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2012年4月1日至2013年3月31日  
For the period from 1 April 2012 to 31 March 2013

按照營運基金條例（香港法例第430章）第8條提交  
Submitted pursuant to Section 8 of the Trading Funds Ordinance (Cap. 430)

\* 本報告主要涵蓋2012年4月1日至2013年3月31日期間內的統計數字（包括財務報表內的統計數字）。但部分統計數字已更新至2013年9月（如適用），以反映最新情況。

Statistics in this report, including those in the financial statements, mainly cover the period from 1 April 2012 to 31 March 2013. Some of the statistics have been updated to September 2013, where appropriate, to reflect the updated situation.

## 抱負 VISION

我們全力支持通訊事務管理局實踐其抱負，使香港擁有世界級通訊服務，以迎接資訊時代的挑戰。

To provide full support to the Communications Authority in fulfilling its vision that Hong Kong has the world-class communications services to meet the challenges of the information age.

## 使命 MISSION

我們致力 —

- 公眾 — 滿足社會的需要及期望
- 業界 — 營造有利於創新和投資的公平規管環境
- 經濟 — 維持香港作為區域通訊樞紐的卓越地位，以支援經濟發展
- 員工 — 維持一支團結、靈活應變的專業隊伍，締造一個表揚和獎賞傑出員工的工作環境
- 公務 — 成為具高效率、高成效的模範部門

We are committed to -

- Public - Fulfilling the needs and expectations of the community
- Industry - Providing a fair regulatory environment conducive to innovation and business investment
- Economy - Maintaining Hong Kong's position as a preminent communications centre in the region to support economic development
- Staff - Maintaining a cohesive, versatile and professional team and nurturing a working environment that recognises and rewards results
- Civil Service - Being a model department that performs effectively and efficiently

## 信念 VALUES

- 正直忠誠 — 保持中立、公正無私、高度透明、承擔問責、開明處事
- 專業精神 — 善用知識、處事嚴謹、確立信譽、嚴遵操守、竭盡所能
- 尊重市民、顧客及員工 — 言論自由、積極回應、關懷溝通、講求效率、重視成效
- 高瞻遠矚 — 主動進取、精益求精、與時並進
- Integrity - Neutrality, impartiality, transparency, accountability, openness
- Professionalism - Expertise, discipline, credibility, ethics, commitment
- Respect for the Community, Clients and Staff - Freedom of expression, responsiveness, understanding, efficiency, effectiveness
- Foresight - A proactive attitude, anticipation, awareness

## 高級管理層 Senior Management



利敏貞女士

通訊事務總監

Miss Eliza LEE

Director-General of Communications



夏勇權先生

通訊事務副總監（電訊）<sup>1</sup>

Mr Y K HA

Deputy Director-General  
(Telecommunications)<sup>1</sup>



劉明光先生

通訊事務副總監（廣播）

Mr Vincent LIU

Deputy Director-General  
(Broadcasting)

- 
- 1 夏勇權先生於2013年5月6日開始退休前休假，同日起由劉光祥先生出任通訊事務副總監（電訊）一職。  
Mr Y K Ha commenced pre-retirement leave on 6 May 2013, and Mr Danny Lau assumed the post of Deputy Director-General (Telecommunications) on the same day.
- 2 梁仲賢先生於2013年7月2日出任助理總監（規管）一職。  
Mr Chaucer Leung assumed the post of Assistant Director (Regulatory) on 2 July 2013.



劉光祥先生

助理總監（規管）<sup>1</sup>

**Mr Danny LAU**

Assistant Director (Regulatory)<sup>1</sup>



蘇達寬先生

助理總監（執行）

**Mr T F SO**

Assistant Director (Operations)



卓聖德先生

助理總監（市場及競爭）

**Mr Sanda CHEUK**

Assistant Director (Market & Competition)



方菊女士

助理總監（廣播事務）

**Miss Katy FONG**

Assistant Director (Broadcasting)



陳瑞緯先生

助理總監（電影、報刊及物品管理）

**Mr Eric CHAN**

Assistant Director (Film, Newspaper & Article Administration)



梁仲賢先生

助理總監（支援）<sup>2</sup>

**Mr Chaucer LEUNG**

Assistant Director (Support)<sup>2</sup>

# 1

## 總監報告

### Message From the Director-General



本人欣然呈上通訊事務管理局辦公室（通訊辦）的首份年報。通訊事務管理局（通訊局）於2012年4月1日成立，為規管廣播業與電訊業的新單一規管機構；通訊辦於同日投入服務。本報告的發表正好印證通訊辦作為通訊局的執行部門在首年取得的工作成果。通訊辦由前電訊管理局（電訊局）與影視及娛樂事務管理處（影視處）的有關科別合併而成，是以營運基金運作的政府部門。我們所肩負的使命是支持和協助通訊局履行其規管職能，並迎接現今資訊年代和匯流時代所帶來的挑戰，確保香港保持其作為亞太區通訊樞紐的領導地位。

