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迎接電訊市場的新挑戰 Meeting the New Challenges of the Telecommunications Market

促進流動數據服務發展以回應消費者的需求

重新指配第三代（3G）頻譜的諮詢

目前有超過1 100萬3G／4G流動數據服務客戶。儘管到了2012年8月，所有流動網絡營辦商已推出4G服務，3G頻譜對支援提供流動數據服務仍穩居中堅地位。於2001年10月，在1.9至2.2吉赫頻帶內的2 x 60兆赫3G頻譜通過拍賣指配予四家流動網絡營辦商，每家營辦商獲指配2 x 15兆赫頻譜，指配有效期為15年，將於2016年10月21日屆滿。

根據政府於2007年4月公布的《無線電頻譜政策綱要》，在牌照或頻率指配期屆滿時，營辦商不應對牌照或指配期獲得續期，或對牌照或指配期獲得續期的優先權，抱有任何合理期望。此外，根據前電訊局長於2008年1月發出的聲明，如更改或撤回指配予傳送者牌照的頻譜安排，在可能的情况下會給予最少三年的通知期，即是說，就上述3G頻譜而言，有關通知最遲應於2013年10月發出。

就3G流動服務現有頻率指配到期後有關1.9至2.2吉赫頻帶頻譜的安排及相關事宜，當局進行了兩輪公眾諮詢，以徵

詢業界及其他有興趣人士的意見。2012年3月發出的首份諮詢文件就重新指配頻譜提出三個方案。經考慮諮詢期間所蒐集的意見及建議，2012年12月發出的第二份諮詢文件中提出一個混合方案作進一步諮詢，內容包括給予現有3G營辦商優先權以保留三分之二的3G頻譜和重新拍賣餘下三分之一的3G頻譜。通訊局在決定未來路向時，旨在達到頻譜管理的多重目標，包括確保現有客戶的服務得以延續、更加善用頻譜、鼓勵投資和引入創新服務，最終可刺激流動通訊市場增加競爭，從而令消費者受惠。

通訊局會審慎考慮就第二份諮詢文件收到的意見及建議，並盡量在切實可行的情況下，於2013年10月或之前公布有關重新指配安排的決定，從而就任何可能出現的頻譜指配變動，給予現有3G營辦商三年事先通知期。

為發展4G服務而拍賣2.5／2.6吉赫頻帶頻譜

通訊辦於2013年3月拍賣2.5／2.6吉赫頻帶內的50兆赫無線電頻譜⁵，四家固有流動網絡營辦商成功投得有關頻譜，頻譜使用費總額為港幣15.4億元。是次指配的50兆赫無線電頻譜，可讓成功競投人採用最先進的流動寬頻技術和提供所需的網絡容量，在香港進一步發展4G服務；指配有效期為15年，直至2028年5月止。

加強保障電訊服務消費者

持續實施防止流動通訊「帳單震撼」的措施

隨着近年智能電話和先進流動裝置日趨普及，市民對流動數據服務的需求大為增加。與此同時，有關流動寬頻服務帳單爭議的消費者投訴數字自2009年年底開始上升，情



5 為發展香港的4G數據服務，通訊辦於2009年1月拍賣2.5／2.6吉赫頻帶內的90兆赫無線電頻譜，並於2012年2月拍賣2.3吉赫頻帶內的90兆赫頻譜。

Promoting the Development of Mobile Data Services to Meet Consumer Demand

Consultation on Re-assignment of the 3G Spectrum

There are currently over 11 million 3G/4G mobile data service customers. Despite the launch of 4G services by all mobile network operators in August 2012, the 3G spectrum retains its importance as the backbone in supporting the provision of mobile data services. The 2 x 60 MHz 3G spectrum in the 1.9 to 2.2 GHz band was assigned through auction to four mobile network operators, each with 2 x 15 MHz, in October 2001. The assignment was for a tenure of 15 years which will expire on 21 October 2016.

According to the Radio Spectrum Policy Framework promulgated by the Government in April 2007, there is no legitimate expectation on the part of the operators that any right of renewal or right of first refusal of any licence or frequency assignment will be offered upon its expiry. Furthermore, according to the statement issued by the then TA in January 2008, insofar as it is practicable under the circumstances, a notice period of not less than three years would be given for variation or withdrawal of spectrum assignment to carrier licences, that is, in this case by October 2013 at the latest.

