



**From Customer Service Excellence
To Customer Service WOW**



Cindy Fan

Senior Manager, Customer Care & Service Support

Customer Engagement Department

Direct Line: +852 3145 5119, Email: cindyfan@hkbn.com.hk

16th Sept 2010

PREFACE

Dear Friends of City Telecom,

Having been with Hong Kong Broadband Network (HKBN), a wholly owned subsidiary of City Telecom (H.K.) Limited (HKEX: 1137, NASDAQ: CTEL), for over three years, there is this one thing that I will always tell my friends - At HKBN, “**We Don’t Do, We Out Do**”. From shattering the International Telephony monopoly in the early 1990’s, to the launch of the outrageous (so it seemed at the time) 100Mbps and 1000Mbps services in 2004, way ahead of the industry, we always strive to “Out Do”. As William Yeung, our CEO said, “In life, some just talk the talk, others try walk the talk. At HKBN, we run the talk!”

In running our talk, we also take a different approach to customer service. To us, traditional customer service excellence is about doing expected things well, but we strive beyond this, i.e. we aim to achieve customer service WOW by exceeding our customer’s expectations.

This booklet is a compilation of compliments from customers who have been WOWed by our colleagues. During our compilation, we found that some Talents are indeed more WOWing than others. For instance, Winfield Wong, Service Technician, who joined our company less than 12 months ago, has already received over 30 compliments from WOWed customers. Through this compilation we aim to spread Winfield’s and other outstanding colleague’s WOW DNA throughout our whole company. Going beyond a compilation of compliment letters, we interviewed our most WOWing Talents to investigate their Tricks-Of-Trade.

From the interviews, we learnt that “WIN-WIN-WIN”, i.e. Customer-Talent-Company can be achieved through basic magical touches such as face challenges without fear, identify customers’ needs with patience and offer solutions by thinking in customers’ shoes. Just as we have learnt many great lessons from our Talents from the frontline, we hope the following Tales and Tips would inspire you and your Talents as much as they have inspired us!

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16th Sept 2010

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 - ◇ Mr. Au Ho Kai, District Service Engineer (Team Leader), Customer Engagement Department
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“IF WE CAN DO IT, SO CAN YOU” ~
TIPS ON CUSTOMER SERVICE DELIGHT

“Be prepared for the Worst with Flexibility”

Mr. Wong Ting Man, Jackal, Retail Business Development Supervisor
Customer Service Centre (CSCTR)

“It is no difference from a love affair”

Ms. Sham Pui Shan, Gloria, Senior Customer Care Executive
Customer Care and Support (CCS)

“There is no such a thing called extra works”

Mr. Wong Chun Sing, Winfield, Service Technician
Customer Engagement Department (Sect. E)

“Customers are my friends”

Mr. Fung King Him, Keith, Service Technician
Customer Engagement Department (Sect. A)

“A peace of mind goes a long way”

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“Always think in others’ shoes first”

Ms. CoCo Cheng, Senior Area Service Manager
Customer Engagement Department (Sect. B)

“It takes more heart than just ears”

Ms. Fan Jue Hui, Funny, Customers Relations Executive
Customer Engagement Department (Sect. B)

“Customer service is like a mirror”

Ms. Lily Lee, Customer Relations Executive
Customer Engagement Department (Sect. K)

TALES OF CUSTOMER SERVICE WOW



Mr. Wong Ting Man, Jackal
Retail Business Development Supervisor
Customer Service Centre (CSC)

Tips from the most complimented:

“Be prepared for the Worst with Flexibility”

Jackal has a love for challenges. In 2007, after years working at the Marketing Department, Jackal was looking for a new career challenge, and decided to transfer to the Customer Service Centre. Shifting from backend to the frontline, Jackal started over from scratch, and picked up new skills sets proactively by taking on the most complicated customers enquiries, which earned him praises from customers and colleagues alike in the past 3 years.

Looking back, Jackal shares that he is always prepared for the worst, be it a swearing or screaming customer, he would patiently identify their needs, a sometime painstaking process which on one occasion took up to 2 hours. According to Jackal, the greatest challenge working at the Customer Service Centre is to take control of any situations the soonest possible, and avoid affecting other customers in the Centre.

The Magical Touch

In Jackal's own words, it is critical to always be prepared for the worst, by “prepared” he means staying calm at all time, face challenges without fear and resolve each customers' dilemma the best we could.

