



Media Public Opinion to Ofca

press@hkmediawatch.com

to:

consultation-cabletv@ofca.gov.hk

27/07/2015 12:40 AM

Hide Details

From: "HKMEDIAWATCH" <press@hkmediawatch.com>

To: <consultation-cabletv@ofca.gov.hk>

Dear Ofca and Cable TV

Below was a message sent from internet user to our facebook group FYI.

We strongly feel that Ofca should handle complaints of ATV, TVB, Cable TV, Now as well as RTHK the same.

We feel that we cant get the feedback from Ofca despite repeated attempts to raise concerns to Ofca since 2012...

We want Ofca to offer RTHK public opinion consultation meeting ASAP

Net user Mrs. Cheung

c/o www.facebook.com/groups/hkmediawatch

Mei Li

還孩子一個健康的童年

通訊局長官，你們好。

我們是一群關注兒童健康的家長，致力於提倡兒童應有電視的自由閱聽權。

有線電視設有兒童台，專為兒童提供優質的幼教節目。惟不少家長發現，該台——以至有線旗下各台——放映之兒童節目，不少均為二〇〇〇年代初期所製，此舉恐有「重播慣常」之嫌，對兒童之身心發育，恐造成不良影響。

此外，有不少家長欲轉換電視服務供應商時，遭到有線公司之種力刁難。不僅有家長耗時兩餘月方能終止服務——亦因此需溢繳兩個月之費用——，更有家長欲帶同其孩子佔領葵涌一帶道路以求終止服務！

我們在此建議：通訊局應建議當局「不續期有線公司之服務牌照」，並且全面檢討現行各項廣播政策，還孩子一個健康的童年！

幼教專業議會

二〇一五年八月十日

致廣管局局長：

我又有線電視
 要童叟欺
 有咳
 線痛心疾首

香港造口業勞動組合

暨黃大仙漁業總商會

敬啟

二千十五年八月十三日

香港有線電視有限公司本地收費電視節目服務牌照續期公聽會

Public Hearing on the Renewal of
the Domestic Pay Television Programme Service Licence of
Hong Kong Cable Television Limited

禮頓山社區會堂 (2015年8月13日)

Leighton Hill Community Hall (13 August 2015)

Opinion Paper 意見紙

Name 姓名:

梁 (第三帝國經貿聯合 數碼事務委員長)

Organisation 團體/機構:

第三帝國經貿聯合 The Reich Society (HK)

Please give your opinions 請提出意見:

蘇事 GmbH

你好,我是第三帝國駐港總領事館暨元首府網路服務關
注組成員。除了元首府的網路服務外,老百姓使用有線電視之權
益亦亟待關注。鑒於人民自由選用電視放送服務乃港人資訊自
由不可或缺之一部分。鑒於港人很意識提升,不願再容忍一切劣質官商
压榨。鑒於香港傳媒業已不再兼容,陳腐之收費隨選媒體,我國基於與
港人之友好誼長存,現呼籲港府終止有線公司之收費電視節目牌照,並
開放香港免費電視,地上波滿時輔導有線電視轉型研發新電訊科
技,發揚光大,建設長旺香港。

得罪元首?死咗會發輝比港視架!

20-7, 一定CUT得!

請將意見紙投入收集箱內或交予場內工作人員

Please drop the opinion paper into the collection box or pass it to our staff

連署書

5

我們謹此支持以下幾點：

- 一、對有線電視公司作出“不予續牌”的処分；
- 二、嚴打一切劣質行銷手法；
- 三、開放免費電視市場，重新考慮HKTV之牌照申請；
- 四、落實民享政制，達成港人自治之遠景。

連署人簽署如下：

來函共19個單位聯署

2015年8月15日

集思廣益(廣播學系學生關注組)

Communicators union of U League

CCSU OFFICE

ADDRESS : 3/F, 28 WANG HOI ROAD, KOWLOON BAY, HONG KONG

TEL/FAX : 3762 2105/2305 5262

E-MAIL : su@hkuspaceccsu.com

对《有线电视收费电视服务牌照》续期之意见及请愿

通讯及广播事务管理局：

本協會^會歡迎通訊局開展《有线电视收费牌照》续期之咨询工作，并在此提出数点声明及请求，以利香港广大群众对电视业界贡献。

有线电视自2007年起，丧失欧洲知名足球赛事转播权后，陆续有不少群众试图退租贵公司之数码电视机具。惟不少民众联系客服时，面临各式各样之刁难和阻挠。

本協會^會自部分占中村旅港居民接获投诉，称“有线电视公司未经自宅同意下，擅自续费”、“客服热线接通后，遭客服人员强词夺理”，甚至有本会会员在邮寄退租表格后，因甲方声称“表格未收妥”、“表格邮寄时可能已丢失”，而错过退租期限，必须溢缴三个月费用。