在檢視首年工作之前，讓我們先回顧過去一年通訊市場的整體發展。

#### 蓬勃的通訊市場

香港的通訊市場靈活多變，發展蓬勃。本人很高興在此報告，通訊市場在過去一年保持興旺，幾個主要範疇均繼續有長足發展。

#### 廣播業

在廣播方面，三家持牌機構於2012年正式推出數碼聲音廣播服務，標誌着香港的廣播服務邁進新時代。除了七條調頻（FM）頻道和六條調幅（AM）頻道播出的節目外，市民現可選擇收聽由數碼聲音廣播持牌機構和香港電台（港台）提供的16條數碼聲音廣播頻道播放的多元化節目，全部音色極佳。至於電視服務，在2012年也持續有新發展。香港兩家本地免費電視節目服務持牌機構繼續鋪設數碼地面電視網絡。截至2012年年底，數碼地面電視覆蓋範圍已擴展至本港約98%人口。通訊辦亦協助通訊局檢討和修訂《電視通用業務守則——技術標準》，讓上述兩家本地免費電視節目服務持牌機構把數碼同步廣播頻道的編碼標準由MPEG-2改為H.264，以進一步提高畫像質素，以備日後提供更多節目選擇和更先進的服務。

同樣地，通訊辦根據既定程序協助通訊局處理廣播投訴，並採取所需的跟進行動。年內，通訊局處理了超過49 000宗關於廣播內容的投訴（涉及1 625個個案），為歷來處理過最多的投訴數目；當中約有3 400宗投訴（涉及1 584個個案）由通訊辦根據通訊局授予的權力直接處

It gives me great pleasure to present the first annual report of the Office of the Communications Authority (OFCA). The publication of this report is a testament to OFCA's successful first year as the executive arm of the Communications Authority (CA), the new unified regulator for the broadcasting and telecommunications sectors, which was established on 1 April 2012, the same date that OFCA itself came into operation. Created by merging the former Office of the Telecommunications Authority (OFTA) and relevant divisions of the Television and Entertainment Licensing Authority (TELA), OFCA is a government department that operates on a trading fund basis. Our mission is to support and assist the CA to perform its regulatory functions and meet the challenges that arise from today's information age and era of convergence, ensuring that Hong Kong maintains its leading position as the communications hub of the Asia-Pacific region.

Before reviewing our work in this inaugural year, I would like to take a moment to guide you through the overall development of the communications market in the past year.

## A Vibrant Communications Market

Hong Kong enjoys a vibrant and versatile communications market. I am pleased to report that in the past year the market has remained prosperous and continued to develop in a number of key sectors.

### *Broadcasting Sector*

On the broadcasting front, 2012 saw the official launch of digital audio broadcasting (DAB) services by three licensees, heralding a new era for broadcasting services in Hong Kong. In addition to the programmes broadcast on the seven FM and six AM channels, members of the public can now choose from a wide variety of programmes, all of which are available with superb sound quality via the 16 DAB channels being provided by the DAB licensees and Radio Television Hong Kong (RTHK). For television services, too, 2012 saw continuous new developments. Hong Kong's two domestic

free television programme service licensees continued to roll out their Digital Terrestrial Television (DTT) networks. By the end of 2012, DTT coverage has been extended to around 98% of the population. OFCA has assisted the CA to review and revise the Generic Code of Practice on Television Technical Standards to enable these two free domestic television programme service licensees to switch their coding standard from MPEG-2 to H.264 for the digital simulcast channels, thus further enhancing their picture quality and creating the potential to provide even more programme choices and enhanced services in the future.

OFCA likewise assists the CA in processing broadcast complaints and taking the necessary follow-up actions in accordance with established procedures. During the year under review, the CA processed more than 49 000 complaints (1 625 cases involved) about broadcast materials, the largest number of complaints we have ever processed. Around 3 400 (1 584 cases involved) of these were handled directly by OFCA, using powers delegated by the CA to deal with complaints which are related to breaches of a minor nature, or those that do not involve any breach of legislation, licence conditions or codes of practice, or which otherwise fall outside the CA's remit.

### *Telecommunications Sector*

On the telecommunications front, mobile data services continue to be the principal engine of market growth. The provision of 4G LTE (Long Term Evolution) services has greatly enhanced the user experience and enabled a variety of innovative and high-speed mobile data services for selection by consumers. Let me share with you some key figures to help you understand the scale of this dynamic and fast-growing market. There are now more than 11 million 3G and 4G subscribers in Hong Kong. The volume of monthly data usage by July 2013 was 10 629 terabytes, which was 1.7 times the amount recorded over the same period in 2012. In the general mobile market, Hong Kong has a total of 16.8 million mobile subscribers. This represents a penetration rate of 233%, which puts us in the leading position globally. With mobile network operators dedicating

理，這些投訴涉及輕微違規，或不涉及違反有關法例、牌照條件或業務守則，又或不屬通訊局的管轄範圍。

## 電訊業

在電訊方面，流動數據服務依然是市場增長的主要推動力。市面上的4G LTE（長期演進技術）服務大大豐富了用戶體驗，帶來五花八門的創新和高速流動數據服務供消費者選用。讓我們看看一些重要數字，從而了解這個充滿動力、發展迅速的市場之規模。目前，本港3G和4G用戶數目超過1 100萬。截至2013年7月，每月數據用量為10 629太字節，相當於2012年同期所錄得用量的1.7倍。在整體流動服務市場中，香港共有1 680萬流動服務用戶，普及率為233%，使香港在全球處於領導地位。流動網絡營辦商投放了大量資源鋪設4G網絡，我們可以預期本地流動數據服務市場會持續興旺。

