

Telecommunications Users and Consumers Advisory Committee (“TUCAC”)

Minutes of the 27th Meeting held at 3:00 p.m.

on 31 January 2024 (Wednesday) in Conference Room,

Office of the Communications Authority (“OFCA”),

29/F Wu Chung House, Wan Chai

Present:

Mr. Esmond CHIU (Chairman)	Deputy Director-General
Mr. Francis HO	Representative of Consumer Council
Mr. Fred SHEU	Representative of the Hong Kong General Chamber of Commerce
Mr. Ricky CHONG	Representative of Communications Association of Hong Kong
Mr. Michael LAI	Representative of Small and Medium Enterprises
Mr. K K NG	Representative of the disabled
Mr. Alex YEUNG	Representative of the aged community services
Mr. K K LAU, MH, JP	Member appointed on an ad personam basis
Mr. L T HUI	Representative as a member of the public
Mr. H C HUNG	Representative as a member of the public
Mr. Brian KUNG	Representative as a member of the public
Ms. Natalie KWOK	Representative as a member of the public
Dr. K W LAU, MH	Representative as a member of the public
Mr. Richard TSANG	Representative as a member of the public
Ms. Avon YUE	Representative as a member of the public
Mr. Henry LIN	Representative of Education Bureau
Ms. Jamay WONG (Secretary)	OFCA

In attendance:

Mr. Michael CHAN	OFCA
Mr. Bennet WONG	OFCA
Ms. Ellen WONG	OFCA
Mr. Benson CHENG	OFCA
Mr. S C CHAN	OFCA
Mr. Derrick TSANG	OFCA
Ms. Edith YAU	OFCA

Absent with apologies:

Mr. Keith LI	Representative of Hong Kong Wireless Technology Industry Association
Dr. K W TANG	Member appointed on an ad personam basis
Mr. C M CHUNG	Representative of the disabled
Mr. K L CHAN	Representative as a member of the public
Ms. P Y CHAN	Representative as a member of the public
Ms. W K CHENG	Representative as a member of the public
Ms. Peony CHEUNG	Representative as a member of the public
Ms. Katy LAU	Representative as a member of the public

I. Minutes of the 26th Meeting of the Telecommunications Users and Consumers Advisory Committee (“TUCAC”)

1. The Secretary had not received any proposed amendment to the draft minutes of the 26th meeting from members prior to the meeting and no amendment was proposed by the members at the meeting. The Chairman announced that the minutes of the 26th meeting were confirmed.

II. Introduction of “Short Message Service (SMS) Sender Registration Scheme”

2. Mr. Michael CHAN briefed members on the “SMS Sender Registration Scheme” (the “Scheme”), including the background of setting up the Scheme, arrangements for sending SMS messages, a list of participating companies/organisations, and how to check the “Registered Senders” and their “Registered SMS Sender IDs”. Mr. Michael CHAN also played a TV API produced by OFCA for the Scheme at the meeting. Related information was set out in TUCAC Paper No. 1/2024.

3. The Chairman said that the Scheme was established in view of an upward trend in SMS fraud cases, for the purpose of helping members of the public to verify the identities of SMS senders, thereby preventing and combating SMS scams. OFCA would continue to discuss with other sectors and government departments to encourage more sectors that use SMS to communicate with their customers to join the Scheme, in a bid to help combat scam activities.

4. Mr. Ricky CHONG enquired whether the application for “Registered SMS Sender IDs” was on a first-come, first-served basis, given that the names of the companies or organisations may be similar or the same. In addition, Mr. Ricky CHONG mentioned that he received an SMS from a bank on 22 January. It was sent with a sender ID not having prefix “#”. Yet, prior to that date, he had received other SMS using sender IDs with prefix “#”.

5. The Chairman responded that the application for “Registered SMS Sender IDs” was on a first-come, first-served basis, and the applicants had to prove that they were directly associated with their proposed sender IDs in order to obtain approval for such use. The Scheme was first implemented in the telecommunications sector on 28 December 2023, and was later extended to the banking sector on 28 January this year. Therefore, the SMS received by Mr. Ricky CHONG on 22 January should have been sent by a bank which had not yet joined the Scheme, while the SMS received earlier on with a sender ID having prefix “#” might have been sent by a telecommunications service provider already included under the Scheme.

6. Mr. Richard TSANG stated that the Scheme was not applicable to SMS messages of which receiving parties could make direct reply to the senders via the senders’ phone numbers (“two-way SMS”). He was worried that under such circumstances, the public would not be able to verify the sender’s identity, and thus causing confusion.

7. The Chairman explained that due to technical limitations, the sender IDs of a two-way SMS must contain numeric digits only in order to allow direct reply by the recipients. Therefore, those “Registered SMS Sender IDs” with prefix “#” could not be used. Yet, there was relatively little chance of having a scenario that required the use of two-way SMS, e.g. when someone wished to subscribe to roaming services or when the banks confirmed large-amount transactions. In sum, OFCA had continuously reminded members of the public that under all circumstances, they should stay highly vigilant when receiving SMS messages, and must not disclose to unidentified senders any personal information, bank account numbers or credit card details, transfer money or access any hyperlink in the SMS messages, to avoid suffering any loss.