近期，广东省政府加大力度，推动“居家宽带及数码电视整治行动”，此计划大大减少了

(续下页)

香港居民联合会

修了

頁 1

(续前页)

省内关于电信等投诉之案件。特区政府应多加
与省府进行有关交流，以促进“一带一路”国
家发展策略。

此外，为避免有香港市民因电信纠纷而再
次引发“占中”运动，港府应检讨现行各项通
信政策，减少同类型争议一再发生，进而避免
去年“高校生~~冲~~击有线电视办公楼砍伤警卫”
等憾事再度上演。

基于上列各点，我可正式声明：

“反对有线电视公司收费电视牌照续约”

“港府应重开大气电波频段招标”

“港府请重新考虑HKTV免费电视牌照之申
请手续”

“落實‘二〇二二真普选’”

已簽署

肖放生

香港嘉應州佔中鄉民協會 會長

2015年8月15日

占中鄉民聯合會

Chiem Giong Township Association (Hong Kong) 2015

有關本信之說明事項

通訊局局長：

此兩頁凸字信件，乃本社召集人之手筆。若文件之方向正確，其缺口應位於右上方。基於環保理由，本社採用廣告傳單作凸字紙之用。

為保障視障人士表達之權利，^現懇請當署委託失明人士機構譯解其文件後將其記錄在案，切勿漠視本團體以及視障人群之發聲權益！

恭請 政安

若有光協會 Fiat Lux Society

秘書處



ERICA CHARLES
for **PR & FASHION LABEL**

- International brand development consultancy specialising in brand strategy, brand communications, trend/product design and direction for the fashion and fashion-related sectors
- Profound knowledge of retail marketing and brand management
- Lecturer of various courses at Central Saint Martins including Fashion Promotion, Fashion Design & Marketing, Branding & Brand Management
- Clients included brands and retailers from high street to premium, such as ASOS.com, Lipsy, The Limited Inc. (own Victoria's Secret), Emanuel Ungaro, Oscar de la Renta, revolutionary, Mary Portas' Living & Giving Shop for Save the Children



HYWEL DAVIES
for **FASHION COMMUNICATION**

- Course Leader for BA (Hons) Fashion Communication and Senior Lecturer at Central Saint Martins
- Hywel has written for The Guardian, The Sunday Telegraph, The Financial Times and The Independent. Previously fashion editor at Sleazation, he has also contributed to GQ Style, Arena, Vogue, Elle, Wallpaper, Nylon, Dazed & Confused, Modern Menswear, 100 New Fashion Designers, British Fashion Designers and Fashion Designers Sketchbooks all published by Laurence King
- Consultant for fashion brands including Topman, Braun, Orange and Levi's and is currently the fashion features editor at Observer Man, a correspondent for SHOWstudio and consultant editor to ASOS Man

ENTRY REQUIREMENTS:

APPLICANTS SHOULD NORMALLY HOLD:

- a bachelor's degree awarded by a recognised university, preferably with years of relevant management experience; or
- a recognised tertiary level qualification, with substantial years of experience at executive level.

VENUES: Centre for Degree Programmes, Admiralty and The Mills, Tsuen Wan

NUMBER OF PLACES: 25 in each course

MEDIUM OF INSTRUCTION: English

CERTIFICATE OF ATTENDANCE: Each participant will be presented with a certificate of attendance issued by Central Saint Martins College of Arts and Design, University of the Arts London, subject to 80% of the attendance rate.

TO BOOK / ENQUIRE

- ☎ (852) 2910 7626/7629
- ✉ exe.cdp@hkuspace.hku.hk

FREE ONLINE APPLICATION OPEN

<http://hkuspace.hku.hk/cdp/>





About HKU SPACE Centre for Degree Programmes

With the motto 'Education with a Global Vision', HKU SPACE Centre for Degree Programmes (CDP) was established in 2003 with a mission to offer full-time degree programmes for young adults. In the academic year of 2015, CDP offers more than 30 full-time programmes in collaboration with overseas universities. As the demand for postgraduate qualifications is on the rise in Hong Kong and the region, CDP introduced a range of postgraduate diploma, taught master's and executive programmes back in 2011, catering to the needs of degree holders.