繼於2009年1月和2012年2月分別成功拍賣2.5/2.6吉赫頻帶內的90兆赫無線電頻譜和2.3吉赫頻帶內的90兆赫無線電頻譜後，通訊辦於2013年3月成功拍賣2.5/2.6吉赫頻帶內的另外50兆赫無線電頻譜，以進一步發展香港的4G服務。該次拍賣的頻譜由四家固有流動網絡營辦商投得，頻譜使用費總額為港幣15億4千萬元，收入將惠及社會大眾。

在固網寬頻服務市場方面，由於科技進步和各營辦商相繼鋪設新的光纖網絡，香港消費者現可享用速度高達每秒1吉比特的寬頻服務，對此本人亦感自豪。截至2013年7月，本港約有224萬名住宅及商業固網寬頻服務用戶，住宅普及率為84%。本人欣然報告，根據互聯網內容傳輸商Akamai於2013年7月發布的《2013年第一季互聯網發展狀況報告》，香港擁有全球最快速的寬頻服務，平均最高連接速度為每秒63.6兆比特，這進一步引證香港在通訊科技方面居於全球領先地位。

香港除了擁有發展蓬勃的寬頻市場外，對有意登陸海底電纜系統的亞太區營辦商來說也是一個非常吸引的地點。為了支援這個重要市場，通訊辦繼續為營辦商提供綜合聯絡服務，協助他們符合一切所需的法定要求。到目前為止，通訊辦已成功協助兩個電纜系統在香港登陸，分別是Asia Submarine-Cable Express（ASE系統）及Southeast Asia Japan Cable（SJC系統）。另一個海底電纜系統預計於2014年登陸。這些新的海底電纜系統將進一步鞏固本港作為地區電訊樞紐的地位。

## 加強保障消費者

香港市民能夠以甚具競爭力的價格享受各式各樣世界級通訊服務，本人對此深感滿意。佳績當前，通訊辦的其中一項主要職責是加強保障消費者，從而確保消費者亦可享用高質素的服務。隨着流動數據服務於2010年開始蓬勃增長，我們推出了各項強制及自行規管措施以保障消費者，成效甚彰。

通過前電訊局的協調工作，所有流動網絡營辦商已推出防止流動通訊服務「帳單震撼」的措施，幫助消費者避免因不經意或不自覺地使用了本地及漫遊數據服務，而要繳付高昂的流動服務費用。我們舉辦了一系列宣傳活動以教育市民怎樣適當使用流動數據服務後，現可欣然報告，過去兩年流動通訊服務「帳單震撼」的消費者投訴數字持續下跌。

在2012年，通訊局亦就服務供應商實施公平使用政策發出一份強制性質的指引，所有固網與流動寬頻服務供應商必須遵循這份於2012年2月生效的指引，確保以具透明度的方式實施公平使用政策，使顧客能公平享用網絡資源，並有合理機會接達其供應商的服務。

通訊辦亦一直鼓勵業界採用自行規管措施以進一步保障消費者；香港通訊業聯會於2011年公布《電訊服務合約業

significant resources to the roll out of their 4G networks, we can expect to see the local mobile data service market continues to prosper.

Following the successful auction of 90 MHz of radio spectrum in the 2.5/2.6 GHz band in January 2009 and another 90 MHz of radio spectrum in the 2.3 GHz band in February 2012, OFCA auctioned off an additional 50 MHz of radio spectrum in the 2.5/2.6 GHz band in March 2013 for the further development of 4G data services in Hong Kong. The auction fetched for the benefit of the general community a total of HK\$1.54 billion in Spectrum Utilisation Fees (SUF), with the spectrum going to four incumbent mobile network operators.

In the fixed broadband service market, I am similarly proud to report that consumers in Hong Kong can now enjoy broadband services of up to 1 Gbps, thanks to technology advancements and the continuous roll out of new optical fibre networks by various operators. As at July 2013, Hong Kong had around 2.24 million residential and commercial fixed broadband service subscribers, with a household penetration rate of 84%. I am especially pleased to report that according to the “State of the Internet 1st Quarter, 2013 Report” published by Internet content delivery provider Akamai in July 2013, Hong Kong has the fastest broadband in the world, with an average peak connection speed of 63.6 Mbps. This further underscores our status as a global leader in communications technology.

In addition to this thriving broadband market, Hong Kong has also established itself as an attractive location for operators in the Asia-Pacific Region to land their submarine cable systems. To support this important market, OFCA continues to provide a single-point-of-contact service to help operators meet all the necessary statutory requirements. To date, OFCA’s coordination has successfully helped two cable systems to land in Hong Kong, namely Asia Submarine-Cable Express (ASE) and Southeast Asia Japan Cable (SJC). Another new system is expected to land in 2014. These new submarine cable systems will further strengthen Hong Kong’s position as a regional telecommunications hub.



## Enhancing Consumer Protection

It brings me great satisfaction to see that the people of Hong Kong enjoy an extensive range of world-class communications services at very competitive prices. To build on this success, one of OFCA’s key responsibilities is to enhance consumer protection, thus ensuring that consumers also enjoy the high quality service. This has been achieved through the introduction of various mandatory and self-regulatory measures dating back to 2010, when mobile data services first began to flourish.

Through the coordination of the former OFTA, all mobile network operators implemented preventive measures against “mobile bill shock”. These measures help consumers avoid exorbitantly high mobile service charges, which are usually caused by unintentional or inadvertent usage of local and roaming data services. Following a series of publicity programmes to educate the public on how to properly use mobile data services, we are glad to report that there has been a continuous decline in the number of “mobile bill shock” consumer complaints in the past two years.

