

Telecommunications Users and Consumers Advisory Committee (“TUCAC”)
Minutes of the 25th Meeting held at 3:00 p.m.
on 13 December 2022 (Thursday) in Conference Room,
Office of the Communications Authority (“OFCA”),
29/F Wu Chung House, Wan Chai

Present:

Mr. Sanda CHEUK, JP (Chairman)	Deputy Director-General
Mr. Francis HO	Representative of Consumer Council
Mr. Fred SHEU	Representative of the Hong Kong General Chamber of Commerce
Mr. Keith LI	Representative of Hong Kong Wireless Technology Industry Association
Mr. Ricky CHONG	Representative of Communications Association of Hong Kong
Mr. Michael LAI	Representative of Small and Medium Enterprises
Mr. Alex YEUNG	Representative of the aged community services
Dr. K W TANG	Member appointed on an ad personam basis
Mr. L T HUI	Representative as a member of the public
Ms. Natalie KWOK	Representative as a member of the public
Mr. Richard TSANG	Representative as a member of the public
Ms. Avon YUE	Representative as a member of the public
Mr. Michael LUI	Representative of Education Bureau
Ms. Jamay WONG (Secretary)	OFCA

In attendance:

Ms. Venus CHEUNG	OFCA
Ms. Sharis TAM	OFCA
Mr. Wilson LEE	OFCA
Mr. Kenneth LEUNG	OFCA
Mr. Michael LEE	OFCA
Ms. Edith YAU	OFCA
Ms. Catherine KWAN	Police Force
Mr. Swalikh MOHAMMED	Police Force
Mr. W K SHIU	Police Force
Mr. Victor SO	Police Force
Mr. James CHENG	Fire Services Department
Mr. K S WONG	Fire Services Department

Absent with apologies:

Mr. C M CHUNG	Representative of the disabled
Mr. Tsan SIU	Representative of the disabled
Mr. K K LAU, MH, JP	Member appointed on an ad personam basis
Mr. K L CHAN	Representative as a member of the public
Ms. P Y CHAN	Representative as a member of the public
Ms. W K CHENG	Representative as a member of the public
Ms. Peony CHEUNG	Representative as a member of the public
Mr. H C HUNG	Representative as a member of the public
Mr. Brian KUNG	Representative as a member of the public
Dr. K W LAU, MH	Representative as a member of the public
Ms. Katy LAU	Representative as a member of the public

I. Welcome Message

1. The Chairman said that this meeting was the first meeting of the new term. He introduced and welcomed the newly joined members and thanked all members for attending the meeting. He hoped to continue gauging comments and views through meeting with the members so that OFCA could carry on its regulation of telecommunications services and promotion of consumer education in a more appropriate and effective way.

II. Minutes of the 24th Meeting of the Telecommunications Users and Consumers Advisory Committee (“TUCAC”)

2. The Secretary had not received any proposed amendment to the draft minutes of the 24th meeting from members prior to the meeting and no amendment was proposed by the members at the meeting. The Chairman announced that the minutes of the 24th meeting were confirmed.

III. Public Education and Publicity Activities 2022/23

3. Ms. Venus CHEUNG briefed members on the details of OFCA’s Public Education and Publicity Activities 2022/23, videos of APIs shown at the meeting. Related information was set out in TUCAC Paper No. 3/2022.

4. Mr. Richard TSANG was aware that the videos of OFCA APIs had been broadcast through various media, for example, television, social platforms and channels. Yet, to achieve better promotional effect, he asked whether OFCA would consider purchasing advertising slots on some popular social platforms so as to enable more consumer access to the relevant information.

5. Ms. Venus CHEUNG thanked Mr. Richard TSANG for his comments. She said that advertisements were placed on Facebook and Instagram when OFCA carried out its publicity work for promoting various topics in the past. OFCA would make reference to his comments when planning for the publicity and educational work in future.

6. Mr. Ricky CHONG appreciated the efforts of OFCA put on publicity and educational work, as well as its provision of subsidy for encouraging early deployment of 5G technology. Mr. Ricky CHONG believed that, as consumers and users of telecommunications services, the public might wish to know more about the successful cases of the 5G subsidy scheme and how the use of 5G applications could benefit the society at large. Thus, he suggested that OFCA should put more emphasis on advertising the benefits and applications of 5G in the production of its new API videos.

