

**[HKT Residential Telephone Line / eye / IDD 0060 Services – Beware of phishing emails!]**

Our attention has been drawn to phishing emails claiming to be sent from HKT.

Those phishing emails, through making false statements, such as claiming the recipient's payment of HKT Residential Telephone Line / eye / IDD 0060 Services monthly fee has failed or the customer information needs to be updated and including fake hyperlinks, trick the recipients into providing their HKT Residential Telephone Line / eye / IDD 0060 Services login names, passwords, personal information and/or credit card information. Those emails were NOT issued by us. We would never collect customer's credit card information or other personal information via email for updating or verification purposes.

It should be noted that the legitimate HKT Residential Telephone Line / eye / IDD 0060 Services customer service email address is [be@pccw.com](mailto:be@pccw.com).

HKT regrets that these phishing emails being sent by unknown persons are causing a nuisance to our customers and we would welcome receiving any information which we could take to the relevant authorities regarding the persons creating these phishing emails. If you receive a suspicious email claiming to be from HKT Residential Telephone Line / eye / IDD 0060 Services, please do not attempt to reply, click on the links provided or download any attachment. Instead, report it to us promptly at [be@pccw.com](mailto:be@pccw.com). Alternatively, you may contact us via our Online Live Chat on HKT homepage ([www.hkt.com](http://www.hkt.com)), or call the Consumer Service Hotline on 1000.

**From:** HKT [mailto:estatement@email.hkt.com]  
**Sent:** Tuesday, May 09, 2017 12:03 PM  
**To:**  
**Subject:** HKT fixed telephone / eye / IDD 0060 service bill

親愛的客戶：

印發日期： 05-05-2017  
最後繳付日期： 23-05-2017  
應付賬項： HK\$235  
繳款方法： 現金

Fake

您的新一期賬單已經發出。如需查閱賬單詳情，請 [按此](#)。

如 有任何賬單查詢，請電郵 [be@pccw.com](mailto:be@pccw.com) 或致電個人客戶服務熱線 1000 查詢。

Hong Kong Telecommunications (HKT) Limited 謹啓



Reference 383603

Please ensure the details you provide are accurate

To save time, This update will pre-populate your bill details, allowing you to pay with your selected credit card in the future

**Contacts Information**

Full name

HK ID

Date of birth  Day  Month  Year

Contact Email

**Credit Card Information**

Card Issuer

Credit Card Number

Expiry Date  Month  /  Year

CVV

Fake

Your account will be credited within the next 48 hours