

## **TVB Pay Vision Limited**

### Code of Practice on Customer Service

1. Customer's requests for services can be placed via phone, fax, mail or email to the Customer Service Centre. In normal circumstances, phone-in service requests made directly to customer service operators will be confirmed whether services will be available and whether we have sufficient facilities to serve the customers within 72 hours, whereas mail, fax-in or email requests will be confirmed within 2 business days.
2. Service plans, terms and conditions of services, customer's right to data privacy are clearly laid out in the application forms. Information regarding service charges is clear and concise with appropriate details for customers' ease of reference.
3. TVB Pay Vision Limited will use its best endeavour to provide customers with a choice of installation dates, payment methods and PIN (Personal Identity Number). Customers are advised to change their PIN immediately upon service activation.
4. Payment method available to customers includes payment through credit card, autopay through a bank account, payment by phone, payment at 7-Eleven Convenient Shop and cheque.
5. Under normal circumstances, installations will be carried out within 3 business days of the orders being placed. Over 95% of repair and maintenance orders will be handled with 2 calendar days.
6. The system reliability is 99.93% and there is no single point of failure. If there is a subset problem, the failure is dealt with immediately and the target restoration time is less than 2 hours.
7. Customers are provided with a Welcome Pack and a Set-Top-Box Operation Manual at the time of installation. At any subsequent time, terms and conditions of services, service plans, instruction to services, and other related information will be furnished upon request.
8. A 24-hour and 7 days a week customer service hotline 23999888 is available to answer enquiries on TVB Pay Vision Limited operation, service plans, billings, as well as repair and maintenance requests.
9. Customer feedback and complaints guidelines and procedures are clearly laid out and will be handled promptly by Customer Care Officers (CCO) and Customer Service Manager at 23999888 and/or email to enquiry@tvbpayvision.com.
10. Customers will be notified of changes in monthly subscription rates, set-top-box rental and service terms and conditions at least 30 calendar days in advance.
11. Return of set-top-box deposit or credit balance to customers will be processed within 30 business days after service is terminated and account balance verified.