CDP, in collaboration with Central Saint Martins College of Arts and Design (CSM), first offered a series of one-to-three day executive courses, covering areas ranging from branding, fashion design and marketing to creative business design for senior executives in 2011. Since then, the Centre has been running the annual series with top-notch lecturers from CSM who are active designers, art administrators, city strategists and brand consultants. The Series not only provides a platform for experience sharing among Hong Kong delegates, it also keeps the delegates abreast of the world's innovative strategies, creative ideas and skills.

About Central Saint Martins College of Arts and Design, University of the Arts London

CSM is one of the world's leading institutes for arts and design education, a reputation based around the achievements of its graduates and the creative energy of its current staff and students. CSM inspires its students and staff to be alert to new approaches and ideas; the resulting journey can be challenging but is never dull. This forward-looking approach places CSM at the heart of London's dynamic creative scene.

With its 150 years of history, CSM's famous alumni include some of the most important British and international artists from famous painters such as Lucien Freud and Frank Auerbach who studied fine art at St Martin's in the middle of the 20th century; to Sir James Dyson, the industrial designer and founder of Dyson Industries; A.S. Byatt, the British author; Colin Firth, the actor and winner of BAFTA's Best Actor Award and to the latest wave of the world's celebrated designers including Katharine Hamnett, Marc Jacobs, John Galliano, Alexander McQueen and Stella McCartney.

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[以下內容由香港失明人協進會翻譯]

香港若有光協會

對「有線電視收費電視服務牌照續期」之意見

致通訊事務管理局局長：

本會歡迎通訊局展開有關諮詢，並藉此發表我哋嘅意見。

若有光協會係一個關注視覺障礙人士之資訊閱聽權益之組織。我哋嘅職責就係為呢啲人把關。

過去十幾年，我哋收到約 800 名視障人士投訴，指責「有線電視嘅職員（即銷售員）時常騷擾佢哋」、「試圖訛稱有免費優惠」等等嘅欺詐形式，去令當事人墜入陷阱中。

同時，亦有 369 位用戶向我哋投訴：退訂嘅時候，遭到各式各樣嘅刁難，包括「客服專線經常難以接通（據了解，有同胞打出近 30 分鐘仍未能接通）」、「領取表格手續麻煩」，甚至有用戶因公司聲稱「收不到表格」而耽誤到退裝期限，被迫繳交多兩個月嘅費用。

香港啲講夠「誠信」嘅社會，任何嘅欺詐手法，絕無容身之地！我哋現正呼籲：

- 有線電視之牌照應不予續約
- 政府需對現行廣播政策實施全面檢討
- 當局應嚴格為廣播界之營商手法作「嚴格把關」
- 落實「2022，真普選」

此致

若有光協會
全體同人

2015 年 8 月 15 日

請願信——有線電視牌照續期諮詢

請求有線電視公司交還收費電視牌照

通訊局大鑒：

有線電視不斷騷擾市民、刁難退租客戶，收費不清，節目形態嚴重過氣！

小市民絕不啞忍，並竭盡所能將危害香港生活安定的不法份子逐出你我的生命共同體，還我們一個潔淨的社會生態！

現呼籲市民擦亮雙眼，明辨惡質企業，廢除有線電視之收費電視牌照，推進電視市場良性競爭，落實香港民族自決！

二〇一五年
八月十五日

太平公社
召集人

數盡有線七宗罪

- 一、有線銷士日以繼夜夜以繼日嘈盡冷巷
- 二、有線契約暗黑條款專畀市民錢
- 三、有線“喝奶”打極都打唔通
- 四、有線解碼器不識退先盛惠“千零文”
- 五、有線職員連公婆都哋埋
- 六、有線個日呢我“唔裝有線就無電視睇”
- 七、有線咁都重可以玩多十二年

香港容得落一個招搖撞騙的電視台，
卻放唔到一個實事求是的免費電視？

紅牌界有線·發牌界港視·舒服睇電視

香港都市鐵道放送公社 仝人敬啟

Metrovision HKRT K.K.

