

範本式意見書 / 問卷  
Template Submissions/Questionnaire

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Serial No.

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| C2 | 範本乙：範本式意見書，共收到1 284份，來自美容界別的個別從業員<br>Template B : a template submission, with 1 284 copies from individual members of the beauty sector                          |
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Re: Opinion – Register to regulate cold calls - support

to: p2pcalls@cedb.gov.hk

21/05/2017 13:17

Re: Opinion – Register to regulate cold calls - support

Dear Sir/Madam,

**I STRONGLY SUPPORT THE IDEA TO SET UP A REGISTER FOR ALL HONG KONG PEOPLE** who do not want to receive any cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed).

Recently, in 1 car accident, the hospital (Accident and Emergency Department of the hospital with telephone number started with a digit “3”) called the patient’s family member. However, the patient family member, though it was called from the above cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed), refused to answered the call from the hospital. The hospital tried more than 15 times, and then the family member of that car accident patient answered the call eventually.

In the above case, it is very common that Hong Kong people have already received too many cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed) EVERYDAY. Therefore, the above case happened unfortunately. **In order to prevent the above case to happen again, I STRONGLY SUPPORT THE IDEA TO SET UP A REGISTER FOR ALL HONG KONG PEOPLE** who do not want to receive any cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed).

For my personal experience, I received several cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed) per day. I am very busy during my office hours (this opinion is written on Sunday, my public holiday) as well as a have many meeting to hold every day. As I do not know who call me, for example, the above hospital case, therefore, I have no choice but to answer the calls. I feel very angry that I received too much cold call from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed) every day, again and again. It seems there is no regulation to regulate those cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed). And those banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed) is act too outrageous, they give too many cold calls every day again and again.

**I STRONGLY SUPPORT THE IDEA TO PASS A LAW TO GOVERN THE ABOVE COLD CALLS from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed). A REGISTER IS THE MOST FEASIBLE MEASURE TO GOVERN THE ABOVE COLD CALLS from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed).** At present, there is already a register to govern the pre-record cold calls. And this register runs very well. No complaint at all from anyone at all.

Recently, I found the above cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed) has tried to breach the law. They first used pre-record conversation, like the beauty shops, then a real person speak their contents. I think they have breach the law already. I will bring this matter to the Personal Data Privacy Commissioner to follow up.

I think the setting up the register for **ALL THE COLD CALLS** from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed) is important AND **THE ONE AND ONLY ONE WAY** to govern the nuisance cold calls Hong Kong people received every day.

I think Hong Kong people MUST have the freedom to choose whether he /she want to receive the cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed). If he/she still want to receive the cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed), he/she may choose not to register his/her telephone numbers on the register. But, Hong Kong people also have their LEGAL RIGHTS to refuse to receive the cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed), that is, to register his/her telephone/mobile phone numbers on the register to refuse to receive cold calls from banks, financial institutions, beauty shops, etc, and etc. (too many to quote if needed).

(Editor's note: 3 identical submissions were received during the consultation period. They are not shown here.)

電郵：p2pcalls@cedb.gov.hk

傳真：2827 6646

致：香港添馬添美道 2 號  
政府總部西翼 21 樓 B 組  
商務及經濟發展局  
通訊及創意產業科

就「加強規管人對人促銷電話諮詢文件」的意見

本人一向從事美容服務業，就政府計劃加強規管人對人促銷電話，即是指透過人與人直接溝通，向顧客推廣產品或服務的促銷電話，此舉將對美容業未來發展有所影響，為此，本人提出以下意見：

本人認為美容服務業有別於其他行業，有其獨特的營運模式，因此，美容業應自行就人對人促銷電話訂立規管制度或實務守則，列明若干指引，包括：撥打電話時間的規限、承諾不會致電已拒絕接收人對人促銷電話的接電者等，讓美容業服務公司及從業員自行遵守，並設立正式的投訴處理程序。此舉乃美容行業自行訂立實務守則，並非立法方式，而且美容服務公司及從業員遵行實務守則的成本相對較低，籌備及實施時間亦相對較短，相關公司亦可按規範準則繼續撥打促銷電話，以自發及自律的方式建立良好聲譽，這對美容業營銷方式影響較小。這做法既可避免對市民造成影響，亦不影響美容業固有營運及銷售模式，而且，這並非一刀切立法規管，不會令電話促銷者招致負上法律責任。

