



Customer Charter

Service Provisioning Lead Time

IDD 0080 Service

Within 8 working hours from receipt of service application.

Direct Exchange Lines (DEL)*

Service Type	HGC Blockwiring Buildings	Non-HGC Blockwiring Buildings
Residential DEL	4 to 8 working days	14 working days
Business DEL: Del, Datel, DDI, Co, Hunting, Centrex, ISDN-BRI	4 working days	8 working days
IDA-P, IDA-M	14 working days	14 working days
ISDN - PRI	14 to 28 working days	14 to 28 working days

Broadband Service*

Service Type	HGC Blockwiring Buildings	Non-HGC Blockwiring Buildings
Business Broadband (Note 1 & 2)	4 working days	10 working days
Residential Broadband	4 working days	10 working days

* All lead-time excludes delay arising from number porting rejection and leased blockwiring rejection

Appointment re-scheduling:

HGC Blockwiring buildings: 2 working days

Non-HGC Blockwiring buildings: 10 working days

Note 1: Three (3) additional working days required for Site Visit Request

Note 2: Applies to dynamic IP broadband service

Service Restoration Time

IDD 0080 Service

Within 8 working hours from receipt of fault report.

Business Direct Exchange Lines

Lead time of normal maintenance service: Within 4 working hours (exclude travelling time) from receipt of fault report from technical support centre.

Maximum lead time: Before end of next working day exclude special arrangement for blockwiring fault of other blockwiring provider.

Residential Direct Exchange Lines

Lead time of normal maintenance service: before end of next working day from receipt of fault report from technical support centre (exclude special arrangement for blockwiring fault of other blockwiring provider)

Broadband Service

Service Type	
Business Broadband	Before end of next working day
Residential Broadband	Within 2 calendar days

Note: Working hours include 09:00 to 17:00 on Monday to Friday and 09:00 to 13:00 on Saturday except Public Holiday.

Target Service restoration time does not cover the following situations:

- The Customer's premises are inaccessible or the need to coordinate an appointment where work on the Horizontal Blockwiring and/or the Termination Socket is required
- Power failure at the relevant Blockwiring Building
- Additional time awaiting approval from the Requesting Operator, management of the relevant Blockwiring Building, and/or the Customer
- Natural disaster
- Major cable fault
- Weather constraints including severe thunderstorm, black rain storm or typhoon warnings of number 8 and above which may affect staff safety on carrying out repair duties
- Public transportation not available
- Blockwiring Building not readily accessible, or is located in outlying island, restricted areas or hill tops

- Replacement / removal of wiring required
- The maintenance work to be performed by the Providing Operator involves replacement of any circuit or any planned outage
- Site constraint including conduit congestion and/or blocked conduit
 - Customer rejects exposed wiring
 - If 2 end join test is required, on site time will need 4 working hours more from the field installer report time

Complaint Handling

Complaint acknowledgement*	Within 1 working day upon receipt
Complaint handling*	Within 5 working days

*Based on 80% of general complaint cases

The aforementioned time does not cover the following scenario:

- Customer busy / unreachable
- Insufficient information provided by customer / awaiting customer's decision and or supporting
- On site checking required
- Joint service provision with other service providers

Enquiry Call Answering Time

Call answering time	80% of calls answered within 30 seconds
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Enquiry

For further information, please call our Customer Service Hotline on 1220 (Business Customer) or 1033 (Residential Customer).