



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 / Putonghua). 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 promptly 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.



九巴乘客諮詢電話熱線

全自動化諮詢電話熱線

九巴乘客諮詢熱線為您提供高效率、快捷又方便的途徑查詢巴士服務資料。熱線系統二十四小時全自動化運作，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、普通話）可供選擇。熱線系統每月均處理超過三十萬宗乘客查詢。

擴展系統增加線路

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
- 辦公時間內的熱線員服務
- 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，熱線系統立即為您提供下兩班巴士的到站時間。

**Gearing up
to Serve you
better 力求進步
THE KMB 為您服務
PASSENGER ENQUIRY 九巴乘客
HOTLINE 諮詢電話熱線**



2745 4466



HOW TO USE THE KMB PASSENGER ENQUIRY HOTLINE

如何使用九巴乘客諮詢電話熱線

1 Cantonese 廣東話 2 Putonghua 普通話 3 English 英語

1 PRE-RECORDED BUS ROUTE INFORMATION

巴士路線錄音資料

1 REGULAR ROUTES 普通路線



2 AIRPORT ROUTES 機場路線



3 RACECOURSE ROUTES 馬場路線



4 OVERNIGHT ROUTES 通宵路線



You can listen to detailed pre-recorded information on individual routes 24 hours a day:

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：

- Frequency
- Fares (including sectional fares)
- First & last bus departure time
- Journey length
- Journey time
- Terminating points
- Routing
- 班次
- 收費 (包括分段)
- 頭、尾班車開出時間
- 全程行車里數
- 全程行車時間
- 總站點
- 路程

2 B.A.T. HOTLINE 蝙蝠熱線



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

只需輸入您所選擇的巴士站的蝙蝠密碼，便可知道兩班通宵巴士的到站時間。

(For details, please refer to the Guide To Using Bus Arrival Timetable)
(詳情請參閱蝙蝠熱線的使用指南)

4 PASSENGER COMMENTS 乘客意見



You can express your 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熱線員聯絡，表達對九巴服務意見。辦公時間過後，有留言錄音服務。

5 FAX-BACK ROUTE INFORMATION 路線傳真資料



You can 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。有關資料將會即時發出。

0 OPERATOR SERVICE 熱線員服務

You can speak directly to a Hotline Operator to seek other enquiry assistance during office hours.

您可於辦公時間內直接與熱線員通話，尋求其他查詢協助。

OFFICE HOURS	Mon - Fri	9:00am—1:00pm 2:00pm—5:00pm
	Sat	9:00am—1:00pm
	Sun/PH	Closed

辦公時間	星期一至五	上午九時至下午一時 下午二時至下午五時
	星期六	上午九時至下午一時
	星期日／公眾假期	休息



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。

* For non-touchtone telephone users, after you are connected, please stay on the line, you will be automatically connected to a Hotline Operator.

* 非音頻電話使用者，當電話接過後，請稍等，您會自動被接駁至熱線員。

KMB
九巴服務 日日進步