

For Immediate Release

HKBN Honored with 13 Awards at 2014 HKCCA Awards
HKBN Wins Mystery Caller Assessment Gold Award for the Second Consecutive Year and
Best Contact Centre in CSR Gold Award for 1083 Hotline Social Enterprise Partnership

(Hong Kong – 29 October 2014) Hong Kong Broadband Network Limited (“HKBN”) continues to be recognized for its outstanding customer service quality and commitment to social responsibility by winning at 2014 HKCCA Awards organized by the Hong Kong Call Centre Association (“HKCCA”) with 13 awards, including Mystery Caller Assessment Award Gold Award and Best Contact Centre in Corporate Social Responsibility Gold Award.

Annie Chan, Associate Director – Customer Relations and Co-Owner of HKBN said, “HKBN continues to remain committed to improving service excellence and training standards. Our extensive training program encompasses product know-how, communication skills, and enhancements to intellectual and leadership skills. Our desire is for every frontline representative to deliver the best possible service to customers. We are also taking a proactive approach to review and augment our process, helping to strengthen cooperation and efficiency between teams. These 13 awards are a testament to the dedication and hard work by many different HKBN departments.”

For winning Best Contact Centre in Corporate Social Responsibility, Annie Chan said, “Beginning February 2014, HKBN started to allocate part of our 1083 customer service hotline duties to iEnterprise, a social enterprise that employs the underprivileged suffering from disabilities or recovering from illness. HKBN provides iEnterprise with ongoing support through recruitment, employee training and networking to ensure its service is always up to standard. This partnership has seen HKBN make better use of its resources to augment productivity, and importantly, helps realize our corporate vision of “making our Hong Kong a better place to live”. iEnterprise broke even within the first six months of operation, and serves as a successful example of collaboration between the business sector and social enterprises to create opportunities for the underprivileged. Not only has iEnterprise’s employees earned a job, but they have also won the respect necessary in building their self confidence.”

The HKCCA Awards were first established in 1999 to recognize excellence in both the customer service industry and its customer service personnel. This year's judging criteria takes into account workflow management, customer satisfaction, sustained improvements and overall performance, as well as factors in entry submission report, interview process, on-site and anonymous assessment to select the industry's best performers across a variety of service categories.

HKBN's 13 HKCCA awards:

Corporate awards (6):

- Mystery Caller Assessment Award Gold Award
- Best Contact Centre in Corporate Social Responsibility Gold Award
- Best Contact Centre in Quality Assurance Bronze Award
- Best Contact Centre in Technology Application Bronze Award
- Off shore Contact Centre of the Year Bronze Award
- Inbound Contact Centre of the Year (Over 50 Seats) Merit Award

Individual awards (7):

- Outbound Contact Centre Manager of the Year Silver Award
- Outbound Contact Centre Team Leader of the Year Bronze Award
- Outbound Contact Centre Representative of the Year Bronze Award
- Contact Centre Trainer of the Year Merit Award
- Outbound Contact Centre Team Leader of the Year Merit Award
- Inbound Contact Centre Team Leader of the Year Merit Award
- Outbound Contact Centre Representative of the Year Merit Award



HKBN's customer service excellence and commitment to social responsibility continues to earn recognition as the company claims 13 awards including Mystery Caller Assessment Gold Award and Best Contact Centre in CSR Gold Award at 2014 HKCCA Awards

About Hong Kong Broadband Network Limited

Hong Kong Broadband Network Limited (“HKBN”) is the leading provider of residential symmetric 100 Mbps and above broadband services in Hong Kong with a core purpose to “Make Our Hong Kong a Better Place to Live”. HKBN offers an array of world-class enterprise solutions, carrier services, as well as a diversified portfolio of innovative residential broadband and Wi-Fi access, communication and entertainment services to 1.4 million subscribers. HKBN takes great pride in developing its 2,500-strong Talent force into a competitive advantage. In May 2012, the company underwent a management buy-out and is now majority-owned by funds advised by CVC Capital Partners and 87 HKBN managers.

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