Telecommunications Users and Consumers Advisory Committee ("TUCAC")

Minutes of the 23rd Meeting held at 3:00 p.m.

on 28 December 2021 (Tuesday) in Conference Room,

Office of the Communications Authority ("OFCA"),

29/F Wu Chung House, Wan Chai

Present:

Mr. Sanda CHEUK, JP (Chairman) Deputy Director-General

Mr. Francis HO
Dr. Anthony NG
Mr. Ricky CHONG
Mr. Keith LI
Mr. C M CHUNG
Mr. Y C SIU
Mr. K K LAU, MH, JP
Dr. K W TANG
Ms. P Y CHAN
Mr. K L CHAN
Ms. W K CHENG
Mr. H C HUNG
Ms. Eva LAU
Dr. K W LAU
Mr. Richard TSANG
Mr. Henry LIN
Ms. Jamay WONG (Secretary)

In attendance:

Ms. Stacy LAM	OFCA
Mr. Ray NG	OFCA
Mr. Alex TANG	OFCA
Mr. Charles CHOW	OFCA
Mr. Freeman WONG	OFCA
Miss Edith YAU	OFCA

Representative of Consumer Council Representative of Hong Kong General Cha of Commerce Representative of Communications Associati Hong Kong Representative of Hong Kong Wireless Technology Industry Association Representative of the disabled Representative of the disabled Member appointed on an ad personam basis Member appointed on an ad personam basis Representative as a member of the public Representative of Education Bureau OFCA

Absent with apologies:

Ms. Maura WONG	Representative of the aged community
	services
Mr. Eric YEUNG	Representative of Small and Medium
	Enterprises
Mr. W T CHAN	Representative as a member of the public
Mr. Y M KUNG	Representative as a member of the public
Ms. Katy LAU	Representative as a member of the public
Ms. Avon YUE	Representative as a member of the public
Ms. Peony CHEUNG	Representative as a member of the public

I. <u>Minutes of the 22nd Meeting of the Telecommunications Users and</u> Consumers Advisory Committee ("TUCAC")

1. <u>The Secretary</u> had received proposed amendments to paragraphs 17 and 33 of the draft minutes of the 22nd meeting from Mr. Richard TSANG prior to the meeting. Relevant amendments had been made accordingly. No other amendment was proposed by the members at the meeting. <u>The Chairman</u> announced that the minutes of the 22nd meeting were confirmed.

II. <u>The Development of 5G Services in Hong Kong</u>

2. <u>Ms. Stacy LAM</u> briefed members on the development of 5G services in Hong Kong, including a summary of 5G spectrum assignment, a list of mobile network operators providing 5G services, an overview of 5G services: the growth in number of subscriptions, network coverage and performance, use cases of applications (such as 5G wireless home broadband service), as well as provision of information for consumers on how to obtain 5G coverage information and select the right 5G handsets. At the meeting, <u>Ms. Stacy LAM</u> also played a short video¹ about 5G applications on construction sites. Related information was set out in TUCAC Paper No. 3/2021.

¹ The short video has been uploaded onto the CA's YouTube Channel: <u>https://youtu.be/0m7vfMaAkcs.</u>

3. <u>The Chairman</u> said that with the promotion of its existing and upcoming short videos on the potentials of 5G services, OFCA intended to enhance understanding of 5G services and applications among the public and various sectors. The videos also served to inspire and encourage them to use 5G services and to foster innovative applications riding on 5G technology. In order to meet the needs of various 5G applications in terms of speed, capacity and coverage, the Communications Authority ("CA") would continue to release more spectrum in different frequency bands to the market. Besides, an auction had just been completed in October 2021 for the assignment of another batch of 5G spectrum to the operators allowing them to further refine their 5G network coverage and services through deployment of the new spectrum. OFCA believed the refined 5G networks, together with the launch of various types of 5G mobile devices, would foster sustainable development of 5G and innovative services in Hong Kong, promote Hong Kong's economy and enhance its competitiveness so as to benefit the whole society.

