

## Support Services for People of Diverse Race

For people of diverse race who wish to make enquiries, complaints or seek the assistance of the Communications Authority (CA) or the Office of the Communications Authority (OFCA), an executive arm of the CA, on matters related to broadcasting and telecommunications services, they may:

- 1) call the Telephone Interpretation Service (TELIS) hotline operated by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) (CHEER's URL: <http://www.hkcs.org/en/index>), which provides free of charge over-the-phone interpretation service, and request the interpreter to make a conference call to CA/OFCA's hotline on 2961 6333 (working hours: 8:30 am to 5:45 pm Monday to Friday, except public holidays). The following are the hotline numbers of CHEER:

<u>Language</u>	<u>TELIS Hotline No.</u>
Bahasa Indonesia	3755 6811
Nepali	3755 6288
Urdu	3755 6833
Punjabi	3755 6844
Tagalog	3755 6855
Thai	3755 6866
Hindi	3755 6877
Vietnamese	3755 6888

or

- 2) call other non-governmental organisations (NGOs) or voluntary organizations that they know providing similar interpretation service for people of diverse race and request the organisations to make a conference call to CA/OFCA's hotline on 2961 6333; or
- 3) meet us at our office provided that they have made an appointment with us in advance by means of (1) or (2) above. The following is the address of CA/OFCA Headquarters:

29/F, Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong  
Working Hours: 8:30 am to 5:45 pm Monday to Friday, except public holidays

For more information about support services for people of diverse race, please visit

Race Relations Unit's website: <http://www.had.gov.hk/rru/>.

Communications Authority

31 July 2020