電字第00六八九號文件 贗

20格x20格=400格

向壹安皆欺的電視公司說不！

有線斷不了線之陋名，乃眾所周知。此不贅述。話說其惡名始於三〇年代初期。有線電視如雨後春筍，胡菜百家爭鳴之時，有線寬頻物此一席之地。不灰手段，挨家挨戶，日以繼夜，夜以繼日，宣傳其電視服務。一日不成交，一日難免受其亂耳。

有線者，第不斷，理送亂，以各式手法欺壓市民，誠其所加，無類者，以至屬弱皆深受其害。謂解糾者，凡人皆去，所不用其極，致電不下數十次，均杳無音訊。凡有表格索贖者，永不送達，布衣百姓是投考，駁白書以終納金後，畢承受，何得天理哉。

是可忍，孰不可忍，或曰：官逼下民，必反也。四七年初秋，一血氣方剛青年，代毋復讎，欲止有線電視之契約，多方索贖，下未果，遂使身前去有線總行尋元首，聲明死矣。其府衙勸其致電，達其善，年至院，僻處看信，或至官府伸冤。府司曰：致電警方，凡人皆不得受之。凡天智橫裁，該善年旋即施暴，夜刃而傷其同街，所幸治理後，為大碑，惟一警號爾。

電視乃人間情報必至之媒介，公正之閱所，

續下頁

代年七九九一紀西即亦，代年〇三三四〇

四二
年十

續前頁

不得有失，若其不得算剝削市民為止境，則其評
可應予選點，大氣情于人民！

。。

謹代本協議會提出數點要望，

- 一、有線電視之收費電視執照應不予續期。
- 二、通訊局應尽力打擊各類電訊業界之惡質推銷手法及使用者多致性條款。
- 三、協助不獲續期之有線電視公司用戶轉為其契約。

區通訊處

第 頁

- 四、開放大氣電波，引進多元收視競爭。
- 五、帶動民主政制，安插港人公民自治。

為人民的電視內听权把關，乃学務之急！

單承其宗

香港安心放送協議會 理事長

An Official Letter to HKCU

有線電視橫行霸道可難市民可恥

致 通郵局局長：

有線電視自四三〇年面臨重大考驗以來，不斷以各式各樣的手段压榨小市民。

我們不忍心

看見小市民為了一通電話，察體勞形，眩暈時；

看見小市民基于寫字之差，因而遭有線坑了一道；

看見小帳被有線公司迫上梁山，進而嚴整公司高層求退租；

因此，我們謹重要求政府將橫行霸道的收費電視下架，

不吊續牌給有線電視公司，還香港市民一個大同社會，

實踐馬克思主義下之理想世界！

四三四年八月十七日
17 Aug 2015

白素貞

香港赤絲帶之友共同會 會長
Ribbon Rouge Hong Kong Ltd.
Chief Commissioner

(有線電視諮詢)

Mothers Against Television Encirclement[®]

全國不正通信企業放逐運動協議會[®]

—Your MATE towards a hassle-free world 共建百害毋侵共同體

17 August 4348 T.E. (2015 A.D.)

The Communications Authority
 c/o Office of the Communications Authority
 20/F, Wu Chung House
 213 Queen's Road East
 WAN CHAI
 HONG KONG

Our views and suggestions for the renewal of the Subscription Television License of Cable TV Service

Dear sirs/madams,

We are pleased to hear from the Authority that the Consultation Exercise Renewal of the Pay Television Programme Service Licence of Hong Kong Cable Television Limited is now open for the public opinion and suggestions, which is our treasure opportunity to express our views and evaluations of overall performance of Cable TV Services (short in "Cable TV" below) for your to consider whether the Cable TV suits for its continuation of subscription channels business.

Door bells are not toys—subscription parades in my lane?

1. Cable TV faces heavy criticism on its unfair trade and services. It is a commonplace, from our clients residing at blocks, that the salesmen from the Cable TV travels around the corridors in their residential blocks as early as the clock is close to 10 in the morning. From 1506 complaints from our clients, the sale assistants kept knocking their doors and telling

them a lot of offers for subscription of CableTV services *day by day* until the household becomes a client of CableTV.

2. Around 750 clients residing at public housing blocks reflected that the situation remains unsolved for years after the security barriers have been installed. Numbers of complaint cases have been filed to their housing offices, which are closed in the situation of unsatisfactory resolutions, as the office provided the same reason—they are unable to distinguish between an installation technician and a salesperson.

