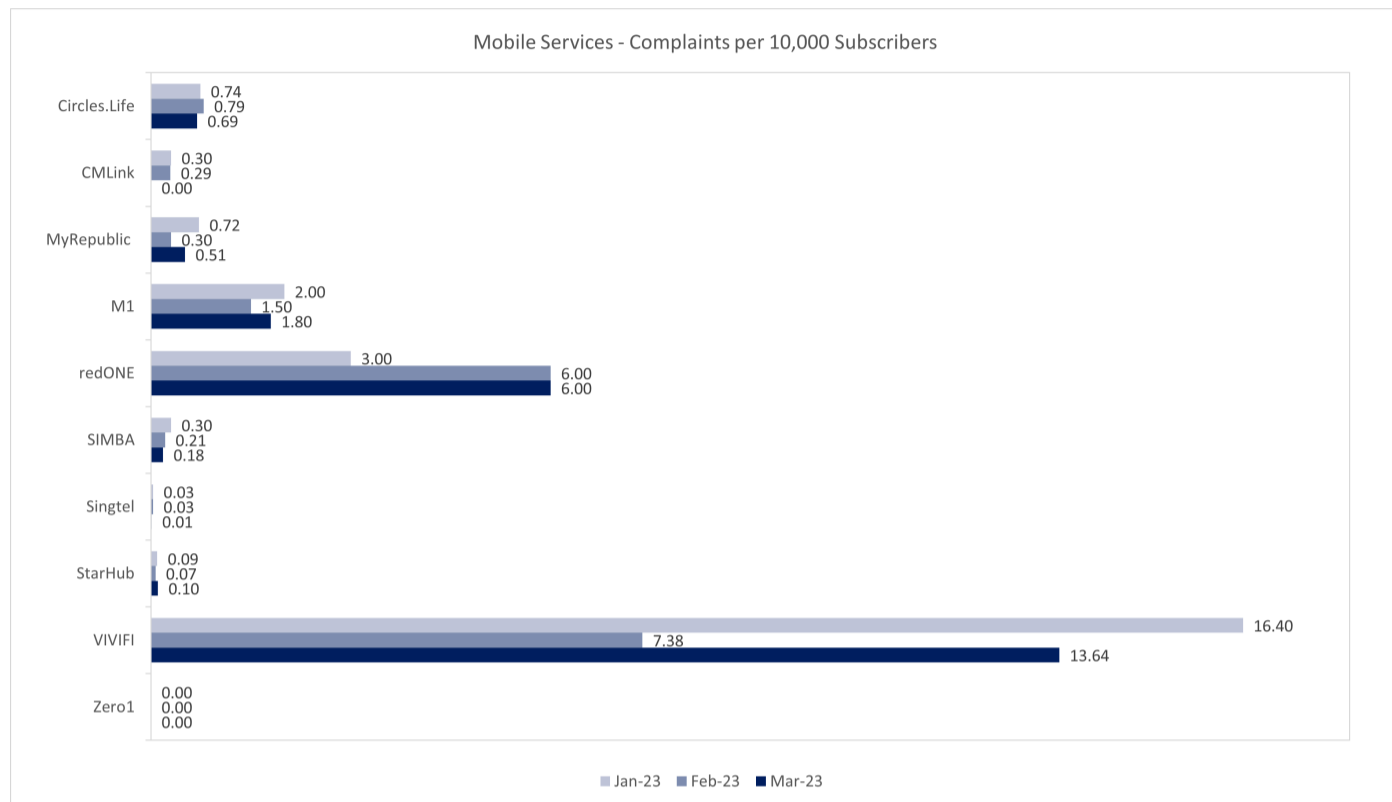


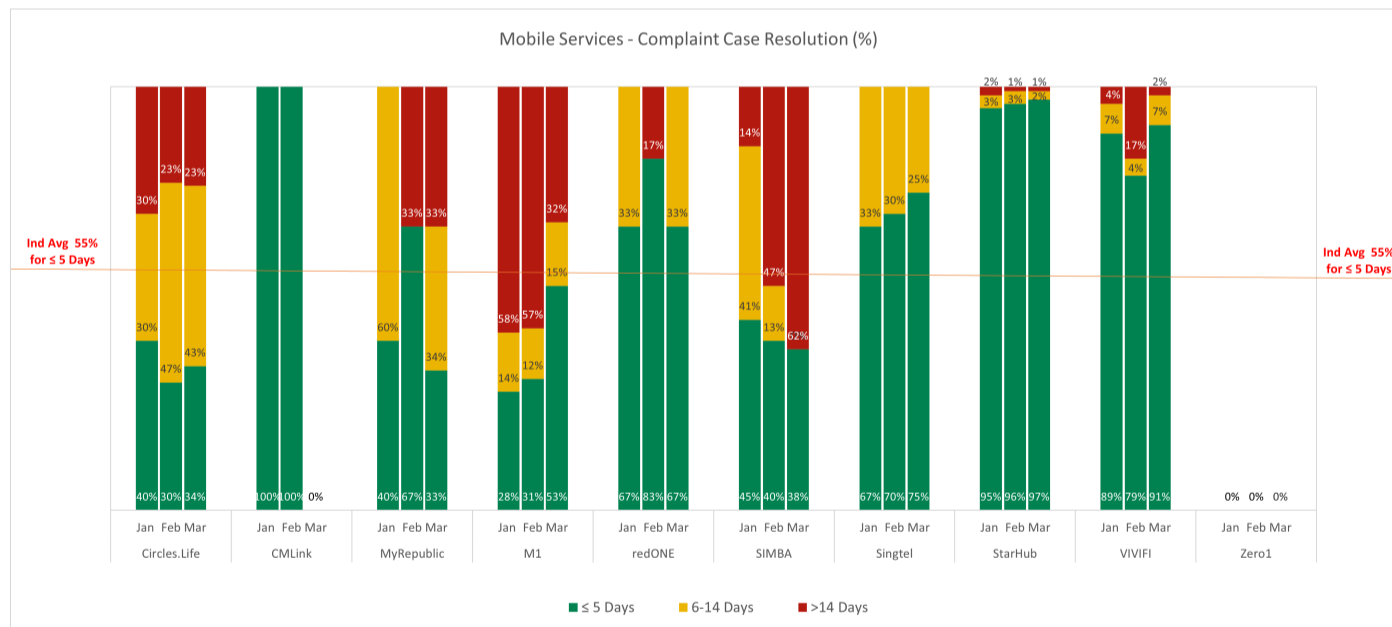
# Statistics on Telecom Service Providers' Handling of Consumer Feedback for 2023

