

A Dedicated Webpage for Advice to Disadvantaged Telecommunications Service Users

Telecommunications Users and Consumers Advisory Committee
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- Created in April 2021

https://www.ofca.gov.hk/en/consumer_focus/guide/help_for_consumers/adtsu/index.html

- Target: Telecommunications service users who are disadvantaged due to various circumstances, such as:
 - age
 - disability
 - low literacy
 - communications difficulties
- Provides user tips



Three A's

1. "A"dvance

2. "A"ssistance

3. "A"sk



1. “A”dvice

- Seek advice or recommendation from friends, relatives or telecommunications service providers when choosing a telecommunications service



2. “A”ssistance

- Some service providers provide different forms of special assistance, such as:
 - easy-to-find communications channels
 - special billing services
- Seek assistance from service provider if you encounter any problem in using a telecommunications service



3. “A”sk

- Never shy away from asking questions if in doubt, such as:
 - certain details or terms and conditions of a service may need more time to understand



Four Scenarios

Scenario 1: Finding a telecommunications service suitable for you

Scenario 2: Salespersons calling you for service subscription or renewal?

Scenario 3: Something wrong with your telecommunications service bills?

Scenario 4: Terminating your service



Scenario 1: Finding a telecommunications service suitable for you

- Inform what you need/you **don't** need
 - e.g. offers for bundled service plans may comprise many different services, just pick those services in need
- Request your service provider to deactivate services which you don't need
 - e.g. mobile/roaming data service to prevent bill shocks
- Check service charges and contract expiry arrangements etc. under your service contract
- Make sure that any verbal offer given by the salesperson is stated in your service contract
 - e.g. gift or discounts
- Only sign a service contract when you are clear about all the contract details
- Ask for a copy after signing a contract



Scenario 2: Salespersons calling you for service subscription or renewal?

- Find a relative or friend to take the call with you if you have trouble understanding what the salesperson is saying
- Record the identity of the salesperson calling you
 - e.g. name, job title and staff ID number
- Note that a verbal contract can also be legally binding
- Not to give consent to enter into a contract or divulge your personal information until you are clear about all the contract details
- Ascertain the contract expiry dates of your existing services before renewing any of your services over the phone
- Note that you should be entitled to receive a **written confirmation** after you verbally give your consent over the phone to subscribe to a telecommunications service



Scenario 3: Something wrong with your telecommunications service bills?

- Check the bills from time to time, with the help of family members and friends, or contact service provider, if necessary
- Senior citizens/disadvantaged user with limited visual capability should tell service provider the problem. It may be able to provide the followings for free:
 - paper bills; or
 - billing information in hard copies with large prints or Braille
- Some service providers may state in their contracts that if service termination is not requested upon the expiry of the fixed term, the service will continue to be provided and charged on a monthly basis. If renewal or extension of any of the subscribed services is not required, you should arrange to terminate the services in accordance with the terms and conditions of your service contract



Scenario 4: Terminating your service

- In circumstances where you are unable to follow your service provider's procedures to terminate a service because you:
 - have difficulty to fill in a service termination form
 - have mobility problems and find it hard to make a trip to a designated place to return the equipment
- You should tell your service provider the problem. Some of them may:
 - accept verbal termination
 - provide on-site equipment collection upon request
- Before placing a termination order, always check with your service provider the **expiry date** of your contract first. Also be aware that:
 - **early termination charge** may be incurred
 - **hardware fee** may be charged for equipment/hardware not returned
 - at least **one-month notification** is normally required by service providers



Thank You

