

The 2nd TUCAC Meeting to be held at

3 pm on 15 November 2012 (Thursday)

(Venue: 2907 Conference Room, 29/F Wu Chung House)

Agenda:

- (1) Confirmation of Minutes of the 1st Meeting
- (2) Customer Complaint Settlement Scheme (“CCSS”) for the Telecommunications Industry (TUCAC Paper No. 3/2012)
- (3) Feedback on Mobile Coverage Raised in the 1st Meeting (TUCAC Paper No. 4/2012)
- (4) Any Other Business:
 - Latest Statistics on Consumer Complaints
- (5) Date and Time of Next Meeting