

Supplementary Guidelines on Processing Application for Membership of Customer Complaint Settlement Scheme by CCSS Agent

1. Preamble

- 1.1 These supplementary guidelines (“Guidelines”) set out the general considerations and procedures for processing applications for CCSS membership by CCSS Agent. Applicants for CCSS membership (“Applicants”) should read the Guidelines in conjunction with the MoU¹ carefully before they submit the “CCSS Membership Application Form” to CCSS Agent.
- 1.2 Unless the context otherwise requires, the definition of terms as set out in the MoU should also apply in the Guidelines.

2. Considerations in Processing Application for CCSS Membership

- 2.1 A telecommunications service provider is eligible to apply for CCSS membership if it meets the following criteria -
- (a) it holds a valid Unified Carrier Licence or Services-Based Operator Licence issued under the Telecommunications Ordinance (Cap. 106); and
 - (b) it offers telecommunications services for personal and/or residential use.
- 2.2 The Applicant is required to commit in its application for CCSS membership to perform the following tasks -
- (a) establish Designated Channel(s) for handling Complaints lodged by Customers and for the liaison with OFCA;
 - (b) establish an internal system and procedures for handling Complaints;

¹ The MoU can be downloaded at <http://ccss.cahk.hk/en/about.html>.

- (c) provide proper training to the relevant staff in handling Complaints under the CCSS;
- (d) publish information in relation to the CCSS on its company website; and
- (e) pay the non-refundable service fee as specified under the MoU for each case using the mediation service under the CCSS.

3. Procedures for Handling Application for CCSS Membership

3.1 The procedures for handling application for CCSS membership are outlined below -

- (a) The Applicant should complete and submit the “CCSS Membership Application Form” as set out in the **Annex** to CCSS Agent.
- (b) The Operating Team of CCSS Agent should:
 - i. notify OFCA of the application and seek OFCA’s confirmation on the validity of the licence information as provided by the Applicant; and
 - ii. verify whether the Applicant is offering telecommunications services for personal and/or residential use.
- (c) Subject to the information gathered in (b) above, the Operating Team should, within 14 working days from the receipt of the application, notify the Applicant in writing whether it is eligible for application, and require the Applicant which is confirmed to be eligible to complete the tasks as stated in paragraph 2.2(a)-(c) of the Guidelines.
- (d) Upon completion of the tasks as stated in paragraph 2.2(a)-(c) of the Guidelines, the Applicant should notify CCSS Agent in

writing and provide details of the completion of tasks.

- (e) The Operating Team should review the information provided by the Applicant concerning details of completion of the tasks as stated in paragraph 2.2(a)-(c) of the Guidelines, deliberate on the application, and within 21 working days from the receipt of the information, make recommendation to the Governing Committee for a decision of whether or not the application should be approved.
- (f) The Governing Committee should, within 14 working days from the receipt of the recommendation from the Operation Team, decide whether or not the application should be approved.
- (g) If the application is approved by the Governing Committee, CCSS Agent should –
 - i. within 7 working days notify the Applicant in writing, and require the Applicant to publish the information in relation to the CCSS on its company website within 5 working days;
 - ii. inform OFCA of the approval of the application as soon as practicable; and
 - iii. publish the information of the new CCSS Member on the CCSS website as soon as practicable.
- (h) If the application is not approved by the Governing Committee, CCSS Agent should within 7 working days notify the Applicant in writing and explain the reason(s).

Office of the Communications Authority
July 2016

To : CCSS Agent
By Fax at 2449 8477 or
By Email at ccss@cahk.hk

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

MEMBERSHIP APPLICATION FORM

This form is to be filled in by the telecommunications service provider who would like to participate in the Customer Complaint Settlement Scheme (“CCSS”) for handling complaints. Unless the context otherwise requires, the definition of terms as set out in the *Memorandum of Understanding for the Operation of the Customer Complaint Settlement Scheme by the Communications Association of Hong Kong* (“MoU”)² should also apply in this application form.

I. General Information

Company Name

(English):

(Chinese)

Address:

Website

² The MoU can be downloaded at <http://ccss.cahk.hk/en/about.html>.

Authorised Representative

The Authorised Representative will be the primary contact point of this application

Name

Job Title

Tel. Number:

Fax Number:

E-mail:

II. Business Nature

The applicant is a holder of a telecommunications licence no.(_____) issued under the Telecommunications Ordinance (Cap. 106).

The applicant offers the following telecommunications service(s) for personal and/or residential use (Please tick the appropriate box(es) :

- Fixed telephony service
- Mobile service
- Bundled service (please specify _____)
- Others (_____)
- Fixed broadband service
- IDD / Calling Card service

III. Designated Channel(s) for Handling Complaints under the CCSS

Tel. Number:

Fax Number:

E-mail:

IV. Designated Contact Point(s) for Handling Complaints under the CCSS

Name _____

Job Title _____

Tel. Number: _____

Fax Number: _____

E-mail: _____

V. Proposed Case Referral Number for Handling Complaints under the CCSS

VI. Declaration

1. We have read and fully understood the information provided in the MoU and the *Supplementary Guidelines on Processing Application for Membership of Customer Complaint Settlement Scheme by CCSS Agent* (“Guidelines”).
2. We hereby agree to complete the tasks as stated in paragraph 2.2(a)-(c) of the Guidelines if our eligibility for application is confirmed by CCSS Agent.
3. If this application is approved by the Governing Committee of CCSS Agent, we hereby agree to publish the information in relation to the CCSS on our company website within five working days.
4. Upon admission as a CCSS Member, we hereby agree to comply with the MoU concerning the roles and responsibilities of CCSS Members with regard to the CCSS, including paying the non-refundable service fee as specified under the MoU for each case using the mediation service under the CCSS.

Signed by authorized signatory:

Date:

(Name and title)

(Company Chop : _____)

CCSS internal use

Date received:

Handled by: