

Telecommunications Users and Consumers Advisory Committee (TUCAC)
Minutes of the 12th Meeting held at 3:00 p.m.
on 1 December 2016 (Thursday) in Conference Room,
Office of the Communications Authority (“OFCA”),
29/F Wu Chung House, Wan Chai

Present:

Mr. Chaucer LEUNG (Chairman)	Deputy Director-General (Telecommunications), OFCA
Ms. June IP	Representative of Consumer Council
Mr. Kenny YIU	Representative of Hong Kong Wireless Technology Industry Association (HKWTIA)
Ms. Irene LEUNG	Representative of the aged community
Mr. Eric YEUNG	Representative of small and medium enterprises
Mr. C M CHUNG	Representative of the disabled
Mr. Kenny CHIU	Member appointed on an ad personam basis
Mr. Michael LUI	Representative of Education Bureau
Mr. Thomas SUN	Member of the public
Ms. Martha LEUNG	Member of the public
Ms. Eva WONG	Member of the public
Ms. Florence MAN	Member of the public
Ms. Pauline YUNG	Member of the public
Ms. Eva LAU	Member of the public
Ms. Jamay WONG (Secretary)	OFCA

In attendance:

Ms. Ellen WONG	OFCA
Ms. Christine CHIM	OFCA
Mr. Patrick MAN	OFCA
Miss Edith YAU	OFCA

Absent with apologies:

Mr. L K CHONG	Representative of Communications Association of Hong Kong (CAHK)
Mr. Watson CHAN	Representative of Hong Kong General Chamber of Commerce
Mr. K W MA	Member appointed on an ad personam basis
Mr. William TANG	Representative of the disabled
Ms. Cindy CHAN	Member of the public
Mr. C B WONG	Member of the public
Mr. Derek Emory YEUNG	Member of the public
Mr. Daniel LO	Member of the public

I. Welcome Message

1. The Chairman said that this meeting was the first meeting of the new term. He introduced the newly joined members and welcomed and thanked all members for attending the meeting. He hoped to continue gauging comments and views through meetings so as to strengthen the protection for consumers of telecommunications services through the work on

policy formulation, regulatory arrangements and education.

II. Confirmation of the Minutes of the 11th Meeting

2. The Secretary had not received any proposed amendment to the draft minutes of the 11th meeting from the members and no amendment was proposed by the members in the meeting. The Chairman announced that the minutes of the 11th meeting were confirmed.

III. Facebook Fan Page “Communications Master · OFCA”

3. Ms. Ellen WONG introduced the members to the “Communications Master · OFCA” Facebook Fan Page (“OFCA Facebook fan page”) set up by OFCA and showed them the contents thereof including posts and four consumer advice columns. Related information was in TUCAC Paper No. 6/2016.

4. Mr. Kenny YIU noticed that OFCA had promoted its Facebook fan page mainly through traditional and non-online channels (such as newspaper advertisements). Since Facebook was a social website, he advised that OFCA should step up the promotion of the fan page through the Internet. Besides, Mr. Kenny YIU suggested that OFCA should highlight the key message to be delivered in its posts instead of simply displaying images or posters which contained so many words in small type as Facebook users might not read the information therein carefully and the dissemination of messages on the social platform might in turn be affected.

5. Ms. Ellen WONG thanked Mr. Kenny YIU for his opinions. She said that OFCA had promoted its Facebook fan page through various channels including online (such as online advertisements, social media advertisements and emails) and non-online (such as consumer education activities, publicity materials and newspaper advertisements) publicity channels.

6. The Secretary would like to know whether members of the public could sign up for consumer education activities held by OFCA via OFCA Facebook fan page. Ms. Ellen WONG replied that OFCA would insert application links in the posts which promoted consumer education activities on OFCA Facebook fan page so as to facilitate members of the public to find out about the details and sign up for the activities directly via the fan page .