8. Ms. Avon YUE believed that the Scheme could help the public verify the identities of SMS senders and combat SMS fraud. She enquired whether OFCA had any plan to tackle the limitations of two-way SMS, so that these SMS messages could be covered by the Scheme. Ms. Avon YUE mentioned that she learned about the Scheme from news reports and other channels. She would like to know how the various measures already put in place to combat phone and SMS frauds were promoted. She also enquired whether OFCA had assessed the effectiveness and coverage of past publicity and education activities.

9. The Chairman said that of the two-way SMS which allowed recipients to reply directly should keep using numeric digits only as their sender IDs, while those sender IDs containing non-numeric characters or symbols could not be supported with direct reply. OFCA would continue to explore other possible solutions with the telecommunications industry and the banking sector, e.g. whether a phone number could be provided in the body of an SMS message transmitted by a “Registered SMS Sender ID” with prefix “#”, so that the recipients could choose to reply by SMS or by phone call. The banking sector considered that there was still room for improvement under the proposed arrangement in terms of user interface and the study was still underway. In addition, OFCA would organise various publicity and education activities, such as roving exhibitions, public seminars and roving drama for schools. OFCA was currently collaborating with District Council members to set up street counters across the 18 districts in Hong Kong to promote messages about preventing phone fraud and assist members of the public in downloading call-filtering software on the spot if necessary. Members would be briefed on the details of OFCA’s publicity and education work under a separate agenda item later.

10. Mr. Richard TSANG suggested that OFCA send SMS using sender IDs with prefix “#” to all mobile phone numbers in Hong Kong to promote the Scheme. He believed this approach could inform the public of the new measure and arouse their curiosity about the Scheme, so that they would take the initiative to find more details.

11. The Chairman thanked Mr. Richard TSANG for his comments and said that OFCA had to consider and assess public response carefully in giving consideration to such proposal. For instance, there had been feedback from members of the public that the unsolicited SMS messages sent by the Government was causing nuisance to them and the Government should not have sent them such SMSs. Therefore, OFCA would first consider publicising and promoting the Scheme through commonly used publicity channels, such as TV APIs. With more and more sectors participating in the Scheme, public awareness of the Scheme would be enhanced gradually.

12. Mr. Fred SHEU demonstrated a small test to all Members at the meeting. He tried to insert a “#” sign in front of a contact’s name in his mobile phone directory and ask that contact to send him a personal SMS. It was revealed that the SMS Sender ID displayed on his mobile phone was shown with a prefix “#” sign as in his mobile phone directory. He said that if a mobile phone was hacked unfortunately, the hacker might change the contact person’s name in the hacked mobile phone directory in the same way such that a false SMS Sender ID could be created to mislead the user of the hacked mobile phone. Mr. Fred SHEU suggested that OFCA should consider plugging this loophole in future by using other symbols that could hardly be used by ordinary people.

13. The Chairman thanked Mr. Fred SHEU for his suggestion. OFCA would keep in view the situation and take follow-up action if necessary. According to the Scheme in force, only those companies or organisations which had been recognised as “Registered Senders” were able to send SMS using their “Registered SMS Sender IDs” with prefix “#”. Any SMS sent using a false “Registered SMS Sender ID” would be blocked by the Registered SMS Service Providers.

III. Smart Payphone Kiosks

14. Mr. Bennet WONG briefed members on the background information of a trial of smart payphone kiosks (“Smart Kiosks”), including its installation location, outlook, the payphone services available and other functions. Mr. Bennet WONG also showed a short

video footage at the meeting to illustrate the outlook of Smart Kiosks and the usage of various services. Relevant information was set out in TUCAC Paper No. 2/2024.

15. The Chairman pointed out that PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited (collectively referred to as “HKT”) had installed each of the Smart Kiosks in Causeway Bay and Central respectively as a trial run. HKT was in the process of collecting views on the Smart Kiosks from the public.

16. Mr. C M CHUNG was unable to attend the meeting due to other commitments. However, he had put forward his views via email earlier and suggested that HKT should enhance the Smart Kiosks with some accessibility design, such as incorporating features like voice assistant or voice navigation, to make it easier for visually impaired persons or the elderly to use the Smart Kiosks services.

17. The Chairman thanked Mr. C M CHUNG for his comments. He pointed out that unlike traditional telephone kiosks which were designed with physical buttons, Smart Kiosks adopted a touch panel design. OFCA has kept in view this touch panel design with regard to its suitability for use by people with different needs, but the Smart Kiosks were only put into service on a trial basis at the present stage. If the plan of upgrading traditional telephone kiosks to Smart Kiosks was put into reality in future, OFCA would request HKT to install additional supporting facilities to cater for the needs of different users.