My Extraordinary Moment

Once there was this customer whom was kicked out from home and had to live in shelter for the homeless. For many months he didn't pay service fee and induced collection actions by the company. A social worker later came to our customer service centre and pleaded for special arrangement for this customer. Instead of rejecting it “by-the-book”, Jackal shown flexibility and asked for documentation proofs for waiving, which the social worker and the customer appreciated very much. For Jackal, to show compassion for the needy, some rules are meant to be broken; and to achieve win-win for the customer and the company, flexibility is sometimes the key.



Ms. Sham Pui Shan, Gloria
Senior Customer Care Executive
Customer Care and Support (CCS)

Tips from the most complimented:
“It is no difference from a love affair”

Cases that reach CCS are tagged “Handle with Special Care”, as usually they are the most complicated and had already been exposed to external parties such as the press.

Five years at CCS as a Senior Customer Care Executive, Gloria puts her job in a romantic context, that it is no difference from a love affair. According Gloria, one must be patience to learn the purpose behind each complaint and offer specific solutions, and more importantly, once a promise is made, it must be kept to earn trust from customers. Once there is trust, no disputes are too difficult to settle.

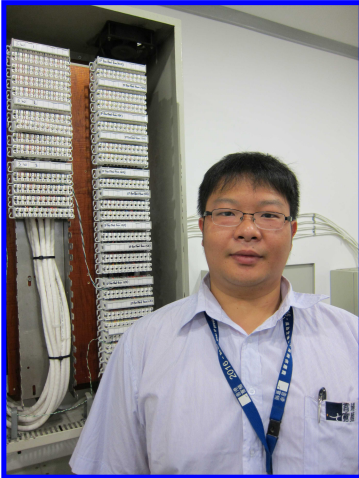
The Magical Touch

Gloria shares her secret recipe of success without hesitation that, as long as we could “listen with patience, keep our promises and follow up proactively”, customers would stay with us for a long time, the same with a love relationship.

My Extraordinary Moment

Back in 2007, there was this angry customer, who complained about installation issue of broadband service, and threatened to go to the press. Gloria took the case and swiftly arranged technicians to visit the customer on the next day, she then proactively followed up with the customer after installation completed, and later offered one month of free extra service to the customer.

2 years later, to Gloria’s surprise, the same customer contacted her again and asked for service contract renewal. What amazes Gloria was not the compliment letter from this customer, but the fact that this once furious customer still remembers her.



Mr. Wong Chun Sing, Winfield
Service Technician
Customer Engagement Department (Sect. E)

Tips from the most complimented:

“There is no such a thing called extra works”

Previously in the property industry, Winfield is passionate about computing and networking, and joined the company in September 2009.

In less than 12 months, Winfield received over 30 compliment letters from customers, expressing their appreciation for not only his skills, but also his thoroughness and heart-warming friendliness.

According to Winfield, “there is no such a thing called extra works”, whatever it takes to help customers are our duties. For example, visit schedule should be decided according to customer’s convenience; punctuality is a must; prior to installation / maintenance work commenced, understanding must be established with customers, meeting customers’ needs every step of the way.

The Magical Touch

Winfield modestly shares that there are no magic, and he is just doing his job, where customers always come first. When you are customer-oriented, every little extra help or suggestion can make all the difference.

My Extraordinary Moment

Winfield vividly remembers a technically challenging installation order, which he already explained to the customer that the work would go beyond ordinary methods and time, and it took him almost 4 hours to complete the installation. For that, Winfield received a compliment letter from the customer, though pleased, Winfield’s response to that is “This is what we should do”.



Mr. Fung King Him, Keith
Service Technician
Customer Engagement Department (Sect. A)

Tips from the most complimented:

“Customers are my friends”

Keith earns his countless compliments from customers by treating them like personal friends.

Not all customers are proficient with computing and networking, and sometimes it takes plenty of explanations to answer their queries, without delaying the next order, Keith usually would leave customers his mobile number for “technical support” purpose, which goes as far as installing an Inkjet printer. Despite there are no rewards in going beyond duties’ call, Keith finds achieving the unexpected and winning customers’ friendship the most rewarding.

Once, Keith was invited by a customer to stay for supper after installation work was completed, although Keith has to decline to tend to the next order, he will never forget that heart-warming sensation of being treated as if he was part of the family.

The Magical Touch

To Keith, customer satisfactions do not necessarily take some enormously difficult task or even extra services, sometimes, sincerity and friendliness are all it takes.

