Service Commitment

Service Pledge of i-CABLE Broadband Service

i-CABLE's success is made possible only by your continuous support and we are committed to providing you quality customer service. We set out below our service pledges and will release our actual performance on a quarterly basis.

SERVICE PLEDGE	SERVICE DELIVERY STANDARD	SERVICE PERFORMANCE TARGET	ACTUAL PERFORMANCE			
			2025 Q4	2026 Q1	2026 Q2	2026 Q3
Network Available Time[1]	N/A	99%	100%	100%	100%	100%
Service Restoration	1 working day [2]	95%	98%	98%	99%	99%
CS Hotline Call Answer Time	1 minute [3]	90%	77%	95%	77%	70%
Handling of Customer Complaints [4]	7 working days [5]	90%	78%	84%	87%	88%

[1] The accessibility of our systems and network resources (from our Network Operation Centre to the homepass) amongst customers. Interruptions due to scheduled or emergency network maintenance and upgrading works, or from HKIX or due to earthquake or other causes beyond our reasonable control are excluded.
[2] Counting from receipt of fault report affecting loss of online signal on estate level. There may be longer service restoration time in certain circumstances, for example, when there is site or equipment access problem or under extreme weather conditions (e.g. typhoon).
[3] A longer answering time may be required in certain circumstances, for example, during certain daily peaks or when there are system outages.
[4] A complaint is considered as handled when we give our interim response with possible solution to the complainant.
[5] For cases that are complicated, for example, when it concerns intensive network problems or where police investigation or court proceedings are involved, a longer handling time is usually required.

Code of Practice on Person-to-Person Marketing Calls

We are committed to providing you with high quality services. To enhance customer satisfaction level, we have adopted the Code of Practice on Person-to-Person Marketing Calls issued by the Communications Association of Hong Kong (CAHK). This Code of Practice is available at the website of CAHK at http://www.cahk.hk.

Code of Practice for Telecommunications Service Contracts

We are committed to providing you with high quality services. To enhance customer satisfaction level, we have adopted the Code of Practice for Telecommunications Service Contracts issued by the Communications Association of Hong Kong (CAHK). This Code of Practice is available at the website of CAHK at http://www.cahk.hk.

Customer Complaint Settlement Scheme (CCSS) for The Telecommunications Industry

We have participated in the Customer Complaint Settlement Scheme (hereinafter referred to as "CCSS").

The CCSS is a mediation scheme set up by the telecommunications industry to help resolve billing disputes in deadlock between customers and their telecommunications service providers.

The mediation service is provided by an agency set up under the Communications Association of Hong Kong, an industry association representing the communications sector in Hong Kong.

For further information on the CCSS, please call the CCSS hotline at 21809521 or visit the CCSS website at http://ccss.cahk.hk.