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20 July 2009

By Fax (2185 7845) and By Mail

Ms. Yue Tin Po
Clerk to LegCo Panel on ITB
Legislative Council Secretariat
3rd floor, Citibank Tower
3 Garden Road
Hong Kong

Dear Ms. Yue,

**Follow-up to Meeting on 30 June 2009: Agenda Item II on
Progress Report on the Pilot Run of
Customer Complaint Settlement Scheme (“CCSS”)**

At the meeting of the Panel on Information Technology and Broadcasting held on 30 June 2009, the Director-General of Telecommunications undertook to provide further information in relation to the nature of cases handled by the CCSS Pilot Programme.

2. We set out below a breakdown of the services that form the subject matters of the cases:

Service	Number of Cases
Fixed line	1
Mobile	5
Broadband	1
Broadband bundled with pay TV	1
IDD	3
Pay TV	1
Value-added services	2
<i>Total</i>	<i>14</i>

3. We set out below a breakdown of the nature of complaints of these cases.

Nature of Complaint	Number of Cases
Charge dispute	10
Quality of service	3
Quality of equipment	1
<i>Total</i>	<i>14</i>

Yours sincerely,



(Danny Lau)
for Director-General of
Telecommunications