

Comprehensive upgrades of land and sea 5G network experience coupled with widest* 5G roaming coverage for Hong Kong mobile users

- Hutchison Telecom Hong Kong (HTHK) has significantly upgraded its 5G sea coverage by taking the lead to upgrade network coverage in multiple hotspots in Hong Kong seas with innovative e-MIMO Pro technology and 8T8R antenna configuration in the 700 MHz band of spectrum.
- Completion of a network expansion project of 65 MTR stations across nine MTR lines is expected within this year. With continued enhancement of network coverage at major ports, customers can swiftly switch to mainland networks after crossing the border.
- HTHK offers the widest 5G roaming coverage for Hong Kong mobile users boasting the highest number of 5G roaming destinations* and 201 roaming networks. Customers using the "Cross-network Roaming" service at popular destinations including mainland China[^], Japan, South Korea, Thailand and Australia, can enjoy seamless roaming service at all main local networks on arrival at the said destinations without the need to swap any SIM cards.

Hong Kong, 29 November 2023 - Hutchison Telecommunications (Hong Kong) Limited (HTHK) announced its successful completion of network upgrades in multiple hotspots in Hong Kong seas by deploying advanced hardware and software technologies in the 700 MHz band of spectrum. In addition, the network expansion of nine MTR lines is nearing completion, enhancing all-round user experience by upgrading both land and sea networks. HTHK also boasts 201 5G roaming networks, enabling customers to get connected with these networks without the need to switch SIM cards.

Kenny Koo, Executive Director and CEO of Hutchison Telecommunications Hong Kong Holdings Limited, said: "We have worked tirelessly to enhance network coverage at industrial and business areas, newly built residential areas, transport hubs and rural areas since our 5G launch. We have recently enhanced 5G sea coverage to create a wonderful communication experience at sea and on land, a prerequisite for building a smart harbour. Our roaming service has also enabled customers to enjoy seamless roaming service with the introduction of the 'Cross-network Roaming' service."

Comprehensive upgrades of sea network quality, making internet browsing, live broadcasting and playing online games easier

The network upgrade mainly focused in the seas near Sai Wan, Sai Kung, Ap Lei Chau, Stanley and Cape D'Aguilar. HTHK's dedicated technical team enhanced the mobile hardware equipment in the 700 MHz band of spectrum. The team combined the configuration of two sets of "four transmitting antennas and four receiving antennas" (4T4R) to create an "eight transmitting antennas and eight receiving antennas" (8T8R) Multiple-Input Multiple-Output

(MIMO) antenna configuration, significantly increasing the transmission speed and stability of mobile communications and greatly improving 5G sea coverage.

In addition, the team addressed the challenge of signal interference at sea by adopting the innovative e-MIMO Pro technology that reduces interference by software, further enhancing communication quality at sea and enabling customers to seamlessly watch online videos, conduct live streaming and play online games. Following the sea network upgrade, HTHK conducted a comprehensive network trial, resulting in a 5.5-fold increase in upload speed and a 1.6-fold increase in download speed compared with pre-upgrade figures.

Completion of network expansion across nine MTR lines expected within 2023

HTHK is concerned about user experience on the network in large-scale infrastructure and public transportation. This year, HTHK initiated network expansion project across nine MTR lines, including South Island Line, Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, Tung Chung Line, Tuen Ma Line, East Rail Line and High Speed Rail (Hong Kong Section). The project covers a total of 65 stations with usage significantly increased after resumption of normalcy, including Kowloon Tong, Tsuen Wan West, Kam Sheung Road, East Tsim Sha Tsui and Admiralty.

HTHK has also increased network capacity and achieved a more effective resource allocation by allocating more spectrum inside MTR stations and implementing network offloading strategy. Overall user experience has been improved as evidenced by the significantly increased network usage and smoother connectivity at stations with the network upgrade. The entire network expansion project is expected to be completed within this year, resulting in an enhanced customer experience on the MTR network with traffic volume and end user data speed improved by approximately 15% and 30% respectively on average.

Enhanced coverage at major ports and along High Speed Rail (Hong Kong Section)

Following Hong Kong's returning to normalcy earlier this year, many people choose to travel and spend their holidays in the mainland. HTHK has carried out network coverage and equipment upgrades at major ports, enabling customers to instantly switch to a local network after passing the border without changing SIM cards. The enhancement also covers the High Speed Rail (Hong Kong Section), allowing customers to access the Internet while taking the High Speed Rail, and get better prepared for their journeys.

Tops local 5G roaming market with extensive roaming coverage

With the year-end travel peak season approaching, HTHK is committed to providing customers with exceptional roaming services. Boasting the widest* 5G roaming coverage in the market, HTHK offers an impressive 105 roaming destinations and access to 201 roaming networks. This extensive coverage enables customers to enjoy advanced 5G services, ensuring seamless check-ins on social media and easy access to information when they are overseas.

"Cross-network Roaming" provides greater convenience than local phone cards

The newly launched "Cross-network Roaming" service is available at popular destinations such as mainland China[^], Japan, South Korea, Thailand and Australia, providing coverage across all key local networks. In case a mobile phone has no signal in certain areas, it will seamlessly switch to the best available network. Compared with using local SIM cards, the "Cross-network Roaming" service enables customers to enjoy a seamless roaming experience and greater convenience without the need for SIM swaps upon arrival of a destination.

**The information was retrieved from the official websites of local mobile operators as of 6 November 2023. HTHK's 5G data roaming coverage covers a total of 105 countries / destinations. Please visit web.three.com.hk/roaming/coverage/ and www.supreme.vip/home/roaming/coverage/ for details. Terms and conditions apply.*

[^]Currently, China Broadnet does not provide inbound roaming service.

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About Hutchison Telecommunications (Hong Kong) Limited

Hutchison Telecommunications (Hong Kong) Limited ("HTHK") offers diverse and advanced mobile telecommunications services under the **SUPREME**, **3 Hong Kong**, **SoSIM** and **MO+** brands which addresses the different segments of the rapidly changing needs of Hong Kong's consumer market. HTHK is also dedicated to developing business and enterprise solutions under the **3Business** brand in the corporate market spanning mobile commerce, information technology, smart city, the Internet of Things and big data. HTHK has launched 5G broadband services in both the consumer and enterprise markets, providing high-speed indoor and outdoor internet access. Leveraging a robust 5G network, HTHK has also extended the deployment of 5G solutions including 5G 4K live broadcasting, virtual reality and real-time data transmission to various verticals. HTHK plays a prominent role in developing a new economy ecosystem, channelling the latest technologies into innovations that set market trends and steer industry development. For more information on HTHK, visit www.hthkh.com.

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