

Press Release

**HTHK pioneers 5.5G x Agentic AI to
enhance network coverage, capacity and
user experience, supporting mega event economy and
Northern Metropolis development**

- In line with the development of the Northern Metropolis, HTHK will provide enhanced comprehensive 5G coverage at major transportation hubs between the northwest New Territories and Kowloon.
- First to launch 5.5G network hotspots at Kai Tak Sports Park, the Hong Kong Convention and Exhibition Centre and the West Kowloon Cultural District to help boost the mega event economy.
- Deployed an agentic artificial intelligence (Agentic AI) system to measure user experience, thereby specifically improving network experience.
- Celebrate the 5th anniversary of 5G launch by launching limited-time offers to encourage customers to upgrade to 5G.

Hong Kong, 29 May 2025 – Hutchison Telecommunications (Hong Kong) Limited (HTHK) today announced significant enhancements of network coverage and capacity to mark the Company's transition into a new 5.5G era, celebrating the 5th anniversary of 5G launch. As the first to provide 5.5 network hotspots at three mega event venues, HTHK has also deployed an agentic artificial intelligence (Agentic AI) system to help analyse network performances, thereby uplifting the overall user experience.

5th anniversary of 5G launch: Embracing 5.5G era as a new milestone

Kenny Koo, Executive Director and CEO of Hutchison Telecommunications Hong Kong Holdings Limited, said: "2025 marks the 5th anniversary of 5G launch. In December 2024, our 5G customer penetration rate reached 54%. At this important stage, we are comprehensively enhancing our 5G coverage and capacity while continuously optimising user experience. Limited-time upgrade offers are also tailored to encourage customers to upgrade to 5G. Together, we are advancing into the new era of 5.5G."

He continued: "In support of the development of the Northern Metropolis, we have taken the initiative to actively enhance 5G network coverage in the district as the flow of people and vehicles surges. This ensures that commuters travelling between the northwest New Territories and Kowloon can enjoy a smoother network experience at major transportation hubs, including Tai Lam Tunnel and the Kam Sheung Road section of the MTR Tuen Ma Line.

In addition, we are helping to boost the mega event economy by activating 5.5G network hotspots at major event venues in Hong Kong including Kai Tak Sports Park, the West Kowloon Cultural District and the Hong Kong Convention and Exhibition Centre. Customers enjoy an improved experience at high-traffic hotspots compared with the original 5G coverage, with enhanced network speed, increased capacity and low latency performance provided by 5G broadband."

Comprehensive 5G coverage at major transportation hubs between northwest New Territories and Kowloon

The population of northwest New Territories has grown nearly 30% over the past two decades. With the rapid development of the Northern Metropolis, the early planned telecoms infrastructure is no longer sufficient to meet the needs of commuters.

HTHK is dedicated to enhancing 5G coverage in the northwest New Territories, particularly along major transportation routes, including the Tai Lam Tunnel area and the Kam Sheung Road section of the MTR Tuen Ma Line. This aims to further optimise the network experience for commuters during their travel, both indoors and outdoors.

Completion of the enhancement works at the Kam Sheung Road section of the MTR Tuen Ma Line and the Pat Heung Depot are expected in phases in the third quarter of 2025.

Promoting mega event economy: Adding a 5.5G network hotspot at Kai Tak Sports Park

Hong Kong has hosted numerous large-scale events in recent years. To help drive the mega event economy, HTHK has proactively deployed 5.5G network hotspots at mega event venues.

Last August, HTHK enhanced its network capacity at a concert venue in the Hong Kong Convention and Exhibition Centre with 5.5G, enabling thousands of audiences to enjoy a concert via 5.5G mobile broadband. The "Hong Kong Drum Festival One Beat, One World: Connecting Through the Drum" Drum Carnival and 5G Live Concert, held at the end of last year in the West Kowloon Cultural District, is also one of the city events which deployed 5.5G.

At the newly opened Kai Tak Sports Park, HTHK has initiated 5.5G network enhancement works to support upcoming performances and sports events. The network team conducted speed tests during the audience departure period at a recent concert, and the results were satisfactory.

Based on the test results at today's event, the 5.5G download and upload speeds reached 3,083 Mbps and 370 Mbps respectively, which is 10 times the general 5G speed. The future extensive use of 5.5G is expected to benefit both consumers and corporate customers.

Consumers will experience seamless connectivity at packed event venues, akin to using a private line. Event organisers can leverage ultra high-speed and super low-latency transmission to provide AR/ VR experiences for audiences. Corporate box customers at the main stadium can also set up dedicated networks in VIP suites, allowing guests to connect to high-speed private networks for high-definition live broadcasting and video calls.

Deploying Agentic AI rating system to enhance network experience

HTHK has recently deployed an innovative Agentic AI rating system, which analyses user experiences with different applications from various perspectives around the clock.

Related data collected helps the network team to specifically enhance end-to-end network connection and usage analysis, aiming to optimise the user experience. An example is a recent high-profile concert, different 5G customers using popular social media apps like

Instagram in a jam-packed venue experienced similar performance to regular days, unaffected by the large number of audiences. This demonstrates the strength of network prioritisation for customers.

Celebrating 5th anniversary of 5G launch with limited-time offers to encourage customers to upgrade to 5G

Join HTHK in celebrating the 5th anniversary of its 5G launch. Take advantage of its limited-time offers and upgrade to 5G to experience faster speeds and enhanced connectivity. Existing 4.5G customers subscribing to the "Upgraded 5G Network Plan"[^] upon renewal can enjoy a free upgrade for the first 12 months, with an additional monthly fee of \$8 for the following 12 months. New customers subscribing to specified plans online or existing customers renewing contracts online with specific plans will each receive an extra 5,000 MoneyBack Points.

For more details on the offers, please visit any 3Shop or SUPREME Shop.

[^]When the data entitlement in the plan is used up, customers can still enjoy 4G services (if applicable) until the next billing cycle.

The offer is valid until 20 June 2025. Terms and conditions apply.

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About Hutchison Telecommunications (Hong Kong) Limited

Hutchison Telecommunications (Hong Kong) Limited ("HTHK"), a leading mobile operator in Hong Kong, offers diverse and advanced mobile telecoms services under the SUPREME, 3 Hong Kong, SoSIM and MO+ brands, addressing different needs of the 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 channels the latest technologies into innovations that set market trends and steer industry development.

HTHK 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 HTHK, visit www.hthkh.com.

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