

## Now TV Limited Code of Practice on Customer Service

1. Customer's requests for services can be placed at PCCW shops or via phone, fax, mail or email. 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 24 hours, whereas mail, fax-in, or email requests will be confirmed within 3 business days. For the added convenience of the customer, requests can also be placed via e-channels such as Facebook, WhatsApp.
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. Now TV Limited will use its best endeavour to provide customers with a choice of installation dates and payment methods. Customers are advised to change their PIN immediately upon service activation.
4. Payment methods available to customers include credit card, autopay through a bank account, PPS or cash.
5. Under normal circumstances, installations will be carried out within 4 business days of the order being placed. Over 99% of repair and maintenance orders will be handled within 1.8 calendar days. Major system failure involving server failure is dealt with immediately and the target restoration time is less than 43.2 hours. Customers will be notified of any delay of scheduled appointment for installation, repair and maintenance.
6. Customers are provided with free access to the EPG and User Guide Page at the time of channel subscription and service installation. At any subsequent time, terms and conditions of services, service plans, instruction to services, and other related information will be furnished upon request.
7. One 24-hour 365 days a year customer service CS hotline 1833 888 is available to answer enquiries on Now TV Limited 's operation, service plans, billings, as well as repair and maintenance requests. One 24-hour 365 days a year sales hotline

2888 0008 is available for information on subscription plans, prices, and subscription.

8. Customers feedback and complaints guidelines and procedures are clearly laid out and will be handled promptly by shops, hotlines at 1833 888 and/or email [cs@nowtv.now.com](mailto:cs@nowtv.now.com). At the same time, our Customer Care Office is dedicated to handle serious complaint cases.
9. Customers will be notified of changes in monthly subscription rates, smart box rental and service terms and conditions at least 30 calendar days in advance.
10. Return of smart box deposit or credit balance to customers will be processed within 4-6 weeks after service is terminated and account balance verified.