## Mobile Services

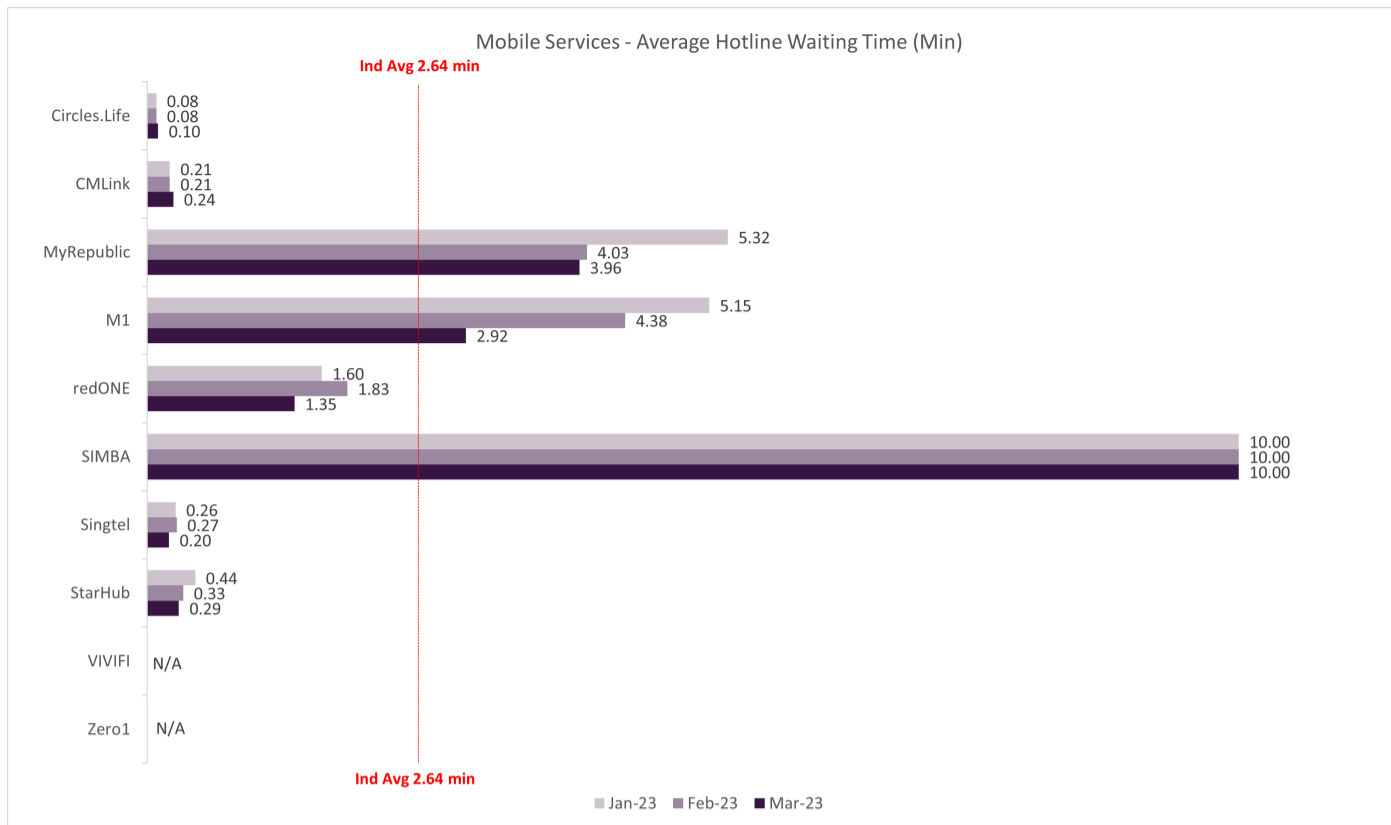
### i) Number of complaints<sup>1</sup> per 10,000 subscribers



