

e-Customer Service User Menu

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

1. 1010 Website

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

Step 2 : Access our website : www.1010.com.hk

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

My Mobile Bill		
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	
Apply for / Change of Service		
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	Set / Change Remote Call Forward
	Contact Information	
Update Direct Marketing Form		Set Email / Data / WAP
Useful Information		
Customer Service User Guide	Payment Methods	Repairing
e-Bill Service	iPhone 4 Tips	1010 Concierge Service
Bill Checking Demo	Home Call	Value-added Service User Guide & Short Codes
How To Read Bill Guide	Country Park Coverage	Contact Customer Service

3. Access MyNet from your Handset

Step 1 : Use handset to access 1010 WAP link

Step 2 : Select 'Customer Service'

Step 3 : Select the required service :

My Account Information
Check My Usage
Check My Services
Check My Account Balance and Contract End Date
Check My Payment History
Check My Mobile Bill
My Account Settings
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
Other Info
Communication and Privacy Management
IDD / Roaming Info
Concierge Service
Hotlines
1010 Centre Address & Telephone Numbers
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 2888 1010

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. Payment Methods & Locations
3. Sales Enquiry
4. IDD & Roaming
5. BlackBerry, ClubBest, Value Added Services & Others
1. Voice Mail, Other Value Added Services & Change Service
2. 1010 ClubBest, Concierge & Prepaid SIM Card
3. Technical Support
4. e-Customer Service menu & 1010 Care Centre
5. Electronic Promotional Messages Enquiry
6. Operate Remote Call Forward, Voicemail & My Mobile Page Password
7. BlackBerry
0. Contact our Customer Service Executive
6. Fair Usage Policy
7. 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