3. According to media coverage of CableTV promoters, personnel from CableTV are notorious for their ways boosting their revenue (as well as bonus, commission, etc.) including, but not limited to:

- Pretending HA officers for inspection
- Evasion as authorised from HA for “free” set-up
- False information of discontinuation of free-to-air channels without subscribing CableTV
- “Cheating” seniors with free PEL (平安鐘) installation
- Salesperson promoting *at night*
- Entering a building with the reason of service consultation with clients; door knocking parades indeed

By these common malpractices from salespersons, it is critical that the CableTV and its related companies should consider improve their public image by preventing the salespersons from causing nuisance among residential blocks.

Seven deadly sins of Cable TV

4. **Here comes the spotlight of our statement.**

The problem of its officious, complicated, anti-tampered procedures of cancellation of CableTV subscription, has become the most notorious feature among the pay television networks in Hong Kong.

There is a number of parodies among the net communities in Hong Kong showing that the cancellation of subscription is “out of the question”. One of the hot videos on Youtube expressed that, even the Führer from German Reich cannot hang up the Cable TV services, irritated by a minor suggestion of “dialing the hotline again”. Although the parodies could not tell the whole story, but the skyrocketing clicks of the video represents that the Cable TV has become notorious nationwide.

5. The story of *Mein Führer* can trace back to some major incident of dispute as seen on headlines. It is critical that customers from Cable TV are facing the complications resulting from the *asymmetric information* between the Cable provider and the clients. Some cases covered from print media have unveiled the fact that a customer may incur a monthly fee without any consent with the Cable TV. Major unfair trading manoeuvres are presented in following paragraphs.

6. “Free subscription offer”, one of major fraudulent promotional offers, becomes a commonplace for network services scam in Hong Kong, especially the households with special needs. One of complaints from Local Councilors that the salesperson claimed that an 8-month fee rebate will be given to a new subscriber, by annotating the offer on the subscription contract. Later was found fraudulent when the client phoned the Cable TV for its details, with the salesperson disappeared.

7. This is our formal censure to the Cable TV that the company has been taking advantages from those with special needs, especially seniors and disabled. A senior couple with the husband with severe hearing and visual impairment becomes a victim of Cable TV scam. A salesperson, pretending a cable technician, entered the client’s house for “inspection” of domestic cables. At the time the salesperson complete the alleged inspection, he offered a paid TV contract (\$150 per month) wrapped with “free of charge”, followed by the unsuccessful cancellation of unfair subscription.

8. Many customers reflected that their subscriptions were renewed without their *bona fide* consent. Some media covered cases were the false offers to existing customers, alleged with a significant discount with the “new” contract signed, result in a duplicate contract with customers. A number of cases were unsolved until the Local Councilors intervenes the resolution process, with satisfactory results archived.

9. A telecom subscription contract with minimum duration is a guarantee with both sides of contractors. If a subscriber cancels the subscription within the period, the provider may request a repay of remaining service charges. But these information may be “censored” by the salesperson, claiming that a client may end up the subscription 3 month later, on a 18-month contract.

10. The unfair trade of CableTV networks may result from the attractive bonus and trade commission. Some customers subscribed the service by the “service fee waiver”, in practice, the fees for the first 3 months will be “unofficially waived” —by the fees paid by the salesperson himself. The customer may not realise that the “fee waiver” is fraudulent until they received the bill.

Married to game, like a ** you for christmas—far easier to climb the Mt. Everest than cancelling a Cable TV subscription?**

11. There is no rapid opt-outs for the CableTV services until 2007, the year CableTV lost its broadcasting rights for major football leagues, such as UEFA, England Premium League, etc.

To retain the existing customers from altering their cable providers, several “invisible” barriers were set up over the cancellation procedures. The officious procedures has recently resulted in a blood battery at the HQ of CableTV.

12. Poor customer service is one of the major problem among telecommunication services in Hong Kong. Time-consuming phone calls,

officious procedures of opt-outs, and unseen surcharges, “flexible staff duties”; build a number of fences and bars on the way to cancellation. According to the voices from 2025 complaints, the experiences tell the story that connection to the customer service operator could spend up to 30 minutes, in which the requests may be turned down for various reasons. In the one-fifth successful cases, the client didn't complete the procedures without 7 or more calling attempts, as well as 60-day period, with fees charged.

