

遇上電訊服務收費糾紛

Involved in telecommunications
service **charge disputes** ?

漫遊日費變
巨額收費?

Huge bill despite use of
a roaming day pass?

IDD收費比實際
使用量高?

IDD charge higher
than actual usage?

沒有使用數據漫遊
服務卻被收費?

Charged for **data roaming** service
which you did not use?

「解決顧客投訴計劃」

的調解服務可能會幫到你:

The mediation service under the **Customer Complaint Settlement Scheme** may be able to help you:

解決顧客投訴計劃是由電訊業界所設立的調解計劃，協助電訊商與其客戶解決一些已陷入僵局的計帳爭議。這計劃的調解服務可協助爭議雙方達成靈活、保密及雙方都接受的解決方案，而且過程**不牽涉正式的法律程序及昂貴的法律費用**。

The **Customer Complaint Settlement Scheme** 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 under the Scheme helps the parties to reach a **flexible, confidential** and **consensual** solution to their billing dispute, **without involving legal formality and expensive legal costs**.

查詢電話: **2180 9521**
Enquiry Number:

網址: **http://ccss.cahk.hk**
Website:



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



CAHK

香港通訊業聯會
Communications Association of Hong Kong



通訊事務管理局辦公室
OFFICE OF THE
COMMUNICATIONS AUTHORITY