

精明使用
SMART USE OF

通訊服務

COMMUNICATIONS SERVICES

小貼士
CONSUMER
TIPS



通訊事務管理局
COMMUNICATIONS
AUTHORITY

Tip 01



Protect Your Mobile Phone's Data

- Set a "strong password" composed of alphabets, numbers and symbols for accessing your mobile phone and user account
- Do not use the same password for different functions and user accounts
- Install anti-virus and anti-theft security software
- Do not download apps or documents from unknown sources, or open links, web pages or QR codes from suspicious sources
- Do not casually allow apps to access information stored in your mobile phone
- Update mobile operating systems to the latest version soonest
- Delete all data in the old phone before disposal or replacement
- Backup your mobile phone's data regularly
- Switch off tethering function (also known as "Personal Hotspot" or "Mobile Hotspot") whenever you do not need to share the Internet connection with other devices

Smart Use of Mobile Data Services

At present, some operators offer unlimited mobile data service plans. Service plans of this kind are usually subject to the Fair Usage Policy (FUP) to ensure that users have a fair opportunity to enjoy mobile data services. If a user's data usage exceeds the specified limit imposed by the operator under its FUP, the upload and download speed of the service may be substantially reduced. You are therefore advised to:

- ask the operator for details of its FUP before signing a contract
- go through the terms of the contract carefully to make sure that the service suits your needs

Even if you are using Wi-Fi to access the Internet, your mobile device may still switch to using mobile network automatically when Wi-Fi signals are weak or there is no Wi-Fi coverage. To avoid inadvertent use of mobile data service, you should:

- switch off the mobile data function of your mobile device when such service is not required
- switch off the Wi-Fi Assist function of your mobile device when you do not need it
- when using Wi-Fi to access the Internet, check your mobile device regularly to ensure that it remains connected to the Wi-Fi network
- keep track of your mobile data usage regularly to see whether there is any unusual increase of usage volume



Tip 02



Be Mindful of Data Roaming Charges



If you **do not** foresee any **need** to use mobile data service when travelling abroad, you may:

- request the operator to deactivate the mobile data roaming service (The arrangements for deactivating mobile data roaming service vary from operator to operator. Consumers are advised to check the details with your operator direct.)
- switch off the data roaming and mobile data functions of your mobile device and check the data usage of your device regularly to ensure that the two functions remain switched off throughout the period while you are travelling abroad

If you **need** to use mobile data service when travelling abroad, you may/should:

- check with your operator the availability of mobile data roaming services at the destinations, the roaming partners available, service activation procedure and details of the service plans at the destination before departing from Hong Kong
- consider choosing a data roaming service plan with charge ceiling or usage cap
- when a data roaming day-pass is chosen, be mindful of how the daily rate is charged, by checking its starting and ending time, whether the same charge applies to all destinations, and whether the plan is only applicable to designated networks
- be aware of any notification sent from the operator (such as SMS message) after arrival at the destination as a confirmation of the activation of roaming services
- consider hiring a portable Wi-Fi router or purchasing a prepaid mobile data SIM card that can be used at the destination

To **reduce usage** of mobile data, you may:

- switch off the auto download or auto play functions for multi-media contents in apps, in particular social media apps
- switch off the automatic update functions for emails, apps and other software

Owing to the close proximity between Hong Kong and the Mainland, mobile devices may automatically connect to mobile networks of the Mainland in the boundary areas. To prevent inadvertent use of data roaming service, even when you are in Hong Kong, you may:

- switch off the data roaming function in your mobile device, or request the operator to deactivate the mobile data roaming service
- configure the mobile device to manual network selection to ensure that it will remain connected to the designated local network



Tip 04



Understand Communications Service Contracts

Personal or residential users entering into new telecommunications service contracts or renewing their telecommunications service contracts are afforded enhanced protection with the implementation of the Industry Code of Practice for Telecommunications Service Contracts (Industry Code) by all major fixed and mobile network operators.

Bear in mind the following points before subscribing to a communications service:

- make sure the service suits your needs
- check thoroughly the charges and service terms
- do not sign the service contract just for gifts or discounts
- take some time to compare the offers of different operators
- do not sign service contract until you are clear about all the contract details



Tip 05



Protection of Consumers under the Trade Descriptions Ordinance

- The fair trading sections of the Trade Descriptions Ordinance (TDO) prohibit specified unfair trade practices by traders, including:
 - ◆ False Trade Descriptions
 - ◆ Misleading Omissions
 - ◆ Aggressive Commercial Practices
 - ◆ Bait Advertising
 - ◆ Bait and Switch
 - ◆ Wrongly Accepting Payment
- Generally speaking, matters concerning contractual disputes and customer service quality are outside the scope of the TDO
- You may report a broadcasting or telecommunications licensee suspected of

contravention of the fair trading sections of the TDO to the Office of the Communications Authority (OFCA)

- Complainants' assistance is very important to facilitate OFCA to conduct investigation. Complainants should:
 - ◆ lodge the complaint as soon as possible;
 - ◆ keep and provide documents relevant to the complaint (e.g. contracts, bills, prepaid telephone card packages, advertisements, correspondence, identification documents of the salespersons in question etc.); and
 - ◆ provide witness statement to OFCA, and to act as prosecution witness in court proceedings, where necessary.

The Customs and Excise Department is the principal agency to enforce the TDO. Concurrent jurisdiction is conferred on the Communications Authority to enforce the fair trading sections of the TDO in relation to the commercial practices of licensees under the Broadcasting Ordinance or the Telecommunications Ordinance in relation to the provision of a broadcasting or telecommunications service.

有用資料 Useful Information

通訊辦網站「消費者教育廊」
Consumer Education Corner under OFCA's Website

<https://www.ofca.gov.hk/consumercorner>



數據用量計算機
Data Usage Calculator

<https://www.ofca.gov.hk/calculator>

寬頻表現測試系統
Broadband Performance Test System

<http://speedtest.ofca.gov.hk>



《電訊服務合約業界實務守則》對消費者的保障
Consumer Protection under the Industry Code of Practice for Telecommunications Service Contracts

https://www.ofca.gov.hk/tc/consumer_focus/education_corner/alerts/tsc/index.html

有關不良營商手法的資料
Information on Unfair Trade Practices

https://www.coms-auth.hk/tc/policies_regulations/unfair_trade_practices/index.html



流動通訊服務帳單震撼
Mobile Bill Shock

https://www.ofca.gov.hk/tc/consumer_focus/education_corner/guide/advice_mps/billshock/index.html

外遊時使用流動數據服務
Use of Mobile Data Services When Travelling

https://www.ofca.gov.hk/tc/consumer_focus/education_corner/guide/advice_roaming/smart_use/index.html



迎接5G新世代專題網站
Embracing the New 5G Era Thematic Website

<https://www.5g.gov.hk>

通訊事務管理局

Communications Authority

網站 Website: <https://www.coms-auth.hk>

通訊事務管理局辦公室

Office of the Communications Authority

網站 Website: <https://www.ofca.gov.hk>

電話 Telephone: 2961 6333



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