



通訊事務管理局  
COMMUNICATIONS  
AUTHORITY

## 拒收非應邀商業電子訊息

Unsubscribe from Unsolicited Commercial Electronic Messages



根據《非應邀電子訊息條例》，你可以下列方式拒絕接收商業電子訊息（例如傳真、電郵、短訊、預錄電話訊息等）：

Under the Unsolicited Electronic Messages Ordinance, you may unsubscribe from commercial electronic messages (“CEMs”) (e.g. faxes, emails, short messages, pre-recorded telephone messages, etc.) by the following ways:

- 使用訊息中指明的取消接收方法，向發送人提出拒收訊息要求。  
Use the unsubscribe facility specified in the message, to make an unsubscribe request to the sender.
- 致電 1835 000，把你的電話或傳真號碼登記在適用的拒收訊息登記冊上（包括傳真、短訊和預錄電話訊息登記冊）。  
Call 1835 000 to register your telephone or fax number onto the relevant Do-not-call (“DNC”) Registers (for faxes, short messages and pre-recorded telephone messages).



如果電話或傳真號碼已登記於拒收訊息登記冊至少十個工作天，或在取消接收要求發出十個工作天後，你仍然收到非應邀商業電子訊息，可向通訊局舉報。

If you still receive unsolicited CEMs after your telephone or fax number has been registered onto the relevant DNC Registers for at least 10 working days, or after 10 working days from the date on which you made an unsubscribe request, you may make a report to the CA.

## 精明使用智能電話的來電過濾應用程式

Smart Use of Call-Filtering Apps in Smartphones



現時有各種來電過濾應用程式，根據市民的舉報而收集電話促銷者的電話號碼，建立該等電話號碼的相關資料庫。當有來電時，應用程式會核對來電號碼是否在資料庫內，以協助用戶識別來電是否促銷電話。

Various Apps are available for screening telemarketing calls. These Apps generally collect telemarketers' numbers through reports from the public and set up relevant databases. When there is an incoming call, these Apps will assist the user to identify whether it is a telemarketing call by checking the calling number against the databases.

在安裝和使用來電過濾應用程式前，應注意以下事項：

Before installing and using call-filtering Apps, please take note of the following:

- 各種來電過濾應用程式的資料庫主要依靠市民舉報的促銷者電話號碼而建立，無法保證資料庫必定準確或完整。  
Databases used by various call-filtering Apps mainly rely on reports by the public. There is no guarantee that these databases are accurate or complete.
- 細心了解應用程式的使用細則及權限要求。  
Understand more about the conditions of use and the permission requests of the Apps.

此外，你可向電訊商查詢有否提供類似的來電過濾服務及有關詳情。

Moreover, you may ask your telecommunications service providers if they are providing similar call-filtering services and the relevant details.

