

## **A GUIDE TO APPLICATION TO THE CUSTOMER COMPLAINT SETTLEMENT SCHEME FOR THE TELECOMMUNICATIONS INDUSTRY**

### **WHAT IS CCSS?**

1. 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.
2. 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.
3. As a customer, you have the sole discretion to choose whether to use the mediation service under the CCSS. You may first contact the Office of the Communications Authority (OFCA) which will assess the cases against prescribed criteria. OFCA will refer accepted cases to CCSS Centre for follow-up actions.

### **WHAT TO CONSIDER BEFORE YOU START AN APPLICATION?**

4. You should ask yourself the following questions before you make an application for handling of your case under the CCSS:

(a) Am I an eligible applicant?

- You are an eligible applicant if you are an individual using a telecommunications service from a telecommunications service provider participating in the CCSS (CCSS Member) for personal and/or residential use.

(b) Which service providers participate in the CCSS?

- All major telecommunications service providers in Hong Kong participate in the CCSS. The list of the CCSS Members and their designated channels for complaints is given at Annex 1.

(c) Does my dispute fall into the scope of billing dispute?

- Billing dispute arises when you, as a customer, disagree with the amount shown on the bill issued by a CCSS Member. Some examples of billing disputes are given below. These examples are for illustration only and are by no means exhaustive.
  - a charge for something that is not subscribed to (if the service is charged on a subscription basis) or consumed (if the service is charged on a consumption basis)
  - a charge that is not properly identified on the bill
  - 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 charge for something that is not accepted on delivery
  - a bill with an error in the arithmetic
  - a bill failing to show a payment, rebate, or other credit to the customer's account
  - a bill in which customers are charged for more than once for the same item
- Not all billing disputes fall under CCSS's purview. For example, a dispute arising from the quality of service, such as low speeds or lack of coverage, or the level of charges explicitly stated in the contract will be outside the scope of the CCSS. Please refer to Annex 2 for the disputes that are outside the scope of the CCSS.

(d) Is my billing dispute eligible for acceptance under the CCSS?

- Billing dispute meeting all of the following conditions is 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:
    - i. where the CCSS Member has notified you that it could not settle the billing dispute with you, or
    - ii. 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
  - For deadlock referred to in (i) above, you should apply to the CCSS for mediation service within 4 weeks from notification by the CCSS Member to you in respect of the deadlock
  - For deadlock referred to in (ii) above, you should apply to the CCSS within 3 months from your first lodging of the billing dispute with the CCSS Member through the designated channel(s)

(e) Do I need to pay for the CCSS?

- For an accepted case, you have to pay a non-refundable service fee of HK\$50 for using the mediation service under the CCSS.

(f) Can I afford the time?

- Your cooperation is required to provide all the information needed for processing of the dispute under the CCSS in a timely and efficient manner. The time taken for handling a case depends on a number of factors, including the complexity of the case and the negotiations required between the parties. You should be aware of the need to participate in the process of mediation which will be conducted by meeting, phone and/or electronic means (if needed).

## WHAT ARE THE APPLICATION PROCEDURES?

5. You should follow the following steps to apply to the CCSS for using the mediation service:

Step 1: Lodging a complaint to the CCSS Member

- You must first lodge the complaint on billing dispute with the relevant CCSS Member via the designated channel(s).
- The CCSS Member is required to provide you with a “Referral Number” for dispute identification purpose under the CCSS.
- If the CCSS Member has notified you that it could not settle the billing dispute with you, or more than 6 weeks have passed since you first complained to the CCSS Member and you consider it impossible to settle the dispute with the CCSS Member, you may consider making an application to the CCSS.

Step 2: Submitting information to OFCA

- You can call CCSS hotline at **2180 9521** or submit the “Customer Information Form”, which is available at Annex 3, by fax at 2180 9520 or email to [ccss@ofca.gov.hk](mailto:ccss@ofca.gov.hk). You can also submit the

“Customer Information Form” online at  
<https://apps.ofca.gov.hk/apps/ccss/ccss.asp?lang=en>.

