

From: lam lillian  
To: uem@citb.gov.hk  
cc:  
Subject: Unsolicited Electronic Messages

10/03/2006 01:10 PM

Dear Sirs,

Referring to your document dated Jan 20, 2006, I would like to make a comment on the unsolicited calls mainly for advertising purpose.

Nowadays, using the roaming service when we travel aboard is very common, however, there are too many advertising calls which will incur more than HKD10 once we take the call when we are not in HK. I often go to China where the roaming service is also available and I often suffer from those advertising calls. It is very unfair to the recipient and it is impossible for us not to take the calls cause you will never know how important the calls maybe. Sometimes they even connect to your voice mail and when you check the message, it is those telephone advertisement which is useless to me but I need to pay the roaming charge for calling the voice mail center.

I would like to suggest forcing those companies who are sending out telephone advertisement, to add a function to detect whether the numbers are under the roaming service at the time when they are calling the numbers, if so, disable the connection. I would also like to suggest the Ordinance to grant us the right to request the reimbursement from the companies who sent out advertising calls which incurred roaming charges. Obviously, the application for cliam must be simplified because the charge involved could be less than hundred dollars and it is not worth for us to proceed complicated application.

Regards,

Lillian Lam