18. Ms. Natalie KWOK commented on the exterior design of Smart Kiosks. She said that the Smart Kiosks were in lack of any partitions. As such, when the Smart Kiosks were being used by someone amidst the hustle and bustle of the street, it might cause obstruction and inconvenience to the pedestrians. Therefore, she suggested that HKT should make reference to the design of a traditional telephone kiosk.

19. The Chairman explained that Smart Kiosks were originally designed for the convenience of the mobility-handicapped, such as wheelchair users. The Chairman thanked Ms. Natalie KWOK for her comments and said that her comments would be relayed to HKT.

20. Mr. Richard TSANG enquired about the number of Smart Kiosks to be set up by HKT throughout the territory. In addition, Mr. Richard TSANG said that as a member of the Hong Kong Tourism Board, he believed that the launch of Smart Kiosks could provide more convenience to inbound visitors in the use of telephone services. It was hoped that tourist information of Hong Kong, such as hiking trails, could be added to the information services of Smart Kiosks for the purpose of fulfilling the prevailing preferences of inbound visitors, which should be conducive to the creation of a tourist-friendly environment in Hong Kong, while enhancing Hong Kong's reputation as a tourist-friendly city. This would be in a sense beneficial to the promotion of Hong Kong's tourism.

21. The Chairman thanked Mr. Richard TSANG for his comments. He said that Smart Kiosks were undergoing a trial run at present and HKT was still in the process of collecting public views and evaluating its usage. OFCA would continue to work with HKT on its future plan and development of Smart Kiosks. Subject to a satisfactory result of the trial run, he believed that HKT would submit applications for installing more Smart Kiosks in other districts. The Chairman agreed that the incorporation of popular and useful tourist information into the Smart Kiosks could help promote Hong Kong's tourism. In fact, the locations of the two Smart Kiosks on trial were identified at tourists' hotspots.

[Post-meeting note: The Secretary had provided Mr. Richard TSANG with the contact information of HKT to facilitate discussions between Hong Kong Tourism Board and HKT on their partnership proposal.]

22. Mr. Alex YEUNG would like to know (1) the current number of traditional telephone kiosks; (2) provision of details on social welfare services through the Smart Kiosks; and (3) the use of display screen at the back of the Smart Kiosks. Separately, Mr. Ricky CHONG expressed concern about the large display screen at the back of the Smart Kiosks, wondering whether it would cause disturbance to road users and drivers when videos or footages were being shown.

23. Mr. Bennet WONG thanked Mr. Alex YEUNG for his questions and Mr. Ricky CHONG for his comments. He said that there were currently over 700 traditional

telephone kiosks in Hong Kong. The social welfare services and information being provided by Smart Kiosks had included contact details of clinical psychological counselling services, and Mr. H C HUNG of this committee, who worked for the organisation, had also helped participate in this application function. As for the usage of the electronic display screens at the back of Smart Kiosks, he said that only information related to HKT could be displayed on screen during the trial period. The screens might be used for other commercial publicity and promotion purposes in future.

24. Mr. H C HUNG said that the organisation he worked for had participated in the initial design of the services of Smart Kiosks and had proposed adding an application for rapid test of caregiver stress. He considered that HKT could review and update the services and information provided by Smart Kiosks regularly.

25. The Chairman said that in gist, Smart Kiosks provided diversified services and HKT could work with different organisations to devise and include different kinds of services and applications, so as to enhance the services and functions of Smart Kiosks.

26. Mr. Francis HO advised that the exterior design of Smart Kiosks should take into account privacy, for example, partitions should be added to cover some parts. While he understood that the current design of an open smart kiosk was intended to provide convenience for wheelchair users, after all, privacy did matter when certain kinds of services or applications were to be used. HKT should consider the needs of general users, persons with special needs as well as pedestrian access and strike a balance between meeting the needs of all parties and protection of privacy. Mr. Francis HO also enquired whether Smart Kiosks had been equipped with facilities that would support emergency assistance needs, e.g. a “one-touch” button connecting to the 999 emergency hotline directly for ready use by the public and tourists in emergency situations.

27. Mr. Bennet WONG said that Smart Kiosks were just like traditional telephone kiosks. People who needed help had to press the number key on the screen consecutively for 999 in order to get connected to the emergency service centre directly. OFCA would convey the suggestion of adding a “one-touch” call for help function to HKT.

28. Mr. H C HUNG pointed out that at the beginning of the trial of Smart Kiosk service, HKT had arranged staff to visit the trial sites and introduce to the public how to operate Smart Kiosks for various services and functions of the kiosks. A lot of passers-by had been attracted to watch and try. However, HKT no longer made such arrangement of on-site introduction now. Coupling with other objective factors, like narrow pavements and heavy pedestrian traffic, the usage of Smart Kiosks had been adversely affected. Mr. H C HUNG suggested that HKT consider installing Smart Kiosks on less busy pavements to avoid causing obstruction to other pedestrians when members of the public or tourists were using Smart Kiosks. Moreover, Mr. H C HUNG was also concerned about making use of Smart Kiosks to provide social welfare information and other services. He suggested that HKT let the Hong Kong Council of Social Service inform all social welfare organisations first, so that social welfare organisations could learn about the new functions of Smart Kiosks before discussing cooperation with HKT.

