

From: Cool7

To: uem@citb.gov.hk

cc:

Subject: Government announces legislative proposals to contain spam problem

07/03/2006 10:56 AM

Dear Sir / Madam,

Its high time the nuisance of pre-recorded advertisement calls on mobile phones as addressed to. This not only causes monetary loss by way of deduction of ones airtime or IDD charges when one is on roaming but also it is a source of great inconvenience.

Life in Hong Kong is a very busy affair with long working hours and then traffic jams therefore when one comes home its already late and one needs to relax. However his private time is intruded by such promotional and unsolicited calls which sometimes even occur at very odd hours.

On many occasions the callers number does not display and in cases when the number displays it is impossible to call them back to ask them not to call ones mobile number in future. This is because mostly the number displayed on the mobile either is busy or actually appears as a non-existing number. It is also difficult to identify the company calling especially if the message is in Chinese and the called person is a non-chinese speaking person.

In my personal case I was called by the same number again and again for over 20 times during the three days of Chinese New year of 2006 and on one particular day it was around more than 12 times, I believe. Same number also called after 10:00pm on one of the days. While trying to call back this number to ask them to stop harassing with such unsolicited promotional calls the number would appear as non-existant but still the same number could keep calling back on our mobile time and again.

Upon calling the OFTA on the next working day they informed that the regulation is still under consideration and not yet enacted. We have been getting the same reply again and again. Most of the countries, which are not as technologically advanced as Hong Kong, already have safeguards and regulations in place. and till the time this regulation is enacted upon we continue to face harassment of unsolicited promotional calls on our mobiles.

Not knowing whether the call is a genuine call or not we continue to answer such calls, which in our case average to 6-8 per week, and keep getting harassed and loose money.

There should be a DO NOT CALL LIST, for such calls, so that one is not disturbed with unnecessary calls.

It is our sincere request to the government to please pass a strict regulation against this practice and to pass it sooner so that the tired and busy people of this great city can relax.

Thanks,

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