7. The Chairman thanked Mr. Ricky CHONG for his comments and pointed out that 5G applications would be the highlight of OFCA's future publicity efforts. As a matter of fact, OFCA had just organised an "Experience-sharing Seminar on the Applications of 5G Technology" on 12 December 2022, in which some of the innovative projects under the "Subsidy Scheme for Encouraging Early Deployment of 5G" that could be applied to other aspects had been selected for sharing with the public. Highlights of the sharing seminar would also be made available on OFCA's website later for public viewing. OFCA would continue to come up with ideas of adopting more other channels to promote 5G technology and the benefits of its applications in the years ahead, hoping that all trades and professions could also benefit from the innovations and

changes brought about by 5G technology.

8. Mr. Keith LI reflected that while many people were aware of the key features of 5G technology which supported high speed and low latency, the information and technology sector in general was confused why bother to use 5G technology instead of Wi-Fi. Mr. Keith LI continued that he had acquired a lot of new information from his participation in the abovementioned “Experience-sharing Seminar on the Applications of 5G Technology”, such as enabling him to have more knowledge about 5G network which could empower some applications to make them work better. He suggested that OFCA should step up its publicity in this regard.

9. The Chairman thanked Mr. Keith LI for his comments. He agreed that the publicity activities for promoting 5G should be more precisely devised to highlight the benefits of projects or applications using 5G technology by virtue of a particular key feature of the 5G technology applied. As a matter of fact, OFCA had required that 5G technology must be deployed and was the primary enabler in the projects when launching the “Subsidy Scheme for Encouraging Early Deployment of 5G”. Moreover, it was also required that the substantive benefits of the projects must be demonstrated by evidence through the deployment of 5G technology as one of the essential criteria for assessment.

10. Ms. Avon YUE agreed with Mr. Richard TSANG’s suggestion. She opined that the more publicity on varied social media platforms, the more chance of reaching out to a wider community. On the other hand, Ms. Avon YUE said that there had been an increasing number of cases relating to fraudulent calls in recent years, involving victims from different age groups. The caller number display of fraudulent calls had changed from showing no number / overseas number to now showing a Hong Kong number instead, making it difficult for the public to remain precautionous. As such, she asked whether telecommunications service operators or OFCA could provide further assistance in this regard, such as establishing a fraudulent phone list for members of the public to make inputs of probable suspicious numbers on their own. Then the numbers should be

checked by the telecommunications service operators to ascertain if they had been validated with real name registration or randomly generated by computers, and hence referral of cases to the Police for follow-up action.

11. The Chairman thanked Ms. Avon YUE for her comments and responded that the Police and OFCA had all along attached great importance and exerted great effort to combat fraudulent calls. Apart from the measures already put in place, such as adding a prefix of “+” sign to the caller number display of incoming calls as an alert of calls originated from outside Hong Kong and offer of call filtering value-added services by some telecommunications service operators, OFCA was discussing with the service operators the possibility of exploring any other means to indicate more clearly incoming calls originated from outside Hong Kong and helping members of the public to identify these calls, for example, by sending text or voice alert. As regards the suspected fraudulent calls displaying local numbers, OFCA believed that the number of such cases might reduce significantly after the real name registration period for pre-paid SIM (“PPS”) cards ended. OFCA would monitor the situation closely and formulate targeted measures from the telecommunications services perspective in due course, with a view to providing assistance for the public to guard against fraudulent calls. As a matter of fact, the Police had set up Anti-Deception Coordination Centre to step up combat action against deception and increase public awareness of scams. Members of the public might call its all-day hotline for immediate consultation on suspicious deception cases. Furthermore, the Police had launched a one-stop search engine called “Scameter”. When members of the public came across any suspicious calls, messages and websites, they could make an input of the relevant information into the search engine for immediate risk assessment. Thematic website on “Be a Smart User of Communication Services Stay Vigilant against Fraudulent Calls” had been uploaded onto OFCA’s website for the public information.

12. Mr. Francis HO acknowledged the efforts of OFCA dedicated to publicity and educational works. Besides, he enquired about the telemarketing calls received by the Consumer Council recently, which were assumed to have

been generated by artificial intelligence. He would like to know whether such case should fall within the purview of the CA.

