

## e-Customer Service User Menu

Customer can enjoy e-Customer Service via the following channels :

### 1. csl Website

Step 1 : Dial \*777 with your handset or get password via online registration service

Step 2 : Access our website : www.hkcsl.com

Step 3 : Enter your mobile phone number and password, select 'Customer Service' & the required service

<b>My Mobile Bill</b>		
Check & Pay My Mobile Bill	Check My Usage	View My Value Added Service
View My Billed Call Details	Check My Payment History	Review Previous Local Mobile Data Top-up Transactions
Check My Account Balance	View My Service Plan	
<b>Apply for / Change of Service</b>		
Apply for / Change of e-Bill Service	Change Billing Address	Set Up Usage Alert
Apply for / Cancel Printed Call Details	Change Printed Bill Language	Change Login Password
Apply for Value-Added Services	Top-up Local Mobile Data Usage	Change Ownership
Apply for IDD & Roaming Service	Update Local Mobile Data Usage Alert Contact Information	Set / Change Remote Call Forward
Update Direct Marketing Form		Set Email / Data / WAP
<b>Useful Information</b>		
Customer Service User Guide	Payment Methods	Repairing
e-Bill Service	iPhone 4 Tips	Value-added Service User Guide & Short Codes
Bill Checking Demo	Home Call	Contact Customer Service
How To Read Bill Guide	Country Park Coverage	

### 3. Access MyNet from your Handset

Step 1 : Use handset to access csl WAP link

Step 2 : Select 'Customer Service'

Step 3 : Select the required service :

<b>My Account Information</b>
Check My Usage
Check My Services
Check My Account Balance and Contract End Date
Check My Payment History
Check My Mobile Bill
<b>My Account Settings</b>
Update Direct Marketing Form
Credit Card Autopay Form
Apply for / Cancel Printed Call Details
Set Usage Alert
Change Bill Language
Top Up Local Mobile Data Usage
<b>Other Info</b>
Communication and Privacy Management
IDD / Roaming Info
Hotlines
csl Shop Addresses & Telephone No.
Customer Service User Guide
Useful Tips

### 4. Dial #100# from your Handset

Step 1 : Use handset to dial #100# & [Send]

Step 2 : Select the required service :

1. My Usage
2. My Bill
3. Payment History and Method
4. IDD & Roaming
5. Others
1. Home Call
2. Setup Language
3. Hotlines & Shop Info
4. Get Bill / eCS User Guide via Fax

### 5. Customer Service Hotline

Step 1 : Call our Customer Service Hotline 2512 3123

Step 2 : Enter your mobile phone number

Step 3 : Select the required service :

0. Contact our Customer Service Executive
1. Lost & Suspension
2. Billing Enquiry
1. Check A/C Bal & A/C No.
2. Bill Copy
3. Check Mobile Usage & Schedule Usage Alert
4. Change Bill Language & Apply Call Details
5. Credit Card Payment, Payment Methods & Locations
3. Sales Enquiry
4. Change Services, Value Added Services & Others
1. Change Service & Value Added Service
1. RingMaster
2. SMS Forwarder & SMS Package
3. Buddy Pack
5. Other Value Added Services
2. Technical Support
3. Mobile Repair & csl Shop Addresses
4. Roaming & IDD Service
5. Auto-Recharge Prepaid SIM Card
6. e-Customer Service User Menu
7. Electronic Promotional Message Enquiry
8. Operate Remote Call Forward, Voicemail & My Mobile Page Password
0. Contact our Customer Service Executive
5. Fair Usage Policy
6. iPhone Usage Tips & Service Plan

### 2. Service App for iPhone & Android

Step 1 : Download service app via iTunes > App Store for iPhone / via Android Market for Android

Step 2 : Login with [My Mobile Page] password