29. The Chairman thanked Mr. Francis HO and Mr. H C HUNG for their comments. He said that Smart Kiosks were still undergoing trial run at this stage. HKT would consider carefully the actual sites for installation if the launch of Smart Kiosks was to be implemented in future. Besides, social welfare organisations could make comments to HKT directly by scanning the QR code in the PowerPoint presentation of the TUCAC paper.

30. Mr. Fred SHEU said that he had made enquiries through ChatGPT regarding the services and functions of Smart Kiosks and obtained different views and information. For example, Smart Kiosks could provide a street map of nearby areas, information on tourist spots and activities in the locality. Smart Kiosks should also be operated in an environmental friendly manner such as power by solar energy. Mr. Fred SHEU pointed out that the Government was currently making use of smart lampposts to collect city data. He suggested that HKT should work with the Government with a view to providing Smart Kiosks with relevant devices which could be used to perform similar function. Moreover, Mr. Fred SHEU also suggested that HKT should consider adding artificial intelligence to Smart Kiosks for enhancing their interactivity, so as to attract more members of the public

and tourists to use. Finally, Mr. Fred SHEU hoped that HKT could consider providing free telephone service to the public and tourists.

31. The Chairman thanked Mr. Fred SHEU for his comments.

32. Mr. Richard TSANG noted that Smart Kiosks provided free Wi-Fi service. He understood that Smart Kiosks were meant to replace traditional telephone kiosks but there was limitation on the number and locations of Smart Kiosks. He enquired whether it was possible for HKT to add more Smart Kiosks if it intended to do so. An increase in the number of Smart Kiosks would expand the Wi-Fi coverage in Hong Kong and hence more convenience for both the people in Hong Kong and tourists. However, Mr. Richard TSANG agreed that further study was required concerning the locations and the extent of Wi-Fi coverage for individual Smart Kiosks in order to strike a balance between facilitating Wi-Fi users and pedestrian access.

33. The Chairman thanked Mr. Richard TSANG for his comments and said that whether the number of Smart Kiosks could be increased would depend on the demand. In fact, HKT was still studying how Smart Kiosks should be used to provide services and information and what kinds of services and information should be provided. As such, the current trial run was launched to collect more public views. OFCA would keep in view the progress of the trial closely. Regarding the Wi-Fi coverage in Hong Kong, he learned that the Office of the Government Chief Information Officer was collaborating with the industry to promote a common Wi-Fi brand “Wi-Fi.HK” for all those Wi-Fi services offered in Hong Kong by the public and private sectors either completely free of charge or made available free of charge for a limited time. With the concerted efforts of the public and private sectors, the Wi-Fi penetration rate in Hong Kong was among the highest in the world. OFCA would relay the comments to HKT for continuous enhancement and improvement of the Wi-Fi coverage in Hong Kong.

34. Mr. H C HUNG agreed that Smart Kiosks should be installed with artificial intelligent voice system to help the elderly and the needy use the relevant services or obtain the information they needed in a more convenient and easy-to-use way.

35. The Chairman thanked Mr. H C HUNG for his comments.

36. Mr. L T HUI gave three suggestions: (1) expanding enquiry of information about public transportation and facilities from nearby areas to other districts; (2) displaying detailed address in each Smart Kiosk so that users could provide the exact location to emergency personnel or family members if in need of any emergency rescue services; (3) cleansing of the Smart Kiosks regularly to maintain good hygiene.

37. The Chairman thanked Mr. L T HUI for his comments.

38. Mr. Michael LAI considered that partitions could be added to the exterior of the Smart Kiosks in order to block direct sunlight and noise of tele-conversations, so that users were able to read the content displayed on the screen clearly, and prevent users' conversation over the phone from being heard. Besides, to address the privacy issue as mentioned by another member just now, HKT could consider displaying symbols in place of certain digits of the telephone numbers dialled. Mr. Michael LAI also suggested that Smart Kiosks should provide information about Hong Kong's tourist attractions for travellers' reference. If the electronic screens at the back of the Smart Kiosks were permitted to be used for commercial purpose in future, HKT might collaborate with the shops nearby to display their sale promotions on the screen, so as to boost the local economy.

39. The Chairman thanked Mr. Michael LAI for his comments, and said that comments and suggestions from members would be conveyed to HKT.

40. Mr. Alex YEUNG asked if he could contact HKT directly to give his comments and work out a cooperation proposal in future.

41. Mr. Bennet WONG said that members of the public could give their comments and suggestions directly to HKT by scanning the QR code provided by the

company. OFCA could also assist in contacting representatives from the relevant departments of HKT, and convey the comments and suggestions concerned.

[Post-meeting note: With Mr. Alex YEUNG's consent, OFCA has provided his contact information to HKT.]

IV. Public Education and Publicity Activities 2023/24

42. Ms. Ellen WONG briefed members on the details of OFCA's Public Education and Publicity Activities ("the Activities") 2023/24, while information leaflets and publicity materials were also distributed to members. Related information was set out in TUCAC Paper No. 3/2024.

