

CUSTOMER COMPLAINT SETTLEMENT SCHEME (“CCSS”) FOR THE TELECOMMUNICATIONS INDUSTRY

SmarTone has participated in the Customer Complaint Settlement Scheme (hereinafter referred to as "CCSS").

The CCSS is a mediation scheme set up by the telecommunications industry to help resolve billing disputes in deadlock between customers and their telecommunications service providers.

The mediation service is provided by an agency set up under the Communications Association of Hong Kong, an industry association representing the communications sector in Hong Kong.

For further information on the CCSS, please call the CCSS hotline at 21809521 or visit the CCSS website at <http://ccss.cahk.hk>.