In 2012 the CA also issued a set of mandatory guidelines for the implementation by service providers of Fair Usage Policy (FUP). These guidelines, which took effect in February 2012 for all fixed and mobile broadband service providers to follow on a mandatory basis, ensure that FUP is implemented by service providers in a transparent manner



界實務守則》（《業界守則》），正是這方面工作的顯著成果。藉着香港通訊業聯會與通訊辦的緊密合作，《業界守則》為營辦商在擬訂服務合約方面提供清晰的指導原則，並在消費者與服務供應商簽訂新合約或續訂現有合約時，為消費者提供更佳保障。我們現正就《業界守則》內增加保障消費者的新措施，與香港通訊業聯會進行磋商。

另一些自行規管措施也處理了消費者所關注的其他事項，包括於2010年發布屬自願性質的《收費流動內容服務守則》，以及於2011年公布關於電訊服務帳單資料及收取帳款的實務守則。在流動內容服務守則方面，香港通訊業聯會轄下設立了行政機構，以規管第三方內容服務供應商提供流動內容服務的做法。本人很高興在此報告，這個自行規管計劃有效減少了消費者投訴。

通訊辦不時收到有關電訊服務供應商與其住宅／個人顧客之間計帳爭議的投訴，部分爭議經過一段時間仍未獲得解決而陷入僵局。為了提供另一渠道以調解方式解決這些爭議，由2012年11月起，通訊辦與業界攜手推出屬自願性質以兩年為試驗期的「解決顧客投訴計劃」。「解決顧客投訴計劃」由香港通訊業聯會負責運作，通訊辦贊助所需經費和提供行政支援。通訊辦會密切監察計劃的運作，並待試驗期結束後考慮最佳的未來路向。

《2012年商品說明（不良營商手法）（修訂）條例》（《修訂條例》）已於2013年7月19日起生效。《修訂條例》把原有的《商品說明條例》（第362章）的涵蓋範圍由貨品擴展至服務，並禁止商戶作出訂明的不良營商手法。除香港海關負責執法外，通訊局同時獲賦予共同管轄權，負責就《電訊條例》（第106章）和《廣播條例》（第562章）下的持牌人作出與根據相關條例提供電訊服務或廣播服務有直接關連的營業行為，根據公平營商條文執法。通訊局與香港海關已聯合發出一套執法指引，並通過不同宣傳活動協助商戶和消費者了解新法例規定，讓他們作好準備符合法例要求。

## 進行諮詢和檢討以確保規管制度與時並進

### 廣播業

通訊局定期檢討業務守則，以確保向持牌人提供適切的指引，並確保有關標準符合社會期望和配合廣播業的持續發展。在過去一年，通訊辦除了檢討數碼地面電視的技術守則外，亦協助通訊局檢討電視的業務守則，包括處理本地免費電視節目服務在外購作直接轉播的節目中，出現在節目內的廣告材料的規定，以及要求清楚識別以節目形式拍

so that customers can enjoy fair use of network resources and reasonable access to their providers' services.

OFCA has also been encouraging the industry to adopt self-regulatory measures to further protect consumers. A notable achievement in this respect was the promulgation of the Code of Practice for Telecommunications Service Contracts (Industry Code) by the Communications Association of Hong Kong (CAHK) in 2011. Through close collaboration between the CAHK and OFCA, the Industry Code sets out clear guiding principles for operators to draw up their service contracts, and affords consumers better protection when they enter into new contracts or renew existing contracts with their service providers. We are now liaising with the CAHK for inclusion of additional measures in the Industry Code to further enhance consumer protection.

Other self-regulatory measures, namely the publication of a voluntary Code for the Provision of Chargeable Mobile Content Services (MCS) in 2010 and a code of practice in 2011 for the billing and payment collection of telecommunications services, have likewise addressed other consumer concerns. For the code on MCS, an Administrative Agency was also established under the CAHK to govern the practices of third-party Content Service Providers in their provision of MCS. I am very pleased to report that this self-regulatory scheme has effectively reduced the number of consumer complaints.

From time to time, OFCA receives complaints about billing disputes between telecommunications service providers and their residential/personal customers and some of them are left unresolved after a period of time and remain in deadlock. To provide a channel for the resolution of these disputes through mediation, OFCA has collaborated with the industry to launch a voluntary Customer Complaint Settlement Scheme (CCSS) for a two-year trial period since November 2012. CCSS is operated by the CAHK and sponsored by OFCA through the contribution of necessary funding and the provision of administrative support. OFCA will closely monitor the operation of the scheme and

consider the best way forward when the trial period is completed.

The Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012 came into effect on 19 July 2013. It has extended the coverage of the Trade Descriptions Ordinance (Cap. 362) (TDO) from goods to services and it prohibits specified unfair trade practices of traders. The CA has been conferred concurrent jurisdiction with the Customs and Excise Department (C&ED) for enforcing the fair trading sections of the TDO in relation to the commercial practices of licensees that are directly connected with the provision of a telecommunications service or broadcasting service under the Telecommunications Ordinance (Cap. 106) (TO) and the Broadcasting Ordinance (Cap. 562) (BO). The two enforcement agencies have jointly issued a set of enforcement guidelines, and various publicity activities have been launched to help both traders and consumers understand the new statutory requirements and better prepare themselves for compliance with the law.