### ii) Percentage of resolved complaints



### iii) Average hotline / live chat waiting time (mins)<sup>2</sup>

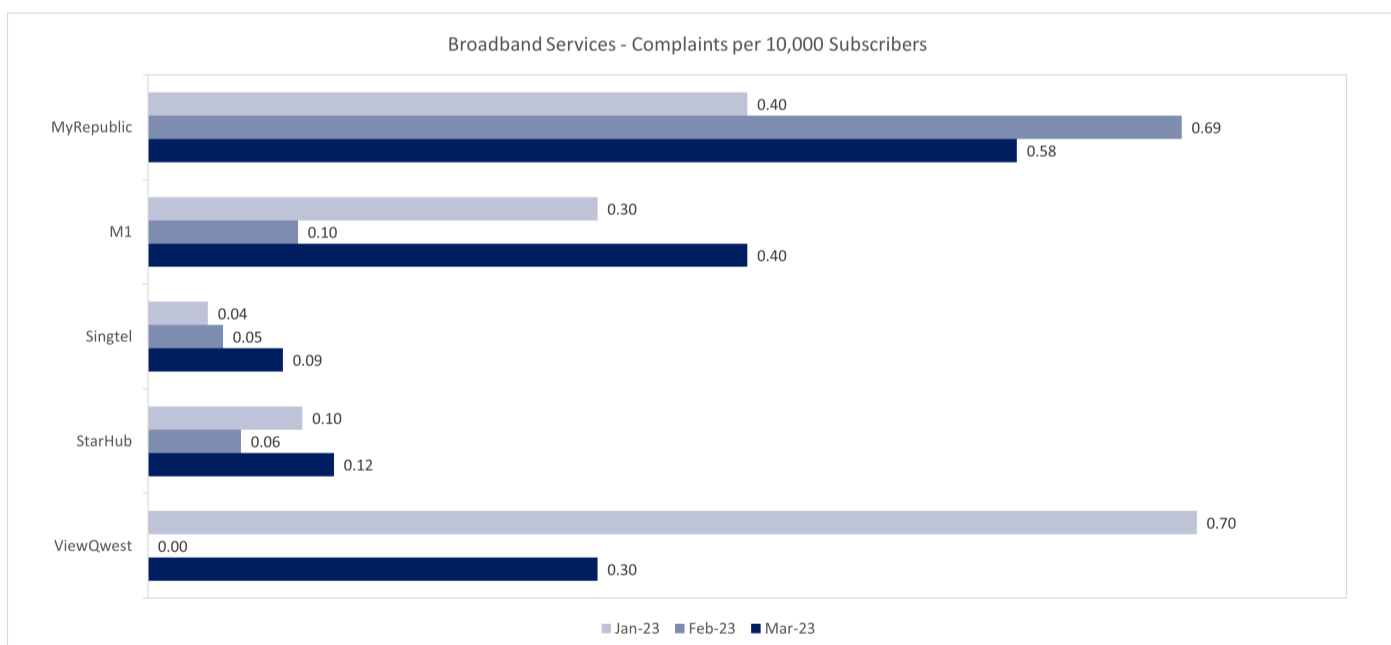


**Legend:**

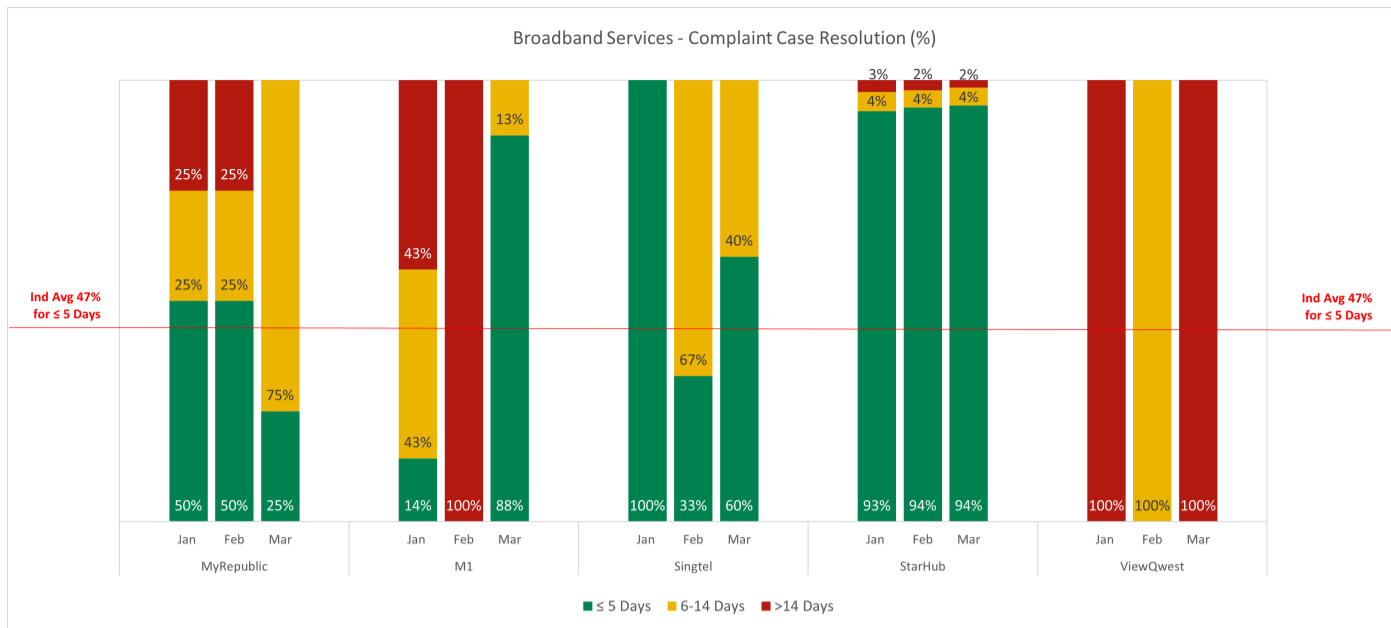
- "N/A" indicates that the telecom service provider does not offer hotline or live chat for consumers to provide feedback.
- Figures are rounded off to 2 decimal places, except those in percentages. For example, a result of 0.00 complaint per 10,000 subscribers does not necessarily reflect no complaint for a particular service in that month.