In order to solicit views from the industry and other interested parties on the arrangements for the frequency spectrum in the 1.9 to 2.2 GHz band upon the expiry of the existing frequency assignments for 3G mobile services and related issues, two rounds of public consultation were conducted. In the first consultation paper issued in March 2012, three options for spectrum re-assignment were proposed. Having taken into account the views and comments collected from that consultation, a hybrid option, which includes the offer of right of first refusal for two-thirds of the 3G spectrum to the incumbent 3G operators and re-auctioning of the remaining one-third of the 3G spectrum, was put forward for further consultation in the second

consultation paper issued in December 2012. In deciding on the way forward, the CA aims to achieve multiple spectrum management objectives, including ensuring service continuity of existing customers, enhancing the efficiency of spectrum utilisation, encouraging investment and the introduction of innovative services, and ultimately stimulating further competition in the mobile market to the benefit of consumers.

The views and comments received in response to the second consultation paper will be carefully considered. Insofar as it is practicable, the decision on the re-assignment arrangements will be announced by October 2013, thereby giving three years' advance notice to the incumbent 3G operators on any possible variation to their frequency assignments.

2.5/2.6 GHz Band Spectrum Auction for the Development of 4G Service

In March 2013, OFCA auctioned off 50 MHz of radio spectrum in the 2.5/2.6 GHz band⁵. Four existing mobile network operators successfully bid for the radio spectrum for a total SUF of HK\$1.54 billion. The assignment of the 50 MHz of radio spectrum will enable the successful bidders to deploy state-of-the-art mobile broadband technologies and provide the necessary network capacities to further develop 4G services in Hong Kong. The assignment is for a validity period of 15 years, to expire in May 2028.

Strengthening Consumer Protection in the Use of Telecommunications Services

Ongoing Implementation of "Mobile Bill Shock" Preventive Measures

With the increasing popularity of smart phones and advanced mobile devices in recent years, the demand for

⁵ For the development of 4G data services in Hong Kong, OFCA auctioned off 90 MHz of radio spectrum in the 2.5/2.6 GHz band in January 2009, and another 90 MHz in the 2.3 GHz band in February 2012.

況持續至2010年。這些投訴通常被稱為流動通訊「帳單震撼」，意思指用戶因收到的流動通訊服務帳單款額遠高於預期而感受到的震撼。出現流動通訊「帳單震撼」的主因，是消費者在本地或海外使用漫遊服務時，不經意或不自覺地使用了流動數據服務。

為解決流動通訊「帳單震撼」投訴不斷增加的問題，通訊辦在2010年5月向業界公布一系列供其採用的預防措施，包括容許用戶選擇取消個別服務、設立收費上限、為各類根據用量收費的流動服務設立用量上限，以及向用量達到預定水平或正啟動漫遊數據服務的用戶發出提示短訊。

為了增加相關服務資訊的透明度，我們已在通訊辦網站公布個別營辦商所採取的措施，並定期更新資料。除此之外，我們舉辦了一系列宣傳活動，以加深消費者對流動數據服務的認識和了解。通訊辦網站亦提供了數據用量計算機，消費者可使用此工具估算自己的數據用量。

隨着流動網絡營辦商實施上述各項措施，加上我們推行消費者教育工作，有關的投訴數字由2011年的526宗減少至2012年的475宗。



通訊辦印製關於精明使用通訊服務的資料單張，向市民派發。OFCA produced leaflets on smart use of communications services for distribution to the public.

