

# **Hong Kong CSL Limited (“CSL”)**

## **Customer Charter**

CSL is a pioneer in the mobile communications market in Hong Kong. The Company launched its mobile services in 1983, and today operates a world-class GSM/WCDMA network through its mobile brands: 1010 and One2Free. CSL pioneered the introduction of HSCSD, GPRS, EDGE and MMS in Hong Kong and launched 3G and Wi-Fi services in December 2004.

Being a customer-orientated company, CSL is dedicated to providing quality services to its customers. We care for our customers around-the-clock. We provide a 24-hour customer service hotline and enable our customers to conveniently manage their account online via the internet and handsets.

CSL is 100% owned by Telstra Corporation Limited. For more information about CSL, please visit [www.hkcsl.com](http://www.hkcsl.com).

*(Information provided by Hong Kong CSL Limited on 23 June 2005)*