



**CUSTOMER COMPLAINT  
SETTLEMENT SCHEME  
FOR THE TELECOMMUNICATIONS INDUSTRY**  
電訊業的解決顧客投訴計劃



**使用調解服務是否需要收費？  
DO YOU NEED TO PAY FOR  
THE MEDIATION SERVICE?**



申請人須就受理個案繳付港幣50元，作為使用調解服務的費用。

For an accepted case, the applicant is required to pay HK\$50 as the service fee for using the mediation service under the CCSS.

**怎樣申請調解服務？  
HOW TO APPLY?**



如你有意使用計劃下的調解服務以解決你與任何計劃成員之間的計帳爭議，你應在有關爭議陷入僵局時儘快作出申請。有關申請程序的詳情，請致電2180 9521與通訊辦職員聯絡。欲知更多關於本計劃的資料，你可瀏覽有關網站 <http://ccss.cahk.hk>。

If you would like to use the mediation service under the CCSS to resolve your billing dispute with a CCSS Member, you should make application as soon as possible after a deadlock is reached. For application to the CCSS, please contact OFCA at 2180 9521. You may visit the CCSS website of CAHK at <http://ccss.cahk.hk> for further information.



網址 Website <http://ccss.cahk.hk>

查詢電話 Enquiry Number **2180 9521**



## WHAT IS CCSS?



The “Customer Complaint Settlement Scheme” (CCSS) is a mediation scheme set up by the telecommunications industry to help resolve billing disputes in deadlock between telecommunications service providers and their customers.

The mediation service is provided by an independent service centre (CCSS Centre) set up under the Communications Association of Hong Kong (CAHK), an industry association representing the communications sector in Hong Kong. Customers who choose to use the mediation service under the CCSS may first contact the Office of the Communications Authority (OFCA) which will assess the cases. OFCA will refer accepted cases to the CCSS Centre for follow-up actions.

## WHAT IS MEDIATION?



Mediation helps resolve disputes between parties without involving legal formality and expensive legal cost. Mediation service under the CCSS is provided by independent and trained mediators, via meetings or telephone communications, to assist the concerned parties to identify the issues in dispute, their respective positions and expectations; to facilitate the negotiation; to formulate a solution; and ultimately to reach a settlement agreement regarding the resolution of the whole, or part, of the dispute.

## ADVANTAGES OF MEDIATION:



## WHICH SERVICE PROVIDERS PARTICIPATE IN THE CCSS?

All major fixed and mobile network operators in Hong Kong have participated as members of the CCSS. A list of the CCSS Members is available at the CCSS website at <http://ccss.cahk.hk>.

## WHAT IS THE SCOPE OF MEDIATION?



Mediation service under the CCSS is limited to billing disputes between the telecommunications service providers participating in the CCSS (CCSS Members) and their customers. Billing dispute arises when a customer disagrees with the amount shown on the bill issued by a CCSS Member. Some examples of billing disputes are given below:



a charge for something that is not subscribed to or accepted on delivery



a charge for an amount that is different from the charge specified under the contract



a charge entered on a date different from the service commencement or consumption date



a bill failing to show a payment, rebate, or other credit to the customer's account

Not all billing disputes fall under CCSS's purview. For example, a dispute arising from the quality of the service or the level of charges explicitly stated in the contract will be outside the scope of the CCSS.

## BILLING DISPUTES ELIGIBLE FOR ACCEPTANCE UNDER THE CCSS

Billing disputes meeting all of the following conditions are eligible for acceptance under the CCSS:



you are using a telecommunications service from a CCSS Member for personal and/or residential use



the amount in dispute is not less than HK\$300



you have lodged the complaint within 18 months from occurrence of the event triggering the dispute with the CCSS Member via the designated channel(s) and a deadlock is reached

A deadlock means a situation either:

- where the CCSS Member has notified you that it could not settle the billing dispute with you, or
- where more than 6 weeks have passed since you have first complained to the CCSS Member and you consider that it is not possible to settle the dispute with the CCSS Member