公平使用政策指引

流動及固網寬頻服務供應商為消費者提供種類繁多的服務計劃，包括「無限」用量計劃。然而，這些「無限」用量計劃往往受由服務供應商所實施名為「公平使用政策」所限制。例如，對於數據用量已超出指定上限的客戶，服務供應商可能會實施限制，例如調低其使用網絡服務優先次序或減慢其數據接達速度等。服務供應商實行公平使用政策的主要目的，是確保整體上客戶可享有接達其服務的合理機會，以及防止少數客戶濫用服務。可是，消費者未必留意到有公平使用政策或了解相關的條款及條件。對於使用無限用量服務計劃的客戶，當遇到數據用量因公平使用政策而受到限制時，更會感到不忿。

為使消費者權益更有保障和增加服務資訊的透明度，通訊局發出一份強制性質的《就提供流動及固網寬頻服務實施公平使用政策的指引》，以規管服務供應商應如何實施其公平使用政策。這份強制指引自2012年2月起已經生效。

自上述指引實施以來，有關投訴由2011年的78宗減少至2012年的46宗，顯示指引能有效處理消費者關注的事宜。

提升寬頻表現測試系統

自2010年12月起，通訊辦在其網站設立了寬頻表現測試系統，讓寬頻用戶測量其寬頻服務的連接表現，包括下載和上載速度、網絡時延、封包遺失和抖動。除桌面和手提電腦用戶外，採用蘋果iOS作業系統和谷歌Android作業系統的智能手機和平板電腦用戶也可使用該測試系統。

我們於2012年12月提升寬頻表現測試的效能，讓桌面電腦用戶可進行高達每秒300兆比特的速度測試。2013年1月，我們亦更新了流動應用程式，以便更準確測量Android和iOS系統的流動裝置。

mobile data services has increased considerably. At the same time, the number of consumer complaints relating to mobile broadband billing disputes has also been on the rise since the end of 2009, and continued through to 2010. These complaints are commonly referred to as “mobile bill shock”, which refers to the shock consumers experience upon receiving unexpectedly high mobile bill charges. “Mobile bill shock” was mainly caused by unintentional or inadvertent usage of mobile data services, locally or while using roaming services overseas.

To address the rising number of complaints related to “mobile bill shock”, OFCA promulgated in May 2010 a series of preventive measures for the industry to adopt. These measures include allowing customers to opt out of individual services; setting a charge ceiling; setting a usage cap for all kinds of usage-based mobile services; and alerting customers through short messages when their predetermined usage threshold is reached, or whenever their roaming data usage is triggered.

With a view to increasing the transparency of the relevant service information, we have published the measures implemented by individual operators on our website and have been providing updates on a regular basis. In parallel with these measures, we have organised a series of publicity programmes to enhance consumer awareness and knowledge of mobile data services. A data usage calculator has also been posted on our website, which serves as a tool for consumers to estimate their data usage.

Following the implementation of these measures by mobile network operators and our consumer education efforts, the number of related complaints decreased from 526 cases in 2011 to 475 cases in 2012.

The Fair Usage Policy Guidelines

Mobile and fixed broadband service providers offer a variety of service plans for consumers, including “unlimited” usage plans. However, these “unlimited” usage plans are often subject to limitations, in the name of FUP, imposed by service providers. For example, service providers may



impose restrictions by lowering the network service priority or reducing access speed for customers whose data usage has exceeded a specified threshold. Service providers apply the FUP mainly to ensure their customers as a whole have a reasonable opportunity to enjoy and access their services and to prevent possible abuses by a small number of customers. Nevertheless, consumers may not be aware of the existence of the FUP or understand the respective terms and conditions. Customers of unlimited service plans in particular feel aggrieved when their data usage was subject to restriction because of FUP.

To better protect consumer interests and enhance the transparency of service information, the CA issued a set of mandatory guidelines entitled “Guidelines for the Implementation of Fair Usage Policy for the Provision of Mobile and Fixed Broadband Services” governing how service providers should implement their FUP. The mandatory guidelines have been in effect since February 2012.

Since the implementation of the guidelines, the number of related complaints decreased from 78 cases in 2011 to 46 cases in 2012, indicating that the guidelines have been effective in addressing consumer concerns.

Enhancement of the Broadband Performance Test System

Since December 2010 OFCA has posted on its website a broadband performance test system to enable broadband service users to measure the performance of their broadband connections, including download and upload speeds, network latency, packet loss and jitter. Apart from

該寬頻表現測試系統榮獲「2013香港資訊及通訊科技獎」項下的「最佳公共服務應用（網上／流動應用程式）」優異證書。自推出服務以來至2013年9月，系統已進行超過3 800萬次測試。



通訊辦寬頻表現測試系統榮獲「2013香港資訊及通訊科技獎：最佳公共服務應用（網上／流動應用程式）」優異證書。
The OFCA Broadband Performance Test was accredited with the Certificate of Merit in the "Hong Kong ICT Awards 2013: Best Public Service Application (Web/Mobile Application) Award".