- OFCA will assess your case against the prescribed criteria in paragraph 4 above. You will be advised by OFCA whether your billing dispute is eligible for acceptance under the CCSS.

### Step 3: Making an application to the CCSS Centre

- If OFCA informs you that your billing dispute is eligible for acceptance under the CCSS, you are required to complete the “Customer Consent Form” and “Customer Application Form” sent to you by OFCA. A sample of these two forms is enclosed at Annexes 4 and 5.
- Please submit the signed “Customer Consent Form”, the signed “Customer Application Form”, any additional documents listed in Part X of the “Customer Application Form” and a cheque for payment of a non-refundable service fee of **HK\$50** or bank-in-slip to show the payment through deposit into the specified bank account to the address of the CCSS Centre as stated in Part XI of the “Customer Application Form” on or before the specified date, which is 10 working days from the time the “Customer Consent Form” and “Customer Application Form” are sent to you. **Please note that it is important for you to provide all the information required in the forms and pay the service fee before the specified date for processing of the application in a timely and efficient manner. Your application will be dismissed if you fail to comply with the requirements above.**

## **WHAT ARE THE PROCEDURES FOR THE MEDIATION UNDER THE CCSS?**

6. Before conducting the mediation, CCSS Centre will assign a mediator for the case.

7. CCSS Centre may request you to provide additional information for the mediation. CCSS Centre will contact you and the CCSS Member for detailed arrangements for the mediation.

8. The mediation may be conducted by meeting, phone and/or electronic means, as appropriate.

9. The mediator assists you and the CCSS Member to resolve the dispute by identifying the issues in dispute, exploring and generating options, communicating with one another and finally reaching a settlement agreement regarding the resolution of the whole, or part, of the dispute.

10. If settlement is reached after mediation, both the customer and the CCSS Member are required to sign a binding settlement agreement. The settlement agreement will form part of the contractual arrangement between the two parties. If no settlement is reached, either party may pursue his own course of action including bringing the case before the court.

## **OPERATING PROCEDURE FOR CCSS CENTRE (CCSS AGENT) UNDER THE CCSS**

11. You may refer to the flowchart in Annex 6 for the processes for the handling of disputes between you and the CCSS Member by OFCA and CCSS Centre.

12. You may obtain further details of the implementation framework of the CCSS and the operating procedure that will be followed by CCSS Centre (which is referred as “CCSS Agent” in the operating procedure) from the websites of OFCA at [www.ofca.gov.hk](http://www.ofca.gov.hk) and CAHK at <http://ccss.cahk.hk>.

**Office of the Communications Authority  
Communications Association of Hong Kong**

**October 2019**

## Annex 1

### List of CCSS Members and their Designated Channels for Complaints

	Company Name	Information of the Designated Channel(s)
1.	China Mobile Hong Kong Company Limited	24-hour Customer Care Hotline: (852) 2945 8888
2.	China Unicom (Hong Kong) Operations Limited	24-hour Customer Service Hotline: (852) 2122 1188
3.	China-Hong Kong Telecom Limited	Customer Service Hotline: (852) 3691 0198 Fax: (852) 2859 0987 Email: info@china-hkt.com
4.	CITIC Telecom International Limited	CCSS Hotline: (852) 2377 8899
5.	ComNet Telecom (HK) Limited	CCSS Hotline: (852) 1021050
6.	CSL Mobile Limited	CCSS Service Hotline: (852) 3922 6304 or (852) 1000
7.	HGC Global Communications Limited	HGC Customer Service Hotline: (852) 1223 Fax: (852) 2180 2733 Email: suggestion@hgc.com.hk Mail: HGC Global Communications Limited P.O. Box 33, Tsuen Wan Post Office, New Territories, Hong Kong
8.	HKBN Enterprise Solutions Limited	Customer Service Hotline: (852) 1239
9.	HKBN Enterprise Solutions HK Limited (formerly known as “WTT HK Limited”)	Customer Service Hotline: (852) 121 000 Fax Hotline: (852) 121 100 Email: cr@hkbn.com.hk Mail: HKBN Enterprise Solutions HK Limited 12th Floor, Trans Asia Centre, 18 Kin Hong Street, Kwai Chung, New Territories, Hong Kong