My Extraordinary Moment

Being a service technician, unavoidably sometimes one would be the subject for customers’ complaint and distress. Once, Keith visited a customer at 10pm for maintenance, where the frustrated customer cursed angrily at Keith. Though hard to swallow at the time, Keith stayed professional, explained the situation to the customer, and quickly solved the problem. In return for his patience and professionalism, Keith turned this customer’s curses into compliments. On this “interesting” event as Keith puts it, he jokes and said, “Friends shout at each other, don’t they?”



Mr. Au Ho Kai
District Service Engineer (Team Leader)
Customer Engagement Department (Sect. M)

Tips from the most complimented:
“A peace of mind goes a long way”

Ho Kai has been with the company for 8 years and is a team leader. He stresses the importance of giving customers a peace of mind, as many of them do worry about service level after technicians completed their works and left. That's why Ho Kai always leaves a name card to customers and instructs his team to do likewise, making themselves accessible and available to customers.

Ho Kai's little gesture hits two birds with one stone by keeps customers happy, while easing off service hotline's workload at the same time.



Mr. Ng Suk Keung
Service Technician
Customer Engagement Department (Sect. M)

Tips from the most complimented:
“Little things like a smile make a big difference”

To Suk Keung, being a service technician means think for the customers, small things like “tidiness” could mean a great deal to customers, small things such as shoes-off before entering customers' homes, keeping wires in order and in good place, clear up messes after the works, can all make a big difference.

Sometimes when faced with difficult customers who started shouting the moment they arrived, Suk Keung would always smile and made it clear that he was there to help solve their problems, not be a part of them!

The Magical Touch

When asked, both Ho Kai and Suk Keung agreed that a smile with a peace of mind will take you everywhere.

My Extraordinary Moments

In July, 2010, Ho Kai & Suk Keung helped install broadband service for a VIP customer, a senior executive in the banking industry. After which the VIP customer expressed his high regards for their efficiency, thoroughness and the delivery of excellent customer service experience.



Ms. CoCo Cheng

Senior Area Service Manager

Customer Engagement Department

(Sect. B)

Motto from the frontline:

“Always think in others’ shoes first”

CoCo might look gentle enough as a regular office lady, but she has been responsible for expanding our 1000M Fibre based service to customers, through the dealings with countless building management companies and incorporated owners groups.

Relationships with management companies and home owner representatives can be very challenging at time, to CoCo, the key to work with them is to show how much you care, care enough for them to trust you. The “cares” ranges from the trifles to credential issues, for example, when there is a meeting, CoCo always arrives early and helps out on the settings (go as far as moving the chairs); when these “partners” needed to issue a notice to the residents, CoCo would volunteer to draft for them. And most importantly, CoCo always gives her “partners” credits and praises.

When asked about the several compliment letters issued by major building management companies, CoCo admitted that they didn’t come easy, but she is glad how these hard earned trust have helped make our services available to more homes and families.

The Magical Touch

Building Management Companies are selected and appointed by incorporated owners, and both have the residents to answer to, once you could see through the tension and the co-relations, think in their shoes, aligning their best interests with ours, we are basically there.

My Extraordinary Moments

There was this time when CoCo received a call from the building management office, saying our works at the building has compromised their CCTV system. CoCo did not panic and took initiative to contact the CCTV service provider, which later proved that the failure was caused by the wear and tear of the CCTV equipments, and is not related to our works. What is more, CoCo helped negotiate with the CCTV service provider and got the building / the residents a CCTV service upgrade, for free!



Ms. Fan Jue Hui, Funny
Customers Relations Executive
Customer Engagement Department (Sect. B)

Motto from the frontline:

“It takes more heart than just ears”

Funny has been with the company for 7 years, and is currently with the Technical Support Team in Guangzhou, she was awarded “Customer Service Professional of the year 2006 (Contact Center)” by the Asia Pacific Customer Service Consortium.

Funny is indeed funny as she loves to laugh, and always takes calls with a smile on her face, once she was asked by a customer if she was actually smiling as they speak!

To Funny, the smallest things make wonder, such as using the right tone and manner when speaking with customers. For customers in distress, Funny would always settle the customers down first by filling the conversation up with her unique brand of positive energy.

The Magical Touch

7 years in the field, Funny sums up that, patience and attentiveness are basics for customer service, job satisfaction comes from truly helping customers resolve their problems, to do this, it takes more heart than just ears.

My Extraordinary Moments

Once, Funny walked pass the customer service hotline section, and a phone rang while the colleague was away, so she picked it up. The customer was having problem getting online, according to protocol, Funny was to take down info for the colleague to follow up with, but sensing the urgency from the customer's voice, she decided to take on the case.

