

**NEWS RELEASE**

**Date: Tuesday, May 31, 2022**

**Contact:**

Telecommunications Dispute Resolution Team (02-2110-1660, 1665)

**KCC OPENS ‘CONSULTATION CENTER ON HARM FROM ONLINE SERVICES’**

* *Harm from online services, solved with just one phone call -*
* *‘Online Harm 365 Center’ chosen as winning entry for center name -*

The Korea Communications Commission (KCC, Chairman Han Sang-hyuk) along with the Korea Association for ICT Promotion (KAIT) held the opening ceremony for the ‘Consultation Center on Harm from Online Services’ (hereinafter, “consultation center”) on May 31, 2022.

Representatives from the Korea Communications Standards Commission, Content Dispute Resolution Committee, Korea Internet & Security Agency, Telecommunications Dispute Resolution Committee, Korea Legal Aid Corporation, The Voice for Consumers and other related organizations attended the event this day. Additionally, the winners of the contest to name the consultation center also attended the ceremony, making the opening even more meaningful.

The need for systematic support for users has been made evident by the advent of new forms of harm following the increased usage of online services. The KCC also has pursued creating a one-stop consultation window with the budget allocated to enhance citizens’ participation.

The consultation center offers one-stop help, such as direct consultation and support or provision of expert legal consultation for the cases of harm that are reported. If the case is the jurisdiction of another ministry or organization, the center will cooperate with the relevant agency to facilitate support.

Users can apply for consultation through phone (14-235, caller bears fees), KakaoTalk channel, and mail. Furthermore, users can check the consultation center website for more information such as measures to respond to the main types of harm, relevant laws, and information on institutions that provide support.

The award ceremony for the contest to name the consultation center was also held this day. The contest ran from May 9 to 24, with 361 entries. The Grand Prize (Online Harm 365 Center), Top Prize (Online Harm Helper) and First Prize (Online Harm Zero Center) were chosen and awarded prize money.

The KCC and KAIT, along with related organizations for supporting harm from online services, will form the Online Service Harm Support Consultative Body (temporary title) to share cases of relief from harm by organization and come up with solutions to new and complicated cases of harm from online services.

At the ceremony, Chairman Han Sang-hyuk asked for “close cooperation with relevant organizations so the consultation center can take root as an effective body that supports users regarding harm from online services, as well as provide a systematic response to online service harm to ensure there are no blind spots in providing relief.”

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The Korea Communications Commission