4. <u>Mr. H C HUNG</u> appreciated OFCA's production of the short videos to promote 5G services, with a view to giving members of the public a clearer picture of the actual development of 5G applications. He believed that the upcoming video clips would help shed further light on 5G services for the public. <u>Mr. H C HUNG</u> said that 5G networks could provide buildings not having fibre coverage with 5G wireless home broadband service at a relatively high speed. He enquired about the data speed that the service could provide.

5. <u>Ms. Stacy LAM</u> said that 5G wireless home broadband service was supported by 5G networks with the use of 5G routers, and the data speed of this service would be similar to that of 5G services accessible via a 5G handset. However, the data speed would still be subject to various factors, including the Wi-Fi technologies adopted by the user routers and equipment, as well as the number of subscribers using the wireless home broadband service at the same time. According to OFCA's understanding, operators did not impose any data usage limit on the 5G wireless home broadband services currently available in the market, but the operators would generally implement the Fair Usage Policy, such that when the data usage of a subscriber exceeded the specified level, permissible data speed for use by the subscriber might be further limited.

6. <u>Mr. H C HUNG</u> said that he understood that the speed of 5G wireless home broadband service was similar to that of 5G mobile service, with the main difference lay in the access to service, either through routers at a fixed point or by mobile phones using the service accessible from various locations. Furthermore, as pointed out in OFCA website, consumers' handsets would also affect their experience of the speed of 5G services. It was thus advisable for consumers to choose the right 5G handsets.

7. <u>Ms. Stacy LAM</u> said that currently, the operators in general would provide their 5G wireless home broadband services with routers in order to facilitate their subscribers' use of the services.

8. <u>Mr. H C HUNG</u> welcomed the arrangement of operators as it could ensure that consumers were able to use the services with suitable routers without the need of rewiring.

9. <u>The Chairman</u> added that on accessibility, there was not much difference between 5G wireless home broadband services and fixed broadband services. Most of the current fixed broadband service subscribers had their own Wi-Fi routers connected to their broadband modems for sharing out the use of broadband services riding on Wi-Fi technologies to all the mobile devices at their homes simultaneously. As for 5G wireless home broadband services, the operators would directly provide their clients with 5G routers embedded with 5G Subscriber Identification Module (SIM) Cards for provision of broadband services through 5G networks. Such services could indeed provide access for the consumers living in buildings without fibre-based broadband coverage to a convenient and faster broadband service.

10. Mr. H C HUNG pointed out that one of his service centres was located in a

relatively remote area and provided fixed broadband services at a relatively slow speed. Thus, he expected that 5G wireless home broadband services could serve as an alternative solution to the said service centre.

11. <u>The Chairman</u> clarified that the feasibility of providing 5G wireless home broadband services would depend on whether the locations concerned were within 5G coverage. Operators might not be able to provide 5G coverage if there was a lack of fibre-based network in support of the infrastructure to facilitate provision of high-speed telecommunications services in remote areas.

12. <u>Mr. H C HUNG</u> said some of his service centres were located in large housing estates, which were believed to be within 5G coverage. According to his experience, operators would charge an extra fee from subscribers for installing additional equipment to provide a relatively stable broadband service. Subscribers who opted for 5G wireless home broadband service could thus save the extra cost.

13. <u>The Chairman</u> said that 5G services could indeed provide one more option for consumers. Before subscribing to a service, consumers should check with their operators for the plan details and the service coverage, and choose a suitable service according to their circumstances and needs.

14. <u>Mr. Richard TSANG</u> agreed that 5G services were conducive to the education and other sectors. <u>Mr. Richard TSANG</u> learned that operators had started to phase out their 2G services gradually. He enquired about the current usage rate of 3G services and whether there was a timetable for termination of the services.

15. <u>Ms. Stacy LAM</u> replied that the current penetration rate of 3G services was about 26%, which was similar to that of 5G services. The CA had added clauses to the operators' licenses requiring them to seek prior consent from the CA before terminating a generation of mobile services. Before granting such approval, the CA's prime concern was whether the operators had made proper arrangements for their

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affected customers, for example, providing sufficient time of notification and customer service support in advance. Up to now, the CA had not received any application from operators for terminating the provision of 3G services.

