

Customer Charter

SmarTone is Hong Kong's leading mobile network operator in multimedia services. We are a customer-oriented company and focus on customer needs, benefit and value. SmarTone is committed to delivering the best customer service through a well-defined set of service standards, which will be reviewed and improved from time to time. We believe this will create better customer experience for the enjoyment of our services.

OUR COMMITMENT

We strive to offer an efficient, consistent and quality service to all our customers. In meeting our service commitment, we will provide an accessible and prompt service to cater for different needs of our customers.

Being Accessible

i. 24-hour Service Hotline

We operate a 24-hour Customer Service Hotline at 2880 2688 to provide round-the-clock support and respond to customer enquiries. Through our one-stop service approach, our Customer Relations Representative endeavors to resolve customers' enquiries and issues at the first point of contact, ensuring efficient and seamless service delivery.

ii. Service Outlets

We have over 30 shops located in different districts throughout Hong Kong, providing convenient access to sales, service connection, general enquiries and repair services. The following service standard is committed with the aim of delivering efficient service to customers.

Services	Standard
Service activation	Within 24 hours
Mobile Number Portability	Activate on the date selected by customer (minimum 2 days' lead time required)
Change of service	Within 24 hours
Reconnection of postpaid service (within 90 days from disconnection)	Within 24 hours
Restoration of prepaid service (within 30-day grace period from expiry)	Within 24 hours
IDD Registration	Within 24 hours

Responding to Feedback

We welcome and value feedback, comments, and suggestions from our customers regarding our products and services. We are committed to handling all formal complaints promptly, fairly, and impartially, ensuring that each case is reviewed without bias or prejudice.

Upon receipt of a complaint, we will acknowledge it, initiate a thorough investigation, and provide a response outlining the actions taken within five working days. Where additional time is required to complete the investigation, we will keep the complainant informed and advise them of the expected timeframe for a full response.

CONTACT US

You can get information about our services through:

- Website: <http://www.smartone.com>
- Email: customer_care@smartone.com
- 24-hr service hotline: 2880 2688
- Fax: 2562 8229
- Mail: 31/F., Millennium City 2, 378 Kwun Tong Road, Kwun Tong, Kowloon.

DISCLAIMER

This Customer Charter sets out the service standards we strive to achieve. It is provided for customers' reference. If there is any contractual dispute, the terms and conditions of a customer's contract will apply.