

1 November 2012

Immediate Release

Press Release

**Launch of Customer Complaint Settlement Scheme
for the Telecommunications Industry**

Communications Association of Hong Kong (CAHK) is pleased to announce today that the telecommunications industry has commenced a two-year pilot run of a voluntary Customer Complaint Settlement Scheme (CCSS) in Hong Kong to help resolve deadlocked billing disputes between telecommunications service providers and their residential/personal customers. All the major fixed and mobile telecommunications service providers participate in the scheme.

The CCSS provides mediation service to help resolve deadlocked billing disputes between the concerned parties outside the judicial system with less legal formality and without the need for expensive legal cost. The scheme is the telecommunications industry's response to an earlier consultation concluded by the former Office of the Telecommunications Authority ("OFTA") on the subject in March 2012. CAHK has been working with the Office of the Communications Authority (OFCA) and all the major telecommunications service providers to set up an independent CCSS service centre to manage and operate the CCSS for a two-year trial period. On 9 October 2012, CAHK and OFCA signed the Memorandum of Understanding for the establishment and funding arrangement of the CCSS service centre.

Starting from 1 November 2012, individual customers who have lodged complaints on billing disputes for an amount not less than HK\$300 with the participating service providers and encountered a deadlock situation, where the disputes could not be settled for a period of 6 weeks, may consider using the CCSS to resolve the disputes. An application fee of HK\$100 is payable by the customers under the CCSS. If customers wish to learn more about the CCSS, please visit the CCSS website at <http://ccss.cahk.hk> or call the CCSS hotline at 21809521.

All telecommunications service providers participate in the CCSS, which will be operated on a self-regulatory basis by the industry. Through the launch of the

CCSS today, the telecommunications industry has once again demonstrated its dedication and concerted efforts to enhance customer satisfaction and respond to customer expectations.

Note:

Telecommunications service providers who participate in the CCSS include (in alphabetical order):

- China Mobile Hong Kong Company Limited
- CSL Limited
- Hong Kong Broadband Network Limited
- Hong Kong Telecommunications (HKT) Limited
- Hutchison Telephone Company Limited
- Hutchison Global Communications Limited
- i-CABLE
- New World Telecommunications Limited
- PCCW Mobile HK Limited
- SmarTone Mobile Communications Limited
- Wharf T&T Limited

About CAHK

The Communications Association of Hong Kong (formerly known as Internet & Telecom Association of Hong Kong) is a non-profit making organisation incorporated on 27 May 1983 following the announcement of deregulation of the telecommunications 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). For further information, please refer to <http://www.cahk.hk/>.

For enquiries, please contact:

Miss Kathlin Liao

The Executive of CCSS Service Centre

Email : ccss@cahk.hk

Tel : 852-2911 3359

Fax : 852-2504 2752

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即時發佈

新聞稿

開展電訊業的解決顧客投訴計劃

香港通訊業聯會（聯會）今天欣然宣布，本地電訊業展開以兩年為試驗期的「解決顧客投訴計劃」，計劃屬自願實施性質，旨在協助解決電訊服務供應商與其住宅／個人顧客之間陷入僵局的計帳爭議。所有主要固定與流動電訊服務供應商均參與該計劃。

計劃會提供調解服務，在司法制度以外協助有關雙方解決陷入僵局的計帳爭議，而無需牽涉正式的法律程序和支付昂貴的法律費用。前電訊管理局（電訊局）在二零一二年三月完成相關的諮詢工作，而該計劃正是電訊業所作出的回應。聯會一直與通訊事務管理局辦公室（通訊辦）和所有主要電訊服務供應商進行籌備工作，設立獨立的服務中心管理和運作該計劃，並以兩年為試驗期。二零一二年十月九日，聯會與通訊辦就服務中心的設立和經費安排，簽署諒解備忘錄。

自二零一二年十一月一日起，如個人顧客向參與該計劃的服務供應商提出金額不少於港幣 300 元的計帳爭議投訴，而該爭議又未能在六星期內解決而陷入僵局，便可考慮使用該計劃解決爭議。參與該計劃的顧客須繳付港幣 100 元申請費。顧客如欲了解更多有關該計劃的詳情，請瀏覽有關網站 <http://ccss.cahk.hk>，或致電熱線 21809521 查詢。

計劃由業界以自行規管形式運作，所有電訊服務供應商均參與該計劃。藉着今天推出的計劃，電訊業再次顯示業界齊心致力提升顧客滿意度以及積極回應顧客的期望。

註：

參與計劃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
- 香港移動通訊有限公司
- 香港寬頻網絡有限公司
- 香港電訊有限公司
- 和記電話有限公司
- 和記環球電訊有限公司
- 有線寬頻
- 新世界電訊有限公司
- 電訊盈科流動通訊有限公司
- 數碼通電訊有限公司
- 九倉電訊有限公司

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。聯會詳情，請瀏覽 <http://www.cahk.hk>。

如欲垂詢，請聯絡

廖嘉蓮小姐

調解服務中心之執行主管

電郵：ccss@cahk.hk

電話：852-2911 3359

傳真：852-2504 2752