

SDNet/2 Accredited Vendors Contact Information
a. For Ordering, Billing and General Enquiry

| | PCCW | HGC | Wharf T&T |
|----------------|--|---|---|
| Phone: | 2888-2929 or dedicated Account Manager | 8196-1238 | 2112-9000 (Ordering) 121-388 (Billing and General Enquiry) |
| Service Hours: | Monday – Friday: 9:00 – 18:00 Saturday: 9:00 – 13:00 (except Public Holidays) | Monday – Friday: 9:00 – 18:00 Saturday: 9:00 – 13:00 (except Public Holidays) | Monday – Friday: 9:00 – 18:00 Saturday: 9:00 – 13:00 (except Public Holidays) |
| Email Address: | sdnet@pccw.com or E-Mail to dedicated Account Manager | sdnet_hotline@hgc.com.hk | sdnet@wharft.com |

b. 24-hour Technical Support / Fault Reporting

| | PCCW | HGC | Wharf T&T |
|----------------|--|--|--|
| Phone: | 2888-8808 | 2121-1238 | 121-388 |
| Email Address: | sdnet_support@pccw.com | sdnet_support@hgc.com.hk | sdnet_support@wharft.com |

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