## Conducting Consultations and Reviews to Ensure an Up-to-date Regulatory Regime

### *Broadcasting Sector*

The CA conducts regular reviews of codes of practice to ensure that proper guidance is given to licensees, and also to ensure that the standards keep track with community expectations and the ongoing development of the broadcasting industry. During the last year, in addition to revising the technical code on DTT, OFCA also assisted the CA in revising the codes of practice for television regarding the placement of commercial references within programmes that have been acquired for direct re-transmission on domestic free television programme services, as well as the provision of clear identifications in television advertisements presented in a programme style. The codes of practice for television and radio have also been revised to make clear the applicability of advertising time limits to promos for television and radio advertisements.

攝的電視廣告等。電視及電台的業務守則亦經修訂，以釐清電視和電台宣傳廣告的宣傳片是否計算在廣告時限內。

於2010年就兩家本地免費電視節目服務持牌機構，即亞洲電視有限公司（亞洲電視）和電視廣播有限公司（無線電視）的牌照進行中期檢討後，通訊局決定舉辦公眾參與活動，藉以定期收集市民對持牌機構所提供的節目質素和種類的意見。首次公眾參與活動於2010年年底／2011年年初舉行，而第二次活動則於本年年初進行。通訊辦協助通訊局把所收集到的意見，以及持牌機構作出的回應和跟進行動彙編成報告。有關報告已於2013年8月發表。

我們亦協助通訊局處理無線網絡電視有限公司（前稱無線收費電視有限公司）的本地收費電視節目服務牌照的續期申請，以及健康衛視有限公司和亞太第一衛視傳媒集團有限公司的非本地電視節目服務牌照的申請。年內，我們亦協助通訊局處理另一宗續領其他須領牌電視節目服務牌照的申請。

## 電訊業

在電訊業中，儘管所有流動網絡營辦商現已推出4G服務，3G頻譜在提供流動數據服務方面仍然舉足輕重。鑑

於所有現有3G牌照將於2016年10月期滿，我們於2012年3月和12月協助商務及經濟發展局局長和通訊局進行兩次公眾諮詢，目的是蒐集業界及其他持份者對重新指配3G頻譜安排及相關事宜的意見。經首次諮詢後，第二次公眾諮詢中提出混合方案的建議作進一步諮詢，即給予現有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。重新拍賣的頻譜的頻譜使用費將由拍賣結果釐定，至於如何釐定優先權頻譜的頻譜使用費，第二次諮詢中建議兩個市場主導方法。我們共收到43份就第二份諮詢文件所提交的意見書。此外，我們代表政府委聘獨立顧問，就採用建議的混合方案重新指配3G頻譜對服務質素和顧客的影響進行研究。

2013年4月，我們亦協助通訊局就固網商之間的窄頻互連收費原則規管指引完成檢討，通訊局決定在18個月過渡期後撤銷規管指引。撤銷規管指引後，網絡商之間所有各種本地互連費用，包括固網之間的窄頻及寬頻互連費用、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。

為了回應公眾訴求並經公眾諮詢後，我們已調低綜合傳送者牌照、公共無線電通訊服務牌照（傳呼服務）和服務營辦商牌照（第三類服務）的牌照費。自2013年3月1日起，綜合傳送者牌照的每100個顧客接駁點的顧客接駁費用，以及公共無線電通訊服務牌照／服務營辦商牌照的每100個移動電台的移動電台費用，已由港幣800元調低至港幣700元。

## 未來的主要挑戰

本港的通訊服務市場競爭非常劇烈，要穩守佳績，通訊辦在面對市民訴求日增、創新通訊服務盛行、先進新技術不斷湧現時，會對這一切發展保持敏銳觸覺。我們會繼續採取適時措施，確保香港的規管制度與時並進。



In the context of the 2010 mid-term review of the licences of the two domestic free television programme service licensees, viz Asia Television Limited (ATV) and the Television Broadcasts Limited (TVB), the CA decided to conduct public engagement exercises to regularly collect public views on both the quality and variety of programmes provided by the licensees. The first engagement exercise took place in late 2010/early 2011, and the second was conducted earlier this year. OFCA assisted the CA in compiling a report on the views received, as well as licensees' responses and follow-up actions. The report was published in August 2013.

We also assisted the CA in processing the licence renewal application of TVB Network Vision Limited (formerly known as TVB Pay Vision Limited) for its domestic pay television programme service licence, and the applications from Health TV Company Limited and One TV Media Global Limited for non-domestic television programme service licences. During the year, we also assisted the CA in handling one application for renewal of an other licensable television programme service licence.

### *Telecommunications Sector*

In the telecommunications sector, although all incumbent mobile network operators have now launched 4G services, the 3G spectrum still plays an important role in the provision of mobile data services. In light of the fact that all current 3G licences will expire in October 2016, we assisted the Secretary for Commerce and Economic Development and the CA in conducting two rounds of public consultation in March and December 2012 respectively, with the aim of collecting views from the industry and other stakeholders regarding re-assignment arrangements of the 3G spectrum and related issues. After the first consultation, a hybrid option, which offers incumbent 3G operators the right of first refusal for two-thirds of the 3G spectrum and re-auctioning the remaining one-third, was proposed for further consultation in the second consultation. While the SUF of the re-auctioned spectrum would be determined by the auction outcome, two market-based methods have been proposed in the second consultation for setting the SUF of

the right-of-first-refusal spectrum. A total of 43 submissions were received in response to the second consultation paper. In addition, on behalf of the Government, we commissioned an independent consultant to conduct a study in relation to the impacts on both service quality and customers of adopting the proposed hybrid option when re-assigning the 3G spectrum.