13. It is no wonder that the installation hotline connects in less than a blink, with the termination hotline unavailable from time to time. The fact, that the CableTV shop, CableTV website, or even the CableTV Headquarter do not accept any request of service termination, is out of question unveiled by our members, which means that the service hotline is the *exclusive* channel for the request of termination.

14. It is reasonable that the company owns the cable modem, which should be returned upon the termination of the subscription. The Cable TV has NO responsibility for any removal of cable devices, making the customers confused on the way they remove the modem and decoders. A heavy penalty up to \$1.500 may be imposed for client returned the device overdue even 1 day later.

15. The exploitation on customers continues even the request of cancellation is made; it is reported by 550 of our clients that the staff on the line may deter the client's request by persuading with numbers of new offers, or just keeping the line “hold on” for an unreasonable period, even hanging up without any reason; this could represent that the hotline could accept all request—except termination.

16. The retrieval of termination request form does not sign the end of nightmare. It is a hotline operator's advice that the termination form is *non-transferable*, where a form is *exclusive* to the client concerned, and is recorded in the system. Reportedly, almost all unsubscribe request takes two weeks from the day the client requested. In some

procrastinated cases, the client didn't receive the form within two weeks, and the further request of mailing the form was turned down for the form "is sent".

17. Everlasting nightmare even the client filled up the form. Firstly, the exclusive cancellation form will expire, meaning that the company will decline a request with expired copy. Some of the complaints showed that the chances are the subscription will continue—even renew—automatically even the termination form was sent. One of the victim had enquiry for his bills, and realised that the company didn't receive his termination form—chances are the mail was lost en route—, resulted in the automatic renewal of subscription. Some community counsellors advise that the process can be secured by mailing the form with register or Priority Mail, which require a heavier postage.

18. A further enquiry with our clients discovered that the decoder is vulnerable. That is, the decoder may be made with poor material, and the damage could happen easily. Once the decoder (or any devices provided by Cable TV) is found damaged upon return, the client may incur a heavy charge for \$600 without notice. Nevertheless, the successful termination of service will not put an end to the client's nightmare. As the company is looking forward to your return, they made a numbers of *unwanted* calls for offering their services, as well as frequent door visit to the ex-customers.

Forget about the forms, but what about the programmes itself?

19. **This could be the only compliment for today.**

The PR teams are dedicated to provide the realtime, accurate, and unbiased news for the audiences from the TV to the net. Especially during the multi-centric civil disobedience movements, the broadcasting team presented the scenes from the conflicts, with the lowest extent of self-censorship. The news footages have also helped a number of defendants in OC-related lawsuits free from the bars, which are critical

evidences against the police brutality during the occupy central movements.

20. In recent years, the programmes from Cable TV—especially news—may deliver distractive informations, like wrong number of rates, or inappropriate language. But the frequency of the broadcast misconduct is negligible, as the situation is not as critical as a “television who lost their license recently”

Begin reading here if you want more suggestions than critique

21.

Whereas the Hong Kong citizens deserve freedom from harassment from all kinds of forces;

Whereas the Hong Kong is home to commercial scams, which jeopardise the telecommunication industry in Hong Kong and the Asia-Pacific;

Whereas the user-unfriendly customer services is rejected and unacceptable territory-wide by our citizens and netizens;

Whereas the unfair trade with people with special needs is tolerated under NO circumstances among our society;

Whereas the access to the internet and television broadcast becomes a part of human right, which constitutes the freedom of information;

Whereas the league of telecommunication shall learn a lesson for its service and the consequences of unfavorable communication;

The Mothers Against Television Encirclement (MATE) is now declaring for the objection of renewal of the Pay Television License of Cable TV Services Ltd., whose license should cease to be valid after expiration.

22.

Despite the Cable TV Service is on the sunset, the related authorities should consider opening the free-to-air television for bid. The free-to-air television, consist of a two-thirds of views, is lack of competence so that the quality of TV programmes free-to-air are deteriorating for years.

23.

It is out of question that the communication authorities have failed to deter any unfair trade on pay television services. We hereby call for a more strict regulations against the fraudulent sale, as well as harassment to the clients and target customers.

24.

As a result from the termination of the license of Cable TV, the authorities should pay their greatest effort in dealing with existing customers, as well as labour forces in Cable TV, for a smooth and hassle-free transition towards other television services for customers, with the mentorship of business transformation for the company. Besides, a total review of current telecommunication policies are strongly recommended in order to unleash the potentials of competence in Asia Pacific.

