

## **Press Release of CAHK - Customer Complaint Settlement Scheme**

*Communications Association of Hong Kong* (CAHK) is pleased to announce today that the industry will fully support the Office of the Telecommunications Authority (OFTA) in setting up in Hong Kong a voluntary Customer Complaint Settlement Scheme (CCSS) to help resolve deadlock billing disputes between telecommunications service providers and their customers. This follows the announcement by the Telecommunications Authority today of his decision on setting up a voluntary CCSS in the telecommunications sector through the issue of a Statement on the subject.

OFTA issued in June 2010 a consultation paper on the implementation of CCSS as an alternative dispute resolution scheme to resolve service contract disputes for customers for telecommunications services. The primary objective of the scheme is to provide the parties concerned with a quick, economical and credible means to resolve deadlock disputes with less legal formality and without incurring expensive legal cost.

In response to OFTA's initiative, CAHK has acted as a bridge between its members and OFTA in mapping out the way forward of the CCSS. CAHK has coordinated a dialogue between its members and OFTA closely, and is pleased that the industry and OFTA have been able to reach agreement on the skeleton framework of a practical and effective CCSS, which will be operated voluntarily and on a self-regulatory basis by the industry. The CCSS will represent another major step forward in the industry's continued efforts to respond to customer expectations and enhance customer satisfaction, following the successful implementation of the Industry Code of Practice for Telecommunications Service Contracts from July 2011.

CAHK will establish a CCSS Agent to manage and operate the CCSS with sponsorship and guidance by OFTA, which will ensure that the scheme will operate independently of the industry and the participating service operators. The CCSS will be operated on a two-year trial basis with focus on handling deadlock billing disputes of residential / personal customers. During the trial period, the industry, the community and OFTA may assess the effectiveness of the scheme and the public demand for it in deciding on way forward.

CAHK has received broad support of its members in its initiative to manage and operate the CCSS. The service providers who have agreed to participate in the trial scheme are listed below. In the months ahead, CAHK will continue to work closely with its members and OFTA to finalise the details of the CCSS and to establish the CCSS Agent. CAHK targets to commence operation of the CCSS in the second half of 2012.

Note:

Telecommunications service providers who have indicated willingness to participate in the CCSS include (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

**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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