43. The Chairman hoped that members could read the information leaflets and bring the information concerned to the attention of their families and friends.

44. Ms. Avon YUE appreciated the various activities conducted by OFCA. She noted that the Activities had seldom been conducted through radio and television stations as a channel to disseminate anti-scam messages. She opined that although the ratings of viewership and listenership had dropped compared with those in the past, there were still lots of senior residents watching television and listening to radio frequently. Thus, OFCA could consider collaborating with the television and radio stations concerned to promote important messages within the time slots of the broadcast of popular programmes. She believed that these two kinds of channels could impress members of the public more deeply towards the anti-scam messages.

45. The Chairman said that OFCA had conducted publicity activities via television and radio programmes before, for example, when publicising the Real-name Registration Programme for SIM Cards. As there was a timeframe to complete the real name registration, OFCA had made use of various channels for carrying out promotional activities at that time, which included sponsoring television programmes in order to disseminate the relevant messages, broadcast of APIs on television and radio, short dramas on radio, as well as sending OFCA colleagues to attend various interview programmes, etc.

OFCA would actively consider a wider variety of channels for publicising and promoting anti-scam messages.

46. Dr. K W LAU said that, as he worked in the tertiary education sector, he received reports of deception cases recently in which mainland students studying in Hong Kong universities had fallen victim to scams and quite a large amount of money had been involved. About 40% of the university students in this academic year came from the mainland, they might be in lack of awareness about scams. Dr. K W LAU understood from the PowerPoint presentation that OFCA had conducted educational and publicity activities for primary and secondary schools, he thus enquired whether OFCA would consider tailor-making some of the Activities for university students. He suggested that OFCA should liaise with the student affairs sections of all tertiary institutions to arrange for distribution of promotional leaflets or display of informative panels in the campuses, so as to enhance university students' knowledge and awareness of scam calls.

47. Ms. Ellen WONG said that OFCA's Activities had been conducted in universities before, and OFCA would organise more activities of this kind.

48. The Chairman thanked Dr. K W LAU for his comments. According to OFCA's information, the Police had already stepped up the relevant publicity work to provide the most updated anti-scam messages to mainland students and talents residing in Hong Kong, including the organisation of anti-scam booths and related seminars, posting and distribution of anti-scam leaflets in various places or dissemination of the anti-scam electronic messages on broadcast.

49. Mr. Francis HO noted that the events organised by OFCA were mainly targeted at the general public. He suggested that OFCA should strengthen activities for the disadvantaged groups of telecommunications service users due to various circumstances (such as age, disability, low literacy or communications difficulties).

50. The Chairman thanked Mr. HO for his suggestion and said that OFCA would strengthen activities for the disadvantaged users.

51. Mr. Richard TSANG suggested that with so many primary and secondary schools as well as kindergartens in Hong Kong, OFCA should approach the Education Bureau and discuss dissemination of the printed leaflets to students and parents through the schools. If the materials were too bulky, distribution of the same could be considered via a mobile application for school-parent communication in order to save costs.

52. The Chairman thanked Mr. Richard TSANG for his suggestion and said that OFCA would give due consideration to the proposal.

V. Any Other Business

Latest Statistics on Consumer Complaints

53. The Secretary reported that the CA had received 396, 427 and 418 cases of consumer complaints in the 2nd, 3rd and 4th Quarter of 2023 respectively. All cases (100%) in the said three quarters were outside the CA's jurisdiction. These complaints primarily involved dissatisfaction with customer services, disputes on bills, disputes over contract terms/ service termination and dissatisfaction with the quality of mobile communications/ fixed network/ Internet services. No substantiated case was confirmed to be in breach of the Telecommunications Ordinance or licence conditions in the aforesaid three quarters. The latest consumer complaint statistics are in Annex 1.

54. Mr. Francis HO reported that the top three categories of complaints about telecommunications services received by the Consumer Council were mobile, Internet and mobile data services respectively, whereas complaints involving mobile and mobile data services accounted for about 50% of the total number of complaints on telecommunications services. He believed that this was due to a rise in the outbound travel of Hong Kong citizens after the full resumption of normal travel as the pandemic came under control. Complaints under these categories were mainly about disputes on bills, service quality, disputes on contract terms and sales practices. The complaints about mobile data services mainly involved roaming services being activated automatically by the service operators

for consumers without their knowledge. As a result, the operators' data roaming services were used inadvertently and the consumers were eventually charged. The Consumer Council hoped that OFCA could convey this issue to the telecommunications operators, so that consumers could be given clear notices and options on the automatic activation of roaming services in order to avoid any unnecessary disputes.

55. The Chairman thanked Mr. HO for his comments. He shared that OFCA had also received similar complaints and the comments would be relayed to the operators in due course.

