



CHINA MOBILE HONG KONG COMPANY LIMITED

中國移動香港有限公司

China Mobile Hong Kong Company Limited is dedicated to providing customers with innovative and comprehensive communications services, including high quality mobile network, voice, data, IDD and international roaming through 4G LTE, 3GHSPA, GPRS, EDGE and other technologies. We are committed to offering high quality customer services with the following:

Service	Standard
Hotline Service	24-Hour
Service Activation through Shop (excluding MNP)	Immediate
SIM Card Replacement	Immediate
Reconnection of Service (within 90 days from disconnection)	Within 1 working day
IDD Registration	Within 1 working day
Acknowledgement of Email and Letter	Within 1 working day
Voluntary Disconnection of Service	Within 1 working day
Value-Added Services Activation	Within 1 working day
GPRS Activation	Within 1 working day
Change of Personal Details	Within 1 working day

24-Hour Customer Service Hotline: 2945 8888

Website: www.hk.chinamobile.com

(Information updated by China Mobile Hong Kong Company Limited on 1 August 2016)