Yours faithfully,

For & On behalf of

Mothers Against Television Encirclement (MATE)



Konstantine Leung

Secretariat

(Hong Kong)

基督教民主聯合 就「有線電視有限公司收費電視牌照續期事宜」之 意見及聲明

基督教民主聯合乃基於基督教民主主義之精神，致力於社會發展及個人自由之間，謀求雙贏的槓桿平衡點。基民聯歡迎政府啟動有線電視公司收費電視牌照續期之公眾諮詢，本會將珍惜是次表達意見之機會，把握每一個為市民生活把關的機會。

一、不正申裝事宜

有線電視公司之收視服務，受不少本會之支持者青睞，亦獲不少事工朋友長期選用。惟本會有不少未曾申裝的弟兄姊妹向我們投訴，有線電視之業務員時常在大廈走廊間不停遊蕩、挨家挨戶推銷該公司之收視組合。

更有弟兄在晨間以及夜間禱告時，不斷受推銷員騷擾，其後不幸車禍身亡。雖未能證實其車禍與有線電視不正推銷有直接關連，但是「人在做，天在看」，那名弟兄勢必是受飽受有線推銷員之「魂結」所侵襲，嚴重影響他的思緒及處事！

此外，基督宗教絕不與招搖撞騙之鬻子為伍。不少居住公屋的弟兄姊妹，曾因有線電視公司訛稱「若未申裝有線電視，將不能收看公共天線之節目」，情急之下簽字申裝，繳付了不必要的月費；更有年長

一輩控訴，有線之推銷員假借「配線檢查」之名入宅，實為引誘申裝。

基督教以保障弱勢社群為重任，任何形式之敲詐，業已離經叛道，向年長者、體弱者行騙更不可原諒！

二、顧客權益事宜

基督教民主主義重視個人與社會之互動，以維繫社群當中融洽之人倫關序。當今資本主義社會下，人間對物質生活，自有擇善而從之的權利。

然而，有不法業者，強行為使用者繫上牢牢的鎖鏈，使他們永超生，永不能投向自由之懷抱！作為上帝兒女，本會毫不忍心見到小市民，僅僅為了一台解碼器，落得狼狽下場。

據了解，大部分申裝有線電視之弟兄姊妹，主要用處乃為了觀看歐洲馳名足球聯賽。自二零零七年起，有線公司落選數項足球賽事之轉播權後，大批用戶要求終止用戶服務。惟有線電視之退租申請，只限以電話受理，其客服專線亦因分配不公（有事工透露：安裝熱線之人手遠大於客服熱線之人手），往往需要極長時間方能接通。

接通後惡夢依舊在，請求退租申請表時，經常遭到客服員施展網羅，顧客惟恐墜入其中；同時，客服員表示「退租申請表乃專人專用，不得轉讓」，此舉有違基督之美德。請求傳達後，仍有不少弟兄表

示兩週內未能收到書函，向公司查詢後亦不得其所然。

殊不知，這道鎖鏈不因表格寄出而斷開。根據約三百名弟兄姊妹所述，他們在不知情下，由於表格未能送達而錯過合約截止日，遭濫收一個月的月費。也有收到交機通知的事工投訴，由於完全沒有服務員上門協助拆機，令其在未能全數交還裝備下，「即時」多收了四百餘元的罰款。此外，有線電視解碼器材質粗劣，稍有舉動便碎骨粉身，被公司白白多收二百多元。

三、請重視我們的訴求

當代公民權益日趨完善，壓榨市民的行爲，已受現代文明社會所唾棄、排斥。對有線電視之怨懟，日積月累，官逼民反之下，終在四七年九月釀成有線總部大樓傷人血案，繼而造成「香港多發抗命運動」，幸無憾事發生。

