

**PRESS RELEASE
FOR IMMEDIATE RELEASE**

**Implementation of the
Industry Code of Practice for Telecommunications Service Contracts for Enhanced
Consumer Protection**

Communications Association of Hong Kong (CAHK) is pleased to advise consumers that the Industry Code of Practice for Telecommunications Service Contracts (the Industry Code) has been started implementing in July 2011. Under the Industry Code, interest of consumers is further enhanced when they subscribe to new telecommunications service contract.

Under the Industry Code, personal or residential users will enjoy enhanced protection under the new telecommunications service contracts, including elaborated of contract terms, written confirmation for verbal agreement to contract, opt-out option for free-trial service, cooling-off period arrangement for unsolicited sales visits to homes, no automatic renewal of contracts without customer consent, more transparent arrangements for contract terminations / renewals / extensions / replacements, fairer arrangement for unilateral change of terms and conditions within contract period as well as for customer relocation.

Since CAHK promulgated the Industry Code in December 2010, the Association has been liaising closely with the industry on the progress of their preparatory work to enable the participating service providers (Note) to fully implement the Industry Code by July 2011. CAHK is pleased that the participating service providers have now made the necessary changes to their service provisioning systems in order that they may comply with the requirements specified in the Industry Code. From now onwards, when consumers enter into new telecommunications service contracts or renew their existing service contracts using the new contract forms, their rights and interests will be much better safeguarded.

The adoption of the Industry Code has taken into account the Code of Practice issued by the Office of the Telecommunications Authority (OFTA) in February 2010, the areas of consumers' concerns as reflected in the complaint statistics, and the Government's legislative proposals to enhance consumer protection against unfair trade practices through amendments to the Trade Descriptions Ordinance. The Industry Code represents a proactive effort of the telecommunications industry to meeting consumers' aspirations with respect to telecommunications services contracts.

CAHK will continue to work closely with the industry and OFTA to monitor the effectiveness of the Industry Code and to review the need for enhancement in light of,



inter alia, the experience in implementation and the feedback from consumers. CAHK welcomes other telecommunications service providers to participate in the scheme for enhancing the level of telecommunications services provided to the community. CAHK will maintain the latest list of participating service providers and publish it for public information.

The full text of the Industry Code can be downloaded from CAHK's website at http://www.cahk.hk/News/310/Industry_CoP_Telecom_Service_Contract.pdf

Note:

Telecommunications service providers who have adopted the Industry Code include (in alphabetical order):

- China Mobile Hong Kong Co. Ltd
- City Telecom (HK) Limited
- CSL Limited
- Hong Kong Broadband Network Limited
- Hutchison Telephone Company Limited
- Hutchison Global Communication Limited
- i-CABLE
- New World Mobility Limited
- New World Telecommunications Limited
- PCCW
- SmarTone-Vodafone
- Wharf T&T.

About CAHK

The Communications Association of Hong Kong (CAHK) (formerly known as Internet & Telecom Association of Hong Kong (2000-2006), Telecom Association of Hong Kong (1995-2000), Hong Kong Telecom Association (1983-1995)) is a non-profit making organisation incorporated on 27 May 1983 following the announcement of deregulation of the communication products and services. CAHK is the association for Hong Kong's communications industries, with responsibilities across broadcasting, wireline and wireless communications, and other relevant business sectors in the domain of information communications technology (ICT).

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即時發佈

[新聞稿]

新聞稿

業界實施《電訊服務合約業界實務守則》 加強消費者保障

香港通訊業聯會（「聯會」）欣然宣布，《電訊服務合約業界實務守則》（業界守則）已由二零一一年七月起開始實施。根據業界守則，消費者在簽訂新電訊服務合約時，其權益將獲得進一步保障。

業界守則訂明，個人及住宅用戶在新簽訂的電訊服務合約下可享有更多保障，包括更清晰的合約條款；口頭訂立的合約會獲服務供應商提供書面確認；容許客戶選擇不接受免費試用服務；對於在非應邀到訪客戶住所期間訂立的合約，設有冷靜期的安排；除非得到客戶事先同意，否則不會自動續約；終止合約／續約／延長合約期／更換合約的安排更具透明度；就合約期內服務供應商單方面更改合約條款和客戶服務遷址作出更公平安排。

聯會在二零一零年十二月公布業界守則後，一直與業界緊密聯繫，了解參與服務供應商（註）籌備工作的進展，使他們得以在二零一一年七月全面實施業界守則。聯會欣悉參與的服務供應商已在其服務供應系統作出所需改動，以符合業界守則所訂明的規定。從今以後，消費者在簽訂新電訊服務合約或以新合約表格續訂現有服務合約時，他們的權益可獲得更佳保障。

制訂和實施業界守則，是考慮到電訊管理局（電訊局）於二零一零年二月發出的實務守則，投訴數字所反映的消費者關注範疇，以及政府藉着修訂《商品說明條例》打擊不公平營商手法的立法建議，以加強消費者保障。業界守則展示了電訊業界的積極主動努力，以符合消費者對電訊服務合約的期望。

聯會將繼續與業界和電訊局緊密合作，以監察業界守則的成效，並因應實施守則經驗和消費者回應等，檢討是否需要改善守則。聯會歡迎其他電訊服務供應商參與這項計劃，藉以向市民提供最佳的電訊服務。聯會將繼續更新和公布參與服務供應商的名單，讓公眾查閱。



業 界 守 則 的 全 文 可 於 聯 會 網 站
(http://www.cahk.hk/News/310/Industry_CoP_Telecom_Service_Contract.pdf) 下載。

註：

已採納業界守則的電訊服務供應商包括（以英文名稱首字母排序）：

- 中國移動香港有限公司
- 城市電訊（香港）有限公司
- 香港移動通訊有限公司
- 香港寬頻網絡有限公司
- 和記電話有限公司
- 和記環球電訊有限公司
- 有線寬頻
- 新世界傳動網有限公司
- 新世界電訊有限公司
- 電訊盈科
- 數碼通電訊
- 九倉電訊
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關於香港通訊業聯會

香港通訊業聯會(前身為香港互聯網暨通訊業聯會)在政府宣佈對通訊產品及服務放寬管制後，成立於一九八三年五月廿七日。香港通訊業聯會是一家香港通訊行業之商會，其職責範圍包括廣播、有線及無線通訊和其他與資訊科技領域相關之商業部分。

如欲垂詢，請聯絡

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