## 商務及經濟發展局 通訊及科技科

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26 August 2010

Ms Yue Tin-Po
Clerk to Panel on
Information Technology and Broadcasting
Legislative Council
10/F, Murray Road Multi-storey Carpark Building
2 Murray Road
Central
Hong Kong

Dear Ms Yue,

## **Progress report on the pilot run of Customer Complaint Settlement Scheme**

Following the meeting of the Panel on Information Technology and Broadcasting of the Legislative Council on 14 June 2010 which discussed the above item, the Administration was requested to provide as far as practicable (a) the number of telecommunications service related complaints received by the Office of Telecommunications Authority (OFTA) in the past three years (i.e. 2007-2009) against the three telecommunications service operators that participated in the pilot programme for the Customer Complaint Settlement Scheme (CCSS); (b) the market share of the said three operators; and (c) the number of cases/complaints on billing disputes that had to resort to the court including the Small Claims Tribunal to seek resolution.

The number of complaints OFTA received against the telecommunications service operators that participated in the pilot programme for the CCSS in 2007, 2008 and 2009 are 2 283, 2 767 and 2 623 respectively. According to the information available to OFTA, the three operators account for 75.7% in the fixed line service market 1, 58.3% in the mobile service market and 43.9% in that of internet services 2 as of April 2010. As for the number of cases resorted to the court to seek resolution, we do not have such statistics.

Yours sincerely,

(Miss Fanny CHEUNG)

for Secretary for Commerce and Economic Development

cc.

Director-General of Telecommunications

(Attn: Mr Benson Cheng

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Only two of the three telecommunications service operators provide fixed line service.
 Only two of the three telecommunications service operators provide internet service.