

快易通客戶服務中心及熱線 在颱風及暴雨期間的特別安排

當香港天文台發出八號或以上之颱風警告信號或黑色暴雨警告信號時，快易通客戶服務中心及熱線將實施以下特別安排：

1. 快易通客戶服務中心及熱線在八號或以上之颱風警告信號下，暫停或恢復營業的安排

天氣情況	安排
八號或以上颱風警告信號於 <u>營業時間內</u> 生效	暫停營業
八號或以上颱風警告信號於 <u>下午三時或之前取消</u>	在於八號颱風警告取消後兩小時內，視乎情況逐步恢復營業
星期一至五：八號或以上颱風警告信號 <u>直至下午三時仍生效</u> 星期六：八號或以上颱風警告信號 <u>直至上午八時仍生效</u>	暫停營業

2. 快易通客戶服務中心及熱線在黑色暴雨警告信號生效時，暫停或恢復營業的安排

天氣情況	安排
星期一至五：開門 <u>營業前</u> ，已發出黑色暴雨警告信號， <u>直至下午三時仍生效</u> 星期六：開門 <u>營業前</u> ，已發出黑色暴雨警告信號， <u>直至上午八時仍生效</u>	暫停營業
開門營業前，已發出黑色暴雨警告信號，並在 <u>下午三時或之前除下</u>	於黑色暴雨警告信號除下後兩小時內視乎情況逐步恢復營業
黑色暴雨警告信號於 <u>營業時間內</u> 發出	照常營業

如有查詢，請電郵至 cs@autotoll.com.hk 與我們聯絡。

快易通有限公司 謹啟

Service Arrangements of Autotoll Customer Service Centre and Hotline under Typhoon and Rainstorm

In times of typhoon warning signal No. 8 or above or the Black Rainstorm Warning Signal issued by the Hong Kong Observatory, special arrangements for Autotoll customer service centre and hotline will be implemented as follows:

1. Autotoll customer service centre and hotline closing and re-opening during Typhoons

Weather Conditions	Arrangements
Typhoon warning signal No. 8 or higher is in effect <u>during working hours</u>	Closed
Typhoon warning signal No. 8 and any extreme conditions is <u>cancelled before or at 3:00 pm</u>	Services will resume gradually within two hours after the typhoon warning signal No. 8 is cancelled where conditions permit
Monday - Friday: Typhoon warning signal No. 8 <u>remains in effect by 3:00 pm</u> Saturday: Typhoon warning signal No. 8 <u>remains in effect by 8:00 am</u>	Closed

2. Autotoll customer service centre and hotline closing and re-opening during Black Rainstorm Warning

Weather Conditions	Arrangements
Monday – Friday: Black Rainstorm Warning is issued <u>before opening and remains in effect by 3:00 pm</u> Saturday: Black Rainstorm Warning is issued <u>before opening and remains in effect by 8:00 am</u>	Closed
Black Rainstorm Warning is issued before opening and is <u>cancelled before or at 3:00 pm</u>	Services will resume gradually within two hours after the Black Rainstorm Warning is cancelled where conditions permitting
Black Rainstorm Warning is issued <u>during</u> working hours	Open

For enquiries, please email us at cs@autotoll.com.hk.

Autotoll Limited