

商務及經濟發展局
通訊及科技科

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18 July 2012

Ms YUE Tin-Po
Clerk, Panel on Information Technology and Broadcasting
Legislative Council
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong
(Fax: 2978 7569)

Dear Ms Yue,

**Customer Complaint Settlement Scheme
For the Telecommunications Industry**

During the discussion of the captioned item at the meeting of the Panel on Information Technology and Broadcasting of the Legislative Council on 11 June 2012, the Administration undertook to provide the breakdown by major categories and percentages of consumer complaints about telecommunications services received by the former Office of Telecommunications Authority (OFTA) during the period from 2009 to 2011. The requested information is provided in the Annex for Members' reference.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Ida Lee', written in a cursive style.

(Ms Ida Lee)

for Secretary for Commerce and Economic Development

c.c.

Director-General of
Communications

(Attn: Mr Kingsley Yeung Fax: 2803 5112)

**Breakdown by Major Categories and Percentages of
Consumer Complaints on Telecommunications Services
received by the former OFTA during the period from 2009 to 2011**

	2009	2010	2011
Total no. of consumer complaints received by the former OFTA	4,051	5,711	4,950
Billing Disputes	23%	30%	24%
Quality of Telecommunications products/services	18%	17%	17%
Disputes on Contract Terms	11%	15%	16%
Quality of Customer Service	12%	12%	14%
Disputes on Service Termination	12%	11%	10%
Miscellaneous ¹	24%	15%	19%
Total	100%	100%	100%

¹ This includes consumer complaints on sales and promotion tactic, call disturbance, service application, delay in activation of service, refund matter, wrong delivery of bills, collection of overdue payment, collection of personal data, number porting matter, directory service and so on.