13. The Chairman said that OFCA would need to have more details before jumping to conclusions whether such case was considered as falling within the remit of the Unsolicited Electronic Messages Ordinance.

[Post-meeting note: According to the Unsolicited Electronic Messages Ordinance (“the UEMO”), if a telemarketing call generated by artificial intelligence involved the use of a synthesised element in person-to-person call, and the synthesised element is activated in response to information communicated by the caller, the telemarketing call could be exempted from the UEMO.]

14. Mr. Fred SHEU shared that he previously received some calls with caller number display automatically shown on his mobile phone as “scam call” or “spam call”. He enquired whether such caller display was sent out by the service operator or appeared on the mobile phone automatically.

15. The Chairman replied that the caller display concerned should have been provided by application pre-installed on the mobile phone by the mobile phone manufacturer. In the meantime, some telecommunications service operators also offered similar call filtering value-added services for filtering or blocking suspicious incoming calls.

16. Mr. Fred SHEU enquired whether OFCA would consider extending publicity and promotional activities to the WeChat news website.

17. Ms. Venus CHEUNG replied that OFCA had taken into consideration various platforms, including Weibo, WeChat and Douyin, before adding any other social media platform for publicity and promotional activities. As the interface of Weibo was more suitable for disseminating information on publicity and promotional activities, it had been adopted as an additional regular platform

for publicity.

IV. Latest Progress on Implementation of the Real-name Registration Programme for SIM Cards

18. Ms. Sharis TAM briefed members on the latest progress of the implementation of the Real-name Registration Programme for SIM Cards (“Real-name Registration Programme”), including the registration timetable, latest progress, registration channels, information required for registration and points to note for pre-paid SIM (“PPS”) card users. Related information was set out in TUCAC Paper No. 4/2022.

19. Ms. Avon YUE enquired about the existing PPS cards which had not yet completed real name registration as to whether most of them were in fact not in use but still within their respective validity periods. She suggested that the telecommunications service operators should analyse the PPS cards not having completed real name registration so as to understand the current usage status of these SIM cards, and in turn enable OFCA to grasp more accurate information to evaluate if it was necessary to step up publicity for the Real-name Registration Programme.

20. The Chairman said that generally speaking, most users purchased PPS cards for short-term use, for obtaining extra data connection at a lower price or for use as a back-up. Hence, it was not easy to estimate how many PPS cards in circulation were required to have real name registration completed. The Government had launched a series of new publicity measures since December to enhance public education and promotion, with the aim of reminding the public that any existing PPS cards not having completed real name registration by 23 February of this year could no longer be used after the deadline. Therefore, if users wished to continue using their existing PPS cards, they should complete the registration as soon as possible in order to comply with the legislative requirements and to avoid any service suspension.

21. Mr. Richard TSANG said that as many users (elderly people in particular) were stranded on the Mainland and could not return to Hong Kong during the pandemic, they might not be able to complete real name registration for their PPS cards. In this regard, he enquired whether OFCA would consider giving flexibility in dealing with the registration deadline for these users.

22. The Chairman said he believed that such situation would improve after the resumption of normal travel between Hong Kong and the Mainland. Also, OFCA was having discussion with the telecommunications service operators about the follow-up action for those deactivated PPS cards which had not yet completed real name registration, including the registration arrangement for service reactivation.

23. Mr. Fred SHEU said that apart from users staying in the Mainland, there were also PPS card users who left Hong Kong for work or studies but wished to retain their Hong Kong phone numbers. As usual, this kind of users would top up the stored value of their PPS cards only when the validity of the cards was close to expiration. He was concerned whether such users would receive a notification to proceed with real name registration at the time of topping up the stored value of their PPS cards.

24. Ms. Sharis TAM replied that the telecommunications service operators would notify their PPS card users to proceed with real name registration through different channels, including sending a notification message to users when they topped up the stored value of their PPS cards through the mobile application of their telecommunications service operators.

