



電訊業的解決顧客投訴計劃

Customer Complaint Settlement Scheme for the Telecommunications Industry

「解決顧客投訴計劃」(計劃)是由通訊辦資助電訊業界設立的調解計劃，旨在協助電訊商與其客戶解決一些已陷入僵局的計帳爭議。受理的計帳爭議包括：

The "Customer Complaint Settlement Scheme" (CCSS) is a mediation scheme set up by the telecommunications industry under the funding of OFCA to help resolve billing disputes in deadlock between operators and their customers. Billing disputes eligible for acceptance under the CCSS include:

- 爭議涉及個人及/或住宅電訊服務
dispute relates to telecommunications service for personal and/or residential use
- 爭議金額不少於港幣300元
dispute amount is not less than HK\$300
- 你的電訊商有參與本計劃而你已向其投訴超過六星期，但未能解決有關爭議
your operator is a member of the CCSS and you have lodged a complaint with your operator for more than 6 weeks but the dispute remains unresolved

有意使用計劃的消費者，可以先聯絡通訊辦以評定個案是否可以受理。合資格的個案將被轉介予計劃代理機構跟進。申請人須就受理個案繳付港幣50元，作為使用調解服務的費用。

Consumers who would like to use the CCSS service may first contact the OFCA, which will assess the cases and refer accepted cases to the CCSS Agent for further handling. For an accepted case, the applicant is required to pay HK\$50 as the service fee for using the mediation service under the CCSS.



查詢電話
Enquiry Number: **2180 9521**



計劃網站
CCSS Website: <https://ccss.cahk.hk>



消費倍保障 買得更放心

Enhanced Protection for Consumers. Shop with Peace of Mind.

香港海關是負責執行《商品說明條例》的主要機關。通訊局獲賦予共享管轄權，就《電訊條例》或《廣播條例》下持牌人所涉及提供電訊或廣播服務的營業行為，根據《商品說明條例》下的「公平營商條文」執法。

Hong Kong Customs and Excise Department is the principal agency to enforce the Trade Descriptions Ordinance (TDO). Concurrent jurisdiction is conferred on the CA to enforce the fair trading sections of the TDO in relation to the commercial practices of licensees for provision of telecommunications or broadcasting services under the Telecommunications Ordinance or the Broadcasting Ordinance.

商戶如以下列不良手法營商，便可能觸犯《商品說明條例》：

Traders who adopt the following unfair trade practices may violate the TDO:

- ✘ 虛假商品說明
False Trade Descriptions
- ✘ 誤導性遺漏
Misleading Omissions
- ✘ 具威嚇性的營業行為
Aggressive Commercial Practices
- ✘ 餌誘式廣告宣傳
Bait Advertising
- ✘ 先誘後轉銷售行為
Bait and Switch
- ✘ 不當地接受付款
Wrongly Accepting Payment



舉報熱線
Complaint Hotlines

香港海關
Hong Kong Customs and Excise Department:

2545 6182

通訊辦 (有關電訊及廣播服務)
OFCA (for telecommunications and broadcasting services):

2961 6333