通訊局的長官，請慎重考慮有線電視收費節目牌照續期之申請。想通了嗎？想清楚了嗎？好，我們現在要替你「砍斷」了。

我奉主耶穌名宣告：我們是獅子山下的兒女，我們是嶺南的祭司，英倫的子民，大聲說：「CUT 單！」

現在我奉主耶穌名，把十字架擺在你和這些有線電視的用戶當中，或你的街坊，定係你同佢同居，有線電視又好、寬頻又好、固網電話又

好，我奉主耶穌名：看我拿通訊局寶劍……

斷開推銷魂結！

斷開合約鎖鏈！

斷開一切的牽連！

破去你跟有線所有的聯繫，在有線公司、在 CABLE 所有的合約，我奉

主耶穌名將他完全地砍斷！

以賽亞書第四章第四節：「焚燒靈，燒毀網羅」，燒毀你與 CABLE 之間

所有的網羅，燒毀！

民主的寶血塗抹潔淨！

港視的活水沖洗乾淨！

阿們！

電波的事，上帝的事，我們的事。

叩請 政安

基督教民主聯合

檀曆四三四年八月十五日

自由民主黨對「有線電視收費電視 節目服務牌照續期」之意見

概述

自由民主黨以民為本、以德服人，致力於香港及漢文化圈國民之生活創新之餘，亦竭盡所能令香港之社群永久免於反智主義之威脅。本黨歡迎港府辦理是次「有線電視收費電視服務牌照續期」之公眾諮詢，竝藉此十載難逢的機會提交以下寶貴的意見。

一、童叟不可欺

有線電視初次續牌之前期，正值有線電視網之戰國時代，不少員工為求公司最大利益、優渥之合約獎金，不惜使盡渾身解數，四處推銷自家的收費電視服務。不少公屋住戶因此向我們反映「有線電視推銷員經常性按我門鐘」，「以到府檢查為名非法遊蕩」等等對推銷員騷擾行為之投訴。同時，有從業員竟向目不識丁的年長住戶推銷其合約，訛稱「不安裝將無法收看公共電視」，令該長者莫名地被收取電視月費。

本黨強調：國民以各類消費者誤導行為為敵，竝強烈責難有線電視推銷員矇騙長者及身障人士，同時呼籲當局應全力防制類

似行爲，將公平公正的市場還給消費者！

二、合約解不盡，春風吹又生？

有線電視對香港人之第一印象，十居其九都說得出是「解不到約的電視」。無庸置疑，有線電視用戶在解約（即終止服務）時，常遭受各式各樣之刁難。根據有線電視的規定，終止服務之表格只可以電話索取有關表格，門市、電郵、傳真等通訊渠道均不受理。

根據本黨調研組成員實測，有線電視之客服熱線平均需30分鐘方能接通；提出申請後，寄送表格至住戶亦耗時兩個禮拜之久；公司聲稱未接獲填妥之表格之情事亦時有所聞；如此繁縟的手續，顧客常因此耽誤約滿時限，必須溢繳一個月份之費用。

本黨嚴正抗議有線電視以各式各樣的手段刁難解約的顧客，並藉零七年有線電視面臨退租潮時，刻意對終止服務之市民設立重重關卡。

對於一四年間有線總部大樓保安慘遭襲擊之慘事，本黨認為，此乃市民有線電視積怨之爆發點，有線電視各級行政人員應當改善與顧客間之溝通，並簡化有關之手續，既免去冗贅手續之餘，更可避免慘事再次發生。

三、世界潮流，浩浩蕩蕩

有線電視成立廿餘寒暑，樹立香港電視業界新風貌；惟當代公民媒體興起，憾動舊有傳媒公司，傳媒生態因而與十餘年前之風貌迥然不同。有線電視公司近年業績欠佳，與其經營方針有莫大關連。倘若有線怠於拓展新型態媒體，對舊有的服務態度執迷不悟，有線電視在接下來數年，勢必難逃清門之命運。

有鑑於有線電視公司已成功申領免費電視牌照，本黨呼籲有線電視公司竭盡所能，向全港的閱聽者放送客觀、公正、自由的資訊，務求令免費電視觀眾能在劣質節目與空殼電波當中，發掘迥然不同之新出路，促進電視放送界之良性競爭。

我們的訴求

▼ 有線電視之收費電視執照應不予續期，以免民怨爆發，釀成憾事。

▼ 通訊局及相關機構應全力遏止各式不良銷售手法，責無旁貸！

▼ 同時，政府需立法規制電信服務契約，終結一切「不

平等條約」。

▼ 也請全盤檢討現時各項通訊、廣播等政策，重撰陳腐的法令。

▼ 慎重考慮香港電視網路公司之電視牌照申請，以香港市民閱聽權為最終依歸。

▼ 拒絕一切「黑箱作業」，提倡資訊自由開放之政府，以受市民監督。

香港自由民主黨

政策總研部

二千十五年八月廿日