



Press release

Hutchison Telecom Hong Kong Holdings achieves ISO 9001:2008 and ISO 10002:2004 accreditation

Quality customer service meets international standards

Hong Kong, 18 June 2012 - Hutchison Telecommunications Hong Kong Holdings Limited (the Company; Stock Code: 215) today announced that 3 Hong Kong's customer service at 3Shops, the 3Teleservices Centre, 3Mobile Device Service Centre and 3Experience Workshop has been awarded international "ISO 9001:2008 Quality Management System" and "ISO 10002:2004 Customer Feedback Management" accreditation, after assessment by SGS Hong Kong Limited. This achievement underscores the fact that the level of quality customer service provided by the Company meets international standards and represents a significant milestone in our journey to customer service excellence.

"ISO 9001:2008 Quality Management System" and "ISO 10002:2004 Customer Feedback Management" ensure that 3 Hong Kong adopts a process approach when developing, implementing and improving the effectiveness of a quality management system in order to enhance satisfaction among customers by meeting their requirements.

Customer-orientated philosophy applied to a full telecommunications service

3 Hong Kong's customer-orientated service philosophy is part of a commitment to provide a convenient, caring and comprehensive service, while constantly exploring new channels to enhance communication and increase interaction with customers.

Growing demand for data products and services has prompted 3 Hong Kong to increase the number of contact points with customers. This move included launch of futuristically-designed 3Shops that present a brand new image in Central and North Point and provide a wide array of telecommunications and consultancy services. Soaring popularity of multi-functional smartphones and tablets inspired 3 Hong Kong to open the "3 Smart Service Station", at which dedicated personnel provide consultancy services and coach customers in how to use and personalise their smart devices. In addition, 3 Hong Kong has established 3Mobile Device Service Centres in Causeway Bay and Mongkok to provide iPhone and BlackBerry customers with a one-stop-shop facility that offers comprehensive information on mobile devices, professional technical support and a repair service. Customers are also able to expand their understanding of the diversity



of mobile applications on offer by attending the 3Experience Workshop, which comprises free smartphone workshop sessions designed to familiarise customers with the hottest handset apps and games.

3 Hong Kong is committed to continuous improvement in customer service quality, an example of which is the recently-launched "3iChat" service - a 24/7 online customer enquiry service. The "Online Resources Centre" was also launched to provide short videos that demonstrate handset features, as well as newly-launched smartphone apps such as "My3" and "3shortcode". All these innovations are now playing roles in nurturing a closer relationship with our customers via a choice of channels that suit a variety of needs and preferences.

-Ends-

About Hutchison Telecommunications Hong Kong Holdings Limited

Hutchison Telecommunications Hong Kong Holdings Limited (HTHKH, Stock Code: 215) is a leading integrated telecommunications service operator in Hong Kong. HTHKH provides advanced mobile and Wi-Fi services, residential fixed broadband, residential telephone and IDD services in Hong Kong and delivers mobile services in Macau under the "3" brand. The Company launched 4G LTE service in Hong Kong in May 2012, offering data speeds up to 100Mbps. HTHKH also provides sophisticated fixed-line telecommunications solutions to corporate and carrier customers in Hong Kong and around the world under the "HGC" brand. A group member of Hutchison Whampoa Limited (Stock Code: 13), HTHKH deploys the latest telecommunications technology to offer world-class telecommunications services and innovations, setting market trends and steering industry development.

For more information on HTHKH, please visit www.hthkh.com

For 3 Hong Kong services, please visit www.three.com.hk

For 3 Macau mobile services, please visit www.three.com.mo

For HGC fixed-line services, please visit www.hgc.com.hk

For media enquiries, please contact:

Jan Chan
Corporate Communications
Tel: 2128 3162
Email: jan.chan@hthk.com

Mandy Tam
Corporate Communications
Tel: 2128 3532
Email: mandy.tam@hthk.com