7. Mr. C M CHUNG enquired whether OFCA Facebook fan page would issue points to note on matters such as phone scam, apart from posting consumer education messages and information about consumer education activities.
8. Ms. Ellen WONG said that OFCA had prepared a post reminding members of the public to stay alert to fraudulent phone calls purporting to be made by OFCA.
9. Mr. Eric YEUNG suggested that it might not be necessary for OFCA to update the posts on its Facebook fan page very frequently. Instead, OFCA could consider using the topic label “#” (hashtag) to mark the keywords appropriately in order to highlight the key messages in the posts, making them more likely to be searched and thus enhancing the dissemination and exposure of the posts. Ms. Ellen WONG thanked Mr. Eric YEUNG for his opinions. OFCA would try using the function so as to enhance the likelihood of the public to find the posts on OFCA Facebook fan page.
10. Mr. Eric YEUNG shared the strategies and skills of raising the popularity and ranking of Facebook fan page, such as maintaining a stable update frequency. Besides, Mr. Eric YEUNG noticed that Facebook would specially recommend posts on fan pages whose owners had purchased Facebook adverts.
11. Mr. Kenny YIU agreed with Mr. Eric YEUNG’s view and said that the strategies and skills of purchasing Facebook adverts were also very important. Owners of Facebook fan pages should choose suitable target groups when purchasing Facebook adverts.
12. Mr. Eric YEUNG suggested that when purchasing Facebook adverts, OFCA should avoid choosing a single large target group but should opt for different target groups according to the contents of the posts so as to achieve better advertising effectiveness.
13. Ms. Ellen WONG thanked Mr. Eric YEUNG and Mr. Kenny YIU for their opinions.
14. Mr. Kenny CHIU said that he had noticed that some users had posted messages/enquiries on OFCA Facebook fan page. He asked whether OFCA would handle the messages/enquiries posted on the page.
15. Ms. Ellen WONG said that OFCA would acknowledge receipt of messages/enquiries

posted on OFCA Facebook fan page through private messages and would reply to those messages/enquiries in public when the official replies were ready.

16. Mr. Kenny CHIU suggested that OFCA could acknowledge receipt of or reply to users' messages/enquiries in public on its Facebook fan page. Ms. Martha LEUNG also advised OFCA to state the acknowledgement of receipt of such messages/enquiries clearly so as to let users know that OFCA would handle messages/enquiries posted on its Facebook fan page.

17. The Chairman added that OFCA Facebook fan page was set up mainly for promotion and education purposes. If users' messages/enquiries were related to the posts, OFCA would generally reply in public. As for messages/enquiries about other matters, OFCA would not make a public reply in order to avoid deviating from the original purposes of setting up the fan page.

18. Mr. C M CHUNG mentioned that Facebook messenger would now use robots to answer questions. He enquired whether OFCA would consider using robots to reply to messages/enquiries on OFCA Facebook fan page. Ms. Ellen WONG responded that since it was not possible to foresee the contents of users' messages/enquiries and the enquiries received in the past involved different areas, messages/enquiries on OFCA Facebook fan page would still be replied one by one by OFCA's colleagues.

IV. Arrangements on the Registration of True Identity for the Use of Mainland numbers in Single-Card-Multiple-Numbers ("SCMN") Services **OFCA's Follow-up Actions and Advice to Consumers**

19. Ms. Christine CHIM briefed members on the arrangements on the registration of true identity for Mainland numbers in SCMN (including One-Card-Two-Numbers ("1C2N")) services, OFCA's follow-up actions and its advice to consumers on the matter. Related information was in TUCAC Paper No. 7/2016.

20. The Chairman added that the arrangements on the registration of true identity were put in place for compliance with the relevant regulations in the Mainland. Subscribers could decide whether to provide the requested information according to their own needs. If subscribers did not provide the information or give consent to the transfer of such information by the specified deadlines, their Mainland mobile numbers might be suspended.

For details of service arrangements, subscribers would have to contact their service providers directly.

21. Mr. C M CHUNG enquired how operators would notify their pre-paid card subscribers of the arrangements on the registration of true identity for Mainland numbers. He was concerned that pre-paid cards subscribers could not possibly learn about the registration requirement if they had not activated their pre-paid cards.

22. Ms. Christine CHIM responded that operators usually would notify their pre-paid card subscribers through short messages. Some operators indicated that they would consider notifying their pre-paid card subscribers of the arrangements by phone. In addition, OFCA had published the “Consumer Alert on SCMN/1C2N Services with the offer of Mainland mobile numbers” on its website with regard to the information about the registration of true identity for Mainland numbers in the hope of reminding service subscribers of the matter.

