

HKT assists elderly to use LeaveHomeSafe app

HKT (SEHK: 6823) – HONG KONG, November 5, 2021 – In response to the Government's recently announced anti-epidemic measures, HKT is launching a one-stop shop service to help the elderly use the LeaveHomeSafe mobile app. This includes smartphone workshops and a 24-hour service hotline, as well as affordable smartphones and mobile service plans.

HKT and csl. stores will now have dedicated ambassadors to help the elderly install the LeaveHomeSafe app and show them how to scan the QR codes. Our ambassadors will also teach the elderly how to use smartphones, set up personalized interfaces, and install new apps for daily communication and entertainment.

To meet the needs of the elderly for smartphones, csl. will offer a series of Smart PaMa discounted handset and service plans starting from November 9, including handset discounts of up to 50% (for new subscriptions to a designated service plan) and mobile service for as low as HK\$58 per month. csl. is also offering the Caring for the Elderly Service Plan at a monthly service fee of HK\$38 for eligible elderly including those with financial difficulties.

For service plan details, please refer to the attached appendix, visit HKT or csl. shops, or call the 24-hour Smart PaMa service hotline on +852 2888 2393.

In the meantime, HKT is actively exploring the possibility of donating smartphones to social welfare organizations for distribution to those in need.

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About HKT

HKT (SEHK: 6823) is Hong Kong's premier telecommunications service provider and a leading innovator. Its fixed-line, broadband, mobile communication and media entertainment services offer a unique quadruple-play experience. HKT meets the needs of the Hong Kong public and local and international businesses with a wide range of services including local telephony, local data and broadband, international telecommunications, mobile, media entertainment, enterprise solutions and other telecommunications businesses such as customer premises equipment sales, outsourcing, consulting and contact centers.

HKT is the first local mobile operator to launch a true 5G network with differentiated value-added services. Backed by its substantial holding of 5G spectrum across all bands and a robust and extensive fiber backhaul infrastructure, HKT is committed to providing comprehensive 5G network coverage across the city.

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HKT delivers end-to-end integrated solutions employing emerging technologies such as 5G, cloud computing, Internet of Things (IoT) and artificial intelligence (AI) to accelerate the digital transformation of enterprises and contribute to Hong Kong's development into a smart city.

Riding on its massive loyal customer base, HKT has also built a digital ecosystem integrating its loyalty program, e-commerce, travel, insurance, FinTech and HealthTech services. The ecosystem deepens HKT's relationship with its customers thereby enhancing customer retention and engagement.

For more information, please visit www.hkt.com.

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Issued by HKT Limited.

HKT Limited is a company incorporated in the Cayman Islands with limited liability.

csi. Smart PaMa service plan

| Monthly csl service plan ¹ | HK\$58 |
|---------------------------------------|---|
| Local 4G data usage ³ | 3GB (capped at 128kbps thereafter) |
| Local voice call minutes | Unlimited |
| Monthly administration fee | Waived |
| Contract commitment period | 24 months |
| Smartphone discount | Smartphone discount when purchasing designated Nokia, Xiaomi, Samsung and other smartphone models. 50% off designated Nokia smartphone models (please refer to smartphone discount table) |
| Free value-added service | Call Filtering Service ⁵ (monthly fee value: HK\$22) |
| Others | Smart PaMa Workshop ⁶ 24-hour Smart PaMa hotline: +852 2888 2393 Paper bill charge waived (monthly fee value: HK\$10) ⁷ Ultimate Data Transfer & Device Diagnosis Service ⁸ |

Comprehensive Social Security Assistance (CSSA) recipients aged 65 or older, or Old Age Living Allowance recipients, are eligible for the Caring for the Elderly Service Plan², which offers at HK\$38 only⁴.

