



I would like to extend my heartiest congratulations to the Communications Association of Hong Kong (CAHK) on its publication of the “2019 Official Guide to ICT Industry in Hong Kong”.

CAHK is our close and valued partner in the promotion of consumer interests in the communications sector. With the unfailing support of the CAHK, as well as the active participation of the industry, a series of self-regulatory measures, such as the Industry Code of Practice for Telecommunications Service Contracts and the establishment of a mechanism to govern chargeable mobile content services, have been successfully implemented to accord better protection to consumers. The Customer Complaint Settlement Scheme, another significant collaboration project between CAHK and OFCA, offers consumers an efficient and economic way to resolve billing disputes in deadlock with their telecommunications service providers. Since its implementation, the scheme has settled over 700 cases with successful rate of over 98%.

With the coming of the 5G era, more may need to be done to safeguard consumer interests, and to ensure that services provided by the industry would be able to meet the growing aspirations of the community. I trust we can continue to count on CAHK’s support in these areas.

I wish CAHK every success in its future endeavours.

**Miss Agnes Wong, JP**

Director-General of Communications

The Government of the Hong Kong Special Administrative Region

香港通訊業聯會出版《2019香港通訊業概覽》，我謹此致賀。

香港通訊業聯會是我們極為重視的緊密合作夥伴，在促進通訊業消費者權益方面貢獻良多。全賴聯會鼎力支持和業界積極參與，多項自願性的規管措施，包括《電訊服務合約業界實務守則》和規管收費流動內容服務的機制等，均得以順利推行，令消費者得到更佳保障。聯會亦與通訊事務管理局辦公室合作推行另一重要項目——「解決顧客投訴計劃」，協助消費者以快速和經濟的方法與其電訊服務供應商解決陷入僵局的計帳爭議。自計劃實施以來，已有逾700宗個案獲得調解，成功率超過98%。

隨着5G時代的來臨，有更多工作需要展開，以保障消費者的權益，以及確保業界提供的服務能滿足社會日增的期望。我深信聯會定會一如既往，全力支持我們在這些範疇的工作。

謹祝香港通訊業聯會百尺竿頭、更進一步。

**王天予女士, JP**

通訊事務總監

香港特別行政區政府