

**NEWS RELEASE**

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**DEDICATED CHANNEL FOR REPORTS OF HARM FROM KAKAO OPENS,**

**KCC USES ‘ONLINE HARM 365’ CENTER**

On Monday, October 17 at 10:00 AM, the Korea Communications Commission (KCC, Chairman Han Sang-hyuk) held a standing commissioner countermeasure meeting regarding the weekend’s Kakao service disruption, discussing user protection measures following the October 15 fire at SK C&C Data Center.

With the highest priority placed on alieving inconvenience to the public, the KCC will strengthen cooperation with the Ministry of Science and ICT for the prompt normalization of services, and prepare measures to protect users through a swift and accurate assessment of the current status of user harm.

On the 16th, the KCC requested Kakao to open a dedicated support window for receiving cases of user harm and providing consultation. This week, Kakao will establish a separate harm report channel along with the launch of the Emergency Response Committee to receive reports (Kakao Customer Center 1577-3357. csmaster@kakaocorp.com).

The KCC plans to check whether compensation for user harm is provided promptly in accordance with the relevant procedures, such as terms and conditions of use.

In particular, the KCC will make use of the 'Online Harm 365 Center' for swift consultation on harm for users and to provide relief, linking it with the Kakao channel for reporting harm. Furthermore, if any disputes arise, the KCC will ensure user protection through the Telecommunications Dispute Mediation Committee.

※ Online Harm 365 Center ([www.helpos.kr](file:///C%3A%5CUsers%5CTaioun%20Kim%5CDropbox%5C1WORK%5C2018%5CKCC%5C%EB%B3%B4%EB%8F%84%EC%9E%90%EB%A3%8C%5Cwww.helpos.kr)): Supports users in making reports on and receiving consultation regarding online harm and relief

Telecommunications Dispute Mediation Committee ([www.tdrc.kr](file:///C%3A%5CUsers%5CTaioun%20Kim%5CDropbox%5C1WORK%5C2018%5CKCC%5C%EB%B3%B4%EB%8F%84%EC%9E%90%EB%A3%8C%5Cwww.tdrc.kr)): Mediation of disputes between telecommunication service providers and users

Moving forward, in order to provide relief for user harm, the KCC will continue to consult and evaluate related measures, checking on the status of user harm and with the Kakao Emergency Response Committee.

Furthermore, the KCC will swiftly pursue improving the system for user relief from harm through measures such as strengthening the responsibility of operators in case of disruption of value-added communications services, strengthening the duty to notify users and expanding the means of notification so that user relief can be realized.

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The Korea Communications Commission