 2128 5313