



Samsung Electronics Australia announces Galaxy Note7 Australian network discontinuation

Sydney, Australia – December 1, 2016

Samsung Electronics Australia is working with local telecommunications operators to discontinue Australian network services for Galaxy Note7 devices that are still being used in Australia.

The network discontinuation will commence from December 15 and is part of Samsung's ongoing safety measures to recover all affected Galaxy Note7 devices¹.

Galaxy Note7 customers in Australia have responded well to the recent recall, with only a small number of affected devices still in customers' hands.

Customers will be notified of this change on December 1, with on-going communication and updates about the Australian network discontinuation provided to customers over the next three weeks, to ensure adequate notice is provided.

Samsung Australia urges any customer still using their Galaxy Note7 to power down and return their device to the place of purchase for a refund or replacement immediately. Alternatively, customers can call Samsung Customer Service on 1300 362 603 or visit <http://www.samsung.com/au/galaxynote7-notice/>.

To apologise for this inconvenience and to thank our loyal customers, customers who exchange their Note7 for either the Samsung Galaxy S7 or Galaxy S7 edge, will (in addition to receiving (for outright purchases) a refund for the difference between the two resale prices) receive a specific partner offer to the value of \$250. This offer will end on December 22. Visit <http://www.samsung.com/au/galaxynote7-notice/> for details.

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Samsung Electronics Co. Ltd. inspires the world and shapes the future with transformative ideas and technologies. The company is redefining the worlds of TVs, smartphones, wearable devices, tablets, cameras, digital appliances, printers, medical equipment, network systems, and semiconductor and LED solutions. For the latest news, please visit the Samsung Newsroom at <http://news.samsung.com>.

¹ On September 5, Samsung Australia took the proactive and voluntary step to recall Galaxy Note7 smartphones in Australia. The recall was in response to an announcement by Samsung Electronics regarding issues with the Galaxy Note7. This recall was extended on October 12 to include Galaxy Note7 devices that were issued as replacement smartphones for the original Galaxy Note7. On November 5, Samsung Australia deployed a software update to replacement Galaxy Note7 devices that were issued in Australia, minimising the maximum charge of every device to 60 percent.