

# Customer Charter and Service Pledges

## Customer Charter

### Total Customer Experience

In order to provide excellent service, we have adopted the latest network technology and made every effort to provide the best customer support to our users. Our network centre monitors and analyzes the network 24 hours a day to ensure system fluency.

Our efficient computer engineering professionals provide scheduled installation, connection and maintenance services, while our customer service and technical support departments can always provide swift and appropriate solutions to your problems and enquiries, allowing you to enjoy the joy of broadband experience.

### Discreet Service Standard

Our customer service and technical support officers are all experienced in their areas, and they can provide detailed response by analyzing different cases accurately. You can seek advice on different enquiries related to technical problems of the network, data configuration of the personal account as well as any problems occurs during the use of the internet, by calling our professional customer service hotline, emailing us or using our online service platform. Our service quality and response time are all guided by strict code of practice.

### Grand Vision

HKBN is an innovative network provider which actively commits itself to the latest network technology to provide diversified telecommunication services, including broadband internet services, home phones, digital TV and enterprise data services. With a grand marketing vision, we aim to become an excellent comprehensive telecommunication enterprise, providing the best telecommunication services to the local market.

## Service Pledges

Quality service is believed to be the commitment to customers. In every single aspect, we promise to do our best to satisfy your wants.

Type of Service	Performance Pledge	Quarterly Performance			
		Year 2017		Year 2018	
		Q3	Q4	Q1	Q2
<b>Network Reliability</b>					
We are committed to making the highest availability of service to our customers	99.99%	99.99%	99.99%	99.99%	99.99%

*\*\*Not for the event or circumstance beyond HKBN's control ("Force Majeure Event"). A Force Majeure Event includes but not limited to acts of God, war, civil disobedience, explosion, fire, typhoon, flood, government action, restraints imposed by government or any other regulatory authorities, labour disputes, trade disputes or delays of third parties over which HKBN has no control*

*\*\*Network is referred to our core equipment in our Data Centers*

#### **Maintenance Service**

Maintenance will be arranged to resolve the broadband service problems within 2 working days upon customers' request.	99%	99%	99%	99%	99%
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*\*\*Provided that HKBN's representatives and agents are given safe access to the customers' premises under normal weather condition, and without barrier to the accessibility exercised by any third party and at all reasonable times to install, inspect, maintain, repair, remove or recover the equipment or to do anything that is reasonably necessary for the provision of services;*

*\*\*Not for the circumstances such as the problems caused by computer's software or hardware, or network equipment of customers;*

*\*\*Any other uncontrollable factors, such as electricity suspension or customer's premises under construction or maintenance work by a third party*

#### **Customer Complaints Handling**

We will offer a suggested resolution to complainant within 3 working days	90%	92.28%	95.30%	93.27%	91.97%
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*\*\*Not for the circumstances such as insufficient information provided by customers, unreachable customers, awaiting customers' decision, site maintenance required*

#### **Customer Hotline Performance (Enquiry)**

We target to answer calls from our existing customers within 30 seconds in normal business hours	80%	90.53%	92.84%	88.76%	82.28%
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*\*\*Not for the circumstances such as network outage and system down in call centre*

*\*\*Normal business hours is referred to 9:00am ~ 11:00pm*

#### **Technical Performance**

We ensure our 100M customers would enjoy 80% of	99.99%	99.99%	99.99%	Note#	Note#
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downloading / uploading speed as entitled under their respective types of broadband speed.

*\*\*The speeds are measured from the customers' end up to HKIX, that means the local connection.*

### Network Performance

Network latency as defined as round trip delay:

To overseas websites:

- www.pchome.com.tw(Taiwan)	40ms	26ms	22.7ms	24.4ms	30.4ms
- www.nintendo.co.jp(Japan)	70ms	1ms	1.4ms	0.7ms	30ms
- groups.google.com(US)	50ms	13.3ms	13ms	14ms	12.5ms

To local website:

- speedtest.ofca.gov.hk(Hong Kong)	3ms	0.7ms	2ms	1.4ms	1.4ms
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*\*\* Commencing from 2015, the site local in monitoring the network latency (defined as round trip delay) will change from www.google.com.hk to speedtest.ofca.gov.hk*

#Note: For Q1 and Q2 2018 performance, information is not available due to a system related issue.