敬請政府當局考慮以上建議，讓美容業自行訂立規管制度，維護美容業繼續營運的空間及可持續發展，為本港市民繼續提供專業及有質素的美容服務。如有任何查詢，歡迎與本人聯絡。

順頌  
鈞安

姓名：（已留姓名）  
謹啟

公司名稱：（已留名稱）  
聯絡電話：（已留電話）  
電郵地址：（已留電郵）  
通訊地址：（已留地址）  
日期：（已填日期）

（編者註：在諮詢期間收到內容相同的意見書共 1 284 份。內容相同的其他意見書不在此重複刊登。）

2017年7月28日

商務及經濟發展局  
通訊及創意產業科 B 部

尊敬的局長，

有關加強規管人對人促銷電話諮詢。

本人對當局發出以上諮詢文件有以下意見。  
懇請貴部門認知。本人接納貴局的方案：

1. 改善行業的自行規管制度及
2. 推廣在智能電話使用來電過濾應用程式
3. 設立法定拒收訊息登記冊 - 不接納(3)

謹祝安康！



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**【意見書】加強規管人對人促銷電話諮詢**

to: p2pcalls@cedb.gov.hk

10/07/2017 11:30

Please respond to

致：商務及經濟發展局（通訊及創意產業科）B部 (p2pcalls@cedb.gov.hk)

意見：

我每星期平均收到6-9個（約每日1-2個）促銷電話，COLD CALL和WARM CALL大約相等，最多收到來自美容服務，財務中介，保險投資，電訊廣播，疑似騙案，外地CALL CENTER的來電，多數是真人發聲，預錄訊息，來電無聲。我沒有登記拒收訊息登記冊，收到促銷電話令我覺得討厭，受滋擾，影響日常生活，Other\_極度影響工作。我有使用過濾電話應用程式。

雖然可以根據《個人資料（私隱）條例》提出拒收直銷訊息，要求它們停止使用我的資料，但事實上很多來電者的身份無法核實，即使重複要求停止致電，仍會繼續收到該機構的促銷電話，投訴無門。政府不應為保障所謂業界利益，而保護令市民感到受滋擾的促銷電話的公司。我贊成將《非應邀電子訊息條例》涵蓋至人對人的直銷電話，要求政府將規管擴大至全部行業，並強烈要求以立法方式規管，堵塞現存監管漏洞，加緊打擊電話滋擾。

對政府提出的建議方案，我的意見是：

**【方案一：個別行業的自行規管制度】**  
不足夠阻嚇作用

**【方案二：來電過濾應用程式】**  
為這些程式訂出私隱要求和指引，宣傳使用符合準則的程式，政府應研究如何協助程式提高準確度，辨認更改來電號碼顯示、網絡電話、境外來電等

**【方案三：拒收訊息登記冊】**  
贊成非應邀電子訊息拒收清單擴展至人對人促銷，禁止所有行業進行電話騷擾，增撥資源給負責管理的機構，協助處理市民投訴、進行調查和執法

**【其他意見】**  
指配指定『字頭』號碼給電話促銷者，規定cold call必須登記及使用指定字頭號碼，例如422XXXXX，規範最終受惠於人對人促銷電話的商戶或機構，若違反法例規定，須負上法律責任例如罰款及監禁，以增加法例的阻嚇性，登記拒收訊息登記冊程序應更便捷，例如應透過網上表格讓市民用智能電話登記，政府考慮規管方案時，應分別處理WARM CALL（機構致電現有客戶）及COLD CALL（從未接觸過的客戶）

姓名：（已留署名）  
電郵：（已留電郵）

（編者註：共收到 1852 份來源相同的範本式問卷，為免重覆，不在此刊登。）

# 加強規管人對人促銷電話諮詢期意見書

本人就政府向市民諮詢「加強規管人對人促銷電話」提出之三個方案表達意見如下：

	非常贊成	強烈反對
方案一：改善行業自行規管制度	<input checked="" type="checkbox"/>	<input type="checkbox"/>
方案二：改善智能電話過濾應用程式	<input checked="" type="checkbox"/>	<input type="checkbox"/>
方案三：立法設立拒收訊息登記冊，任何行業的人對人促銷電話均不得致電已登記之市民，否則電話促銷者必須承受刑事或民事法律責任	<input type="checkbox"/>	<input checked="" type="checkbox"/>

個人意見：不建議立法！反對立法，簡接式直接  
影響各行業的

姓名：

聯絡電話：

簽署：

簽署日期：