

From: Alex Lau  
To: uem@citb.gov.hk  
cc:

Subject: Comment on telephone abuse by telemarketers 17/02/2006 04:37 PM

To Whom It May Concern,

I am would like to make a comment on the unsolicited telemarketing allowed by the mobile phone companies and the government of Hong Kong. Over the past 6 months there has been a huge increase in the number of telemarketing calls that I and others I know have been receiving. These come both in the form of automated and live person calls. I have lived in several countries and have never been bombarded with this many unsolicited phone calls.

This sort of abuse of customers by the phone companies should not be allowed and the government is also responsible for not producing legislation that would protect customers from this abuse.

It amounts to theft by the mobile phone companies because they are profiting from every call that is made and received whether the customer wants this call or not.

These calls come at all times of the day and sometimes in the evening when people are spending time with their loved ones. In this day and age, when we get so little time to spend time with our loved ones, we should not be subject to theses unlawful interruptions.

We should also consider the loss of productivity to the city of Hong Kong as people must answer these calls during business hours. The call could be interrupting an important deal or make someone miss another important call that could lead to loss of business.

Why this has persisted for so long when it is clearly unfair makes me wonder who has been sanctioning it and ignoring customer complaints.

The bottom line is that we pay for this service and also for every call we take. We should have the right to refuse unwanted telemarketing.

This sort of abuse takes place all over the world through spam, junk mail, and unwanted phone calls. It is costing economies an enormous amount of money and providing very little in return. It is time to put an end to this. Some countries employ and 'opt out' system that permits customers to be add themselves to a list that will not receive unwanted marketing.

I urge you strongly to take action in ending this abuse of the telephone system. We can show the world that Hong Kong can be efficient and profitable and respectful of individual rights.

Sincerely yours,  
Alex Lau