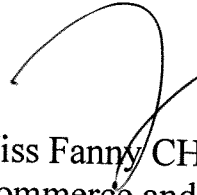


The number of complaints OFTA received against the telecommunications service operators that participated in the pilot programme for the CCSS in 2007, 2008 and 2009 are 2 283, 2 767 and 2 623 respectively. According to the information available to OFTA, the three operators account for 75.7% in the fixed line service market¹, 58.3% in the mobile service market and 43.9% in that of internet services² 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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¹ Only two of the three telecommunications service operators provide fixed line service.
² Only two of the three telecommunications service operators provide internet service.