



**CHINA RESOURCES PEOPLES TELEPHONE COMPANY  
LIMITED**  
華潤萬眾電話有限公司

**CUSTOMER CHARTER**

**PEOPLES We Care**

At PEOPLES, we care our customers and are determined to satisfy their needs with high level of service standard. We are dedicated to provide quality customer services with the following commitments:

<b>Services</b>	<b>Provision Time</b>
Service Activation through Shop (excluding MNP)	1 working day
Change of Personal Details	1 working day
IDD Registration	1 working day
Voluntary Disconnection of Service	1 working day
Acknowledgement of Email and Letter	1 working day
SIM Card Replacement	1 working day
Hotline Service	24 hours
Reconnection of service (within 90 days from disconnection)	1 working day
GPRS Activation	1 working day
Value-Added Services Activation	1 working day

Customers are always welcome to contact us for any enquiries at:

24-Hour Customer Care Hotline: 2945 8888

Website: [www.peoples.com.hk](http://www.peoples.com.hk)

*(Information updated by China Resources Peoples Telephone Company Limited on 24 June 2004)*