In April 2013, we have also assisted the CA to complete a review and to take the decision to withdraw the regulatory guidance on the charging principles of narrowband interconnection between fixed carriers subject to a transitional period of 18 months. After the withdrawal of such regulatory guidance, all types of carrier-to-carrier local interconnection charges, namely fixed-fixed narrowband and broadband interconnection charges, mobile-mobile interconnection charges and fixed-mobile interconnection charges, are not subject to any regulatory guidance and are solely determined through commercial negotiations between the telecommunications operators.

In response to public demands, and following a public consultation, the licence fees for the Unified Carrier Licences (UCLs) and Public Radiocommunications Service (PRS) Licences (Paging) and Services-based Operator (SBO) Licences (Class 3) have been reduced. Both the customer connection fee of UCLs for each 100 customer connections and the mobile station fee of PRS/SBO Licences for each 100 mobile stations have been reduced from HK\$800 to HK\$700 with effect from 1 March 2013.

### **Major Challenges Ahead**

Our communications service market is highly competitive. To maintain this success — particularly in view of increasing public aspirations, the prevalence of innovative communications services, and the continuous emergence of advanced new technologies — OFCA will remain vigilant to all these developments. We will continue to implement timely measures that ensure Hong Kong's regulatory regime is up-to-date.



來年，通訊辦會繼續協助通訊局處理多個廣播牌照（包括亞洲電視、無綫電視和電訊盈科媒體有限公司等牌照）的續牌事宜。通訊局會舉行廣泛的公眾諮詢活動，包括公聽會和廣播服務調查，以蒐集公眾對該等持牌機構表現的意見。

就持牌機構以「個人意見節目」形式在廣播節目中發表一面倒的意見或維護自身利益等公眾關注事項，通訊辦會協助通訊局檢討電視和電台業務守則的相關條文。

通訊辦來年另一項具挑戰性的重要任務，是協助通訊局決定如何安排重新指配3G頻譜。通訊局和政府現正研究就第二份諮詢文件所收到的意見和建議，以期於2013年10月或之前公布3G頻譜重新指配安排的未來路向，讓現有3G營辦商有三年時間為可能出現的3G頻譜指配變動作好準備。

就《商品說明條例》的公平交易條文，通訊辦在執法上會與香港海關保持緊密合作，也會繼續與消費者委員會合作

舉辦宣傳及教育活動，幫助市民和商戶了解有關法例。

《競爭條例》（第619章）於2012年6月制定，成為香港跨行業的競爭法例。競爭事務委員會隨之成立，負責執行《競爭條例》，而通訊局亦獲賦予共同管轄權，就電訊和廣播持牌人的行為執行《競爭條例》。未來數月，通訊辦會協助通訊局與競爭事務委員會就實施《競爭條例》所需的籌備工作緊密合作，包括擬備執行該條例的相關指引，以及根據《競爭條例》擬備諒解備忘錄，以協調競爭事務委員會與通訊局所履行的職能。

## 結語

本人謹對全體同事過去一年辛勤工作表示衷心謝意，讓我們能順利由前電訊局過渡至通訊辦。本人保證，通訊辦定當悉力以赴，支援通訊局履行其規管職能。我們的團隊具備專業知識與技能，克盡己職，本人深信，不論未來出現任何規管方面的挑戰，我們都能安然處理，並努力不懈維持香港作為全球卓越通訊中心的領導地位。

In the coming year, OFCA will continue to assist the CA in the renewal of various broadcasting licences, including those of ATV, TVB and PCCW Media Limited. An extensive public consultation exercise, including public hearings and broadcasting service surveys, will be conducted to collect the public's views on the performances of these licensees.

OFCA will also assist the CA in reviewing the relevant provisions of the television and radio codes of practice in response to public concerns about licensees expressing one-sided views or safeguarding their own interests in broadcasts identified as "personal view programmes".

Assisting the CA in the decision making on the re-assignment arrangements of the 3G spectrum will be another challenging milestone for OFCA in the coming year. The CA and the Government are studying the views and comments received in the submissions in response to the second consultation paper. The aim is to announce the way forward on the 3G spectrum re-assignment arrangements by October 2013, so that the incumbent 3G operators will have three years to prepare for possible changes to their 3G spectrum assignment.

On the fair trading sections of the TDO, OFCA will continue to work closely with the C&ED on the law enforcement aspects and to collaborate with the Consumer Council in conducting publicity and education programmes that equip both members of the public and traders with an understanding of the law.

Hong Kong's cross-sector competition law, the Competition Ordinance (Cap. 619) (CO), was enacted in June 2012. The Competition Commission has since been established to enforce the CO, and concurrent jurisdiction has been conferred on the CA to enforce the CO in respect of the conduct of telecommunications and broadcasting licensees. In the coming months, OFCA will assist the CA and work closely with the Competition Commission regarding the preparatory work required for the implementation of the CO, including drafting the relevant guidelines on enforcement, as well as a memorandum of understanding to coordinate the performance of the functions of the Competition Commission and the CA under the CO.

