

HUTCHISON TELEPHONE COMPANY LIMITED

CODE OF PRACTICE ON CUSTOMER SERVICE

(DIGITAL MOBILE PHONE SERVICES)

EFFECTIVE FROM AUGUST 2005

(1) INTRODUCTION TO HUTCHISON TELEPHONE COMPANY LIMITED

1.1 Objective

Hutchison Telephone Company Limited (HTCL) is a company uncompromisingly committed to customers. Our corporate mission is to provide customers with the most advanced, reliable and affordable technology; and the highest standard of customer service.

1.2 Cellular Network Operations

HTCL operates one of the world's most advanced, effective and reliable digital cellular services in terms of service quality, technological sophistication and profitability. Being a subsidiary of the Hutchison Telecommunications International Limited (SEHK : 2332, NYSE : HTX), HTCL was established in 1983.

1.3 2G Networks

Following the success of the operation of analogue systems, HTCL today operates both the Global System for Mobile Communication (GSM) and Code Division Multiple Access (CDMA) systems for digital cellular mobile phones under the "3" brand name. The GSM and CDMA systems were launched in May and October 1995 respectively. Both systems offer an exclusive range of network and value-added services.

HTCL provides high quality mobile phone services including voice, data and multimedia mobile services as well as comprehensive worldwide international roaming coverage and GPRS data roaming services. Every effort has been made to comply with the commitment to excellence.

1.4 3G Network

In January 2004, we were the first to launch 3G services in Hong Kong offering an exclusive range of network and value-added services which encompass: Video conferencing function, call forwarding, voice-activated calling function, data transmission, voice mail service, telephone numbers inputting service, secretarial service and so forth. HTCL now provides quality 3G services under the "3" brand and continues to strengthen the engineering expertise and push cellular technology to its furthest capability. For instance, our engineers were among the first to demonstrate an innovative idea to provide lift coverage in high-end commercial buildings in Hong Kong. In addition, HTCL was the first operator to expand 3G coverage to the MTR as well as many other strategic indoor and outdoor areas of the territory.

(2) SERVICE SUBSCRIPTION

Customers should each sign a Sales and Services Agreement. They may choose to pay by cash, credit card, EPS, or cashier order. 4 hours for activation is pledged to be maintained for payments by cash, credit card, EPS or cashier order. 2 working days are required for subscribed Sales Plan and service features activation.

(3) AFTER-SALES SERVICE

HTCL is committed to serving its customers effectively and efficiently. A range of after-sales services is available to its customers through different channels.

3.1 Application for Change of Services

Customers may either visit HTCL's website, call the 24-hour Customer Service Hotline or visit any HTCL Customer Service Centre or selected HTCL Retail Outlet for change of services. Customers may also post the application forms to: Customer Service Division, Hutchison Telephone Company Limited, P.O. Box 999, Tsuen Wan Post Office, Tsuen Wan, New Territories. Application forms are available at all HTCL Customer Service Centres. All applications will be handled as promptly as possible, subject to the validity of the submitted documents.

Type of Service:

- a. **Change of demographic information** such as billing address can be processed within 3 working days.
- b. **Change of Sales Plan** can be processed by the upcoming billing date, provided that the Customer Service Division of HTCL receives the application at least 3 working days prior to that specific billing date. Otherwise, the change will take effect on the billing date following the immediate one.
- c. **Reconnection and disconnection of service** can be processed within 4 hours of verbal confirmation from the customer. Please note this also applies to fax-in applications.
- d. **Transfer of ownership** can be processed within 3 working days as long as the outstanding balance of the previous account has been fully settled, and the Transfer of Ownership Agreement is completed and submitted to HTCL with all supporting documents.
- e. **Change of mobile numbers** can be processed within 2 working days.
- f. **Change of Value-added Services** can be processed within 2 working days.

For the above services, service charges may be levied. Customers are advised to check with any of the below mentioned customer communication channels prior to lodging their applications.

3.2 Application for network or value-added services / Change of network or value-added services

HTCL currently offers a range of network and value-added services to customers. The company will continue to invest in the latest technology so as to further enhance the services to satisfy the needs of the customers.

3.3 Roaming Service

For our 2G networks, HTCL provides roaming services pursuant to which its customers are entitled to global accessibility to (as of 3 August 2005) over 325 countries and regions with GSM networks and 16 countries and regions with CDMA networks. Customers can apply for the IDD and automatic roaming services through any HTCL Customer Service Centre, or its Customer Service Hotlines.

For our 3G network, HTCL provides automatic Video Call roaming services in 36 destinations; and Voice Call roaming services in 187 destinations all over the world (as of 3 August 2005). Customers can apply for automatic roaming services through any HTCL Customer Service Centre or its Customer Service Hotlines to gain global accessibility.

In addition, subject to availability, HTCL also provides satellite phone rental service which applies to the relevant roaming destinations.

The roaming service is a reflection of HTCL's global network and strength. The company is committed to providing subscribers outstanding personal communications, total accessibility and flexibility while travelling abroad.

3.4 Hardware Repair and Maintenance

Warranty and repair services are provided by the manufacturer as indicated in the relevant warranty certificate or hardware manual.

3.5 Accessories

Accessories for current handset models are available at all HTCL Customer Service Centres. Depending on the handset model, a six-month warranty is normally provided for all accessories.

3.6 Payment Methods

HTCL has introduced several payment methods for its customers, which enable them to settle their monthly bills in the most efficient and convenient way. Payment methods include: cash, autopay, cheque, credit card, EPS, cashier order, payment by phone service (PPS), ATM payment, online payment and payment at selected stores, e.g. Watson.

3.7 Service Disconnection / Reconnection

Unless otherwise specified, payment shall be made within 14 days from the issuance date of the relevant bill. If payment is not received within the credit period, the service may be disconnected without prior notice.

For any disconnection resulting from an overdue account, a reconnection fee will be levied.

3.8 Loss of SIM/USIM card / handset

In the unfortunate event that a customer loses his/her handset and/or SIM/USIM card or if any of these items is stolen, the customer should report to the police and inform HTCL immediately. The customer is responsible for all charges incurred, whether by such customer himself/herself or by a third party, prior to his/her reporting to HTCL of the loss of his/her handset and/or SIM/USIM card.

3.9 Online Information Retrieval

Customer can access through Internet to <http://www.three.com.hk> for his/her billing information and personal account information.

(4) CUSTOMER COMMUNICATION CHANNELS

For any queries concerning products and services, billing, network coverage, and sales etc., customers may:

- a. visit any HTCL Retail Outlet or Customer Service Centre;
- b. call the 24-hour Customer Service Hotline at 2121 1228 for 2G network services and 3162 3333 for 3G network services;
- c. call the Sales Hotline at 3162 8888;
- d. write to Customer Service Division, Hutchison Telephone Company Limited, P.O. BOX 999, Tsuen Wan Post Office, Tsuen Wan, New Territories; or
- e. e-mail to feedback@three.com.hk.

All general enquiries can usually be handled over the phone. Customers' correspondence are normally replied or otherwise acknowledged within 3 working days. We will from time to time publish our products and services on our website, <http://www.three.com.hk>.

(Information provided by Hutchison Telephone Company Limited on 31 August 2005)