

The 8th TUCAC Meeting to be held at

3 pm on 16 April 2015 (Thursday)

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

Agenda:

- (1) Confirmation of Minutes of the 7th Meeting
- (2) Industry Code of Practice for Telecommunications
Service Contracts – Progress Report on Implementation
and Revision (TUCAC Paper No. 1/2015)
- (3) Review of the Customer Complaint Settlement Scheme
for the Telecommunications Industry (TUCAC Paper
No. 2/2015)
- (4) Any Other Business:
Latest Statistics on Consumer Complaints
- (5) Date and Time of Next Meeting