## Broadband Services

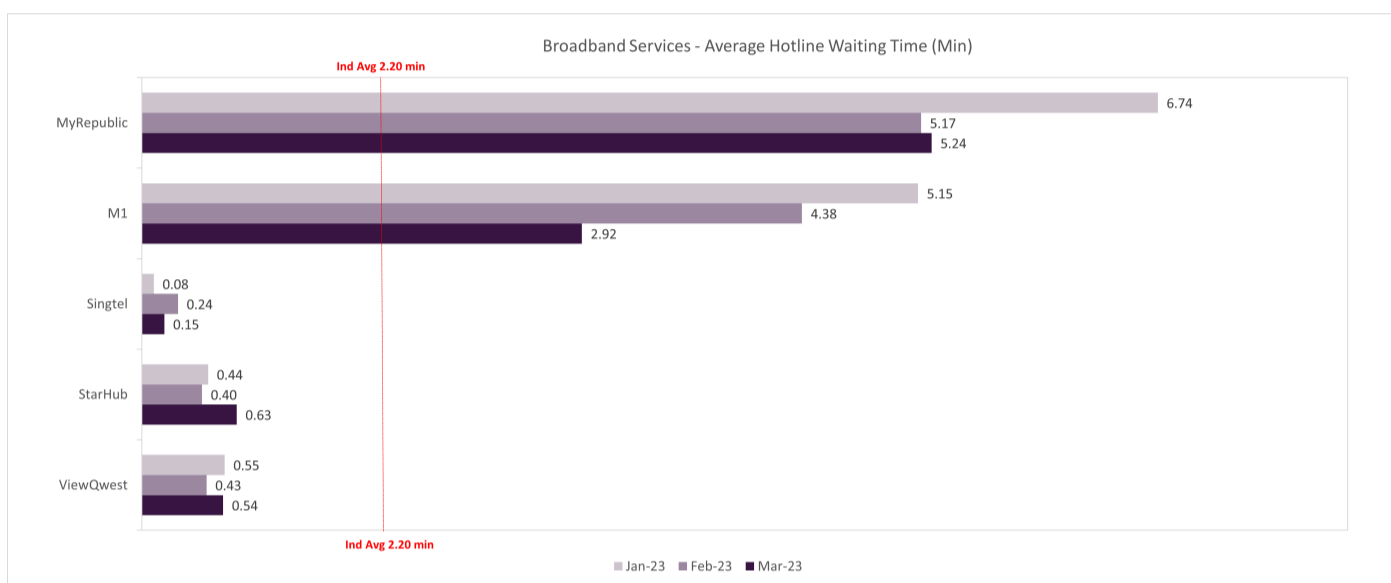
### i) Number of complaints<sup>1</sup> per 10,000 subscribers