V. Progress on Provision of Location Information of Callers Making Calls to 999 Emergency Centre

25. The Chairman said that OFCA had presented the matters concerning

the “provision of location information of callers making calls to 999 Emergency Centre” at the 18th meeting held in May 2019. Representatives of emergency service agencies including the Hong Kong Police Force and Fire Services Department were invited to attend this meeting. Mr. Swalikh MOHAMMED, representative of the Hong Kong Police Force, would brief members on the latest progress of the matters concerned.

26. Mr. Swalikh MOHAMMED briefed members on the progress of the provision of location information of callers making calls to 999 Emergency Centre, including the number of calls for emergency services and the number of calls seeking police assistance as well as examples of cases, together with a presentation on the technology of Advanced Mobile Location (“AML”).

27. Dr. K W TANG said that currently a safety phone had been installed with similar function but technically the caller’s location information it provided often came with errors. The service operators did try to fix the problem, but to no avail. Thus, he was pleased to find that the Police could now successfully obtain more accurate location information of callers making calls to 999 Emergency Centre. Dr. K W TANG enquired whether the operators could extend the AML technology to other services.

28. Mr. Swalikh MOHAMMED said that the agreement on the AML technology was restricted to use in emergency services only for the time being. If the relevant technology was to be deployed, it must be used for emergency service purpose. As in the case of Hong Kong, calls made to 999 Emergency Centre would serve the purpose.

29. The Chairman said that according to the conditions of telecommunications service licences, stringent requirements had been imposed on the handling of customers’ data by the telecommunications service operators. Operators could not disclose customers’ data without the consent of their customers except for the purpose of crime prevention and detection. Moreover,

operators were also required to observe the relevant provisions on privacy.

30. Mr. Swalikh MOHAMMED further said that in addition to the AML service, the Police had also considered adopting other applications similar to “Enjoy Hiking” mobile application and the one developed by 999 Emergency Centre so as to facilitate more accurate positioning of a caller location during search and rescue (S&R) operations.

31. Ms. Natalie KWOK supported the AML service and would like to know whether the Police had conducted successful S&R operations with the aid of this service since its launch in September 2022 and whether the Police had carried out promotional activities for the AML service.

32. Mr. Swalikh MOHAMMED stated that trial runs of the AML service were being conducted by the Police on iOS mobile phones. It was hoped that the AML service could be implemented successfully, and then extended to Android mobile phones.

33. Ms. Catherine KWAN added that the Police had given an introduction of the AML service through various channels, such as TV programs (including “Innovation GPS” broadcast on TVB on 15 December, 2022) and advisory committees. She also pointed out that although the AML service had been in use on iOS mobile phones since September 2022, the official website of the mobile phone concerned had not yet been updated for the time being. Therefore, the Police would like to grasp more information on every aspect before taking forward the promotional activities with a more comprehensive approach.

34. The Chairman said he hope that all members and mobile phone manufacturers could support this service which was effective and applicable to rescue operations.

35. Mr. Swalikh MOHAMMED said that thanks to the cooperation of mobile network operators and the iOS mobile phone manufacturers, the AML

service could be adopted in emergency rescue services in Hong Kong.

36. Mr. Francis HO enquired whether the AML service would still work under the circumstances where no mobile network coverage was available and whether the AML service had any other shortfalls.

37. Mr. Swalikh MOHAMMED replied that the AML service would only operate when there was mobile network coverage. The 999 Emergency Centre was developing an application for the public to download, which served to record a user's locations at different times along the route after the user set off for a hike. It was hoped that different applications and services would complement each other and help achieve a higher success rate of rescue operations.

38. The Chairman explained that users must be successfully connected to 999 emergency hotline before they could send their location information through the AML service. It was thus necessary to have network coverage in order to make a call to 999 emergency hotline successfully. The AML service would not function if there was no mobile network coverage.

39. Mr. Francis HO suggested that the Police should state the limitation of the AML service clearly in future publicity of the service, such that the public would not misunderstand that the AML service could transmit location information in all circumstances.

40. Mr. Swalikh MOHAMMED thanked Mr. Francis HO for his suggestion.

41. Ms. Catherine KWAN stated that the Police would adopt various applications and technologies such as Internet of Things, AML service and other applications, with a view to optimising all proposals of rescue for the public in case of emergency.