Smart PaMa smartphone discount⁹

| Smartphone model | Suggested retail price HK\$ | Smart PaMa smartphone discount HK\$ | Discount |
|-------------------------------------|-----------------------------|-------------------------------------|----------|
| Nokia 1.4 | 998 | 499 | 50% off |
| Nokia G20 | 1,798 | 899 | 50% off |
| Vivo Y15S (3GB+32GB) | 1,098 | 878 | 20% off |
| Redmi 10 | 1,199 | 1,019 | 15% off |
| Lenovo K12 Note | 1,399 | 1,119 | 20% off |
| Samsung Galaxy A12 4+64GB | 1,398 | 1,188 | 15% off |
| Xiaomi Poco M3 Pro (4GB+64GB) | 1,299 | 1,234 | 5% off |
| Redmi Note 10 5G (6GB+128GB) | 1,599 | 1,359 | 15% off |
| Xiaomi Poco M3 Pro (6GB+128GB) | 1,449 | 1,377 | 5% off |
| Samsung Galaxy A22 5G 6+128GB | 1,998 | 1,698 | 15% off |
| Motorola Edge 20 Fushion 8+128 (5G) | 2,899 | 2,319 | 20% off |
| Xiaomi 11 Lite 5G NE | 2,799 | 2,379 | 15% off |
| Xiaomi MI 11 Lite 5G (6GB+128GB) | 2,799 | 2,379 | 15% off |

Remarks:

1. You can apply for this service plan if aged 65 or older by showing a valid identity card (Hong Kong or Macau) or passport.
2. You can apply for this service plan if aged 65 or older by showing a valid identity card (Hong Kong or Macau) or passport. Must provide a valid identity document in respect of the CSSA application and proof-of-address document issued within the last three months, or provide the first page of a bank passbook used to receive Old Age Living Allowance. Relevant bank entry records and a proof-of-address document issued within the last three months also needed.
3. 4G means: (1) 600Mbps, which is our network specification for 4G LTE-A network downlink (75Mbps for uplink) provided via each of three sections of continuous 20MHz 4G spectrum, available only in designated areas, and (2) 1Gbps, which is our network specification for 4G LTE-A network downlink (75Mbps for uplink) provided via each of three sections of continuous 20MHz 4G spectrum and one section of 10MHz 4G spectrum, available only in designated areas in Mong Kok and Causeway Bay. Thereafter data transmission speed will be capped at 128kbps. Use of compatible device required. Actual speeds customers experience will be less than the specifications suggest and affected by the device used, locations, network conditions and other factors.
4. This service plan includes 5GB of monthly local and roaming mobile data entitlement in respect of the highest network specification for downlink of 21Mbps (7.5Mbps for uplink). Thereafter data transmission speed will be capped at 128kbps. Customers will be informed by text message when their usage reaches the speed limit. Actual speed will be considerably slower and affected by Internet conditions, server speeds, network conditions, coverage, locations, device used, hardware, software and other factors.
5. Default Do-Not-Disturb numbers may be updated or changed periodically without notice and are provided by third parties. We shall not be held responsible or liable for the quality, nature, accuracy and usefulness of these numbers. Out-of-area calls, long-distance calls, calls originating from public paid phones and Private Automatic Branch Exchanges (PABX) cannot be blocked by the service. Terms & Conditions apply. For service details, please refer to <http://www.hkcsl.com/en/index.html>.
6. For Smart PaMa Workshop details and booking, please dial 2888 2393 (press 2 then 3) or visit www.hkcsl.com. Registration available on a first-come-first-served basis.
7. Paper bill charge will apply when requesting any copy of a bill, by post, or a reissued bill.
8. Ultimate Data Transfer & Device Diagnosis Service is available only to csl service plan customers and is currently applicable to major mobile OS platforms and certain handset models. Please contact our shop staff for details. CSL Mobile Limited reserves the right to terminate or change these service plans, offers or Terms & Conditions at any time without notice. In the event of dispute, we reserve the right of final determination.
9. Applicable only to subscription to designated plans, while stocks last and on a first-come-first-served basis.
10. If you choose to terminate this service before expiry of the commitment period for any reason, you will be required to pay an early termination charge equivalent to the monthly fee for this service multiplied by the remaining months of the commitment period.
11. Terms & Conditions governing services included in the service plan apply (if any and if applicable). We reserve the right to terminate or change these service plans, offers or Terms & Conditions at any time without notice. Please refer to our website at www.hkcsl.com, or visit one of our shops, for the latest version. In the event of dispute, we reserve the right of final determination.