23. Mr. C M CHUNG said that since operators had progressively notified their customers of the arrangements on the registration of true identity for Mainland numbers, he suggested that operators should immediately notify potential subscribers of such arrangements when selling new SCMN/1C2N services to them.

24. The Chairman responded that most operators had begun explaining to new SCMN subscribers the arrangements on the registration of true identity for Mainland numbers. According to his understanding, other operators who had not yet announced the arrangements on the registration of true identity would stop accepting new subscription for SCMN services temporarily.

25. Ms. Florence MAN would like to know how business subscribers should register true identity for their Mainland numbers in SCMN services, pointing out that business subscribers generally had subscribed more than one SCMN service. She enquired whether business subscribers could authorise a staff member to register true identity for all of their Mainland numbers.

26. Ms. Christine CHIM replied that according to the information provided by operators, personal information to be collected for the registration of true identity for Mainland numbers included customers’ names, types of identity documents (e.g. Home Entry Permit)

and identity document numbers, etc. As such, business subscribers should not be able to register true identity for Mainland numbers under a business name. Moreover, there might be a quota for Mainland numbers registered in the name of an individual. Therefore, OFCA suggested that business subscribers should contact their operators to enquire the matters.

27. The Chairman thanked Ms. Florence MAN for her questions and said that OFCA would contact operators to find out the arrangements for business subscribers on the registration of true identity for their Mainland numbers in SCMN services and the implementation of other relevant requirements.

[Post-meeting note: According to the information provided by operators, only personal documents would be accepted for the registration of Mainland numbers. Business registration certificates would not be accepted. In general, each person would be allowed to register five numbers at most. Subscribers might contact their operators directly to enquire the latest requirements and arrangements.]

28. Ms. Florence MAN said that there were many sales outlets for SCMN pre-paid cards and Hong Kong residents were not the only purchasers of those cards. She suggested that OFCA should put the relevant consumer alerts in prominent position on its web page and post the information on OFCA Facebook Fan Page so as to enable more consumers to obtain the information through different channels. Ms. Martha LEUNG agreed with Ms. Florence MAN's suggestion.

29. The Chairman thanked Ms. Florence MAN for her opinions and said that OFCA would update the consumer alerts regularly and arrange to put them on its Facebook Fan Page.

[Post-meeting note: OFCA posted the "Consumer Alert on SCMN/1C2N Services with the offer of Mainland mobile numbers" on its Facebook Fan Page on 9 December 2016.]

30. Mr. C M CHUNG expressed concern about the handling of personal data. He enquired whether it was possible to request operators to erase the registered information when the Mainland numbers were not in use for a specified time period. Mr. Thomas SUN was of the view that the Mainland side would not make such an arrangement.

31. Ms. Christine CHIM said that OFCA had requested operators to state clearly in the user agreement the parties (e.g. the Mainland operators or relevant authorities) to whom the personal data of a subscriber would be transferred. Subscribers should read carefully the terms of the agreement and decide whether to provide personal data for the registration of true identity according to their own will. They could contact their operators if they had any enquiries or suggestions on the arrangements.

32. Ms. Irene LEUNG said that SCMN pre-paid cards were widely used by the elderly and grassroots but they might not be able to learn about the requirement of registration of true identity for Mainland numbers through OFCA's website or OFCA Facebook Fan Page. She hoped that OFCA would consider using other channels to notify the public of the arrangements.

33. The Chairman responded that all affected subscribers would receive notifications from their operators about the arrangements on the registration of true identity for Mainland numbers. If SCMN subscribers had not taken heed of the notifications by their operators, they should contact their operators as soon as possible.

34. Mr. Thomas SUN enquired whether the Mainland numbers in the SCMN services could be portable or registered separately in the near future. Mr. Kenny CHIU was of the view that due to the commercial interests involved, Mainland operators would not make such arrangements.

35. The Chairman explained that SCMN services included a Hong Kong mobile number and a Mainland mobile number. Subscribers might arrange porting their Hong Kong mobile numbers to any mobile operators in Hong Kong. However, according to his understanding, Mainland mobile numbers were not supported by number porting service for the time being.