42. The Chairman said that 5G network was able to support Wireless

Internet of Things service and OFCA had assigned low-band 5G spectrum to the relevant service operators in 2022, so the supporting technology for emergency services was essentially in place. He hoped that all parties concerned would continue with their efforts to develop applications and work out arrangements for optimising the work on emergency rescue.

43. Mr. Alex YEUNG said that as the AML service was not yet supported by the manufacturers of Android mobile phones, he would like to know whether they had decided to develop and provide other similar services by themselves. He also asked whether OFCA would consider amending the Telecommunications Ordinance to make it compulsory for mobile phone manufacturers to provide the AML service.

44. Mr. Swalikh MOHAMMED stated that Google had launched an Emergency Location Service (“ELS”) but this service was not yet available in Hong Kong. The Police would communicate with Google actively to make the company understand the importance of this service in Hong Kong. He hoped that the service could be used in Hong Kong as soon as possible.

45. The Chairman responded that the CA regulated matters regarding telecommunications in accordance with the Telecommunications Ordinance. As far as mobile phones were concerned, only technical specifications of a mobile phone, such as its operating frequency, transmitting power and radiofrequency radiation safety standards were subject to regulation by the CA. Mobile phone manufacturers and Google were not a telecommunications licensee within the regulatory powers of the CA.

46. Mr. Alex YEUNG said that, as far as he knew, the AML service was mandatory in Europe and Australia. He asked whether the ELS was also a mandatory service in those countries.

47. Mr. Swalikh MOHAMMED stated that the ELS was already in use in Europe and Australia.

48. Dr. K W TANG asked when the application being developed by 999 Emergency Centre would be put into service.

49. Mr. Swalikh MOHAMMED replied that the application was in pilot stage for the time being. It was expected that this new service would be launched for public download and use in the summer of 2023.

VI. Any Other Business

Latest Statistics on Consumer Complaints

50. The Secretary reported that the CA had received 346 and 315 cases of consumer complaints in the 2nd and 3rd Quarters of 2022 respectively. All cases (100%) in the said two quarters were outside the CA's jurisdiction. These complaints primarily involved disputes over contracts / service termination, dissatisfaction with customer services, dissatisfaction with the quality of mobile communications / fixed network / Internet services and disputes over billing. No substantiated case was confirmed to be in breach of the Telecommunications Ordinance or licence conditions in the aforesaid two quarters. The latest consumer complaint statistics are in Annex 1.

Date of Next Meeting

51. The Chairman said that the next meeting would be held in the second quarter of 2023. Members would be notified of the exact time of the meeting later.

52. There being no other business, the meeting was adjourned at 5:30 p.m.

Report on Consumer Complaints on Telecom Services

The Telecommunications Users and
Consumers Advisory Committee
The 25th Meeting
13 December 2022



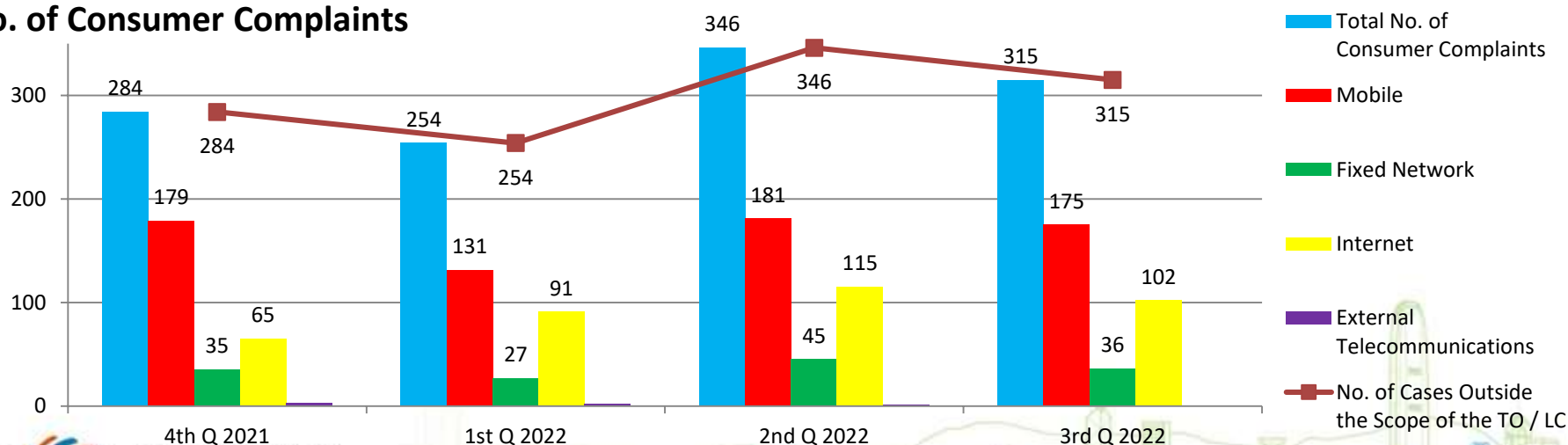
Overview (2nd Quarter and 3rd Quarter of 2022)