繼續促進業界實施自行規管措施

電訊服務合約業界實務守則

為向業界提供擬訂通訊服務合約的指引，藉以提升合約制訂過程的透明度和客戶滿意度，香港通訊業聯會於2010年12月公布自行規管性質的《電訊服務合約業界實務守則》。由2011年7月起，所有主要的固定和流動網絡營辦商及一家主要的對外電訊服務營辦商已實施所需措施，以遵從《業界守則》，使電訊服務的個人及住宅用戶在簽訂或續訂服務合約時獲得更佳保障。推行《業界守則》是保障消費者權益的一項重要舉措。《業界守則》亦顯示出電訊業界積極處理有關合約事宜的消費者投訴及爭議。

有關服務合約爭議的投訴數字由2011年的1 277宗減少至2012年的1 116宗。為改善《業界守則》，使消費者得到更佳保障，我們主動分析自《業界守則》實施兩年以來所收到的消費者投訴，發現數個有待改善之處。我們已於2013年5月將分析結果轉達香港通訊業聯會，讓其與會員討論我們的改善建議。

收費流動內容服務守則

為保障消費者權益和增加有關流動內容服務價格資料的透明度，通訊辦與業界緊密合作，訂立了一份屬自願性質的《收費流動內容服務守則》。該守則由香港通訊業聯會於2010年1月公布和實施，規管第三方內容服務供應商所提供的流動內容服務，並設立業界自行規管計劃。守則要求所有第三方內容供應商為客戶提供流動內容服務前，須向他們清楚表明該服務屬於收費服務；提供所有收費清晰資料；要得到客戶明確同意才提供服務，以及清楚訂明簡易方便的終止訂用服務機制。



users of desktop and notebook computers, users of smart phones and tablets working on Apple's iOS and Google's Android operating systems may also make use of the test system.

In December 2012, we completed the upgrade of the broadband performance test which now offers desktop users an optional speed test of up to 300 Mbps. In January 2013, we also updated the mobile apps to offer more accurate measurement for Android- and iOS-based mobile devices.

The broadband performance test system was accredited with a Certificate of Merit under the category of "Best Public Service Application (Web/Mobile Application) Award" in the "Hong Kong ICT Awards 2013". From service launch to September 2013, more than 38 million tests were performed over this system.

Continuing to Facilitate the Implementation of Self-regulatory Measures

Industry Code of Practice for Telecommunications Service Contracts

In December 2010, in order to provide guidelines for the industry on drawing up communications service contracts so as to improve transparency in the contracting process and increase customer satisfaction, CAHK promulgated the self-regulatory Industry Code of Practice for Telecommunications Service Contracts. Since July 2011, all major fixed and mobile network operators and one major external telecommunications services operator have implemented the necessary measures for complying with the Industry Code to provide personal and residential users of telecommunications services with better protection upon signing or renewal of service contracts. The implementation of the Industry Code is a major initiative in protecting consumer rights and interests. The Industry Code also represents the proactive efforts of the telecommunications industry to address consumer complaints and disputes in relation to contractual matters.

The number of complaints related to service contract disputes decreased from 1 277 cases in 2011 to 1 116 cases in 2012. With a view to enhancing the Industry Code for better consumer protection, we have taken the initiative to analyse the consumer complaints that we received since the implementation of the Industry Code in the past two years and identified several improvement areas. We sent our findings to CAHK in May 2013 which will discuss with their members our suggested improvement areas.

Code for the Provision of Chargeable Mobile Content Services

To safeguard consumer interests and increase the transparency of the pricing information related to MCS, OFCA has been working closely with the industry to draw up the voluntary "Code for the Provision of Chargeable Mobile Content Services". The code governs the practices of third-party Content Service Providers (CSPs) in providing MCS and the establishment of an industry self-regulatory scheme. This was promulgated and put into effect by the CAHK in January 2010. The code requires all third-party CSPs, before initiating delivery of MCS to customers, to indicate to them clearly the chargeable nature of the services, provide them with clear information on all charges, obtain clear consent from them for the provision of MCS, and also set out clearly the unsubscribing mechanisms which should be simple and convenient.

