

For Immediate Release

**HKBN Wins Top Accolades for Customer Service  
Conferred APCSC Customer Relationship Excellence Awards for  
“Integrated Support Team” of the Year**

(Hong Kong, 9 July 2007) Hong Kong Broadband Network Limited (HKBN) was awarded “Integrated Support Team” of the Year at the Asia Pacific Customer Service Consortium (APCSC) Customer Relationship Excellence Awards (CRE Awards).

The CRE Awards aims at promoting service quality and customer relationship excellence in international cities across Asia Pacific regions. Winners are selected through a comprehensive balanced score card of self assessment benchmarking, business case presentation, site visits, public webvoting and a final round of judging by a panel of customer relationship excellence experts.

HKBN believes that personalized customer care system is indispensable with an aim to build a long-term close relationship with customers, apart from the most advanced technology and high bandwidth. HKBN thus launched the “SDU” personalized customer care system earlier this year, where individual customers are assigned a designated VIP customer service executive for service account matters. Customers can enjoy direct and convenient communications with executives via video conferencing using HKBN’s 2b broadband phones or ICQ and MSN messenger, results in our better understanding of customers’ needs. Through a series of intensive training on mindset, product and skills training, every executive is fully equipped and is able to build a stronger relationship with customers at all contacts while HKBN’s “SDU” personalized customer care system provides this unique customer service in the industry.

In receiving the award, HKBN’s Chief Operating Officer, William Yeung, said, “The Company takes pride in winning the award. Our customer service hotline centre and “one-stop” service to our valuable customers have allowed our customers to obtain more information in the shortest time. The key to success is based on our philosophy of “Achieving Customers’ Wants, Responding Customers’ Needs” and HKBN will continue to strive for customer service excellence.”

HKBN swept two awards including “Call Centre of the Year” and “Customer Service Centre of the Year” in the same event last year, paving the way to be the paragon of customer service in the industry.

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About City Telecom/Hong Kong Broadband Network Limited

Established in 1992, City Telecom (H.K.) Limited (SEHK : 1137, NASDAQ : CTEL) provides integrated telecommunications services in Hong Kong. City Telecom’s wholly-owned subsidiary, Hong Kong Broadband Network Limited (HKBN), is in the process of expanding its Metro Ethernet from 1.3mn to 2.0mn homes pass. HKBN has achieved an aggregate Voice, Broadband (symmetric 10Mbps up to 1Gbps), IP-TV and Corporate data services base in excess of 600,000 subscriptions. Additional information on City Telecom can be found at [www.ctigroup.com.hk](http://www.ctigroup.com.hk).

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