Emergency application for rescue missions

56. Mr. K K NG introduced "HKSOS", an emergency mobile application launched by the Police, to Members at the meeting. In case of emergency, this mobile application could be used to seek help with one button while the 999 Emergency Response Centre could precisely locate the person seeking help. Even if mobile network was not available, the location of the person seeking help could still be detected through the SOS signal generated by the application, so that rescuers could provide assistance within the shortest possible time. In addition, the application had also included functions to assist the hearing and speech impaired persons with SOS messages shown in graphics and text. The application had also pre-set nine most frequently used help-seeking categories for hearing impaired persons. Mr. K K NG hoped that Members could promote the application to their relatives and friends.

57. Mr. Alex YEUNG said that he had noticed the "HKSOS" mobile application and was interested in the technology which could detect the location of the user even without mobile network. He wished to learn more about it for reference and explore the feasibility of extending such technology to the services of the Senior Citizen Home Safety Association.

58. The Chairman said that according to his understanding, "HKSOS" had adopted the Wi-Fi positioning technology. Generally speaking, as far as mobile network

was available, rescuers could locate a person seeking help based on the positioning of network. When mobile service network was not available, rescuers would bring along a portable Wi-Fi hotspot device which gave out signals. “HKSOS” could respond upon detecting such signals, thus enabling rescuers to locate the person seeking help. OFCA could contact the Police for further information in order to let the Senior Citizen Home Safety Association have better understanding of the application.

[Post-meeting note: The Secretary had contacted the Police to convey Mr. YEUNG’s intention. The Police replied that “HKSOS” was mainly designed for members of the public who enjoyed outdoor activities in the countryside, and advised that members of the public could visit the Police’s website and YouTube channel for the latest update of the application. Members of the public were also welcome to email their enquiries or suggestions to the Police. The Secretary had forwarded the reply and information to Mr. YEUNG accordingly.]

Date of Next Meeting

59. The Chairman said that the next meeting would be held in mid-2024. Members would be notified of the exact time of the meeting later.

60. There being no other business, the meeting was adjourned at 4:45 p.m.

Report on Consumer Complaints on Telecom Services

The Telecommunications Users and
Consumers Advisory Committee
The 27th Meeting
31 January 2024



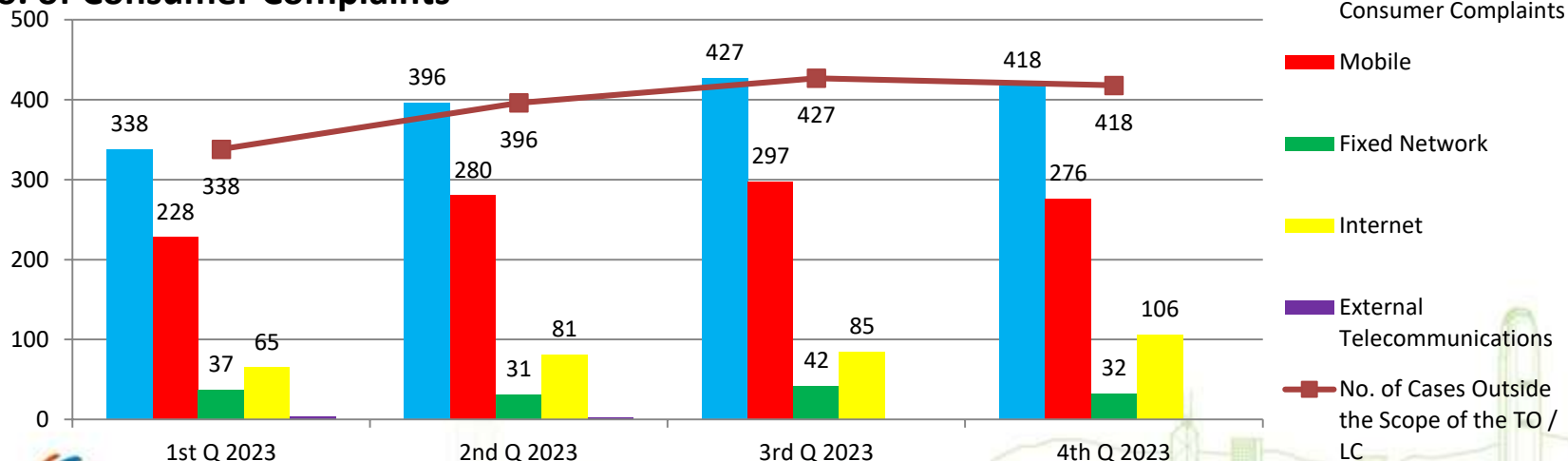
Overview (2nd Quarter to 4th Quarter of 2023)

(Categorised by service types)

	<u>1st Q 2023</u>	<u>2nd Q 2023</u>	<u>3rd Q 2023</u>	<u>4th Q 2023</u>
Total No. of Consumer Complaints	338	396	427	418
Mobile	228	280	297	276
Fixed Network	37	31	42	32
Internet	65	81	85	106
External Telecommunications	3	2	1	0

All the cases from the 2nd Q to 4th Q are Outside the Scope of the Telecommunications Ordinance ("TO") / Licence Conditions ("LC")

No. of Consumer Complaints



No. of Complaints (2nd Quarter to 4th Quarter of 2023)

The number of consumer complaints received by the Communications Authority (“CA”) continued to increase by 17.2% and 7.8% in the 2nd Quarter and 3rd Quarter of 2023 respectively, from 338 cases in the 1st Quarter to 396 cases in the 2nd Quarter and 427 cases in the 3rd Quarter. The number of complaints in the 4th Quarter decreased slightly by 2.1% compared with 418 consumer complaints received in the 3rd Quarter,.