16. <u>The Chairman</u> said that as mobile services had developed into the fifth generation and the technologies employed in the new services advanced from one generation to another, there was also a boost in the service efficiency. As such, new generation technologies were capable to provide a higher broadband speed using the same bandwidth of spectrum. The CA welcome operators' move to refarm spectrum in some of the frequency bands for providing more advanced and innovative mobile services. Yet, the CA was concerned that it was also the operators' obligation to make proper arrangements for their affected customers when making such a decision, by providing them sufficient time for consideration and arranging replacement of their handsets, enabling them to choose the right mobile service plans or switch to other mobile service providers.

17. <u>Dr. Anthony NG</u> said that 5G services were conducive to development of the industry, but might give rise to problems for subscribers who were not familiar with the relevant services. For example, the data transmission speed provided by 5G services was higher than that of the other generations of mobile services, subscribers might use up the data usage quota under their subscribed service plans inadvertently. Thus, he would like to know what measures had been put in place by the Government and the industry for the protection of subscribers.

18. <u>Ms. Stacy LAM</u> said that the 5G service plans currently available in the market would generally include more data entitlements, ranging from 10 GB to 300 GB, as compared with the service plans of the previous generations. Users could choose a suitable service plan that matched their needs on data usage.

19. <u>The Chairman</u> said that the example cited by Dr. Anthony NG was an inevitable phenomenon brought by the advent of each new generation mobile

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service. Based on the past experience in market development, operators would launch service plans with various data entitlements for different generations of mobile services in order to meet the needs of various users. Consumers would indeed use up more data with high-speed services. That said, the average cost of data usage actually decreased, which was one of the benefits provided by the new services. OFCA would conduct consumer education programmes later to remind consumers of the points to note when using the new generation of services, including choosing service plans that suited their own needs.

20. <u>Mr. K K LAU</u> said that he was pleased to see the development of 5G services in Hong Kong. It would be more cost effective to replace fixed home broadband services with 5G services in view of the fact that a relatively high cost was involved in rolling out fibre-based networks. We could observe that with the advance of technology from 2G to 5G, the speed offered to users had met the requirements for the majority of applications. It was believed that the construction of fixed network infrastructure would slack gradually in the future while the demand for mobile network would substantially increase. Operators were expected to launch different service plans in response to market development, which would enhance competition and thereby reducing the service prices and providing consumers with more choices.

21. <u>The Chairman</u> thanked Mr. K K LAU for his sharing and said that fixed networks and mobile networks had their own merits and shortcomings. Mobile broadband services had greater flexibility and the installation was simpler. However, as mobile network services were provided with access through radio technologies, the actual speed experienced by consumers would be affected by various factors, such as the service coverage and the number of users. Fixed broadband services had a high stability but the installation was more complicated and the use of unconcealed wiring might have to be arranged. Consumers could choose suitable services according to their locations of use and needs.

22. Mr. Henry LIN welcomed that 5G mobile network coverage had reached over 90% of the population and believed that most public sector schools in Hong Kong were within the coverage. Mr. Henry LIN recalled that some schools used to have encountered many difficulties in installing fibre-based broadband services in the past, such as time-consuming installation process and high cost. At present, most of the schools had already installed Wi-Fi facilities, so the schools were equipped with both fixed and mobile networks. The school sector had kept in view the development of 5G technology and had discussion on the positioning of 5G in schools, possible benefits and services of 5G to the school sector, such as whether it could replace the fixed network or work in combination with the Wi-Fi network, and the appropriate circumstances and services to which 5G could apply. Mr. Henry LIN said that he had reviewed the 5G applications provided by some operators and found that most of the applications were intended to favour individual users at the very first beginning. There were also applications for industrial or commercial use but very few for the school sector. He hoped that operators could provide some 5G applications suitable for use by the school sector with use cases for the sector's reference, such that the school sector could grasp more information and capitalise on the advantages of 5G for the benefit of the sector.

23. <u>Mr. Ricky CHONG</u> enquired whether application for the Subsidy Scheme for Encouraging Early Deployment of 5G (the "Subsidy Scheme") had been closed.

