



## **Xenith IG Hong Kong Limited: Customer Charter**

### **Overview**

Xenith IG owns, operates, and maintains high-density, resilient fibre optic networks connecting data centers, cable landing stations, and enterprise buildings throughout the Asia Pacific.

### **Service Commitment**

Our latest innovative fiber network architecture is designed for direct site-to-site fiber connection, without traditional telephone exchanges along its paths, which reduces unnecessary cable routing through intermittent transit locations. As a result, customers can enjoy short, reliable, high speed and secure optical fiber connections.

### **Customer Support**

Xenith IG's 24 x 7 x 365 Global Network Operations Centre provides worldwide network and infrastructure support for our customers. The service is available via phone and email, and our dedicated team will provide regular update to customers on service requests and downtime reports.

### **Network Specifications**

Xenith IG aims to ensure that network services are delivered to each customer at the capacity and performance specifications agreed upon in that customer's service contract.

### **Service Level Commitment**

Xenith IG endeavours to deliver the service performance and fault restoration targets stipulated in each customer's service contract. In the unlikely event that Xenith IG is unable to meet agreed performance targets, Xenith IG provides customer service credits as set out in the customer's service contract.

### **Privacy is important**

Xenith IG's Privacy Policy sets out the safeguards and procedures we have in place to protect personal information. The Privacy Policy is available on our website: <https://www.xenithig.com/privacy-policy/>

**24-hour hotline support :** +852 3582 8633  
**Email:** [noc.hkg@xenithig.com](mailto:noc.hkg@xenithig.com)  
**Mail:** 3806 Central Plaza, 18 Harbour Road,  
Wanchai, Hong Kong  
**Company website:** <https://www.xenithig.com/>