

Communications Authority grants consent to HKT to cease its 2G services

The Office of the Communications Authority announced today (August 2) the Communications Authority (CA)'s decision to grant prior consent to Hong Kong Telecommunications (HKT) Limited (HKT) for its application to cease the provision of second generation mobile (2G) services on November 8 this year.

Having considered various relevant factors, the CA approved the application pursuant to Special Condition 10.4 of HKT's Unified Carrier Licence. These include no further offering of 2G service plans by HKT to any customers, the very low proportion of customers affected (those who are still using 2G handsets/devices for connection to HKT's network), and HKT's provision of support services for the affected customers such as offers to replace handsets/devices. For customers who choose not to replace their handsets/devices, HKT has made reasonable service termination arrangements and provided them with sufficient advance notification and customer service support. Moreover, the CA has required HKT to maintain satisfactory 2G services until the scheduled service cessation date.

Affected customers may refer to the relevant [press release](#) issued by HKT today or contact HKT for details of the arrangements. They may also consider replacing their handsets/devices to experience better service quality and more advanced and diverse features provided by the newer generations of mobile services.