

## 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, DateI, 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 109 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 109 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**

<b>Complaint acknowledgement*</b>	Within 1 working day upon receipt
<b>Complaint handling*</b>	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**

<b>Call answering time</b>	80% of calls answered within 30 seconds
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**Enquiry**

If you need any help or further information, please call us on our 24-hour Customer Service Hotline on 1220.