Our Ref.: CP-UMPL/7.1/100/17

12th April 2017

Additional Tenant Bus & Apps Services Update -
All Cyberport Companies and Retail Tenants of Cyberport

Dear All Cyberport Companies and Retail Tenants of Cyberport,

Cyberport – Additional Tenant Bus & Apps Services Update

Facilities Management Office reviews the tenant bus service from time to time such as the increasing demand of tenant bus service at various locations e.g. Tai Wai and applies to Transport Department for the new / additional bus service. Meanwhile, we are working closely with Transport Department regarding the additional bus service for Tai Wai, which is still under their consideration. Once the application has been approved, we shall announce the details to all of you.

Furthermore, you should be aware that we have launched our electronic bus tickets on 3rd April, in collaboration with TNG. This is part of our move to a more digital community, and we thank you for your support in this transition period. Like all new initiatives we are continuing to review the new service for improvements. In the meantime should you have any particular queries or concerns regarding the roll out of the new electronic bus tickets or TNG's service, please have a look at our Frequently Asked Questions attached.

Should you have any further queries, please contact our Facilities Management Office at customer service hotline: (+852) 3166 3111 and for technical queries, please contact TNG customer service hotline: (+852) 3951 6268 (09:00 to 18:00 every day). Please note the TNG customer service email is: cs@tng.asia.

Yours faithfully,

Kave LEUNG
Customer Services Department, Facility Management
Cyberport Facilities Management Office
Tel : 3166 3111
Fax : 3166 3100
Email : facility@cyberport.hk

cc : GT/BY/JC/CC-UMPL

Starting from 1 September, we will also upload the notices regarding Facility Management on "Smart-Space Online", a social media platform for Cyberport members to share and get the latest info. about the Cyberport community.

Please register at http://community.cyberport.hk if you or your colleagues would like to check out the notices online - after login, Click on "e-Service" at the menu bar and select "e-Notice".
Should you have any queries about "Smart-Space Online", please contact us at smart-space@cyberport.hk

Cyberport Facilities Management Office:
Unit 401, L4, IT Street, Core A,
Cyberport 3, 100 Cyberport Road, Hong Kong
el: 3166-3111 Fax: 3166-3100 Email: facility@cyberport.hk