

## Customer Charter

SmarTone Communications Limited is one of the major fixed line operators in Hong Kong. We are a customer-oriented company and focus on customer needs, benefit and value. SmarTone Communications Limited 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 to answer enquiries from our customers on a round-the-clock basis.

Under normal circumstances, our customer care officers will answer customer's enquiry call in an average of 20 seconds after customer selects to talk with the customer care officer directly in the IVR system.

We offer an 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 stores located in different districts throughout Hong Kong, providing convenient access to sales, service connection, general enquiries and 2 Customer Centres for phone repair services. The following service standard is committed with an aim to delivering efficient service to customers.

<b>Services</b>	<b>Standard</b>
Service provisioning time	Within 24 hours
Change of service	Within 24 hours
Reconnection of service (within 90 days from disconnection)	Within 24 hours
IDD Registration	Within 24 hours
Phone Repair at Customer Centre	Within 2 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 with 3 working days of receiving it. If more time is required for investigation, we will let the complainant know when to expect a full response.

## **Service Restoration Time**

We will restore your phone service by the end of the next day or on a later date agreed with you if we can gain access to your premises. This will cover all normal cases except major breakdowns or conditions beyond our control.

## **CONTACT US**

You can get information about our services through:

- Website: <http://www.smartone.com/en/homephoneplus/>
- Email: [customer\\_care@smartone.com](mailto:customer_care@smartone.com)
- 24-hr hotline: 1-839-839
- Fax: 2562 8229
- Mail: 31/F., Millennium City 2, 378 Kwun Tong Road, Kwun Tong, Kowloon