親愛的尊貴客戶：

【csl. 及 1O1O 將終止提供 3G 服務】

為優化頻譜分配以滿足市場對更先進流動服務的需求，csl. 及 1O1O 將於 2027 年 2 月 25 日終止提供 3G 服務。現時用於 3G 網絡的頻譜資源將會重新調配至 5G 網絡，為客戶帶來更優質的流動通訊體驗。

假如您正使用3G手機或支援 3G 網絡的電話智能卡，請立即安排有關升級以免您的流動電話服務屆時因 3G 服務的終止而中斷。如需任何協助，立即聯絡我們升級至4G/5G 設備。

查詢電話

商業客戶	:	2871 1010
中小企業客戶	:	120888
企業員工計劃客戶	:	6282 1010

更多詳情，請參閱相關新聞公報：https://www.hkt.com/about-hkt/press-release/hkt-terminate-3g-services/

如中、英文兩個版本有任何抵觸或不相符之處，概以英文版本為準。

香港移動通訊有限公司 謹啟

2026 年 11 月 25 日

25 November 2026

Dear Valued Customer,

[Termination of 3G services from csl. & 1O1O]

csl. and 1O1O will discontinue its 3G services on 25 February 2027 as part of efforts to optimise spectrum allocation and cater to demand for more advanced mobile services. Spectrum resources currently utilised for 3G services will be redeployed to 5G networks to provide customers with an enhanced mobile experience.

If you are using a 3G mobile phone or 3G SIM card, please upgrade your mobile phone and SIM card immediately to prevent your mobile service from being affected by the termination of 3G 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, affected customers may refer to the relevant press release (https://www.hkt.com/en/about-hkt/press-release/hkt-terminate-3g-services/)

In the event of any discrepancy between the Chinese and English versions of this letter, the English version shall prevail.

Yours faithfully,
CSL Mobile Limited