

## Service Commitment

### Service Pledge of i-CABLE Broadband Service

i-CABLE's success is made possible only by your continuous support and we are committed to providing you quality customer service. We set out below our service pledges and will release our actual performance on a quarterly basis.

SERVICE PLEDGE	SERVICE DELIVERY STANDARD	SERVICE PERFORMANCE TARGET	ACTUAL PERFORMANCE			
			2017 Q4	2018 Q1	2018 Q2	2018 Q3
Network Available Time <sup>1</sup>	N/A	99%	100%	100%	100%	100%
Service Restoration	1 working day <sup>2</sup>	95%	100%	100%	100%	100%
CS Hotline Call Answer Time	1 minute <sup>3</sup>	90%	75%	75%	75%	91%
Handling of Customer Complaints <sup>4</sup>	7 working days <sup>5</sup>	90%	100%	100%	100%	100%

<sup>1</sup> The accessibility of our systems and network resources (from our Network Operation Centre to the homepass) amongst customers. Interruptions due to scheduled or emergency network maintenance and upgrading works, or from HKIX or due to earthquake or other causes beyond our reasonable control are excluded.

<sup>2</sup> Counting from receipt of fault report affecting loss of online signal on estate level. There may be longer service restoration time in certain circumstances, for example, when there is site or equipment access problem or under extreme weather conditions (e.g. typhoon).

<sup>3</sup> A longer answering time may be required in certain circumstances, for example, during certain daily peaks or when there are system outages.

<sup>4</sup> A complaint is considered as handled when we give our interim response with possible solution to the complainant.

<sup>5</sup> For cases that are complicated, for example, when it concerns intensive network problems or where police investigation or court proceedings are involved, a longer handling time is usually required.

We treasure every single comment from you, please do not hesitate to contact us if you have any enquiry.

### Code of Practice for Cable TV 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 complies 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.

### **Code of Practice on Person-to-Person Marketing Calls**

We are committed to providing you with high quality services. To enhance customer satisfaction level, we have adopted the Code of Practice on Person-to-Person Marketing Calls issued by the Communications Association of Hong Kong (CAHK). This Code of Practice is available at the website of CAHK at <http://www.cahk.hk>.

### **Code of Practice for Telecommunications Service Contracts**

We are committed to providing you with high quality services. To enhance customer satisfaction level, we have adopted the Code of Practice for Telecommunications Service Contracts issued by the Communications Association of Hong Kong (CAHK). This Code of Practice is available at the website of CAHK at <http://www.cahk.hk>.

### **Customer Complaint Settlement Scheme (“CCSS”)**

We have participated in the "Customer Complaint Settlement Scheme" (hereinafter referred to as "CCSS").

The CCSS is a mediation scheme set up by the telecommunications industry to help resolve billing disputes in deadlock between customers and their telecommunications service providers.

The mediation service is provided by the independent CCSS Centre set up under the Communications Association of Hong Kong, an industry association representing the communications sector in Hong Kong.

For further information on the CCSS, please call 21809521 or visit the CCSS website at <http://ccss.cahk.hk>.