V. Any Other Business

36. The Secretary reported that the CA had received 557 and 479 cases of consumer complaints in the 2nd Quarter and the 3rd Quarter of 2016 respectively. Among these complaints, 541 cases (97.1%) in the 2nd Quarter and 474 cases (99%) in the 3rd Quarter were outside the CA's scope of jurisdiction. These complaints primarily involved dissatisfaction with customer service, disputes over contract terms/service termination,

disputes over bills and dissatisfaction with the quality of mobile/fixed network/Internet services. The remaining 16 cases (2.9%) in the 2nd Quarter and 5 cases (1%) in the 3rd Quarter were related to possible breach of the Telecommunications Ordinance or Licence Conditions, including complaints about access by operators to public areas of buildings for the installation of telecommunications/broadcasting equipment and networks, and suspected misleading or deceptive sales conduct. No substantiated case was confirmed to be in breach of the Telecommunications Ordinance/Licence Conditions in the 2nd Quarter and the 3rd Quarter of 2016. The latest consumer complaint statistics were in Annex 1.

37. There being no other business, the meeting was adjourned at 5:00 p.m.

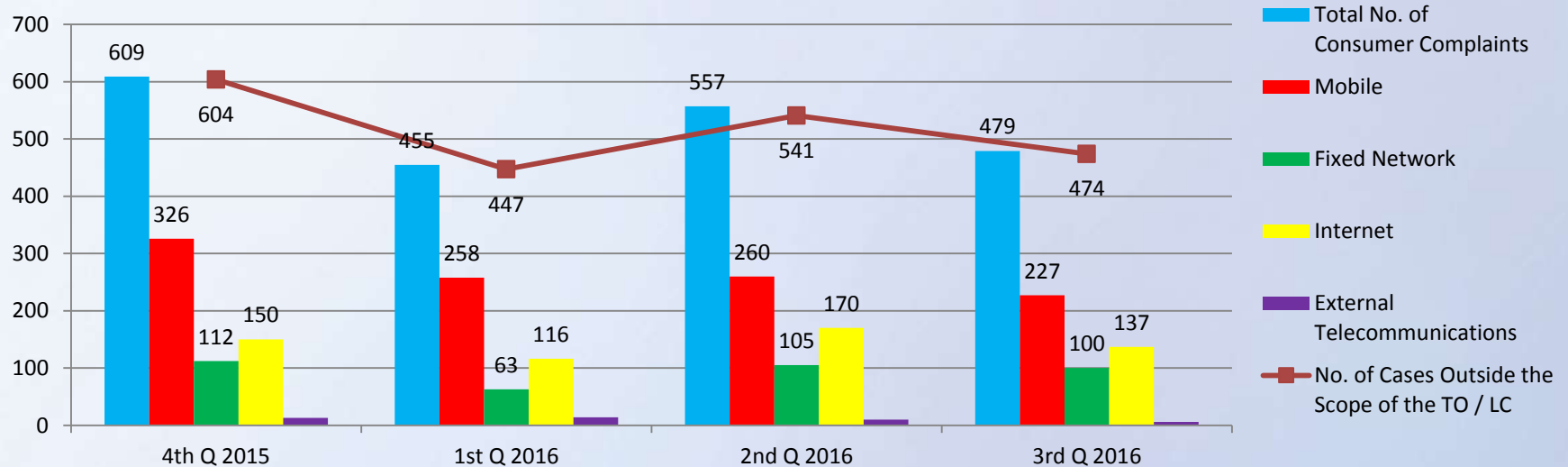
Report on Consumer Complaints on Telecom Services

**The Telecommunications Users and
Consumers Advisory Committee
The 12th Meeting
1 December 2016**

Overview (2nd Quarter of 2016 and 3rd Quarter of 2016)

<i>(Categorised by service types)</i>	<u>4th Q 2015</u>	<u>1st Q 2016</u>	<u>2nd Q 2016</u>	<u>3rd Q 2016</u>	<u>2nd Q 2016</u>	<u>3rd Q 2016</u>	
Total No. of Consumer Complaints	609	455	557	479	541	474	No. of Cases Outside the Scope of the Telecommunications Ordinance ("TO") / Licence Conditions ("LC")
Mobile	326	258	260	227	258	227	
Fixed Network	112	63	105	100	91	95	
Internet	150	116	170	137	170	137	
External Telecommunications	13	14	10	6	10	6	

