

PCCW mobile Customer Charter

Providing high-quality 2G and 3G coverage, PCCW mobile is a wholly-owned subsidiary of PCCW Limited, Hong Kong’s largest and most comprehensive provider of communications and one of Asia’s leading players in Information & Communications Technologies (ICT). This business unit forms one of the four components to PCCW’s quadruple-play capability – the first in Hong Kong. Customers are able to enjoy media content and services via four platforms – fixed line, broadband, TV and mobile. Being a customer-focused operator, PCCW mobile is committed to providing fun and quality mobile services to our customers.

Service	Standard
Customer service hotline 1833800	24-hour service
Service activation through PCCW shops*	Within 2 hours
Change of value-added service	Within 24 hours
Change of personal details	Within 24 hours
IDD/Roaming registration	Within 24 hours
Lost SIM suspension	Within 30 minutes
Voluntary suspension	Within 24 hours
SIM card replacement	Within 4 hours
Handset/hardware warranty repair	One-year warranty (by manufacturer)
Providing a “loan phone” during repair	On request
Acknowledgement of email and letter	Within 3 working days

*Excludes MNP and 1SIM2Number service.

For inquiries, please contact our Customer service hotline on 1833800.