### ii) Percentage of resolved complaints



### iii) Average hotline / live chat waiting time (mins)<sup>2</sup>

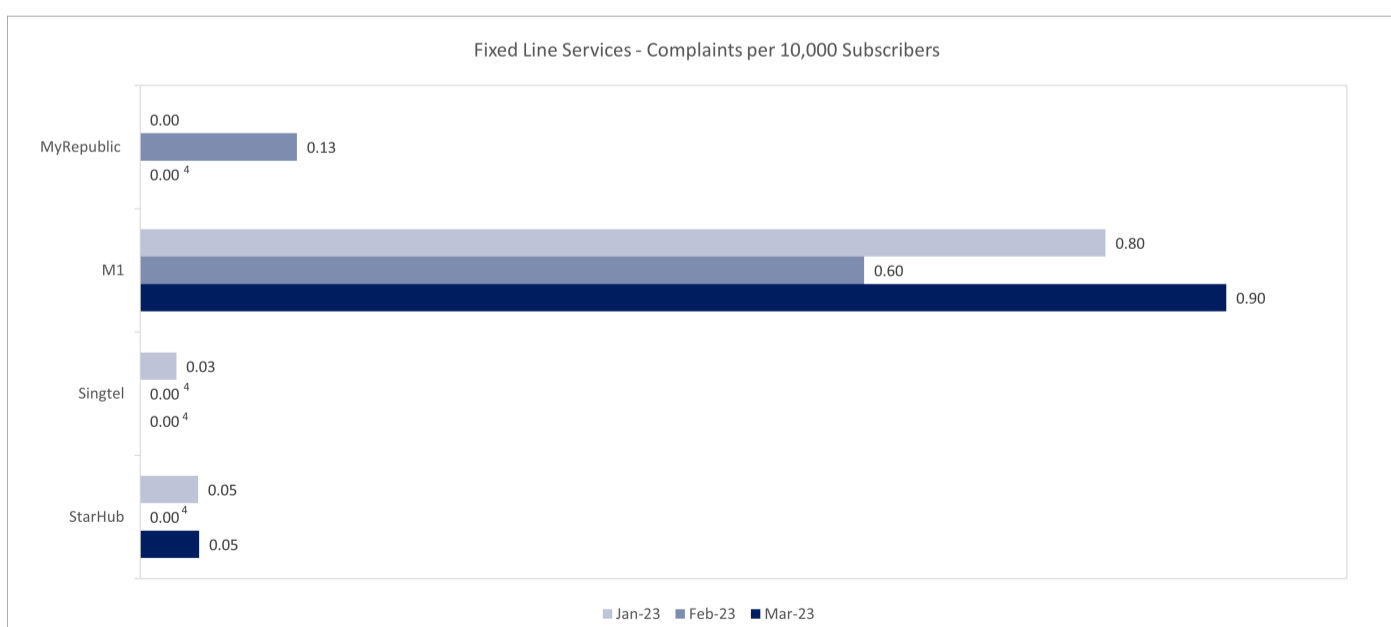


Legend:

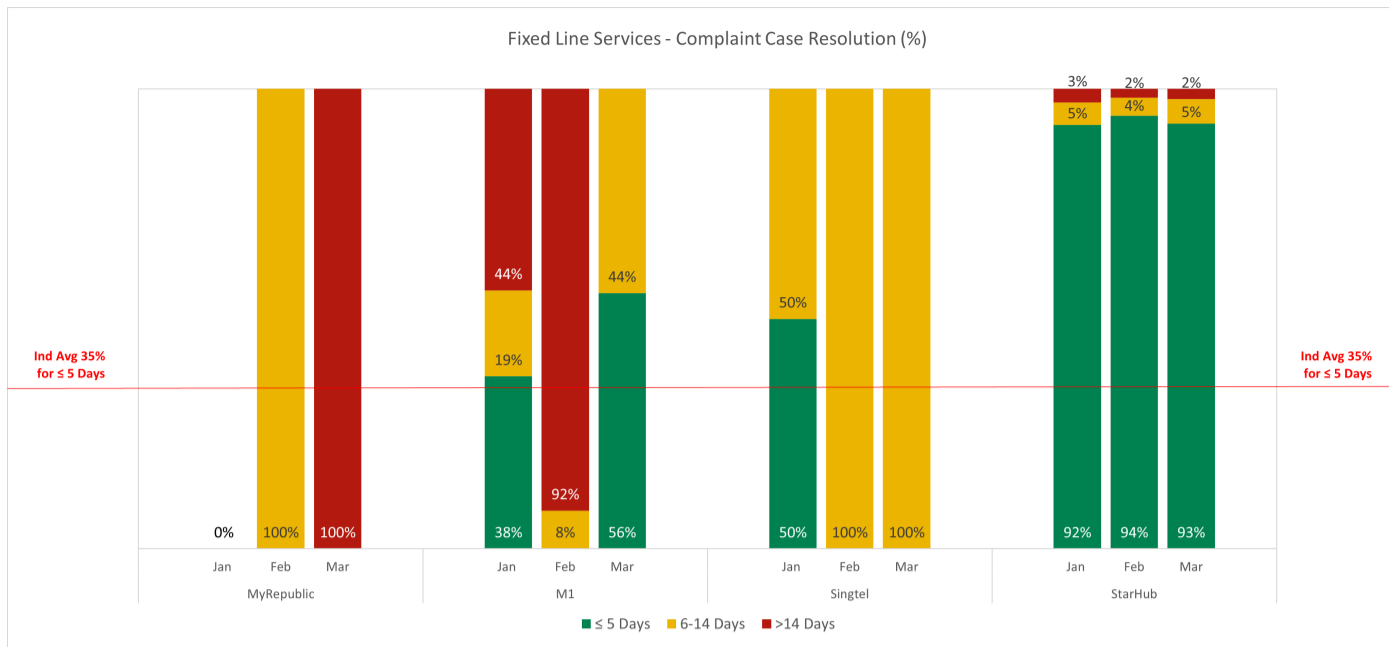
- "N/A" indicates that the telecom service provider does not offer hotline or live chat for consumers to provide feedback.
- Figures are rounded off to 2 decimal places, except those in percentages. For example, a result of 0.00 complaint per 10,000 subscribers does not necessarily reflect no complaint for a particular service in that month.