The code also provides for the establishment of an Administrative Agency (AA), which is responsible for assessing the capability of CSPs and securing their pledges in complying with the requirements of the code, and monitoring their compliance through random checks and complaint handling on a regular basis. A mobile network operator may only enter into a commercial contract with a CSP which has obtained a Letter of Positive Assessment (LPA) from the AA, on the delivery and billing services in respect of MCS. As at end March 2013, 11 CSPs had successfully obtained LPAs from the AA.

OFCA has been closely monitoring the effectiveness of the code. Since the adoption of the code in January 2010, the number of related complaints received by OFCA has

守則亦訂明成立行政機構，負責評估內容供應商遵從該守則規定的能力，確保他們履行承諾，並藉着定期抽查和處理投訴，監察他們有否遵從該守則。內容供應商須從行政機構獲取有關提供流動內容服務及計帳服務的合格證明書，而流動網絡營辦商只可與獲取合格證明書的內容供應商簽訂商業合約。截至2013年3月底，已有11家內容供應商從行政機構獲取合格證明書。

通訊辦一直密切監察《收費流動內容服務守則》的成效。自2010年1月實施該守則後，通訊辦收到的相關投訴有所減少，過去一年的投訴數目維持於低水平，平均每月少於五宗，反映自願性質的守則持續有效地處理消費者關注的事宜。

關於電訊服務帳單資料及收取帳款的實務守則

通訊辦於2011年10月發出《關於電訊服務帳單資料及收取帳款的實務守則》，就電訊服務帳單上所需包括的收費項目和收取帳款安排，為電訊營辦商提供自願遵從的指引。

自2012年7月1日起，七家本地固定網絡營辦商和五家流動網絡營辦商已承諾遵從上述實務守則。我們已在通訊辦網站刊載消費者注意事項和各營辦商遵從守則的情況摘要，供消費者參考。我們會繼續密切監察此實務守則的實施情況及成效。

提供流動電視服務的業界守則

根據廣播類流動電視服務發展的相關規管框架，本地廣播類和串流類的流動電視服務內容只須受一般法例規管，而非受《廣播條例》規管。為實行自我規管，業界於2012

年8月發出有關提供流動電視服務的業界守則，訂下包括限制接收的規定，以維護公眾道德和保護兒童。

推出解決顧客投訴計劃

為協助電訊服務供應商與其住宅／個人顧客以調解方式解決雙方陷入僵局的計帳爭議，通訊辦促使電訊業界設立屬自願性質的「解決顧客投訴計劃」。計劃由2012年11月1日起運作，以兩年為試驗期。由香港通訊業聯會成立的一個獨立調解服務中心負責提供相關的調解服務，而香港所有主要的電訊服務供應商均有參與該計劃。通訊辦支持有關的運作，並擔當積極角色以監察計劃的表現和管治工作。



在2012年11月1日至2013年3月31日期間，通訊辦共收到236宗申請查詢，其中36宗申請屬於該計劃的範疇，當中27宗在轉介予調解服務中心跟進前已獲得妥善解決，而餘下的9宗經調解服務中心跟進後亦獲得圓滿解決。

在試驗期後，通訊辦與業界會評估計劃的成效和市民使用計劃的情況，以考慮未來路向。

電訊業人對人促銷電話的自行規管計劃

2011年6月，在香港通訊業聯會的協助下，所有主要固定和流動網絡營辦商均已參與上述自行規管計劃，並公布其有關人對人促銷電話的實務守則。香港通訊業聯會亦協助向參與的營辦商收集投訴統計數字，使政府可監察自行規管計劃的進展。

decreased and remained low at a monthly average of less than five cases during the year under review, reflecting that the voluntary code has been working positively to address consumer concerns.

Code of Practice in Relation to Billing Information and Payment Collection for Telecommunications Services

In October 2011, OFCA issued a code of practice entitled “Code of Practice in Relation to Billing and Payment Collection for Telecommunications Services” to provide guidance to telecommunications operators on the chargeable items to be included in their bills and the arrangements for payment collection, for compliance by operators on a voluntary basis.