It was then discovered that the customer was using a router which caused connection problem, Funny not only suggested the customer to contact the router producer, she took a step further and helped search info on that specific brand of router, and guided the customer through the set up to get connected properly. This extra step earned Funny a compliment for her attitude and efforts, which she smiled and stressed that, sometimes, to serve customers' immediate needs, we all got to prioritize.



Ms. Lily Lee

Customer Relations Executive

Customer Engagement Department (Sect. K)

Motto from the frontline:

"Customer service is like a mirror"

Lily has only joined our call centre in Guangzhou for just half a year, but already received many compliments from customers.

For Lily, to serve customers is to do your job well, and the hardest part is the "well" part. Like many customer service professionals, Lily is motivated by being of help to customers, she highlights that, if you want to do your job well, you must first like your job, only then would you go the extra miles for it.

The Magical Touch

Lily shares that, "Customer Service is like a Mirror", customers treat you the way they are treated by us, being earnest with customers is the key!

My Extraordinary Moments

There was this elderly customer, Lily recalls, whom was having problem configuring a router and spent half a day trying to fix it himself. When Lily came to his assistance, it was soon discovered that the problem was router related, which Lily helped resolved quickly. While getting the customer reconnected, Lily also reminded him to have the router producer check up on the equipment to avoid further problems. For this simple yet thorough reminder, the customer wrote Lily a compliment.

On customer service, Lily thinks there is no such a thing as by-the-book, indifference don't serve well, to truly serve, it takes time and a look into the "mirror"!

APPENDIX - Compliments Letters from WOWed Customers

To a Talent at our Customer Service Centre:

員工 About our staffs:

	非常滿意 Excellent	滿意 Good	一般 Average	不滿意 Poor
產品知識 Product knowledge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
效率 Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
禮貌 Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
耐性 Patience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

其他意見及提議

Other comments & suggestions:

Customer service 王定文 is very understandable, solve our queries & concerns clearly. Well done!

閣下之個人資料及意見將會絕對保密。

Your personal information and comments will be kept strictly confidential.



員工 About our staffs:

	非常滿意 Excellent	滿意 Good	一般 Average	不滿意 Poor
產品知識 Product knowledge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
效率 Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
禮貌 Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
耐性 Patience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

其他意見及提議

Other comments & suggestions:

感謝員工 王定文先生
誠意協助客人，因恤申請
豁免 題收費用，做公司真心
關懷社會被遺
棄的一群人士的需。

閣下之個人資料及意見將會絕對保密。

Your personal information and comments will be kept strictly confidential.



To a Talent at our Customer Care and Support Department:

----- Original Message -----

From: wan sam

To: pr@ctihk.com ; hkbnbroadband@hkbn.net

Sent: Sunday, December 06, 2009 12:10 PM

Subject: 表揚信

香港寬頻網絡有限公司及客戶關注部：

我是貴公司的新客戶，本人於十月三十一號因貴公司的銷售員以不良的銷售手法誤導下在新居未入伙半個前就安裝了貴公司的一個較昂貴的寬頻及家居電話服務計劃，當時本人立即多次致電貴公司客戶服務熱線作出投訴，但貴公司客戶服務熱線的人員不單沒有認跟進事件更多次在約定時間沒有回電本人，有時更態度欠佳，此事曾令本人對貴公司感到十分不滿及失望。

後來貴公司把投訴轉介到客戶關注部岑小姐(職員編號:20033)跟進，岑小姐不單令人感覺到態度認真有禮而且辦事效率快速，每每能在第一時間致電本人通知個案跟進情況，令本人能感受到貴公司認真對待客戶的態度，而且岑小姐在跟進個案時能做到持平及公正，雖不會隨便答應客戶的所有投訴要求，但亦能為本人爭取到令人感合理且滿意的回覆，為貴公司挽回不少分數。因此我致函閣下貴公司，最後希望貴公司客戶服務熱線人員能以岑小姐為榜樣改善服務態度及工作心態，並就此事! 請求貴公司對岑小姐加以表揚。如貴公司有最佳服務員獎，我都希望推薦岑小姐作為得獎者之一。

祝
業務蒸蒸日上！

客戶 溫先生

賬戶號碼:
二零零九年十二月六日

To our Service Technicians:

香港寬頻 Commen-dation Card	香港寬頻 Commen-dation Card
<p>敬請閣下能利用數分鐘時間填寫以下資料，我們將非常感謝您提供的寶貴意見。</p> <p>We value your comments. Please take a moment to tell us about your HKBN experience on service installation and maintenance.</p> <p>* 以下資料將之資料，我們將非常感謝。此資料將被視為內部資料，請閣下留意。 The following information will be kept strictly confidential and for HKBN internal use only.</p> <p>客戶號碼 Account No. 011799801</p> <p>工作編號 Job No. 13-May-2010</p> <p>服務日期 Service Date 40636395</p> <p>是次為閣下服務之技術員 Service Technician</p> <p>客戶意見及評語 Customer Comments</p> <p>Excellent and brilliant. They are very specific and professional. They are nice and kind, very polite too.</p> <p>13/5/2010</p>	<p>敬請閣下能利用數分鐘時間填寫以下資料，我們將非常感謝您提供的寶貴意見。</p> <p>We value your comments. Please take a moment to tell us about your HKBN experience on service installation and maintenance.</p> <p>* 以下資料將之資料，我們將非常感謝。此資料將被視為內部資料，請閣下留意。 The following information will be kept strictly confidential and for HKBN internal use only.</p> <p>客戶號碼 Account No. 1793531/1295658</p> <p>工作編號 Job No. 31-03-2010</p> <p>服務日期 Service Date 40636395</p> <p>是次為閣下服務之技術員 Service Technician</p> <p>客戶意見及評語 Customer Comments</p> <p>這位技術員十分熱誠盡責，專業水平尚佳，能為客戶解決問題。非常滿意他所提供的優質服務。 Thx a lot.</p> <p>31/3/10</p>

香港寬頻 Commen-dation Card	香港寬頻 Commen-dation Card
<p>敬請閣下能利用數分鐘時間填寫以下資料，我們將非常感謝您提供的寶貴意見。</p> <p>We value your comments. Please take a moment to tell us about your HKBN experience on service installation and maintenance.</p> <p>* 以下資料將之資料，我們將非常感謝。此資料將被視為內部資料，請閣下留意。 The following information will be kept strictly confidential and for HKBN internal use only.</p> <p>客戶號碼 Account No. 1692813</p> <p>工作編號 Job No. 09-01-10</p> <p>服務日期 Service Date 40636395</p> <p>是次為閣下服務之技術員 Service Technician</p> <p>客戶意見及評語 Customer Comments</p> <p>你同事能處理我方需要，期間我不斷麻煩你同事，由於我方對電腦不懂及不認識，方法，你方有耐心地教，並給予對答，另我方促了方少，十分感謝你方。</p>	<p>敬請閣下能利用數分鐘時間填寫以下資料，我們將非常感謝您提供的寶貴意見。</p> <p>We value your comments. Please take a moment to tell us about your HKBN experience on service installation and maintenance.</p> <p>* 以下資料將之資料，我們將非常感謝。此資料將被視為內部資料，請閣下留意。 The following information will be kept strictly confidential and for HKBN internal use only.</p> <p>客戶號碼 Account No. 1813087</p> <p>工作編號 Job No. 29-Jan-2010</p> <p>服務日期 Service Date 40636395</p> <p>是次為閣下服務之技術員 Service Technician</p> <p>客戶意見及評語 Customer Comments</p> <p>是次貴公司所派之技術員之工作態度認真及盡責，使本人非常滿意，所以特此寫下該位同事為度表揚該員工。 Kent</p>

敬請閣下能利用數分鐘時間填寫以下資料，我們將非常感謝您提供的寶貴意見。

We value your comments. Please take a moment to tell us about your HKBN experience on service installation and maintenance.

* 以下所填寫之資料，我們將保密處理，且僅供於參考及公司內部統計之用。
The following information will be kept strictly confidential and for HKBN internal use only.

客戶號碼 Account No.

工作編號 Job No.

服務日期 Service Date 22.4.2020

是次為閣下服務之技術員 Service Technician 馮先生 40716117

客戶意見及評語 Customer Comments

我對馮先生之工作表現非常滿意，馮先生時間準時，工作態度良好，非常友善，有問必答，做事認真。貴公司能有這個員工，對貴公司的業務幫助很大。一間公司的成功，在於前線工作人員為客戶服務，作為前線公司的形象代表，如有最佳員工選舉，我一定投馮先生一票。

李小姐

22.4.2020

『用心關懷，用行動照顧』

Ref. NOPFS_200708_1

To a Talent in Area Service:





Our Ref. PMD/VV3/092/2010

2 August 2010

Hong Kong Broadband Network Ltd.
12-16/F, Trans Asia Centre,
18 Kin Hong Street,
Kwai Chung, NT.
(Attn: Ms Co Co Cheng – Senior Area Services Manager)

Dear Ms Cheng,

Compliment on the BB100 Fiber Internet Services

Since the fiber internet services installation completed for over 1.5 years, the internet speed and services in our office have never experienced any interruption or disconnection and we enjoy every moment with this incredible speed and services.

