

**2 April 2013**

**Immediate Release**

**Press Release**

**Six Mobile Virtual Network Operators Joining the Customer Complaint Settlement Scheme for the Telecommunications Industry**

*Communications Association of Hong Kong* (CAHK) is pleased to announce today (2 April 2013) that six major mobile virtual network operators (MVNOs) have joined the pilot run of the voluntary Customer Complaint Settlement Scheme (CCSS) in Hong Kong.

The CCSS trial programme was launched on 1 November 2012 to help resolve deadlocked billing disputes between the telecommunications service providers and their residential/personal customers outside the judicial system. All major fixed and mobile telecommunications service providers have already participated in the scheme at its initial launch last year. Customers who have billing disputes for an amount not less than HK\$300 with the participating service providers and who have encountered a deadlock situation where the disputes remain unsettled for 6 weeks or more may choose to use the mediation service provided by the CCSS as an alternative dispute resolution channel.

To make use of the mediation service of the CCSS, customers may first contact the Office of the Communications Authority (OFCA), which will assess the merit of the cases and refer eligible cases to the CCSS mediation service centre for further processing. From 1 November 2012 to 31 March 2013, the CCSS mediation service centre received 9 cases from OFCA for follow-up actions, among which 6 cases were successfully settled and 3 are being processed.

Following the participation of the MVNOs, more customers of telecommunications services in Hong Kong will be able to enjoy the mediation services provided by the CCSS mediation service centre to resolve deadlocked billing disputes. CAHK will continuously work with OFCA and the industry to enhance customer satisfaction and respond to customer expectations for telecommunications users in Hong Kong.

Note:

The following MVNOs participate in the CCSS from 2 April 2013 (in alphabetical order):

- China Motion Telecom (HK) Limited
- China-Hong Kong Telecom Limited
- China Unicom (Hong Kong) Operations Limited
- CITIC Telecom International Limited
- IMC Networks Limited
- New World Mobility Limited

The following telecommunications service providers participate in the CCSS from 1 November 2012 (in alphabetical order):

- China Mobile Hong Kong Company Limited
- CSL Limited
- Hong Kong Broadband Network Limited
- Hong Kong Telecommunications (HKT) Limited
- Hutchison Telephone Company Limited
- Hutchison Global Communications Limited
- i-CABLE
- New World Telecommunications Limited
- PCCW Mobile HK Limited
- SmarTone Mobile Communications 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 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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即時發佈

新聞稿

## 六家流動虛擬網絡營辦商參與 電訊業界的解決顧客投訴計劃

**香港通訊業聯會** 今天（二零一三年四月二日）欣然宣布，香港六家主要流動虛擬網絡營辦商參與自願實施的「解決顧客投訴計劃」的試驗運作。

「解決顧客投訴計劃」的試驗計劃於二零一二年十一月一日推出，旨在於司法制度以外，協助解決電訊服務供應商與其住宅／個人客戶之間陷入僵局的計帳爭議。計劃於去年剛推出時，所有主要固定與流動電訊服務供應商均已參與。如客戶與參與計劃的服務供應商的計帳爭議所涉金額不少於港幣 300 元，而陷入僵局未能解決的爭議已持續六星期或以上，便可選用由該計劃提供的調解服務，作為另類排解糾紛的途徑。

客戶如要使用該計劃的調解服務，可先聯絡通訊事務管理局辦公室（「通訊辦」）。通訊辦會評估個案的理據，然後把合資格的個案轉介予調解服務中心作進一步處理。自二零一二年十一月一日至二零一三年三月三十一日，調解服務中心經通訊辦共收到九宗需跟進的個案，其中六宗在跟進後已成功解決，其餘三宗正在處理當中。

流動虛擬網絡營辦商參與該計劃後，香港將會有更多電訊服務客戶能享用由調解服務中心提供的調解服務，以解決陷入僵局的計帳爭議。香港通訊業聯會將繼續與通訊辦和業界合作，以提升香港的電訊客戶對服務的滿意度和積極回應顧客的期望。

註：

自二零一三年四月二日起參與該計劃的流動虛擬網絡營辦商如下（以英文名稱首字母排序）：

- 潤迅通訊(香港)有限公司
- 中信國際電訊有限公司
- 中國聯通(香港)營運有限公司
- 中港通電訊有限公司
- IMC Networks Limited
- 新世界傳動網有限公司

自二零一二年十一月一日起參與該計劃的電訊服務供應商如下（以英文名稱首字母排序）：

- 中國移動香港有限公司
- 香港移動通訊有限公司
- 香港寬頻網絡有限公司
- 香港電訊有限公司
- 和記電話有限公司
- 和記環球電訊有限公司
- 有線寬頻
- 新世界電訊有限公司
- 電訊盈科流動通訊有限公司
- 數碼通電訊有限公司

- 九倉電訊

關於香港通訊業聯會

香港通訊業聯會（前身為香港互聯網暨通訊業聯會）在政府宣佈對通訊產品及服務放寬管制後，成立於一九八三年五月廿七日。香港通訊業聯會是一家香港通訊行業之商會，其職責範圍包括廣播、有線及無線通訊和其他與資訊科技領域相關之商業部分。聯會詳情，請瀏覽 <http://www.cahk.hk>。

如欲垂詢，請聯絡

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