

China vows to tackle telecom complaints

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The Chinese government has promised to improve telecommunications services by tackling a list of customer complaints.

Vice Minister of Information Industry Xi Guohua told a telecom conference this week that changes such as itemized local-call bills and uniform Internet standards were among the issues his agency was focusing on in 2006.

The Xinhua news agency said the majority of customer concerns involved value-added services such as text messaging and overall telecom charges.

The industry has plenty of incentive to make good on its pledge to improve telecom service since communications upgrades are a keystone of the government's current five-year plan, which runs through 2010.

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