No. of Consumer Complaints



No. of Complaints (2nd Quarter of 2016 and 3rd Quarter of 2016)

Number of complaint cases returned to a similar level after an increase

In the 2nd Quarter of 2016, the Communications Authority (“CA”) received 557 cases of consumer complaints, representing a substantial increase of 22% from the 455 cases received in the 1st Quarter. In the 3rd Quarter of 2016, the CA received 479 cases of consumer complaints which is similar to the level in the first quarter.

No. of cases not involving any breach of the TO or LC : 541 and 474 cases in the 2 Quarters respectively

The cases mainly involved :	<u>2nd Q 2016</u>	<u>3rd Q 2016</u>
➤ Dissatisfaction with customer service :	141 cases	130 cases
➤ Disputes on contract terms / service termination :	108 cases	82 cases
➤ Disputes on bills :	97 cases	69 cases
➤ Dissatisfaction with the quality of mobile/ fixed network/Internet services :	85 cases	84 cases

No. of cases involving possible breach of the TO or LC : 16 and 5 cases in the 2 Quarters respectively

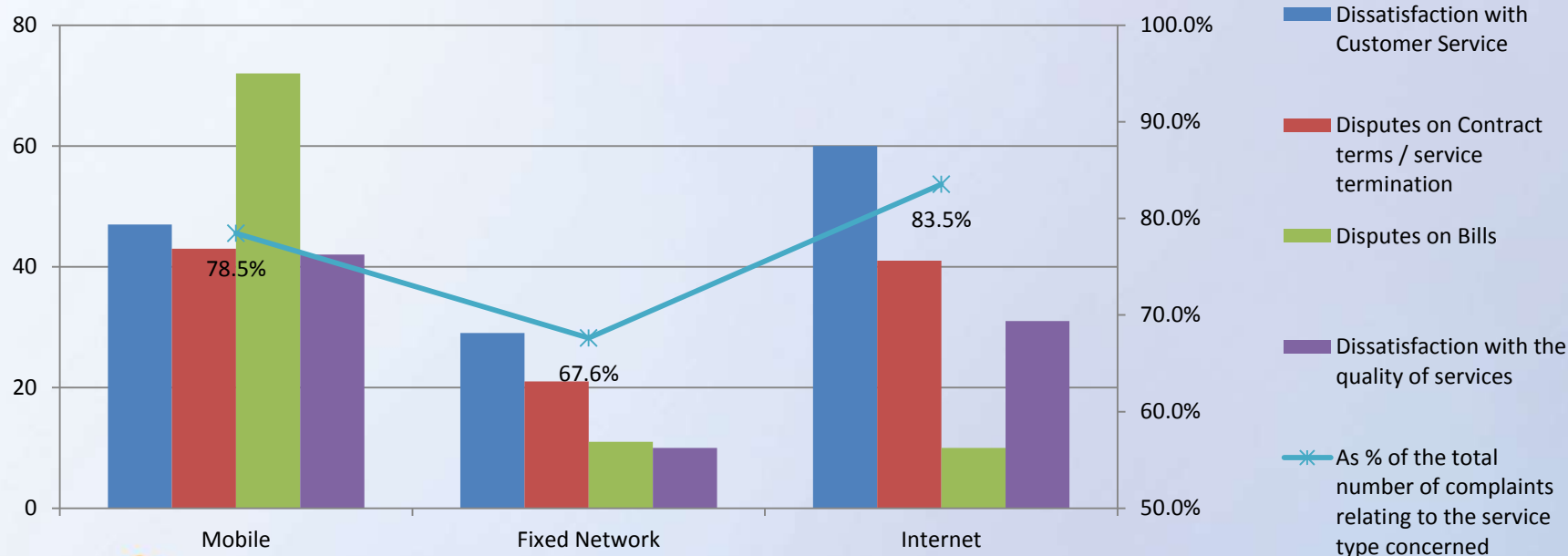
➤ Access by operators to public areas of buildings for the installation of telecommunications/ broadcasting equipment and networks :	14 cases	5 cases
➤ Suspected misleading or deceptive sales conduct :	2 cases	0 case

