

Hong Kong Cable Television Limited

Code of Practice on Customer Service

1. A 24-hour telephone hotline service is available to answer customer enquiries and complaints 7 days a week.
2. An advanced automatic call distribution (ACD) telephone system is used to provide automatic call distribution to Customer Service Representatives (CSR). Under normal conditions, at least 95% of all incoming telephone calls are answered in 15 seconds or transferred, if necessary, within 30 seconds, and the customer will receive a busy signal less than 3% of the total time on a monthly basis.
3. All CSRs are well trained to ensure service excellence in terms of quality of dialogue and customer care.
4. A complaint handling and recording procedure is formulated to ensure all complaints are handled promptly.
5. Customers are provided with written information at the time of installation and at any subsequent time upon request of the terms and conditions of subscription services offered, user manual, bill statement and complaint procedure.
6. Customers will be provided with up-to-date information on CABLE TV subscription service.
7. Customers will be notified of any changes in rates, channel positions and programming services at least 30 days in advance whenever possible.
8. A comprehensive subscription fee payment network is established through retail outlets, banks, direct debit, autopay, credit cards and cheques.
9. Billing statements are clear, concise and fully itemized for customers' easy reference.
10. Time required for approval of credits and refunds on subscription fees or deposits to customers will not be more than 15 days. Refund cheques will be processed within 30 days after credits are approved and services are terminated.
11. All standard installations will, under normal circumstances, be carried out within 5 working days after confirmation of the sales orders. Installations requiring excessive work to complete (in excess of 1 hour to complete the internal wiring within an apartment) will be considered to be non-standard and will be complete within 28 days of the confirmation of the sales orders.
12. Same day response is available for customer requests for installation, repair and maintenance received before mid-day, or within a maximum response time of 24

hours. Service will be restored within one working day for at least 95% of fault reports affecting loss of picture.

13. Major system failures are dealt with immediately at any time of the day.
14. Customers are notified of any delay in scheduled appointment for installation, repair and maintenance, rescheduling is arranged immediately with customers at any time of their convenience.
15. A Subscriber Management computing system which compiles and updates all customer detail is installed to enable efficient and effective handling of all customer service activities.
16. Customers who are dissatisfied with the manner in which their complaint or request has been dealt with may refer the issue to the Customer Service Manager.