

OFCA reminds subscribers to pay attention to contractual matters arising from cessation of HKCTV's pay TV service on June 1

The Office of the Communications Authority (OFCA) today (May 25) once again reminded subscribers to the domestic pay television programme (pay TV) service of Hong Kong Cable Television Limited (HKCTV) to pay attention to contractual matters arising from the cessation of the service on June 1, and to contact HKCTV as soon as possible if they have any questions.

"For individual subscribers who have subscribed to the pay TV service only, HKCTV will arrange for the termination of their service contracts on June 1. Unless the subscriber has opted for other arrangements, any rebates, monthly fee waivers and deposits that have not yet been redeemed will be amortised and refunded (if applicable)," a spokesman for OFCA said.

"If individual subscribers have subscribed to combo services (i.e. a combination of pay TV, broadband, telephony and/or mobile services), i-CABLE will, after the cessation of the pay TV service, continue to provide the remaining services under the combo service plans in accordance with the contract terms until the expiry of their respective contracts."

The spokesman emphasised that the cessation of HKCTV's pay TV service will not affect the reception of free TV service. Among the small number of buildings using the microwave multipoint distribution system of HKCTV to receive free TV signals of Fantastic TV in the past, a vast majority of them are now able to receive Fantastic TV's free TV signals via radio spectrum after adjustment to the TV receiving systems as arranged by HKCTV/Fantastic TV over the past few months.

"Existing subscribers of HKCTV may disconnect the HKCTV decoders, and connect their TV or TV receivers directly to the existing TV sockets by themselves to continue receiving free TV signals," the spokesman added.

In addition, apart from the four collection points set up by HKCTV, subscribers may return the decoders and related equipment to the recycling stations (over 160 collection points) under the "GREEN@COMMUNITY" network operated by the Environmental Protection Department with a view to reducing electronic waste. Guidelines for subscribers concerning the above matters can be found on HKCTV's thematic webpage (csweb.cabletv.com.hk).

Subscribers are advised to contact HKCTV immediately via its hotline at 1832 821 or email to cs@i-cable.com if they have any questions or enquiries concerning contract and billing matters.

For enquiries about free TV reception, members of the public may call the above HKCTV hotline or contact OFCA at 2961 6333.