



緊急警示系統

Emergency Alert System

緊急警示系統是什麼？ What is the Emergency Alert System (EAS)?

- 政府已設立緊急警示系統，經手機即時發送有關極端天氣、嚴重威脅公眾安全及公共衛生事故等緊急訊息，讓市民及時作出應變。
The Government has set up the EAS to send emergency messages on extreme weather, serious public safety and health incidents and more to mobile phone users so that the public can adopt contingency measures quickly.
- 緊急訊息有兩個警示級別，分別為「極度緊急警示」和「緊急警示」。發放緊急訊息的政府部門會按有關情況的緊急或嚴重程度，指定訊息的警示級別。
There are two alert levels for emergency messages, namely "Extreme Emergency Alert" and "Emergency Alert". The Government department disseminating the emergency message will designate the alert level according to the urgency or severity of the circumstances in question.
- 訊息發送不涉及個人資料或額外收費。
Dissemination of the messages does not involve personal data or additional charges.



睇短片瞭解更多
To know more, watch the short video.

接收緊急訊息 Reception of Emergency Messages

- 可支援接收緊急訊息的手機品牌和型號、啟動有關功能所需的手機軟件版本，以及查看手機的訊息接收設定等資料，載於通訊辦網頁：
Information about the brands and models of handsets that support reception of emergency messages, the handset software version required to enable the feature and how to check the handset settings on reception of the messages can be found at OFCA's webpage:




弱勢電訊服務用戶須知

Advice to Disadvantaged Telecommunications Service Users

因各種情況（例如年紀、殘疾、知識水平低或有溝通困難）而處於弱勢的電訊服務用戶（「弱勢用戶」），應注意以下三個「要」點：
Telecommunications service users who are disadvantaged due to various circumstances (such as age, disability, low literacy or communications difficulties) ("disadvantaged users"), are reminded on the following three A's:

1 「要」徵詢意見 "A"dvise

在挑選電訊服務時，不妨多徵詢親友或電訊商的意見或建議。
Seek advice or recommendation from friends, relatives or operators when choosing a telecommunications service.

2 「要」尋求協助 "A"ssistance

向電訊商提出你的需要，他們或許能提供不同形式的特殊協助（例如簡易通訊途徑、特別帳單服務等）。
Raise your needs to operators and see if they can provide special assistance (such as easy-to-find communications channels, special billing services etc.).

3 「要」唔明就問 "A"sk

如對某項服務的細節或條款及條件存有疑問，應向電訊商提出。
Ask operators about the details or terms and conditions of a service if in doubt.

弱勢用戶亦應留意以下事項：
Disadvantaged users are also reminded on the followings:

- 完全清楚合約內容才簽約
do not sign service contract until you are clear about all the contract details
- 長者或視力欠佳的用戶，可告知電訊商有關處境，他們或會免費提供郵寄帳單、或以大字體或點字列印的計帳資料
senior citizens or users with limited visual capability should tell the operators such problem. They may be able to provide paper bills, or billing information in hard copies with large prints or Braille for free
- 口頭合約（例如透過電話續訂任何電訊服務）亦具有法律約束力
verbal contract (e.g. renew any telecommunications services over the phone) can also be legally binding
- 部分合約訂明，如沒有在合約屆滿時終止服務，電訊商可繼續提供服務，並按月收費；如無意繼續使用相關服務，應安排終止服務
some contracts may state that if service termination is not requested upon the expiry of the fixed term, the service will continue to be provided by operators 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