10.	Hong Kong Broadband Network Limited	Customer Service Hotline: (852) 128 100
11.	Hong Kong Telecommunications (HKT) Limited	PCCW Consumer Service Hotline: (852) 1000
12.	Hutchison Telephone Company Limited	3HK Customer Service Hotline: (852) 1033 Fax: (852) 2123 1297 Email: cs.mobile@three.com.hk Mail: Hutchison Telecommunications (Hong Kong) Limited PO BOX 999, Tsuen Wan, Hong Kong
13.	i-CABLE	Customer Service Hotline: (852) 1832 832
14.	IMC Networks Limited	CS Hotline: (852) 8100 6336
15.	Multibyte Info Technology Limited	Customer Service Hotline: (852) 2156 6888 Email: cs.support@multi-byte.com
16.	SmarTone Mobile Communications Limited	24-hour service hotline: (852) 2880 2688
17.	Sun Mobile Limited	Designated CCSS Hotline: (852) 8118 0055



## **Annex 2**

### **Cases that will not be covered by the Customer Complaint Settlement Scheme (CCSS)**

The CCSS will not cover the following cases:

- (a) if it relates to the quality of service, such as low speeds or lack of coverage;
- (b) if the dispute amount is less than HK\$300 in value;
- (c) if it relates to a non-CCSS Member;
- (d) if it is frivolous or vexatious;
- (e) if it is a request for information;
- (f) if it is a previous case already handled by the CCSS or a previous case rejected for handling under the CCSS in which there is no relevant new information to support the case;
- (g) if it is being or already handled by the judiciary, including the Small Claims Tribunal;
- (h) if the Customer has previously accepted, and been provided with by the CCSS Member, an agreed resolution to the specific event or events;
- (i) if it relates to the level of charge that has been explicitly stated in the Contract (including but not limited to service charges, early termination charges, any charges imposed for lost or damaged equipment or failure to return equipment on termination of the contract);
- (j) if it relates to the method of debt collection that the CCSS Member chooses to adopt;

- (k) if it relates to equipment and/or applications the Customer uses but not supported by the CCSS Member;
- (l) if it relates to non-compliance of the TO, code of practice (CoP), guidelines or directions issued under the TO or relevant licence conditions<sup>1</sup>; and
- (m) if OFCA considers that it is not appropriate to handle the case due to resource limitation or other reasons.

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<sup>1</sup> From time to time, different regulatory tools, including guidelines, directions, HKCA specifications or CoPs are deployed to govern certain conduct of the licensees. Some regulatory tools are mandatory and all licensees are bound to follow. Licensees who do not comply with the mandatory guidelines, directions and CoPs may be found to be in breach of the TO and/or licence conditions. On the other hand, some regulatory tools like CoPs are voluntary in nature and for self compliance by the service providers. Under the CCSS, if the major issue of the Complaint is on the non-compliance of any regulatory tools, mandatory or voluntary in nature, the dispute will be handled under the respective enforcement of the regulatory tools rather than by the CCSS.

### Annex 3

## Customer Complaint Settlement Scheme (CCSS) for the Telecommunications Industry

### Customer Information Form

Please provide the following information to the Office of the Communications Authority (OFCA), OFCA will assess your case for acceptance under the CCSS.

Please submit the completed form to OFCA via **fax number: 2180 9520**; or **email to: ccss@ofca.gov.hk**; or send to **Office of the Communications Authority, 29/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong (Attn: CCSS Team)**.