24. <u>The Chairman</u> understood that the school sector was concerned about 5G applications. As regards the Subsidy Scheme, in view of the overwhelming response, the application deadline had been extended to July 2022 and the number of projects to receive subsidy had also been increased from 100 to 200. <u>The Chairman</u> pointed out that OFCA welcomed applications for the Subsidy Scheme from any sectors and had uploaded information on the completed

projects and approved projects under the Subsidy Scheme to OFCA's website. It was hoped that the experience shared could serve as a reference for various sectors to develop more ideas on innovative products riding on 5G technology.

25. <u>Mr. Henry LIN</u> said that the school sector was aware of the Subsidy Scheme. He believed that the school sector could leverage the low latency feature of 5G to support some of their facilities or projects, such as information display kiosks and projects relating to school administration or security. Also, the school sector hoped to integrate 5G technology into activities with student interaction, for instance, virtual short trips. The school sector had already borrowed equipment from operators for testing and hoped to share the results with everyone in the near future.

26. <u>Mr. Francis HO</u> said that the Consumer Council had received complaints about 5G services from time to time, especially in the early days after the launch of 5G services, most of the complaints received were about discrepancy between service performance and sale promises. He enquired whether the CA had received any complaints about 5G services and how these complaints were handled. Besides, he hoped that the CA could instruct the operators to promote their services according to their actual service performances without exaggerating the service quality.

27. <u>The Secretary</u> replied that the CA had received complaints about 5G services, including the complaints as received by the Consumer Council. In addition, there were also complaints about operators allegedly failing to achieve the expected speed of 5G services and poor reception at certain locations. As there was currently no legislation requiring ubiquitous coverage of mobile networks over the territory and mobile data services would be affected by various factors, OFCA would refer the cases to the relevant operators, requiring them to contact the complainants for follow-up. It was understood that the operator would generally, upon receipt of the complaint referral, conduct a field

test and negotiate a solution with the complainant. <u>The Secretary</u> pointed out that it would take time for operators to extend the coverage of their services after the launch of any new services (including 5G services). OFCA advised that consumers should read carefully the service details and enquire with the operators to make themselves clear about the service details before subscribing to any telecommunications services. They should also compare the service plans with those offered by other operators and consult friends and family in order to choose a service which best fitted their own needs. Regarding complaints about discrepancy between service performance and sale promises, the relevant divisions of OFCA would follow up the cases in accordance with the Trade Descriptions Ordinance if substantiated by prima facie evidence.

28. Mr. Francis HO said that among the cases handled by the Consumer Council, there were circumstances where the consumers had already checked with the salespersons about the reception of 5G in remote areas and had been confirmed by the salespersons that the areas concerned were covered by 5G networks. However, it was not until after the subscriptions and the service plans had taken effect that the locations were found to have no 5G coverage. Then, upon lodging of complaints, field tests were conducted by the operators to confirm that the locations concerned were not yet covered by 5G services. Eventually, the operators unconditionally terminated the service contracts for the complainants. <u>Mr. Francis HO</u> was of the view that although the operators finally agreed to terminate the contracts for the complainants, it was not a desirable situation. He hoped that operators could conscientiously test the coverage of their 5G services in different locations and disclose the relevant information to the public before launching the services in order to enable consumers to make informed choices and to minimize unnecessary disputes.

29. <u>The Chairman</u> thanked Mr. Francis HO for his comments. He agreed that clear information was a crucial factor for consumers to make informed choices and that operators should be able to provide more detailed information

concerning their service coverage. OFCA would review and keep in view the trend in the number of complaint cases about disagreeing service performance and sale promises. Consideration would be taken as to whether any follow-up action was required. <u>The Chairman</u> explained that with the advent of each new generation service, there was generally more limitations to the service coverage at the initial stage. Having said that, as operators would deploy more spectrum for providing 5G services, refarm the spectrum previously assigned to them for 5G use and continue to roll out their 5G networks to improve coverage, it was expected that 5G user experience would continue to improve.

30. <u>Mr. C M CHUNG</u> reflected that the reception of 5G signal was relatively poor in remote areas. He hoped that OFCA could encourage operators to build additional base stations in remote areas to improve the situation so that residents of remote areas could also enjoy 5G services.