## Closing Remarks

I would like to thank all my colleagues for their hard work in the past year, which has made it possible for us to transition so smoothly from the former OFTA to OFCA. I offer you my assurance that OFCA remains committed to fully supporting the CA in the performance of its regulatory functions. With the expertise and professionalism of OFCA's team, I am confident that we will successfully face whatever regulatory challenges that may come our way in the future, always working tirelessly and diligently to maintain Hong Kong's leading position as a centre of global communications excellence.

## 2

# 成立通訊局及通訊辦 應付匯流年代的挑戰 The CA and OFCA Established to Better Meet the Challenges of the Convergence Era

## 通訊事務管理局及其委員會

隨着近年科技進步和媒體匯流，電訊與廣播服務之間的傳統界線變得日益模糊。有鑑於此，監管香港廣播業和電訊業的獨立法定機構通訊局於2012年4月1日成立，以應付匯流新世代帶來的規管挑戰。根據《通訊事務管理局條例》（第616章），通訊局承擔其前身——前廣播事務管理局（廣管局）和前電訊管理局局長（電訊局長）所履行的職能，規管香港的廣播業和電訊業，並根據《通訊事務管理局條例》、《廣播條例》、《廣播（雜項條文）條例》（第391章）、《電訊條例》和《非應邀電子訊息條例》（第593章）獲賦予相關職責。

通訊局由十名包括主席在內的非官方人員和兩名官方人員組成。通訊局的抱負，是使香港擁有世界級通訊服務，以迎接資訊時代的挑戰。通訊局致力履行其使命，包括提升香港作為區域通訊樞紐的地位、鼓勵通訊市場的創新與投資、促進通訊市場內的競爭和推動採納最佳做法，並承諾以符合《香港人權法案條例》（第383章）條文的方式行事。

鑑於通訊局須承擔廣泛的法定職能及職責，《通訊事務管理局條例》賦予通訊局權力，可委任委員會為其執行職能提供意見或協助。迄今，通訊局已設立三個委員會——廣播投訴委員會、廣播業務守則委員會和電訊事務委員會，就廣播與電訊各項事宜向通訊局提供意見。

## 通訊事務管理局辦公室

通訊局由政府部門通訊辦提供支援。通訊辦於通訊局成立的同一天（即2012年4月1日）投入服務，是通訊局的執行部門，由前電訊局與影視處的有關科別合併而成。為了使運作保持高度靈活，可迅速應對瞬息萬變的通訊業需要，通訊辦以營運基金的模式運作。前電訊管理局營運基金已結轉至通訊辦，並改稱為「通訊事務管理局辦公室營運基金」。

通訊辦由通訊事務總監領導，該職位由公務員出任，轄下員工合共有395人（截至2013年3月31日），他們均堅守正直忠誠、專業精神、尊重他人、高瞻遠矚的信念。通訊局及其執行部門的運作模式，大致仿照廣管局和影視處轄下廣播事務管理科的架構。為全力支持通訊局實踐其抱負，通訊辦致力——

- (a) 公眾 — 滿足社會的需要及期望；
- (b) 業界 — 營造有利於創新和投資的公平規管環境；
- (c) 經濟 — 維持香港作為區域通訊樞紐的卓越地位，以支援經濟發展；
- (d) 員工 — 維持一支團結、靈活應變的專業隊伍，並締造一個表揚和獎賞傑出員工的工作環境；以及
- (e) 公務 — 成為高效率、富成效的模範部門。



## The Communications Authority and its Committees

Technological advancement and media convergence in recent years have increasingly blurred the traditional boundaries between telecommunications and broadcasting services. Against this background, the CA, an independent statutory body which oversees both the broadcasting and telecommunications sectors, was established on 1 April 2012 with the aim of meeting the regulatory challenges arising from the new era of convergence. Under the Communications Authority Ordinance (Cap. 616) (CAO), the CA is charged with the functions previously performed by its predecessors, the former Broadcasting Authority (BA) and Telecommunications Authority (TA), in regulating the broadcasting and telecommunications sectors. It is also conferred with those responsibilities under the CAO, the BO, the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391) (B(MP)O), the TO and the Unsolicited Electronic Messages Ordinance (Cap. 593) (UEMO).

The CA comprises ten non-official members, including the chairman, and two official members. It is the vision of the CA that Hong Kong acquires the world-class communications services necessary to meet the challenges of the information age. The CA is committed to fulfilling its mission to, inter alia, enhance Hong Kong's position as a communications hub for the region, encourage innovation and investment in the communications market, and promote competition and adoption of best practices. It is also committed to acting in a manner consistent with the provisions of the Hong Kong Bill of Rights Ordinance (Cap. 383).

In view of its wide spectrum of statutory functions and responsibilities, the CA is empowered under the CAO to appoint any committees for advice or assistance in performing any functions. Hitherto, the CA has set up three committees — the Broadcast Complaints Committee (BCC), the Broadcast Codes of Practice Committee and the Telecommunications Affairs Committee — to advise it on the full range of broadcasting and telecommunications issues.

## The Office of the Communications Authority

The CA is underpinned by a Government department, OFCA, which came into operation on the same date of the establishment of the CA, that is, 1 April 2012. As the executive arm of the CA, OFCA was formed by merging the then OFTA with relevant divisions of the TELA. To maintain a high level of operational flexibility and to respond swiftly to the needs of the fast-moving communications industry, OFCA operates on a trading fund basis, with the previous OFTA Trading Fund being carried forward and renamed the OFCA Trading Fund.

