

15 May 2015

By fax (Total 2 pages)

Circular letter to all

Unified Carrier Licensees (authorised to provide internal fixed services)

Fixed Carrier Licensees

Services-Based Operator Licensees (authorised to provide Class 1 services, Class 2 services or local voice telephony services other than Class 1, Class 2 or Class 3 services)

Dear Sir/Madam,

Verification of the Address of Potential Customers

It has come to the attention of the Office of Communications Authority (“OFCA”) in a recent enforcement operation under the Unsolicited Electronic Messages Ordinance (Cap. 593) that the address provided by a customer to a fixed service licensee for subscribing to a Voice over Internet Protocol (“VoIP”) service had never been occupied by or associated with the concerned customer. It had been revealed that the concerned licensee had not implemented any measure (such as requesting for address proof) to verify the authenticity of the address of the customer in processing the service application.

By this letter, we advise all licensees authorised to provide internal fixed telephony services, including VoIP services, to review their existing customer subscription handling procedure to ensure that proper steps should be taken to verify the authenticity of the addresses of potential customers before providing the services to them.

Should you have any question on the above matter, please feel free to contact Ms Maggie Fung, Regulatory Affairs Manager, at 2961 6393.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'CK Cheng', with a large loop at the start and a vertical line extending downwards from the end.

(CK Cheng)

for Director General of Communications