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**Hong Kong Telecommunications Users Group  
Response to OFTA's  
"Providing QUALITY OF SERVICE Information  
To Consumers of Public Telecommunications Services"  
Consultation Paper dated 23 July 2004**

In response to OFTA's consultation regarding the provision of Quality of Service (QoS) information to Consumers of Public Telecommunications Services, Hong Kong Telecommunications Users Group ("HKTUG") is pleased to provide our comments:

- HKTUG is in full support of OFTA's initiative to drive for the provision of Quality of Service information to consumers of Public Telecommunications Services. In a fully liberalized telecommunications market in Hong Kong, QoS information, among other pricing and service features information should be transparent to end-users of the telecommunications services so as to make an informed choice.
- Regarding the targets of the QoS framework, HKTUG supports Approach One to set targets for the top 5 ISPs to comply with the QoS framework for the broadband services. Reason is ease of comparison and benchmarking. Voluntary basis will result in sketchy information without any value for consumers. Other ISPs can provide the same QoS information for consumers' comparison so as not to deprive their opportunities.
- The Service Performance Indicators as listed in Paragraph 23 and Technical Performance Indicators in Paragraph 29 are industry best practice parameters and HKTUG is in agreement that these to be used initially. The same set of performance indicators for business services

should be included in later phases for Small and Medium Enterprises (SMEs) and corporate users.

We wish to see that the consultation exercise be completed as soon as possible so that the QoS scheme can be implemented as per recommendation. This will certainly boost Hong Kong quest for quality and further strengthen HK's position as the advanced telecommunications hubs in the region.

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