

Number of complaints on telecommunications service contracts  
received by OFCA from 2009 to 2012

Types	2009	2010	2011	2012
Contract Content	432	445	315	304
Contract Termination Arrangement	369	465	411	300
Service Relocation Arrangement	11	183	181	172
Contract Renewal Arrangement	97	126	100	124
Unilateral Variation of Contract Terms	N/A (Note 1)	160	79	58
Contracting Process	19	23	39	14
7-day Cooling-off Period	N/A (Note 2)	N/A (Note 2)	12	8
Others (Business Subscribers included)	24	64	140	136
Total	952	1466	1277	1116
As Compared with the Previous Year	N/A	+54%	-13%	-13%

Note 1: As OFCA did not maintain separate figures for such complaint type in that particular year, the respective complaint figures were grouped under the category "Others".

Note 2: 7-day Cooling-off Period is a new arrangement that was introduced by the Industry Code. Thus, separate figures for such complaint type are not available before 2011.