



# THE KMB PASSENGER ENQUIRY HOTLINE

#### **Fully-Automated Enquiry Service**

KMB Passenger Enquiry Hotline provides you with an effective, immediate and convenient channel to acquire information on our bus services. Operating 24 hours a day, this fully automated system gives you detailed information on over 360 KMB bus routes in the language of your choice (Cantonese / English / Putonghus). Every month we handle as many as 300,000 passenger enquiries.

#### **Expanded Capacity**

To serve you better, we have recently expanded our system capacity by increasing the number of telephone lines. Now serving with a total of 72 telephone lines, we would be able to address your needs more promotily and efficiently than ever before.

#### **A Wide Range of Services**

You can reach us at 2745-4466 for the following services:

- · Pre-recorded messages on individual routes
- Fax-back route information
- · Operators service during office hours
- . Message recording service outside office hours

# Innovative B.A.T. (Bus Arrival Timeline) System

You can now also enter the new B.A.T. (Bus Arrival Timeline) System, the most innovative part of our hotline service. You simply need to input the B.A.T. Code for a specific bus stop, and our hotline system will automatically provide you with the arrival time of the next two departures of our overnight services.

### 九巴乘客諮詢雷託埶線

#### 全自動化諮詢電話執線

九巴乘客諮詢熟線為您提供高效率、快捷又方便的途徑查詢巴 士服務資料。熟線系統二十四小時全自動化源作,提供超過三 百六十條九巴路線的詳盡資料,並備有三種語言(廣東話、英 語、普強語)可供選擇。熟線系統每月均處理超過三十萬宗乘 客市詢。

#### 攜展系統增加線路

為改善服務,我們最近進一步擴展系統,增加電話線路至七十 二條;以便更快、更有效率地滿足您的需要。

#### 多元化服務

您只需致電 2745 - 4466,便可享用以下服務:

- 個別巴士路線的錄音資料
- 巴士路線的傳真資料
- 辦公時間內的執線員服務
- 辦公時間以外的乘客留言服務

#### 嶄新的「蝙蝠熱線」系統

您現可使用熱線服務進入我們創新提供的「蝙蝠熱線」系統, 查詢通宵巴士路線的到站時間。您只需輸入個別巴士站的蝙蝠 密碼,熟線系統立即為您提供下兩班巴士的到站時間。



# 2745 4466



## HOW TO USE THE KMR PASSENGER ENQUIRY HOTLINE

# 如何使用九巴乘客諮詢雷託執線

Cantonese 廣東話

2 Putonghua 普通話

English

描語

PRE-RECORDED BUS BOUTE INFORMATION 巴十路線錄音資料



You can listen to detailed pre-recorded information on individual routes 24

。班次

• 收费(包括分段) 間報出開重班軍, 頭。

• 全程行車里數

• 全程行車時間

· 總站點 • 路程

您可每日二十四小時任何時間內聽取個別路線的詳盡錄音資料:



ROLLTES 通宵路線



RAT HOTLINE

90.14参京中国

You can know the arrival time of the next two overnight buses by inputting B.A.T. Code for the desired bus stop location

只雲輸入您所彈擺 的巴士站的蝙蝠察 碼,便可知道下兩

班通宵巴士的到站

時間。 (For details, please refer to the Guide To Using Bus Amival

(詳重請の開報経路線的使用加限)

You can express your

PASSENGER

COMMENTS

重安音目

views on KMB services by speaking to a Hotline Operator during office hours. After office hours. a message recording service is provided.

您可於辦公時間內與執 線員聯絡,表達對九円 服務意見。辦公時間過 後,有留言錄音服務。 將會即時發出。

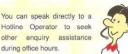
EAX-BACK BOLITE INFORMATION 路總值直資料

OPERATOR SERVICE 埶線圖服務



acquire fax-back information on individual routes 24 hours a day. The requested information will be faxed out promptly.

您可每日二十四小時任 何時間內索取個別路線 的傳真資料。有關資料



您可於辦公時間內直接與熱線員通話,尋求 其他杳詢協助。

OFFICE Mon - Fri HOURS

2:00pm-5:00pm 9:00am-1:00pm Sat

Sun/PH Closed

星期一至五

during office hours.

上午九時至下午一時 下午二時至下午五時

9:00am-1:00pm

星期六

上午九時至下午一時

星期日/公眾假期 休息

hours a day:

Frequency

· Journey length

· Terminating points

Journey time

Routeing

Fares (including sectional fares).

· First & last bus departure time

Please use a touchtone telephone to call 2745-4466 Then follow the voice instructions to choose the above services.



請用音頻電話撥電 2745-4466, 然後按錄音指示,選用以上各項服務。