



Clarification Notice Fraudulent Practice

It has come to the attention of 3Home Broadband that there are recent incidents of fraudulent practice where individuals pretended to be the staff of 3Home Broadband and called members of the public under the pretence of promoting residential broadband renewal services while they were in effect promoting other operators' services by encouraging members of the public to switch to other service providers. Those individuals were also alleged to have had provided wrong information on service renewal, and harassed or threatened members of the public with strong language. All this caused adverse impacts on the reputation of 3Home Broadband.

3Home Broadband hereby clarifies and urges members of the public to note that those calls were not made by or on behalf of 3Home Broadband. 3Home Broadband is very concerned with the fraudulent cases and has reported them to the police. 3Home Broadband reserves all legal rights against all parties involved.

Any member of the public receiving such call should immediately report it to the law enforcement agency or call our customer service hotline on 3166 3333.

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