**\*Name of Customer :**

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**\*Telephone Number :**

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**Fax Number :**

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**E-mail :**

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**\*Customer Type :**

☐ Individual / residential

*(Applicable to individual /  
residential customer only)*

**\*Type of Service :**

☐ Telephone line service

☐ Broadband internet access service

☐ Mobile service

☐ IDD / Calling card service

☐ Bundled service (please specify \_\_\_\_\_)

☐ Others (please specify \_\_\_\_\_)

**\*Name of Account Holder :**

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**Account Number / Registered**

**Telephone No. / Login ID :**

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**\*Service Provider :**

*(CCSS is limited to the listed service providers participated in the scheme)*

- ☐ China Mobile Hong Kong Company Limited
- ☐ China Unicom (Hong Kong) Operations Limited
- ☐ China-Hong Kong Telecom Limited
- ☐ CITIC Telecom International Limited
- ☐ ComNet Telecom (HK) Limited
- ☐ CSL Mobile Limited
- ☐ HGC Global Communications Limited
- ☐ HKBN Enterprise Solutions Limited
- ☐ HKBN Enterprise Solutions HK Limited
- ☐ Hong Kong Broadband Network Limited
- ☐ Hong Kong Telecommunications (HKT) Limited
- ☐ Hutchison Telephone Company Limited
- ☐ i-CABLE
- ☐ IMC Networks Limited
- ☐ Multibyte Info Technology Limited
- ☐ SmarTone Mobile Communications Limited
- ☐ Sun Mobile Limited

**\*Referral Number Provided by Service Provider<sup>1</sup> :**

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**\*Description of the Complaint :**

*(Applicable to billing dispute only, please use separate sheet if needed)*

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**\*Disputed Amount :**

*(Applicable to HK\$300 or above)*

**Date of Occurrence of the event triggering the Dispute :**

**Date of First Complaint to the**

**Service Provider :**

**HK\$**

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Note:

**\*Mandatory field. Your application may be rejected if the required information is not provided.**

<sup>1</sup> Please contact your service provider to obtain the **Referral Number**.

**Annex 4**

**SAMPLE**

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

**CUSTOMER CONSENT FORM**

I, \_\_\_\_\_, understand and agree that my complaint against \_\_\_\_\_ (the **CCSS Member**), details of which are given in the attached application form (the **Customer Application Form**), is referred to the Customer Complaint Settlement Scheme (the **CCSS**) for further handling.

I understand that the CCSS is operated by CCSS Centre set up under the Communications Association of Hong Kong (CAHK), which acts independently and impartially in handling my complaint case (**Complaint Case**).

I understand and agree that my Complaint Case will be handled by a mediator (**Mediator**) appointed by CCSS Centre and I hereby agree to such appointment. The Mediator will use the best endeavour to assist me and the CCSS Member to resolve our dispute by way of mediation (**Mediation**) and settle the Complaint Case on terms agreeable to both parties. I understand that the dispute may not be resolved if a settlement is not reached with the CCSS Member after the Mediation.

I hereby **GIVE MY CONSENT** to refer the Complaint Case to the CCSS and **AGREE** to abide by the following terms and conditions:

1. I will cooperate with CCSS Centre by providing all relevant documents and information requested, including personal information which is relevant to the Complaint Case to enable CCSS Centre to handle the Complaint Case;
2. I agree to cooperate in good faith with the Mediator during the mediation;

3. Subject to any applicable laws, I will not disclose to or discuss with any unrelated person (including but not limited to the general public and the media) other than CCSS Centre, Mediator, CAHK and the Office of the Communications Authority (OFCA) any details concerning the mediation communication<sup>2</sup> in respect of the Complaint Case under the CCSS. Such confidentiality obligation shall be and continue to be applicable regardless of whether or not a settlement agreement (**Settlement Agreement**) is reached. However, for the avoidance of doubt, nothing herein relating to the confidentiality obligation shall be construed as prohibiting a party from lodging a case with the court or appropriate authority after the Complaint Case has been handled under the CCSS and the parties have failed to reach a Settlement Agreement;
4. I acknowledge that the Mediator undertakes, and I hereby agree, that he/she will not disclose to or discuss with any other person not being a party to the Complaint Case (except the designated personnel appointed by CCSS Centre, CAHK and OFCA for the purpose of the CCSS only) any details concerning the settlement agreement in respect of the Complaint Case;
5. Once my Complaint Case is accepted for handling under the CCSS, I will not submit the same Complaint Case to other complaint channels including, without limitation, OFCA, the Consumer Council, Legislative Council members, District Council members or the media until the end of the Mediation process;
6. Once my Complaint Case is accepted for handling under the CCSS, I will not submit the same Complaint Case to the court for handling before completion of the CCSS process;
7. If I and the CCSS Member intend to settle after the Mediation, the Mediator