(Categorised by service types)

	<u>4th Q 2021</u>	<u>1st Q 2022</u>	<u>2nd Q 2022</u>	<u>3rd Q 2022</u>	<u>2nd Q 2022</u>	<u>3rd Q 2022</u>
Total No. of Consumer Complaints	284	254	346	315	346	315
Mobile	179	131	181	175	181	175
Fixed Network	35	27	45	36	45	36
Internet	65	91	115	102	115	102
External Telecommunications	3	2	1	0	1	0

No. of Cases Outside the Scope of the Telecommunications Ordinance ("TO") / Licence Conditions ("LC")

No. of Consumer Complaints



No. of Complaints (2nd Quarter and 3rd Quarter of 2021)

In the 2nd Quarter of 2022, the Communications Authority (“CA”) received 346 cases of consumer complaints, representing an upsurge of 36.2% from the 254 cases received in the 1st Quarter of 2022. In the 3rd Quarter of 2022, the number of CA received consumer complaints recorded a slight decrease of 9% to 315 cases.

No. of cases not involving any breach of the TO or LC : **346** and **315** cases in the 2 Quarters respectively

The cases mainly involved :

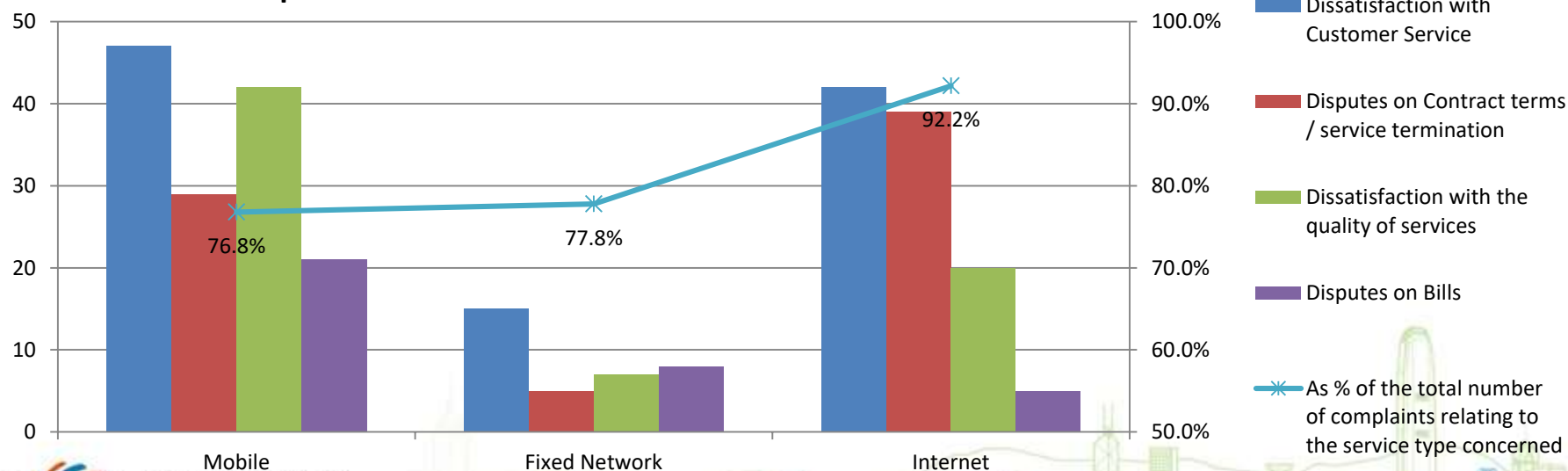
	<u>2nd Q 2022</u>	<u>3rd Q 2022</u>
➤ Disputes on contract terms / service termination :	75 cases	92 cases
➤ Dissatisfaction with customer service :	105 cases	74 cases
➤ Dissatisfaction with the quality of mobile/ fixed network/Internet services :	70 cases	46 cases
➤ Disputes on bills :	34 cases	26 cases

