

Complaints received by the Consumer Council from 1/1/2002 to 28/2/2003 in respect of service coverage and reception problems relating to mobile service providers

消費者委員會在1/1/2002 至28/2/2003接到對電訊供應商有關接收方面的投訴

Name of Telecom Service Provider 電訊服務供應商	District 區域	Problem 問題	Action taken by the Service Provider 供應商所採取的行動
Company 1	Tai Po Ting Kok Road 大埔汀角道	No signal 無訊號	Company promised to improve service to that district 公司承諾改善對該區的網絡
Company 2	not specified 無說明	No signal on the evening of 7/6/02 在 7/6/02 晚上無訊號	Company explained that the network was overloaded because of the World Cup 公司解釋由於世界盃的原因，在該晚系統過荷
Company 3	Sheung Shui Wai 上水圍	No signal 無訊號	Company promised to improve service to the district 公司承諾改善對該區的網絡
Company 4	Tung Chung, Airport, Tuen Mun 東涌、機場、屯門	Local call resulted in roaming call 本地電話變成漫遊電話	Company promised to improve the situation 公司承諾改善問題
Company 3	a certain building in Tai Po 在大埔一間建築物	No signal 無訊號	Company agreed to offer compensation 公司同意提供補償
Company 1	Chung Hing Mansion, Tsimshatsui 尖沙咀重慶大廈	Weak signal 弱訊號	Company promised to look into the matter 公司同意進行調查
Company 5	Tai Po 大埔	No signal 無訊號	Company checked equipment. Problem solved. 公司檢查過設備。問題已解決。
Company 6	most areas 大部份地區	No signal 無訊號	Company replied the company is closing down 公司解釋該公司正進行結束
Company 1	Yau Tong, Tsuen Wan 油塘、荃灣	Weak signal 弱訊號	Company offered refund 公司同意退款
Company 3	Fanling 粉嶺	Weak signal 弱訊號	Company promised to conduct on-site inspection. Offered refund. 公司同意調查及經已退款
Company 6	Yau Tong 油塘	No signal 無訊號	Company replied the company is closing down 公司解釋該公司正進行結束
Company 2	not specified 無說明	No signal on 11/11/02 在11/11/02無訊號	Company explained there was a fault in the network at the time concerned 公司解釋稱當晚設備發生故障
Company 7	Tokwawan 土瓜灣	Weak signal 弱訊號	Company checked equipment 公司已檢查設備
Company 3	Cheung Chau 長洲	Weak signal 弱訊號	Company waived penalty 公司取消罰款
Company 1	most areas 大部份地區	Weak signal 弱訊號	Company offered refund 公司同意退款
Company 1	Ping Shan 坪山	No signal 無訊號	Company checked equipment 公司已檢查設備

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Company 2	Hung Hom 紅磡	Weak signal 弱訊號	Company checked equipment 公司已檢查設備
Company 1	Peng Chau 坪洲	Weak signal 弱訊號	Company checked equipment 公司已檢查設備
Company 1	Tsuen Wan 荃灣	Weak signal 弱訊號	Company offered refund 公司同意退款
Company 5	Tsuen Wan 荃灣	Weak signal 弱訊號	Company offered refund 公司同意退款
Company 3	Kwai Chung 葵涌	Weak signal 弱訊號	Company agreed to waive penalty 公司同意免除罰款
Company 3	Kwai Chung/Tsuen Wan 葵涌、荃灣	Weak signal 弱訊號	Company agreed to waive penalty 公司同意免除罰款
Company 3	Kwai Chung/Sheung Shui 葵涌、上水	Weak signal 弱訊號	Company agreed to waive penalty 公司同意免除罰款
Company 5	most areas 大部份地區	Weak signal 弱訊號	Company agreed to refund service fee 公司同意退回服務費

Complaints received by the Consumer Council from 1/1/2002 to 28/2/2003 in respect of service coverage and reception problems relating to TV Broadcasts Companies
消費者委員會在1/1/2002至28/2/2003接到對電視廣播公司有關接收方面的投訴

Name of TV Provider 電視廣播供應商	District 區域	Problem 問題	Action taken by the Service Provider 供應商所採取的行動
TV Company A	Yuen Long Pat Heung 元朗八鄉	Poor reception 接收不良	company found signal to be normal 公司檢查發覺訊號正常
TV Company A	Tsuen Wan 荃灣	cannot tune in several channels 接收不到部份頻道	Company explained the problem lies with the communal antennae 公司解釋問題出於公共天線
TV Company A	Shatin 沙田	cannot tune in several channels 接收不到部份頻道	Fault was rectified by the company 公司已修理好
TV Company A	Tuen Mun 屯門	No signal 無訊號	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Tuen Mun 屯門	cannot tune in several channels 接收不到部份頻道	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Tuen Mun 屯門	cannot tune in several channels 接收不到部份頻道	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Ngau Tau Kok 牛頭角	cannot tune in the movie channels 接收不到電影台	Company checked circuit 公司已檢查線路
TV Company A	Kwai Fong 葵芳	cannot tune in several channels 接收不到部份頻道	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Lai Chi Kok 荔枝角	cannot tune in several channels 接收不到部份頻道	Company checked circuit 公司已檢查線路
TV Company A	Shatin 沙田	cannot tune in several channels 接收不到部份頻道	Company checked circuit 公司已檢查線路
TV Company A	Pok Fu Lam 薄扶林	cannot tune in several channels 接收不到部份頻道	Company checked circuit 公司已檢查線路
TV Company A	Tin Shui Wai 天水圍	poor reception of certain channels 部份頻道接受不良	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Yuen Long 元朗	cannot tune in several channels 接收不到部份頻道	Company changed the modem for the complainant 公司為投訴人更換數據機

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TV Company A	Tai Wai 大圍	poor reception of certain channels 部份頻道接收不良	Company checked circuit 公司已檢查線路
TV Company A	Tsing Yi 青衣	poor reception of certain channels 部份頻道接收不良	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Kwai Chung 葵涌	could not tune in all channels 全部頻道接收不到	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Tsuen Wan 荃灣	poor reception of certain channels 部份頻道接收不良	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Kwai Chung 葵涌	poor reception of certain channels 部份頻道接收不良	Company checked circuit 公司已檢查線路
TV Company A	Wang Tau Hom 橫頭壩	poor reception of certain channels 部份頻道接收不良	Company changed the modem for the complainant 公司為投訴人更換數據機
TV Company A	Central 中區	cannot receive signals during heavy rain 在大雨時接收不到	Company reset the modem 公司調校好數據機
TV Company A	Kennedy Town 堅尼地城	poor reception of certain channels 部份頻道接收不良	Company checked circuit 公司已檢查線路
TV Company A	Cheung Chau 長洲	cannot tune in several channels 接收不到部份頻道	Company checked equipment 公司已檢查儀器
Satellite TV Company B 衛星電視公司B	New Territories 新界	poor reception of Satellite TV 部份衛星電視接收不良	Company checked circuit 公司已檢查線路