



Superloop (Hong Kong) Limited : Customer Charter

Overview

Superloop is a leading independent provider of high speed data connectivity services with its own optical fiber networks in Hong Kong, Singapore and Australia as well as subsea cable network capacity in the region.

Service Commitment

Our latest innovative fiber network architecture is designed for direct site-to-site fiber connection, without traditional telephone exchanges along its paths, which reduces unnecessary cable routing through intermittent transit locations. As a result, customers can enjoy short, reliable, high speed and secure optical fiber connections.

Customer Support

Superloop provides regional customer support via its 7 x 24 x 365 Network Operation Centre. In addition to telephone and email contact, Superloop also provides a user friendly on-line 360 Customer Support Portal for customers to track the progress of their service request, including service installation and restoration, until their request is completed.

Network Specifications

Superloop aims to ensure that network services are delivered to each customer at the capacity and performance specifications agreed upon in that customer's service contract.

Service Level Commitment

Superloop endeavours to deliver the service performance and fault restoration targets stipulated in each customer's service contract. In the unlikely event that Superloop is unable to meet agreed performance targets, Superloop provides customer service credits as set out in the customer's service contract.

Privacy is important

Superloop's Privacy Policy sets out the safeguards and procedures we have in place to protect personal information. The Privacy Policy is available on our website: <https://www.superloop.com/legal/privacy-policy.html>

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