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<sup>2</sup> Mediation communication means anything said or done, any document prepared, or any information provided for the purpose of or in the course of Mediation but does not include the agreement to mediate and the Settlement Agreement, unless the parties agree otherwise. For the avoidance of doubt, any document or information which existed prior to the commencement of Mediation (e.g. when the Complaint is submitted to OFCA by the Customer under the CCSS) shall not fall within the meaning of Mediation Communication. However, if any document or information which existed prior to the commencement of Mediation was held by a party only and was provided to the other party for the purpose of or in the course of Mediation, such document or information shall be regarded as “Mediation Communication”.

will prepare a Settlement Agreement for signature by both parties. I understand that if I and the CCSS Member sign on the Settlement Agreement, it will become a legally binding document which may be enforced in court as a valid contract governed by ordinary principles of contract law. If I sign the Settlement Agreement, I will not (unless the CCSS Member refuses to sign the Settlement Agreement) further raise or discuss the Complaint Case through other complaint channels including, without limitation, OFCA, the Consumer Council, Legislative Council members, District Council members, or the media and this shall become an obligation under the Settlement Agreement;

8. My claim is made solely against the CCSS Member, and I will not hold CCSS Centre including its staff and Mediator, CAHK and OFCA liable for any claims, loss or damages for whatever causes; and
9. I will observe the applicable requirements in the “Operating Procedure for CCSS Agent” (Procedure) issued by CAHK, copy of which is available on CAHK’s website: <http://ccss.cahk.hk>. Any failure to observe the Procedure on my part may affect the Mediation process or result in dismissal of the Complaint Case.

## SIGNED

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Full name:

Date:

# SAMPLE

## Annex 5

### Customer Complaint Settlement Scheme for the Telecommunications Industry

#### CUSTOMER APPLICATION FORM

This form is filled in by the Customer who lodges a Complaint Case against his/her service provider (the **CCSS Member**) for provision of telecommunications service to the Customer under the Customer Complaint Settlement Scheme (the **CCSS**).

#### **I. General Information**

**Name of the Customer:**

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**Address:**

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**Tel. Number:**

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**Fax Number:**

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**E-mail:**

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**Type of service:**

☐ Telephone line service

*(Please tick more than 1 box in case of bundled services)*

☐ Broadband internet access service

☐ Mobile service

☐ IDD / Calling card service

☐ Bundled service (please specify \_\_\_\_\_)

☐ Others (\_\_\_\_\_)

**Name of Account Holder:**

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**Account No. / Registered**

**Telephone No. / Login ID:**

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**Name of the CCSS**

**Member:**

**Referral Number provided**

**by the CCSS Member:**

**II. Authorized Representative (if any)**

**Name of the**

**Customer's**

**Representative:**

**Address:**

**Tel. Number:**

**Fax Number:**

**E-mail:**

**III. Preferred Method of Communication**

Please specify your preferred method of communication.

☐ Phone ☐ Email ☐ Mail ☐ Fax

**IV. Language**

Please specify the language in which your case should be conducted under the CCSS.

☐ Cantonese ☐ English ☐ Putonghua

**V. Billing Dispute Amount**

Please specify the amount of Billing Dispute in respect of the Complaint Case.

**HK\$** \_\_\_\_\_

**VI. Description of Your Complaint**

*(please use a separate sheet if there is not enough space)*

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**VII. Response from the CCSS Member**

Please specify the responses, including any offer / resolution / compensation, which have been given by the CCSS Member to you for consideration.