No. of cases not involving any breach of the TO or LC : 396, 427 and 418 cases in the 3 Quarters respectively

The cases mainly involved :

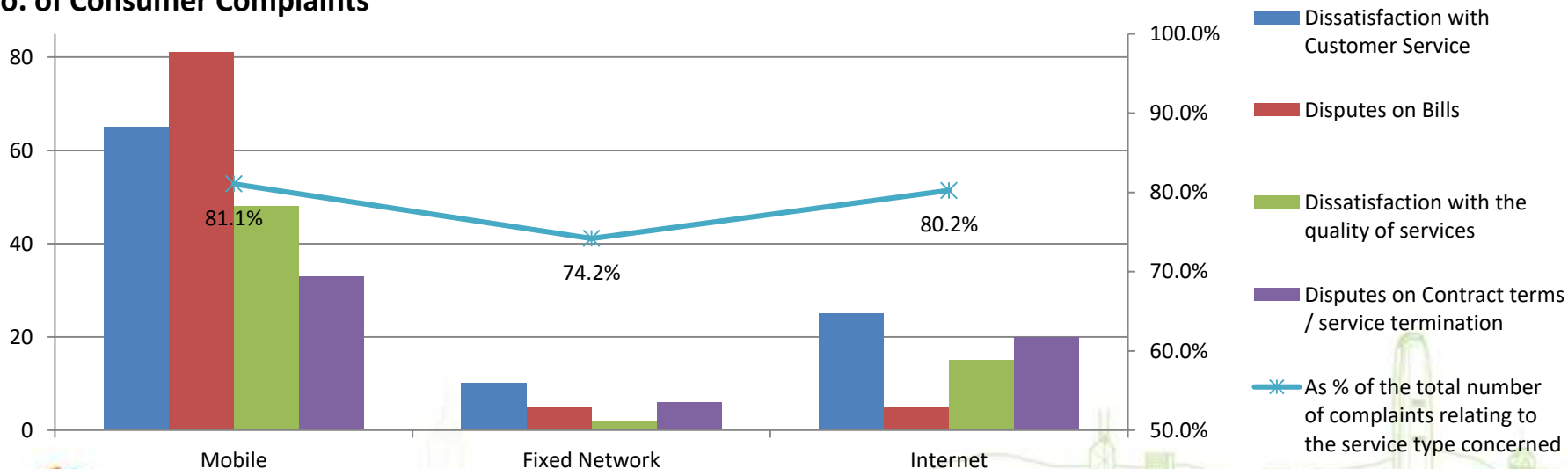
	<u>2nd Q 2023</u>	<u>3rd Q 2023</u>	<u>4th Q 2023</u>
➤ Dissatisfaction with customer service :	101 cases	105 cases	116 cases
➤ Disputes on bills :	92 cases	110 cases	86 cases
➤ Disputes on contract terms / service termination :	60 cases	88 cases	78 cases
➤ Dissatisfaction with the quality of mobile/ fixed network/Internet services :	66 cases	55 cases	59 cases

No. of cases involving possible breach of the TO or LC : 0 case in the 3 Quarters

No. of Complaints (2nd Quarter of 2023)

<i>(Categorised by major service types)</i>	<u>Dissatisfaction with customer service</u>	<u>Disputes on bills</u>	<u>Dissatisfaction with the quality of services</u>	<u>Disputes on contract terms / service termination</u>	<u>As percentage of the total number of complaints relating to the service type concerned</u>
Mobile	65	81	48	33	81.1%
Fixed Network	10	5	2	6	74.2%
Internet	25	5	15	20	80.2%

