

**NEWS RELEASE**

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**KCC COMMISSIONER KIM HYO-JAE VISITS ONLINE HARM 365 CENTER TO SUPPORT CONSULTATION ON HARM FROM KAKAO**

*Launch online support system for consultation on harm for public*

On October 20 at 3 PM, Korea Communications Commission (KCC, Chairman Han Sang-hyuk Standing Commissioner Kim Hyo-jae visited the Online Harm 365 Center (365 Center) to check whether consultations related to harm to Kakao users are being smoothly conducted, to check on the consultation system for victims and offer encouragement to the staff.

After the Kakao service disruption, Kakao established a separate channel for receiving and providing consultation to users following the KCC's request. Kakao began accepting reports of harm on Wednesday, October 19, and the KCC has been carrying out related consultation on harm and relief through the 365 Center.

Commissioner Kim, commented, “As the disruption of digital services on an unprecedented scale has caused great inconvenience to the public, I urge Kakao to actively work to relieve user harm by quickly and accurately identifying the current status of harm. I know that the 365 center is also facing difficult conditions, but I ask the staff to do their best with a great sense of duty to provide relief for the public.”

The KCC plans to continuously check whether compensation is properly provided in accordance with the terms of use for user harm cases received through the Kakao reporting channel and other routes.

Meanwhile, on the same day, the KCC announced that the Online Harm Support System\* ([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)) linked with the 365 Center website will be launched in earnest to conveniently provide consultation on harm for online service users.

\* A public service that allows users to apply for online harm consultation, inquire about application details, and check the results of consultation through a website ([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))

The 365 Center, which opened on May 31, has been providing support for relief along with professional consultation by receiving requests via phone (142-235) and KakaoTalk channels for various types of harm that people experience from online services. The launch of the online harm support system service now provides an online system directly and conveniently accessible to the public.

The KCC will upgrade the service to enable prompt support by using the 365 Center's various consultation channels in the event of a large-scale event of online harm such as this recent Kakao service failure.

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The Korea Communications Commission