

Annex

	2013	2014	2015	2016 (January to April)
No. of complaints concerning non-individuals (including commercial organisations) on telecommunications services	296	238	265	65
- Service quality (such as quality of network services and customer services, etc.)	101	79	104	21
- Contractual disputes (including those related to termination of services)	73	64	63	17
- Disputes on bills [complaint figures involving “charges arising from suspected unauthorised use of IDD services account”]	58 [6]	60 [2]	61 [6]	17 [2]