

Latest arrangements for HKeToll consultation counters and streamlining of mobile phone text message notifications

The Transport Department (TD) said today (January 24) that the HKeToll has been implemented smoothly at all government tolled tunnels and the Tsing Sha Control Area, and about 99 per cent of vehicles have been issued with vehicle tags and about 93 per cent of vehicle owners have opened HKeToll accounts. In view of the smooth implementation of the HKeToll, HKeToll consultation counters set up at designated MTR stations since February last year will terminate their services and operate until January 31.

Starting from February 1, vehicle owners and motorists in need can seek assistance through other channels. The toll service provider will set up new consultation counters at the four TD Licensing Offices in Admiralty, Cheung Sha Wan, Kwun Tong and Sha Tin. The eight HKeToll customer service centres and service outlets at Wan Chai, Ap Lei Chau, Prince Edward, Kwun Tong, Tseung Kwan O, Sha Tin Shek Mun, Kwai Fong and Yuen Long, and the 24-hour service hotline at 3853 7333 will continue to operate. The locations and service hours of the above-mentioned facilities are in Annex 1.

Since the implementation of the HKeToll, the TD has been reviewing the service quality and implementing improvement measures correspondingly. Having considered the feedback from some HKeToll users that there have been excessive notifications with repetitive content received during their journeys, starting from February 1, the TD will streamline the mobile phone text message arrangements, and the system will no longer send to users "tunnel passage notification" and "successful automatic payment notification" (Note) mobile phone text messages. Users who choose to receive messages by email or mobile app will not be affected by the new arrangements. Vehicle owners can log onto the HKeToll website or mobile app to set up the notification channel according to their personal preferences in the "notification setting". Please refer to Annex 2 for more information.

Note: At present, after passing through a tunnel by a vehicle, the HKeToll system will send a "tunnel passage notification" mobile phone text message to the user. If the user has set up an automatic payment means, the system will also send a "successful automatic payment notification" mobile phone text message to the user after the automatic payment has been successfully processed.