## Fixed Line Services<sup>3</sup>

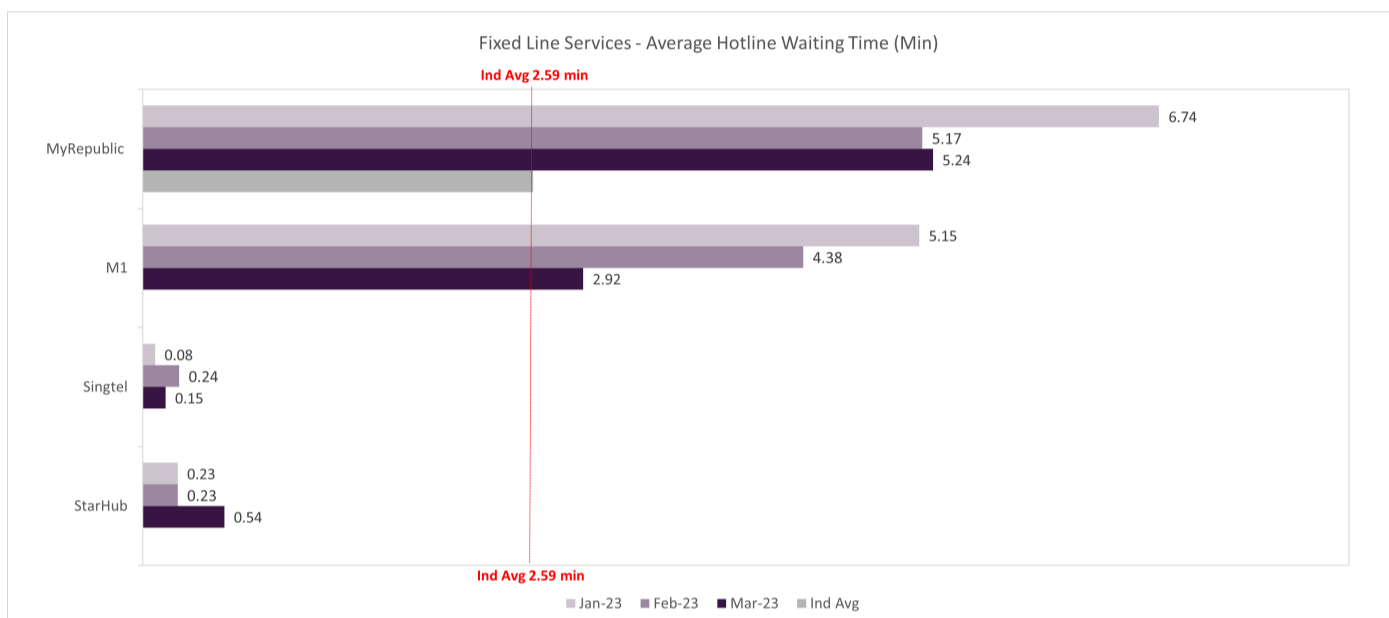
### i) Number of complaints<sup>1</sup> per 10,000 subscribers



### ii) Percentage of resolved complaints



### iii) Average hotline / live chat waiting time (mins)<sup>2</sup>



#### Legend:

- "N/A" indicates that the telecom service provider does not offer hotline or live chat for consumers to provide feedback.
- Figures are rounded off to 2 decimal places. For example, a result of 0.00 complaint per 10,000 subscribers does not necessarily reflect no complaint for a particular service in that month.

#### Notes:

1. For the purpose of this report, the term "complaint" is defined as any expression of dissatisfaction with a telecom service that requires follow up by the service provider.
2. This measures the time between the moment a consumer chooses to speak to a customer service officer and the moment the officer responds. Where both hotline and live chat are offered by a telecom service provider, the average waiting time for hotline would be reflected.
3. Fixed line services include standalone fixed line services and digital voice services provided together with broadband subscription.

4. For the avoidance of doubt, the actual figure is not zero. It is a figure which only shows up at or after the third decimal point.