

## Customer Charter

SmarTone is Hong Kong's leading mobile network operator in multimedia services. We are a customer-oriented company and focus on customer needs, benefit and value. SmarTone is committed to delivering the best customer service through a well defined set of service standards, which will be reviewed and improved from time to time. We believe this will create better customer experience for their enjoyment of our services.

### **OUR COMMITMENT**

We strive to offer an efficient, consistent and quality service to all our customers. In meeting our service commitment, we will provide an accessible and prompt service to cater for different needs of our customers.

#### **Being Accessible**

i. 24-hour Service Hotline

We operate a service hotline at 2880 2688 to answer enquiries from our customers on a round-the-clock basis. We offer a one-stop service that our hotline customer care officers will try to resolve the enquiries and problems of our customers in the first contact.

ii. Service Outlets

We have over 30 shops located in different districts throughout Hong Kong, providing convenient access to sales, service connection, general enquiries and repair services. The following service standard is committed with an aim to delivering efficient service to customers.

<b>Services</b>	<b>Standard</b>
Service activation	Within 24 hours
MNP	Activate at the day selected by customer
Change of service	Within 24 hours
Reconnection of service (within 90 days from disconnection)	Within 24 hours
IDD Registration	Within 24 hours

#### **Responding to Feedback**

We welcome all feedback and suggestions from our customers regarding our service and products. We are committed to fast resolution of formal complaints and will ensure that any complaint is handled without bias or prejudice. We will give a reply to the complaint on actions we took as a result within 5 working days of receiving it. If more time is required for investigation, we will let the complainant know when to expect a full response.

## CONTACT US

You can get information about our services through:

- Website: <http://www.smartone.com>
- Email: [customer\\_care@smartone.com](mailto:customer_care@smartone.com)
- 24-hr service hotline: 2880 2688
- Fax: 2562 8229
- Mail: 31/F., Millennium City 2, 378 Kwun Tong Road, Kwun Tong, Kowloon.