Before and during the installation, your staffs have shown great deal of efficiency, passion and patience for all our queries, we feel delightful with the services provided and thankful that our residents could enjoy your services with the same latitude upon your investment; one of the best internet services providers in our estate. Our appreciation on your services will surely go beyond to our customers in the future.

Should you have any enquiry, please feel free to contact the undersigned at [REDACTED].

Yours faithfully

[REDACTED]
[REDACTED]
ISS EastPoint Property Management Limited

ISS EastPoint Property Management Limited
18/F, Warwick House West,
Tak Ho Place, 979 King's Road
Quarry Bay, Hong Kong

置軒物業管理有限公司
香港德輔道中979號
太古坊利威大廈西翼18樓

Tel: 電話 : +852 2826 9166
Fax: 傳真 : +852 2869 1441
Web Site 網址: www.hk-issworld.com

ISS License No. 000001-0-000001

Ref.:UPML/GWT/2010/L0626
Date : 9th August 2010

(By Post & E-mail)

Hong Kong Broadband Service Network Ltd.
12-16/F, Trans Asia Centre, 18 Kin Hong Street,
Kwai Chung, N.T. Hong Kong
Attn: Ms. Coco Cheng – Senior Area Service Manager

Dear Ms. Cheng,

Thanks very much for your support towards our company during these four years. Your professional advice and prompt follow up action always make our work smooth and efficient.

Also, I would like to express my compliments to your BB100 service. The speed and stability of BB100 service has far beyond our expectation. We feel happy with the service provided and appreciated that we never received complaint from our resident regarding to HKBN's service. It is really delightful to see the continuous improvement of HKBN not only the speed of internet service, but also the quality of customer service and the faultless performance of your technical team.

I will surely recommend your broadband service to anyone. Should you have any query, please feel free to contact the undersigned at [REDACTED]

Yours sincerely,
For and on Behalf of
Urban Property Management Limited



To our Customer Relations Talents in Guangzhou:

CTI - ADJUDICATE
25 MAY 2012

敬愛的香港寬頻公司

本人梁耀明係貴公司新客戶,先前用開PCCW服務,由22-5-2010開始轉用貴公司上網服務,我是一個老人,是個電腦白痴,對電腦認識不多,平時是我兒子用多,這幾天他外出遊,在22-5-2010那天我想上網,但無法成功,於是我去電貴公司客務部門詢問,有位叫李莉小姐接聽,她教我如何按鍵,如何插線,經多次教我,經好長時間才能成功,我覺得這位李小姐很有耐性,及很有耐心教我這個老人,我很謝她,我推選她為最佳服務員工。上次來上門裝光纖及盒仔那位員工服務也很好。

本人梁耀明身分證NO: [REDACTED] 很多謝香港寬頻公司,祝生意興隆!

住址: [REDACTED]

25-5-2010

RECEIVED BY MAIL
25 MAY 2010
HONG KONG POSTAL SERVICES LTD

From: Online SDU Message Box
Sent: Monday, June 21, 2010 3:17 PM
To: [REDACTED]@hkbn.com.hk
Cc: IT-AD
Subject: SDU [REDACTED]

SENT: 2010/06/21 15:06

CUS MESSAGE: I would like to thank Ms Lily who provides very remarkable service for me during my enquiry of login problem today. She is very patient and skillful in solving my problem.

20th August, 2010

Hong Kong Broadband Network Limited
Room 1016-1018 Park-in Commercial Centre
56 Dundas Street
Yau Ma Tei
Kowloon

Dear Manager,

Re: Letter of Appreciation

I would like to show my appreciation to the staff (Ms. Funny Fan) for her courteous and professional service as provided to me on the 8th August 2010.

During my recent telephone enquiry about some technical matters, Ms. Fan could provide some helpful advice to me so that my internet connections could work again since I had really important needs to access internet on that day, therefore her kind assistance is very much appreciated

Thank you once again for the excellent service as provided by your staff.

Yours Sincerely,

Wong Man Hing

Account Number: [REDACTED]

End