31. The Chairman said that OFCA had been implementing various facilitation measures to encourage and assist operators to install additional base stations in country parks and remote areas to improve the mobile network coverage in these places. For example, allowing operators to use existing Government buildings and hilltop sites and subletting Government land at nominal rent. The Chairman pointed out that there were three major elements for the provision of 5G services, namely fibre-based networks, base stations and electricity supply, all of which were indispensable. As discussed earlier, the coverage issue in remote areas was mainly due to a lack of fibre-based networks. There would be no 5G coverage without any fibre-based networks. To meet the demand for high-speed broadband services in remote areas, the Government had implemented a subsidy scheme to provide telecommunications companies with financial incentives to encourage the extension of fibre-based networks to villages in remote areas and provide infrastructure necessary for the deployment of other types of telecommunications services (including 5G mobile services). It was believed

that upon completion of the subsidy scheme, the problems with broadband services at the villages would be resolved. If operators could successfully identify locations with electricity supply for installing base stations, 5G service coverage could be extended to those areas as well.

32. <u>Dr. K W TANG</u> pointed out that 5G services in Hong Kong were provided by non-standalone 5G operation, in other words, users would receive 5G and 4G signals simultaneously. The mobile phones would automatically switch to 4G network where 5G coverage was not satisfactory. However, as most of the users were not aware of such situation, this might arouse doubts about the nonexistence of quality 5G services even though they had subscribed to 5G services and used 5G handsets. <u>Dr. K W TANG</u> suggested that the operators could step up efforts to provide more information on network technology as well as the coverage of 4G and 5G, in order to the relieve the consumers' worries.

33. <u>Ms. Stacy LAM</u> said that, at present, 5G services in Hong Kong were mainly made available in the mid frequency band. Supposing that standalone network was deployed for the provision of 5G services bypassing the 4G network, chances were its connection with 5G services might lose due to network coverage issue when the users were in motion. However, by deploying 5G non-standalone network, users could enjoy a smoother experience of 5G services which had leveraged the existing networks of both 4G and 5G in tandem. As the 5G spectrums in the low, mid and high bands had been auctioned, the operators would gradually implement network rollout and have their 5G networks extended to enhance their 5G service coverage.

III. New Generation of Wi-Fi

34. <u>Mr. Ray NG</u> briefed members on the New Generation of Wi-Fi, including the use and development of Wi-Fi, examples of Wi-Fi client devices and access points, the existing regulatory system on Wi-Fi, the latest development of Wi-Fi Technology and the public consultation on regulating the latest Wi-Fi 6E products. Related information was set out in TUCAC Paper No. 4/2021.

35. The Chairman said that the CA was conducting a consultation on the regulation of Wi-Fi 6E products. It was foreseen that more Wi-Fi 6E products would be launched in the market upon the commencement of the relevant Class Licence. When purchasing Wi-Fi 6E access points, customers must check whether or not a label prescribed by the CA ("prescribed label") had been affixed to the products so as to identify its compliance with specifications. Noncompliant Wi-Fi 6E products might cause interference to other telecommunications services. It was an offence for any person to sell or use non-compliant Wi-Fi 6E products.

36. <u>Mr. C M CHUNG</u> said that, when purchasing Wi-Fi devices, most of the consumers would only take into account the speed without paying attention to whether a prescribed label had been affixed. He asked if OFCA would inform the public of the operating bands and conduct publicity and education on the regulation of Wi-Fi 6E products through its website and social media platforms. <u>Mr. C M CHUNG</u> would also like to know whether a consumer would be held legally responsible for an accidentally purchased Wi-Fi 6E item without the prescribed label.

37. <u>The Chairman</u> thanked Mr. C M CHUNG for his suggestions. He said that upon commencement of the new Class Licence introduced by the CA for regulating Wi-Fi 6E products, OFCA would conduct consumer education through various channels reminding consumers of the points to note. 38. <u>Mr. Alex TANG</u> shared that there were two ways to possess and use radio equipment legally in Hong Kong – 1. The type of equipment being exempted from licensing under the relevant legislation, and 2. The person who possessed and used the equipment had obtained a valid telecommunications licence. On receipt of a complaint against illegal use of radio apparatus, the CA would take enforcement action as appropriate, like detaining doubtful apparatus for testing to ascertain its legality. According to the Telecommunications Ordinance, possession or use of non-compliant radio apparatus was liable to a fine of HKD \$50,000 and imprisonment for two years.