No. of cases involving possible breach of the TO or LC : **0** case in the 2 Quarters

No. of Complaints (2nd Quarter of 2022)

<i>(Categorised by major service types)</i>	<u>Dissatisfaction with customer service</u>	<u>Disputes on contract terms / service termination</u>	<u>Dissatisfaction with the quality of services</u>	<u>Disputes on bills</u>	<u>As percentage of the total number of complaints relating to the service type concerned</u>
Mobile	47	29	42	21	76.8%
Fixed Network	15	5	7	8	77.8%
Internet	42	39	20	5	92.2%

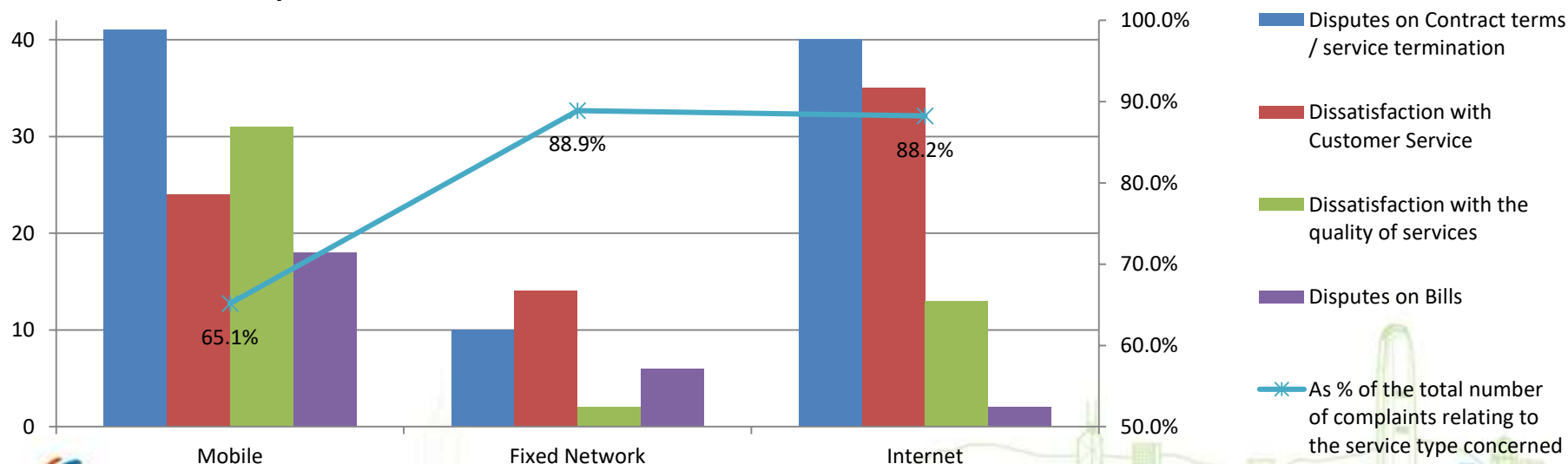
No. of Consumer Complaints



No. of Complaints (3rd Quarter of 2022)

<i>(Categorised by major service types)</i>	<u>Disputes on contract terms / service termination</u>	<u>Dissatisfaction with customer service</u>	<u>Dissatisfaction with the quality of services</u>	<u>Disputes on bills</u>	<u>As percentage of the total number of complaints relating to the service type concerned</u>
Mobile	41	24	31	18	65.1%
Fixed Network	10	14	2	6	88.9%
Internet	40	35	13	2	88.2%

No. of Consumer Complaints



No. of Complaints (2nd Quarter and 3rd Quarter of 2022)

Case Analysis of Breach of the TO / LC

In the 2nd Quarter and 3rd Quarter of 2022, there was no substantiated case of breach of the TO/LC.



Thank You

