HKBN "MyAccount" Login Guideline

Account Type

1) "Business Line / Broadband Services"
- Existing HKBN / HKBN Enterprise Solutions customers designated with a 9-digit Account Number

2) "IDD Services"
- Existing HKBN IDD 0030 / IDD 1666 customers designated with a 13-digit Account Number

3) "eCS / ManagedBiz"
- Existing eCS / ManagedBiz users, whose Account Number is 13-digit in length and has registered with a customised username

4) HKBN Enterprise Solutions HK Limited
- Former WTT users can choose this account type to access to Customer Portal, Online Chat, Forms Downloads and Online Fault Reporting services