No. of Complaints (2nd Quarter of 2016)

(Categorised by major service types)

	<u>Dissatisfaction with customer service</u>	<u>Disputes on contract terms / service termination</u>	<u>Disputes on bills</u>	<u>Dissatisfaction with the quality of services</u>	<u>As percentage of the total number of complaints relating to the service type concerned</u>
Mobile	47	43	72	42	78.5%
Fixed Network	29	21	11	10	67.6%
Internet	60	41	10	31	83.5%

No. of Consumer Complaints

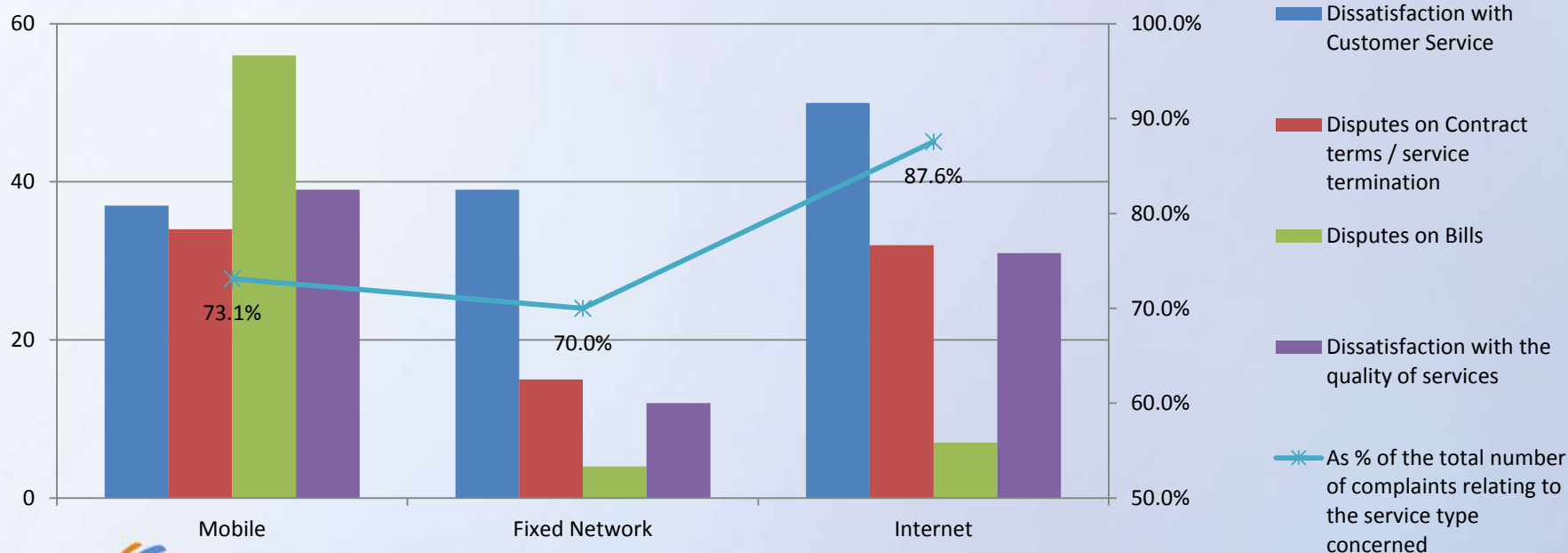


No. of Complaints (3rd Quarter of 2016)

(Categorised by major service types)

	<u>Dissatisfaction with customer service</u>	<u>Disputes on contract terms / service termination</u>	<u>Disputes on bills</u>	<u>Dissatisfaction with the quality of services</u>	<u>As percentage of the total number of complaints relating to the service type concerned</u>
Mobile	37	34	56	39	73.1%
Fixed Network	39	15	4	12	70.0%
Internet	80	32	7	31	87.6%

No. of Consumer Complaints



No. of Complaints (2nd Quarter of 2016 and 3rd Quarter of 2016)

Case Analysis of Breach of the TO / LC

During the period between the 2nd Quarter of 2016 and the 3rd Quarter of 2016, there was no substantiated case of breach of the TO/LC

Thank you