



PRESS RELEASE
FOR IMMEDIATE RELEASE

CAHK issues Code of Practice for Telecommunications Service Contracts

(Hong Kong – December 21, 2010) The Communications Association of Hong Kong (CAHK) has issued a Code of Practice for Telecommunications Service Contracts (the Code) to increase transparency in the contracting process and customer satisfaction.

The Code demonstrates the industry's concerted efforts to address the core concerns that have been raised by residential/individual consumers and the Office of the Telecommunications Authority (OFTA). All fixed-line and mobile telecommunications service providers who are members of CAHK have agreed to adopt this voluntary industry code (Note 1).

Implementation of the Code will significantly enhance the existing contract forms, sales practices, and subsequent arrangements ranging from renewals to terminations. In particular:

- Improve the clarity of information on services and charges incurred and provisions in contracts.
- Customers will be provided with written confirmation of verbal agreements for services.
- A cooling-off period will apply for contracts entered into during unsolicited visits to customer homes.
- Contract terminations, renewals, extensions and replacements are all made more transparent and simpler.
- No automatic renewal of contract unless prior agreement by customer is obtained.
- Customers may terminate a contract early when certain conditions occur, e.g. significant changes in terms and conditions.
- There will be greater consumer protection relating to service relocation requests.

The spokesperson of CAHK said, “The Code is a solid proof that the industry is willing to make a genuine effort in working with OFTA to strengthen the protection of consumer interests in relation to contractual matters. In promulgating this Code, we have incorporated the key features of the voluntary Code of Practice issued earlier this year by OFTA, having taken into account the actual operating environment of the industry and the needs of consumers.”

Note to editors:

Note 1: Telecom service providers who will adopt the Code include: China Mobile Hong Kong Co. Ltd, City Telecom (HK) Limited, CSL Limited, Hong Kong Broadband Network Limited, Hutchison Telecommunications Hong Kong Holdings Limited, i-CABLE, New World Mobility Limited, New World Telecommunications Limited, PCCW, SmarTone-Vodafone and Wharf T&T. Operators will decide their implementation timetable as appropriate and state their adoption of the code on their respective websites.

About Communications Association of Hong Kong (CAHK)

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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[新聞稿]
[即時發佈]

香港通訊業聯會發出 電訊服務合約實務守則

(香港 — 二零一零年十二月二十一日) 香港通訊業聯會(「聯會」)今天發表電訊服務合約實務守則(「守則」)，以提高訂定合約過程的透明度和客戶的滿意度。

該守則印證了業界共同努力的成果，以回應住宅 / 個別用戶與電訊管理局(「電訊局」)對電訊服務合約相關問題的關注。所有屬聯會會員的固網和流動電訊服務營辦商都同意採納該自願性的業界守則(註1)。

業界實施該守則將會大為改善現時的電訊服務合約格式、銷售模式和其後各項續約、終止服務等安排，要點包括：

- 改善合約的內容，將更清楚列明服務詳情、收費、以及合約條文。
- 客戶於口頭同意使用服務後，將會收到書面確認。
- 若銷售員是以非應邀的方式造訪客戶住所，而電訊服務合約是在這情況下訂定，該合約將受冷靜期保障。
- 終止合約、續約、延長合約期和更換合約的透明度提高，程序更簡單。

- 自動續約必須得到客戶的事先同意。
- 客戶可在特定情況下提早終止合約，例如當條款及條件出現重大改變時。
- 客戶在要求搬遷服務時獲得更大保障。

香港通訊業聯會發言人表示：「這份守則證明業界願意與電訊局齊心努力，加強保障消費者在合約事宜上的權益。我們在制定這份守則時，經考慮業界的實際營運環境和消費者的需要後，已採納電訊局於本年初發出的自願性實務守則的各項要點。」

附加資料：

註 1：採納守則的電訊服務營辦商包括：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、和記電訊香港控股有限公司、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、數碼通電訊和九倉電訊），上述營辦商會自行決定適當的實施時間表，並在其網站公布採納有關守則的情況。

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）（二零零零至二零零六年）、香港通訊業聯會（一九九五至二零零零年）、香港通訊商聯會

(一九八三至一九九五年) 為非牟利機構，於一九八三年五月二十七日在政府宣布對通訊產品及服務放寬管制後成立。香港通訊業聯會是一家香港通訊行業商會，其職責範圍涵蓋廣播、有線及無線通訊和其他與資訊科技領域相關的行業。

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