Effective from 1 July 2012, seven local fixed and five mobile network operators have pledged compliance with the code of practice. For the information of consumers, we have published on our website a consumer alert as well as a summary of the compliance status of the operators. We will continue to closely monitor the implementation and effectiveness of this code of practice.

Industry Code of Practice for Provision of Mobile TV Services

According to the relevant regulatory framework for the development of broadcast-type mobile television (mobile TV) services, the content of mobile TV, either local broadcast-type or streaming-type, should be subject to regulation by general laws but not by the BO. To enable self-regulation, the industry issued a code of practice for provision of mobile TV services in August 2012. The code of practice includes the requirements of access control with a view to protecting public morals and children.

Launch of the Customer Complaint Settlement Scheme

To help resolve, by means of mediation, billing disputes in deadlock between telecommunications service providers and

their residential/personal customers, OFCA has facilitated the setting up of the voluntary CCSS for a trial period of two years as from 1 November 2012 by the telecommunications industry. The mediation service is provided by an independent mediation service centre set up under CAHK with the participation of all major telecommunications service providers in Hong Kong. OFCA sponsors the CCSS operation. We also play an active role in monitoring the performance and the governance of the scheme.

During the period of 1 November 2012 to 31 March 2013, OFCA received 236 application enquiries. Among them, 36 applications were within the scope of the CCSS, of which 27 were satisfactorily settled before referral to the CCSS mediation service centre, and the remaining nine cases were satisfactorily settled after following up by the CCSS mediation service centre.

Following the trial period, OFCA and the industry will assess the effectiveness of the CCSS and its usage by the public in considering the way forward.

Self-Regulatory Scheme for Person-to-Person Marketing Calls for the Telecommunications Sector

In June 2011, with the assistance of CAHK, all major fixed and mobile network operators joined the self-regulatory scheme and published their codes of practice on person-to-person marketing calls. CAHK has also assisted in collecting the complaints statistics from the participating operators in order for the Government to monitor the progress of the self-regulatory scheme.

We have issued consumer tips to inform and educate the members of the public about the self-regulatory scheme set up by the telecommunications sector so that they may have access to information on how to make unsubscribe requests regarding person-to-person marketing calls from operators as well as on how to lodge complaints. We will closely monitor the implementation of the scheme in the telecommunications sector.

我們已發出消費者注意事項，向公眾講解電訊業採納的自行規管計劃，讓他們可得知如何提出要求，以停止接收營辦商的人對人促銷電話，以及如何作出投訴。我們會密切監察電訊業實施該項計劃的情況。

新的海底電纜系統在香港登陸

香港作為亞太區電訊及互聯網樞紐，一直吸引新的海底電纜系統到來登陸。2012年，兩個新的海底電纜系統——ASE系統和SJC系統在香港登陸。ASE系統連同其位於將軍澳的新海底電纜登陸站在2013年2月投入運作，而SJC系統則會於2013年稍後時間啟用。

此外，另一個新的海底電纜系統——Asia-Pacific Gateway（APG系統）預期於2014年在香港登陸。我們正向營辦商提供綜合聯絡服務，協助他們為APG系統登陸申請所需的法定批准。為準備APG系統登陸，一個新的海底電纜登陸站正在將軍澳興建，這是香港第八個海底電纜登陸站。待這些新海底電纜系統及登陸站建成後，香港作為區內電訊及互聯網樞紐的地位將得以進一步鞏固。

固網寬頻服務發展平穩

使用寬頻上網接達各項應用程式及內容服務，已成為本港市民日常生活的一部分。寬頻服務覆蓋全面，通過有線或無線技術傳送，令消費者無論在家中、辦公室或戶外，幾乎隨處都能享用寬頻上網。截至2013年7月，本港約有224萬個住宅及商業固網寬頻用戶，住宅普及率為84%。目前寬頻服務的速度可高達每秒1吉比特。根據光纖到戶議會（Fiber-to-the-Home Council）於2013年5月公布的全球排名，在最少有1%住戶獲光纖到戶或光纖到樓服務供應商提供服務的35個經濟體系中，香港有44%住戶連接光纖到戶或光纖到樓網絡，排行全球第五。



