



## ***MEDIA RELEASE***

### **Conexus launches free Handset Back-up service for enterprise subscribers**

11 June, 2014 -The Conexus Mobile Alliance has launched a service that allows enterprise subscribers of member countries to borrow a temporary mobile handset with a SIM card in the unfortunate event that their mobile phone gets lost, stolen or damaged while in another Conexus member country.

The enterprise customers refer to the holders of corporate business accounts of Conexus member countries.

The first service of its kind in the Asia Pacific Region, the Conexus Handset Back-Up Program seeks to augment the group's SIM replacement program and assist enterprise customers in case of emergency at no extra cost.

"With this new service, Conexus goes the extra mile to help valued subscribers who bank on constant mobile connectivity to run their businesses efficiently," said Mr. Jeffrey Gee, Conexus Board Chairman.

To avail of a provisional phone with SIM card, roaming enterprise clients simply need to report the loss of their handset to their home network.

Their home network will then make the necessary arrangements with its Conexus roaming partner so the concerned subscriber may claim his provisional handset immediately upon the presentation of a passport and after filling out a form.

A new SIM card with the same mobile number as the lost unit will also be provided.

After claiming their provisional handset, enterprise customers may use it for the duration of their stay in the Conexus member country. They may also surrender the provisional unit to their home carrier once they get back to their country.

"The Conexus Handset Back-up Program provides a safety net for enterprise clients who need constant means of communication on the go," said Mr. Dennis Wong, Conexus Corporate Sales Working Group Chairman. "This value-added service offers them peace of mind as they travel to participating Conexus member country."

Participating Conexus members include Indosat (Indonesia), NTT DOCOMO (Japan), Far EasTone (Taiwan), Hutchison Telecom Hong Kong (Hong Kong), True (Thailand), Vinaphone (Vietnam), and SMART (Philippines).

## **About Conexus**

The alliance is formed to primarily develop and enhance international roaming and corporate mobile services for greater convenience and ease of use for its members' customers. The alliance boasts a combined customer base of about 275 million mobile subscribers in members' markets, and approximately 690 million when combined with its partner, Vodafone. The alliance is committed to promoting voice, video and data roaming via its members' GSM, W-CDMA, and LTE networks.

For more details about the program, please visit [www.conexusmobile.com](http://www.conexusmobile.com) or contact [mediaqueries@conexusmobile.com](mailto:mediaqueries@conexusmobile.com)