39. <u>Mr. K L CHAN</u> enquired whether there would be any restriction zones deterring the use of Wi-Fi 6E devices as in the case of 5G services in certain areas.

40. The Chairman explained that the situation of Wi-Fi 6E was different from that of 5G. As 3.5 GHz band had been the pre-existent receiving band for satellite earth stations well before its assignment for 5G services, the CA had to impose restrictions on the installation of 5G base stations operating in the 3.5 GHz band located in Tai Po and Stanley at the launch of 5G services. This would help protect the existing Telemetry, Tracking and Control ("TT&C") Stations operating in 3.5 GHz band and the adjacent bands. Such restriction zones were only applicable to 3.5 GHz band while other bands were not affected. OFCA was negotiating with the satellite operators concerned to have the TT&C Stations currently operating in 3.5 GHz band relocated from Tai Po to Chung Hom Kok, in a bid to solve the problem of supplying 5G services in the 3.5 GHz band in Tai Po in the long run. The relocation was expected to complete in three to four years' time. On the other hand, as Wi-Fi 6E was operating in the 6 GHz band, the band which was not deployed to provide 5G services at the moment. The CA would make reference to the arrangements of

6 GHz band in other economies in order to devise a suitable plan. Given that different 6 GHz bands were deployed for Wi-Fi 6E use in different areas, the CA needed to regulate the Wi-Fi 6E apparatus to make sure that non-compliant Wi-Fi 6E apparatus would not cause interference to Hong Kong's 5G services in the future. In this regard, it was mentioned that the CA had proposed imposing compulsory certification and labelling requirements for Wi-Fi 6E access points.

41. <u>Mr. K L CHAN</u> said that as far as he knew, region configuration was currently available in 2.4 GHz Wi-Fi access points. If the users had mistakenly selected other regions (e.g. Japan), the configuration may not conform to the technical requirements in Hong Kong (e.g. the Channel 14 would appear). <u>Mr. K L CHAN</u> asked whether Wi-Fi 6E access points would end up connected to a non-compliant band owing to the users' configuration by mistake.

42. <u>Mr. Charles CHOW</u> said that the CA's compulsory certification and labelling requirements were only applicable to Wi-Fi 6E access points whereas certified Wi-Fi 6E access points would not use any illegal bands. As the spectrum of client devices were controlled by Wi-Fi 6E access points, these Wi-Fi 6E client devices would continue to adopt the prevailing voluntary certification practice on the premise that steps had been taken to ensure deployment of Wi-Fi 6E access points for use in the designed bands only. Under the new regulatory approach, manufacturers, dealers or retailers must ensure that the Wi-Fi 6E apparatus they sold in Hong Kong were duly certified and affixed with the prescribed labels for identification by consumers.

43. <u>The Chairman</u> said that, in gist, consumers' purchase of a Wi-Fi 6E access point bearing a prescribed label could serve to ensure that the access point would comply with the relevant technical requirements. <u>The Chairman</u> pointed out

that, with the advance of Wi-Fi technology, 2.4 GHz and 5 GHz bands had become very congested as the bands had been in use since long time ago, thereby affecting the performance of Wi-Fi operating in these bands. With a broader bandwidth in the new 6 GHz band, the performance of Wi-Fi 6E would definitely be better at the initial stage of its launch. For consumers who intended to choose a new Wi-Fi access point in the near future, they could consider those Wi-Fi 6E access points bearing the prescribed labels.

44. <u>Mr. C M CHUNG</u> asked whether there were any Wi-Fi 6E products available in the Hong Kong market.

45. <u>The Chairman</u> replied that as the Class Licence regulating Wi-Fi 6E products had yet to come into effect, there were no legal Wi-Fi 6E products in the Hong Kong market for the time being.

46. <u>Mr. Richard TSANG</u> asked whether there were any Wi-Fi 6E products available in the Mainland.

47. <u>The Chairman</u> said that as far as he knew, Wi-Fi 6E products were not available for sale in the Mainland. OFCA had all along been closely monitoring the development of telecommunications development in other regions, including the Mainland, in order to introduce state-of-the-art products suitable for the public in Hong Kong in a timely manner.

