

CSL Mobile Limited Customer Charter

Providing high-quality telecommunications services, CSL Mobile Limited (“CSL”) is a wholly-owned subsidiary of Hong Kong Telecommunications (HKT) Limited (“HKT”), Hong Kong’s largest and most comprehensive provider of telecommunications and one of Asia’s leading players in Information & Communications Technologies (ICT). Being a customer-focused operator, CSL is committed to providing fun and quality mobile services^ to its customers.

Service	Standard
Customer service hotline 1000 / 28881010 / 25123123	24 hour service
Service activation through CSL shops*	4 hours
Change of value-added service	4 hours
Change of personal details (Change of contact information)	30 mins
IDD/Roaming registration	4 hours
Lost SIM suspension	30 mins
Voluntary suspension	2 hours
SIM card replacement	2 hours
Handset/hardware warranty repair	14 working days
Providing a “loan phone” during repair	On Request
Acknowledgement of email and letter	Within 3 working days.

*Excludes Mobile Number Portability and 1SIM2Number service.

^CSL acquires mobile services in bulk from HKT and is authorized to interface with and resell the mobile services to end customers. This Customer Charter is prepared by CSL on behalf of HKT.

For inquiries, please contact our Customer service hotline on 1000 / 28881010 / 25123123.

(Information provided by CSL Mobile Limited on May 25, 2018.)