

30 April 2015

Immediate Release

Press Release

Long Term Implementation of the Customer Complaint Settlement Scheme for the Telecommunications Industry

Communications Association of Hong Kong (CAHK) is pleased to announce that the telecommunications industry will implement the voluntary Customer Complaint Settlement Scheme (CCSS) in Hong Kong on a long term basis commencing from 1 May 2015.

With the support of the Office of the Communications Authority of Hong Kong (OFCA), a trial of the CCSS in the telecommunications sector was launched in November 2012 to assist the telecommunications service providers and their residential/personal customers to resolve billing disputes in deadlock by means of mediation. All the major telecommunications service providers participated in the trial scheme as CCSS members.

During the trial period from 1 November 2012 to 31 October 2014, OFCA referred 198 cases to the CCSS Mediation Service Centre (CCSS Centre) set up under CAHK for provision of mediation service, amongst which 197 referred cases were satisfactorily settled. CCSS Centre had successfully achieved a high settlement rate of almost 100%.

“CAHK is very pleased with the encouraging result of the CCSS trial as demonstrated by the very high settlement rate and positive feedbacks received from both customers and operators who have used the service of the CCSS Centre. I wish to thank all participating parties during the trial operation, including all the CCSS members, their customers, the mediators, the OFCA staff and the CCSS Centre for their time and efforts to support the CCSS. I am very delighted that, following the review of the CCSS trial by OFCA and CCSS members, the CCSS will be implemented on a long term basis to serve the industry and the general public. CAHK will continue to manage and operate the CCSS on an impartial and professional manner,” the Chairman of CAHK, Mr. Stephen Ho said.

Under the CCSS Centre managed and operated by CAHK, mediation service is provided and available for telecommunications 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. For a billing dispute accepted for handling by the CCSS Centre, a customer only needs to pay a nominal flat fee of HK\$100 for using the mediation service under the CCSS. Customers may call the CCSS hotline at 2180 9521 or visit the CCSS website at <http://ccss.cahk.hk> for more information about the CCSS.

Note:

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

- China Mobile Hong Kong Company Limited
- China Motion Telecom (HK) Limited
- China-Hong Kong Telecom Limited
- China Unicom (Hong Kong) Operations Limited
- CITIC Telecom International Limited
- CSL Mobile Limited
- Hong Kong Broadband Network Limited
- Hong Kong Telecommunications (HKT) Limited
- Hutchison Global Communications Limited
- Hutchison Telephone Company Limited
- i-CABLE
- IMC Networks Limited
- New World Telecommunications Limited
- SmarTone Mobile Communications Limited
- Sun Mobile 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



香港通訊業聯會

Communications Association of Hong Kong

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/>.

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