48. <u>Dr. K W TANG</u> welcomed the government to open more spectrums to support various telecommunications services.

49. <u>The Chairman</u> thanked Dr. K W TANG and other members for their support.

IV. Any Other Business

Latest Statistics on Consumer Complaints

50. The Secretary reported that the CA had received 314 and 336 cases of consumer complaints in the 2nd and 3rd Quarter of 2021 respectively. All cases (100%) in the said two quarters were outside the CA's jurisdiction. These complaints primarily involved dissatisfaction with customer services, dissatisfaction with of mobile the quality communications/fixed network/Internet services, disputes over contracts/service termination and disputes over billing. No substantiated case was confirmed to be in breach of the Telecommunications Ordinance or licence conditions in the said two quarters. The latest consumer complaint statistics are in Annex 1.

Date of Next Meeting

51. <u>The Chairman</u> said that the next meeting would be held in the second quarter of 2022. Members would be notified of the exact time of the meeting later.

52. There being no other business, the meeting was adjourned at 5:15 p.m.

Annex 1

Report on Consumer Complaints on Telecom Services

The Telecommunications Users and Consumers Advisory Committee The 23rd Meeting 28 December 2021



Overview (2nd Quarter and 3rd Quarter of 2021)

(Categorised by service types)	<u>4th Q 2020</u>	<u>1st Q 2021</u>	2 nd Q 2021	<u>3rd Q 2021</u>	<u>2nd Q</u> 2021	<u>3rd Q</u> 2021	
Total No. of Consumer Complaints	294	242	314	336	314	336	No. of Cases Outside the Scope of
Mobile	177	135	181	175	181	175	the
Fixed Network	23	37	49	53	49	53	Telecommunications
Internet	85	64	75	102	75	102	Ordinance ("TO") /
External Telecommunications	8	4	6	1	6	1	Licence Conditions ("LC")



No. of Consumer Complaints

No. of Complaints (2nd Quarter and 3rd Quarter of 2021)

In the 2nd Quarter of 2021, the Communications Authority ("CA") received 314 cases of consumer complaints, representing an upsurge of 29.8% from the 242 cases received in the 1st Quarter of 2021. In the 3rd Quarter of 2021, the number of CA received consumer complaints recorded a slight increase of 7% to 336 cases.

No. of cases not involving any breach of the TO or LC : 314 and 336 cases in the 2 Quarters respectively

Th	e cases mainly involved :	2 nd Q 2021	3 rd Q 2021	
\blacktriangleright	Dissatisfaction with customer service :	90 cases	88 cases	
\blacktriangleright	Dissatisfaction with the quality of mobile/			
	fixed network/Internet services :	72 cases	88 cases	
\triangleright	Disputes on contract terms / service termination :	66 cases	68 cases	
\triangleright	Disputes on bills :	30 cases	36 cases	

No. of cases involving possible breach of the TO or LC : 0 case in the 2 Quarters



No. of Complaints (2nd Quarter of 2021)

(Categorised by major service types)	Dissatisfaction with customer service	<u>Dissatisfaction</u> with the quality of services	Disputes on contract terms / service termination	<u>Disputes on</u> <u>bills</u>	As percentage of the total number of complaints relating to the service type concerned
Mobile	39	59	28	19	80.1%
Fixed Network	16	3	14	6	79.6%
Internet	29	10	21	5	86.7%

No. of Consumer Complaints



No. of Complaints (3rd Quarter of 2021)

(Categorised by major service types)	Dissatisfaction with the quality of services	Dissatisfaction with customer service	Disputes on contract terms / service termination	Disputes on bills	As percentage of the total number of complaints relating to the service type
					concerned
Mobile	60	23	37	23	81.7%
Fixed Network	4	25	8	6	81.1%
Internet	24	35	23	6	86.3%

No. of Consumer Complaints



No. of Complaints (2nd Quarter and 3rd Quarter of 2021)

Case Analysis of Breach of the TO / LC

In the 2nd Quarter and 3rd Quarter of 2021, there was no substantiated case of breach of the TO/LC.



Thank You