*(please use a separate sheet if there is not enough space)*

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**VIII. Your Proposal of Settlement on the Disputed Amount**

Your proposal of settlement is restricted to monetary claim with an amount not exceeding the Billing Dispute Amount that you have specified in Part V above. Non-monetary claims are not covered by the CCSS.

*(please use a separate sheet if there is not enough space)*

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### IX. Service Fee: HK\$50

Please pay the non-refundable service fee of HK\$50 by any of the following methods:

1. **Cheque:** cheque should be crossed and made payable to “Communications Association of Hong Kong”. Please send the cheque to the address of CCSS Centre as stated in Part XI. Please write your name and the CCSS Reference Number (stated in p.1 of this Customer Application Form) on the back of the cheque. Post-dated cheque will not be accepted.
2. **Cash:** cash should be paid to HSBC, bank account number “004-404-620544-838”. Please return the bank-in slip together with this form, with your name and the CCSS Reference Number (stated in p.1 of this Customer Application Form) marked on the slip, to the address of CCSS Centre as stated in Part XI.

### X. Additional Information

Please attach a copy of the following documents (if any) to this Customer Application Form to support your Complaint Case (Please give a tick in the box, as appropriate)

- ☐ the Bill which is in dispute
- ☐ the Service Contract with the CCSS Member
- ☐ correspondence between the parties in relation to the dispute
- ☐ any additional documents to support your application, together with a schedule indexing such document(s).

### XI. Submission of Documents

This Customer Application Form, the copy of the above documents and the payment (cheque/cash with bank-in slip) shall be submitted in hard copy or in electronic format **ON OR BEFORE** \_\_\_\_\_ to:

Customer Complaint Settlement Scheme

Suite 607, 6/F, Two Chinachem Exchange Square, 338 King's Road, North Point, Hong Kong

Tel: 24498411

Fax: 24498477

E-mail: [ccss@cahk.hk](mailto:ccss@cahk.hk)

**XII. Notice of the Collection of Personal Data**

The personal data provided by you under this Customer Application Form or generally to the CCSS are for the purpose of processing your application under the CCSS. In this connection, the personal data so provided will be handled by or revealed to the following parties:

- (a) CCSS Centre; and
- (b) the CCSS Member.

You have the right to request access to, and the correction of, your respective personal data held under the CCSS.

If you would like to access or correct the personal data held under the CCSS, please submit a request to CCSS Centre (see the contact details in Part XI) in writing.

**DECLARATION BY THE CUSTOMER**

1. I have read the Notice of the Collection of Personal Data in Part XII (the **Notice**).
2. I confirm my agreement to my providing personal data to the CCSS on a voluntary basis and on the terms and for the purposes set out in the Notice.
3. I also confirm that all information that I provide in this Customer Application Form is true and accurate.
4. I understand that this Customer Application Form, the payment of service fee (cheque/cash with bank-in slip) in Part IX and additional documents in Part X should be submitted to CCSS Centre on or before the date specified

in Part XI, otherwise my application to the CCSS will be dismissed by CCSS Centre.

Signed:

Date:

\_\_\_\_\_

\_\_\_\_\_

(Name of the Customer: \_\_\_\_\_)

**Where an authorized representative is appointed:**

I authorize \_\_\_\_\_ as my representative to handle on my behalf the application that I refer to the CCSS for processing.

Signed:

Date:

\_\_\_\_\_

\_\_\_\_\_

(Name of the Customer: \_\_\_\_\_)

I agree to act as the representative of \_\_\_\_\_ to handle on his/her behalf the application that he/she refers to the CCSS for processing. I have read the Collection of Personal Data at Part XII and confirm my agreement to provide my personal data to the CCSS on a voluntary basis and on the terms and for the purposes set out in the Part XII.

Signed:

Date:

\_\_\_\_\_

\_\_\_\_\_

(Name of the Authorized Representative: \_\_\_\_\_)

CCSS internal use

*Date received:*

*Handled by:*

## Annex 6

### Flowchart of the CCSS Process