No. of Consumer Complaints

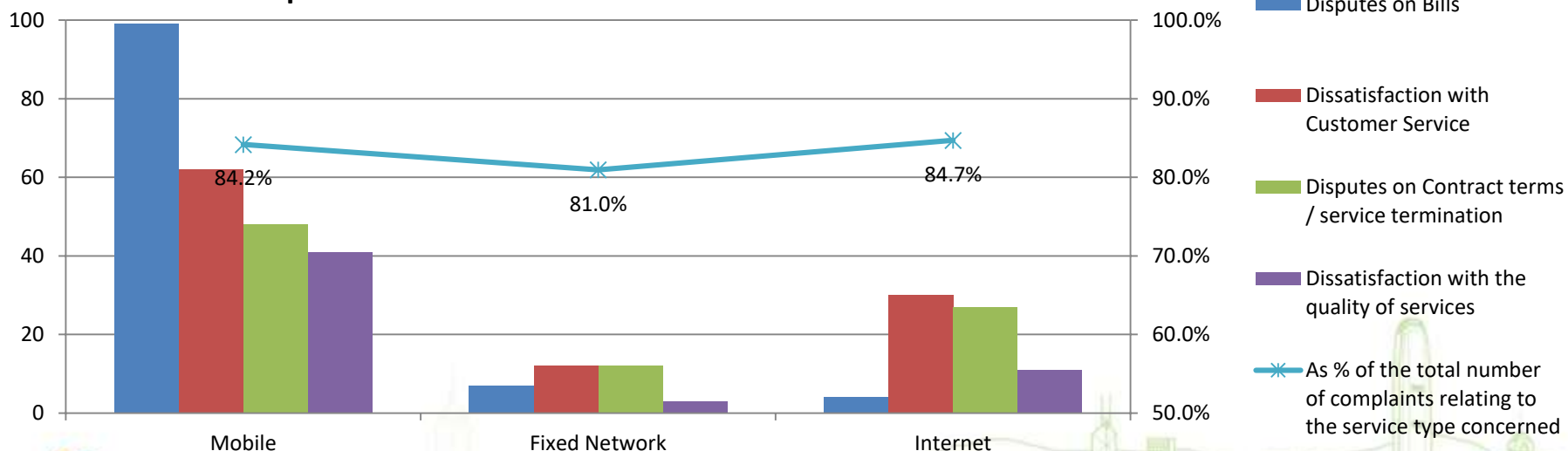


No. of Complaints (3rd Quarter of 2023)

(Categorised by major service types)

	<u>Disputes on bills</u>	<u>Dissatisfaction with customer service</u>	<u>Disputes on contract terms / service termination</u>	<u>Dissatisfaction with the quality of services</u>	<u>As percentage of the total number of complaints relating to the service type concerned</u>
Mobile	99	62	48	41	84.2%
Fixed Network	7	12	12	3	81.0%
Internet	4	30	27	11	84.7%

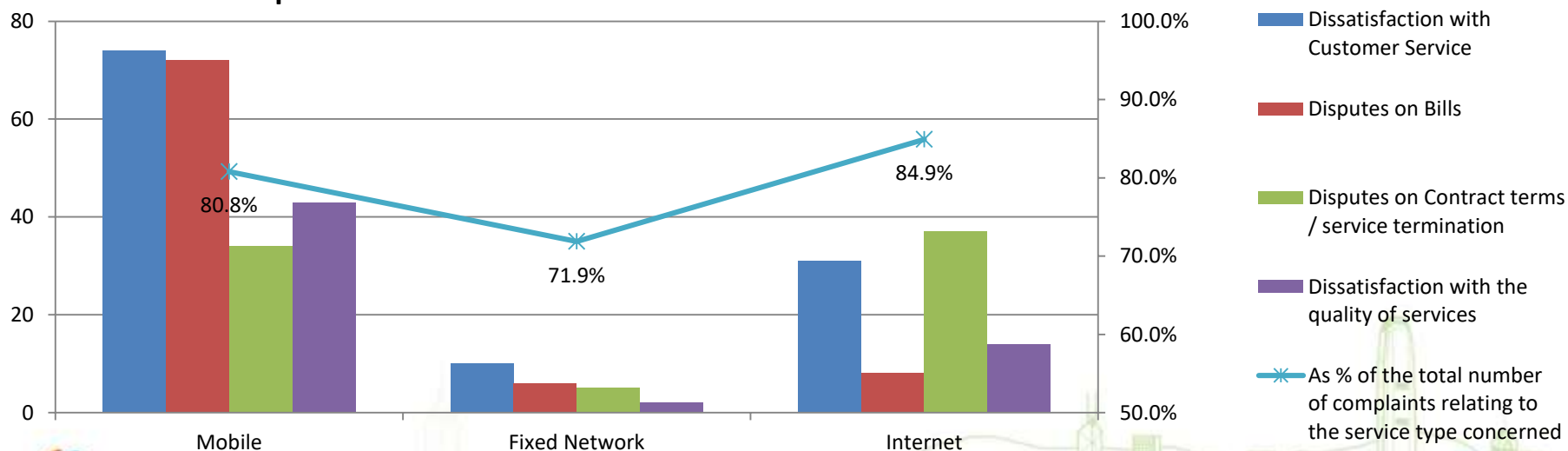
No. of Consumer Complaints



No. of Complaints (4th Quarter of 2023)

<i>(Categorised by major service types)</i>	<u>Dissatisfaction with customer service</u>	<u>Disputes on bills</u>	<u>Disputes on contract terms / service termination</u>	<u>Dissatisfaction with the quality of services</u>	<u>As percentage of the total number of complaints relating to the service type concerned</u>
Mobile	74	72	34	43	80.8%
Fixed Network	10	6	5	2	71.9%
Internet	31	8	37	14	84.9%

No. of Consumer Complaints



No. of Complaints (2nd Quarter to 4th Quarter of 2023)

Case Analysis of Breach of the TO / LC

From the 2nd Quarter to 4th Quarter of 2023, there was no substantiated case of breach of the TO/LC.



Thank You

