

“Self Help Customer Service” Terms and Conditions

1. “Self Help Customer Service” is applicable to subscriber of Broadband Service and/or Home Telephone Service and/or bbTV Service (“Designated Service(s”).
2. Customer of “Self Help Customer Service” has to make service enquiries, check bills and update account information via Online Customer Service Platform and mobile app (My Account and My Account App), Self Help Hotline served by Interactive Voice Response System and email. Only technical support will be served by manned phone.
3. Once confirmed, “Self Help Customer Service” will be effective on the following day after registration.