

1 November 2012

Immediate Release

Press Release

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

Communications Association of Hong Kong (CAHK) is pleased to announce today that the telecommunications industry has commenced a two-year pilot run of a voluntary Customer Complaint Settlement Scheme (CCSS) in Hong Kong to help resolve deadlocked billing disputes between telecommunications service providers and their residential/personal customers. All the major fixed and mobile telecommunications service providers participate in the scheme.

The CCSS provides mediation service to help resolve deadlocked billing disputes between the concerned parties outside the judicial system with less legal formality and without the need for expensive legal cost. The scheme is the telecommunications industry's response to an earlier consultation concluded by the former Office of the Telecommunications Authority ("OFTA") on the subject in March 2012. CAHK has been working with the Office of the Communications Authority (OFCA) and all the major telecommunications service providers to set up an independent CCSS service centre to manage and operate the CCSS for a two-year trial period. On 9 October 2012, CAHK and OFCA signed the Memorandum of Understanding for the establishment and funding arrangement of the CCSS service centre.

Starting from 1 November 2012, individual customers who have lodged complaints on billing disputes for an amount not less than HK\$300 with the participating service providers and encountered a deadlock situation, where the disputes could not be settled for a period of 6 weeks, may consider using the CCSS to resolve the disputes. An application fee of HK\$100 is payable by the customers under the CCSS. If customers wish to learn more about the CCSS, please visit the CCSS website at <http://ccss.cahk.hk> or call the CCSS hotline at 21809521.

All telecommunications service providers participate in the CCSS, which will be operated on a self-regulatory basis by the industry. Through the launch of the

CCSS today, the telecommunications industry has once again demonstrated its dedication and concerted efforts to enhance customer satisfaction and respond to customer expectations.

Note:

Telecommunications service providers who 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 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/>.

For enquiries, please contact:

Miss Kathlin Liao

The Executive of CCSS Service Centre

Email: ccss@cahk.hk

Tel : 852-2911 3359

Fax : 852-2504 2752