

**Notice to Customers posted on website**

17 January 2019

Dear Customers,

**Notice of Service Cessation**

We regret to inform you that we, 21Vianet Mobile Limited, are no longer able to continue to provide any mobile network services (including mobile virtual network operator services). The cessation of our services is scheduled to take effect on 1 February 2019 as from 00:01 hours when all services, voice, IDD, SMS, data, both inbound and outbound services as currently provided by us shall cease. You can use up your remaining entitlement of services before 1 Feb 2019.

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 till 30 April 2019 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 service hotline, (+852) 3971 8311, or by email at vave\_cs@21vianet.com, both of which will remain active throughout the said 3-month period.

We advise you not to further purchase any of our products, SIM 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  
21Vianet Mobile Limited



---

Authorised Signatory: Cai Ying