

Notice to Customers posted on website

18th April 2018

Dear Customers,

Notice of Service Cessation

We regret to inform you that we, Zaritelcom Services Hong Kong Limited (formerly known as Lycamobile Hong Kong Limited), are no longer able to continue to provide any network services (including mobile virtual network operator services and external telecommunications services). The cessation of our services is scheduled to take effect on 27th April 2018 as from 00:01 hours when all services, voice, SMS, data, both inbound and outbound services as currently provided by us shall cease.

We shall send SMS to each active customer and assist you to port out to another operator of your choice without any additional charge. This arrangement shall remain for 3 months from the effective termination date of 27th April 2018 but we advise you to port out your SIM as soon as possible.

If you have any questions relating to our service cessation, please feel free to contact us at our customer services line, (+852) 5808 2694, or by email at cs@lycamobile.hk, both of which will remain active throughout the said 3-month period.

We advise you not to further purchase any of our products, SIMs or top up vouchers. We confirm that a similar communication is being sent to all our direct & indirect sales channel partners to cease selling, marketing & advertising our products and services.

Signed:

For and on behalf of

Zaritelcom Services Hong Kong Limited



Authorised signatory: Deluxson Somanathbabujee