

Concern for Telecommunication and Subscription Television Services

Background

The government's liberalization of the telecommunication and subscription television services market has led to keen competition amongst service providers. Unscrupulous business operation and marketing methods are used to attract customers. Recently, we receive complaints of suspected fraud from local residents saying that they have either signed the service contract under the salesperson's misinterpretation, or the contract they have signed was not the same as described by the salesperson.

On the other hand, the service providers nowadays prefer to offer "bundle" sales, whereby telecommunication, television and internet services provided by different companies are included in the same contract. As such, users have to call different numbers before they can resolve all the problems encountered. There is a lack of communication and possibly evasion of responsibility between the companies. Moreover, the use of voicemail in the service hotlines is particularly inconvenient for senior citizens.

Queries and Proposals

1. What is the number of complaints about telecommunication and subscription television services in the last 3 months?
2. What is the proper channel for the public to make enquiries on or file a complaint about telecommunication and subscription television services?
3. "Bundle" sales are very common. Is the government exercising any supervision or regulation over this? Can the "bundle" service providers be encouraged to provide one-stop hotline service for the convenience of the users?
4. Yau Tsim Mong District is a focal point for telecommunication and subscription television service providers. It is proposed that the departments concerned should step up publicity in the district, e.g. by setting up mobile booths to educate the public on the choice of a service provider.

This paper is submitted for discussion by the Yau Tsim Mong District Council at its meeting on 27 April 2006. The Office of the Telecommunications Authority, Consumer Council and relevant government departments are invited to respond at the meeting.

Submitted by: CHAN Siu-tong
District Councillor
11 April 2006