有關固網商窄頻互連收費原則規管指引的檢討

網絡商之間的各種本地互連費用中，只有固網商之間的窄頻服務互連費用仍受規管指引管制。固網之間的寬頻互連費用、流動網絡之間的互連費用，以及固定與流動網絡之間的互連費用現時均不受任何規管指引管制，純粹由電訊營辦商通過商業協議釐定。

固網商之間的窄頻互連收費原則規管指引，於1995年本地固網電訊市場開放時首次公布。鑑於在過去20年電訊市場及技術均出現重大改變和發展，而寬頻互連並不受制於類似的規管指引，適用於固網商之間的窄頻互連規管指引便顯得越來越不合時宜。經公眾諮詢後，通訊局於2013年4月決定在18個月過渡期後撤銷該規管指引。

有關規管指引將由2014年10月16日起停止實施。固網商應致力就互連安排達成商業協議。與此同時，通訊局會確保固網商全面遵從「互連互通」的規定，即任何網絡內的任何客戶均可接達任何互連網絡內的任何客戶；即使固網商之間未能達成商業協議，其客戶所使用的電訊服務也不會因而中斷。

Landing of New Submarine Cable Systems in Hong Kong

As a telecommunications and Internet hub for the Asia-Pacific region, Hong Kong has continued to attract the landing of new submarine cables. In 2012, two new submarine cable systems, namely ASE and SJC, landed in Hong Kong. ASE, together with its new submarine cable landing station in Tseung Kwan O, came into operation in February 2013 and SJC will be ready for service later in 2013.

In addition, another new submarine cable system, the Asia-Pacific Gateway (APG) is scheduled to land in Hong Kong in 2014. We are providing a single-point-of-contact service to assist the operator in applying for the necessary statutory approvals to land the APG. A new submarine cable landing station, the eighth such landing station in Hong Kong, is being built in Tseung Kwan O to accommodate its landing. With the installation of these new submarine cable systems and landing stations, Hong Kong's position as a regional telecommunications and Internet hub will be further strengthened.

Steady Growth of Fixed Broadband Services

Broadband access to various applications and content services has become an integral part of people's lives in Hong Kong. With the ubiquitous availability of broadband services, whether delivered through cable or wireless technologies, consumers are able to enjoy broadband access almost everywhere, at home, in the office or outdoors. As of July 2013, there were around 2.24 million residential and commercial fixed broadband subscribers, with a household penetration rate of 84%. Broadband services are now available at speeds up to 1 Gbps. According to the worldwide rankings published by the Fiber-to-the-Home Council in May 2013, Hong Kong, with 44% of households connected to Fiber-to-the-Home (FTTH) or Fiber-to-the-Building (FTTB) networks, ranks number five worldwide among the 35 economies with at least 1% of households served by FTTH or FTTB service providers.

Review of Regulatory Guidance on the Charging Principles for Narrowband Interconnection between Fixed Carriers

Charges for narrowband interconnection between fixed carriers are the only type of carrier-to-carrier local interconnection charge still subject to regulatory guidance. Fixed-fixed broadband interconnection charges, mobile-mobile interconnection charges and fixed-mobile interconnection charges are not subject to any regulatory guidance at present and are solely determined through commercial negotiations between the telecommunications operators.

Regulatory guidance on the charging principles for narrowband interconnection between fixed carriers was first promulgated in 1995, when the local fixed telecommunications market was liberalised. Taking into account the significant changes and developments in the market and technologies over the past two decades, regulatory guidance which applies to narrowband interconnection between fixed carriers is increasingly out of place when broadband interconnection is not subject to similar regulatory guidance. The CA decided in April 2013, after a public consultation, to withdraw the regulatory guidance subject to an 18-month transitional period.

The regulatory guidance will cease to be effective starting from 16 October 2014. Fixed carriers are encouraged to make their best endeavours to conclude commercial agreements on interconnection. In the meantime, the CA will ensure that fixed carriers fully observe the any-to-any connectivity requirement, i.e. any customer in any network can have access to any other customer in any interconnecting network, such that services would not be interrupted in case of failure of commercial negotiations between fixed carriers.