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From : Clerk to Panel

To : Hon SIN Chung-kai (Chairman)
Hon Howard YOUNG, SBS, JP (Deputy Chairman)
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Dr Hon Eric LI Ka-cheung, GBS, JP
Hon CHAN Kwok-keung, JP
Dr Hon Philip WONG Yu-hong, GBS
Hon YEUNG Yiu-chung, BBS
Hon Emily LAU Wai-hing, JP
Hon Timothy FOK Tsun-ting, SBS, JP
Dr Hon LAW Chi-kwong, JP
Hon Albert CHAN Wai-yip
Hon MA Fung-kwok, JP

Panel on Information Technology & Broadcasting

Follow-up to meeting on 5 December 2003

At the meeting on 5 December 2003, when discussing the item on "Broadband Internet services", the Administration was requested to follow-up with the Consumer Council (CC) on whether the compilation of complaint statistics could be improved; and to convey members' concerns on sales practice, such as on-street marketing activities of telecommunications services to the working group on broadband Internet access services and report the outcome of the first meeting of the working group to the Panel.

2. According to the Administration, the Office of the Telecommunications Authority (OFTA) has discussed with CC on improvement of complaint statistics. It is considered that OFTA and CC carry out their functions according to different Ordinances. OFTA investigates cases involving suspected breach of the Telecommunications Ordinance and licence conditions, while CC has a role in giving advice on contract terms and following up court cases filed by consumers. It is therefore useful for OFTA to maintain its own statistics. Complainants may make complaints to OFTA and CC. Both organizations may take actions where appropriate and with respect to the corresponding ordinances. However, OFTA will share the statistics with CC in particular on trends and major cases to better monitor the services of operators.

3. On sales practice, OFTA has conveyed members' concerns to the working group on broadband Internet access services, which held its first meeting and second meeting on 29 January 2004 and 12 February 2004 respectively. The working group will identify in the coming few months a set of performance indicators based on which broadband service providers can make performance pledges on a voluntary basis and report the actual performance against their pledges. This aims to facilitate consumers to make informed choices about broadband services. In addition, OFTA has initiated discussions with the industry to promote industry regulation on sales practice. The industry association Internet and Telecom Association of Hong Kong (ITAHK) is very interested in the idea and it is actively discussing the matter with its members.

(Ms Debbie YAU)
for Clerk to Panel

c.c. Hon NG Leung-sing, JP (Non-Panel member)
Hon James TO Kun-sun (Non-Panel member)
Hon LEUNG Yiu-chung (Non-Panel member)
Hon LAU Chin-shek, JP (Non-Panel member)
Hon Henry WU King-cheong, BBS, JP (Non-Panel member)
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