OFCA is headed by a civil servant, the Director-General of Communications, with a total workforce of 395 (as at 31 March 2013). Together, they share the same core values of integrity, professionalism, respect and foresight. The mode of operation of the CA and its executive arm is largely modelled on the organisation of the BA and Broadcasting Division of TELA. In order to provide full support to the CA in fulfilling its vision, OFCA is committed to:

- (a) The Public: Fulfilling the needs and expectations of the community;
- (b) The Industry: Providing a fair regulatory environment conducive to innovation and business investment;
- (c) The Economy: Maintaining Hong Kong's position as a preeminent communications centre in the region to support economic development;
- (d) Our Staff: Maintaining a cohesive, versatile and professional team and nurturing a working environment that recognises and rewards results; and
- (e) The Civil Service: Being a model department that performs effectively and efficiently.



## The Development of Digital Terrestrial Television Services

### *Extending the DTT Coverage*

Since the launch of DTT services in late 2007, the two domestic free television programme service licensees, namely ATV and TVB, have constructed in phases a total of 29 transmitting stations, bringing the overall DTT coverage to around 98% of the population by the end of 2012. More people can now enjoy better quality pictures and enhanced audio-visual features, including high-definition television (HDTV) and surround sound, with more programming choices available from additional television channels<sup>3</sup> and value-added services (such as closed captioning, electronic programme guide, interactive services, among others).

The CA decided in June 2012 to grant approval to the applications from ATV and TVB for exemption from territory-wide coverage of DTT services up to 31 December 2013 subject to the conditions, among others, that their DTT services should be extended to cover at least 98% of the population by end 2012, and then at least 99% of the population, that is, with penetration on a par with that of analogue television, by September 2013.

### *Change of Coding Standard for Digital Television Programme Channels*

In response to a joint application by ATV and TVB, we assisted the CA in reviewing and revising the Generic Code of Practice on Television Technical Standards to allow for a change in the coding standard for four digital simulcast television programme channels from MPEG-2 to H.264. The use of H.264 coding enhances picture quality and opens up the possibility of providing more programme channels and introducing enhanced services such as HDTV and three-dimensional television. The CA approved the change to the coding standard, and this took effect in October 2012.



## Roll-out of Digital Audio Broadcasting Services

The three DAB licensees, namely Digital Broadcasting Corporation Hong Kong Limited (DBC), Metro Broadcast Corporation Limited (Metro) and Phoenix U Radio Limited (Phoenix U Radio), formally launched DAB services in 2012 in accordance with the licence requirements. As of the end of September 2013, the licensees and RTHK provided a total of 16 DAB channels (7 by DBC, 2 by Metro, 2 by Phoenix U Radio and 5 by RTHK). The number of DAB channels will gradually increase to 18.

The DAB transmission network, comprising seven principal transmitting stations located at Beacon Hill, Castle Peak, Cloudy Hill, Golden Hill, Kowloon Peak, Lamma Island and Mount Gough, was officially launched in June 2012.

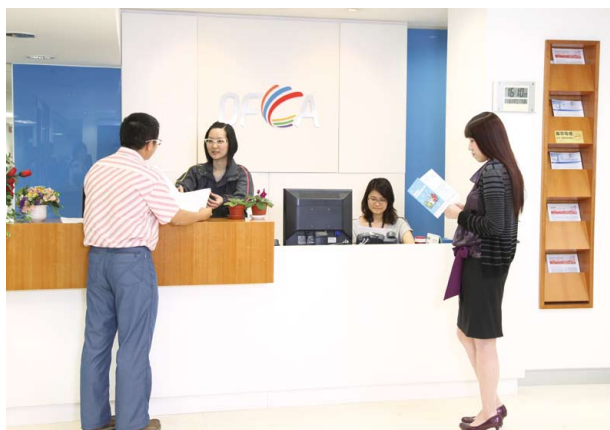
Between October 2012 and January 2013, DBC suspended its DAB service arising from a dispute among shareholders. We assisted the CA in taking regulatory action against DBC and imposed on it financial penalties totalling \$280,000 for breaches of licence conditions. Following the settlement of the dispute, DBC resumed its full-fledged broadcasting service on 28 January 2013.

<sup>3</sup> ATV and TVB are currently broadcasting 11 DTT programme channels, including both HDTV and standard definition television channels.

## 處理廣播投訴

通訊局不會就廣播內容作預先審查，而是採取投訴主導的方式，確保廣播內容符合有關法例、牌照條件和通訊局所發出的業務守則等規定。作為通訊局的執行部門，我們協助通訊局根據《廣播（雜項條文）條例》的規定和通訊局的廣播投訴處理程序處理有關廣播內容的投訴。

在2012/13年度，我們處理了1 625個個案（涉及49 184宗投訴）<sup>4</sup>。當中，有41個個案（涉及45 752宗投訴）提交通訊局廣播投訴委員會處理，然後由通訊局審議和裁決。經由通訊局審議的投訴個案的詳情，已在通訊局網站公布。通訊事務總監根據通訊局授予的權力處理餘下的1 584個個案（涉及3 432宗投訴）。這些投訴涉及輕微違規，或其指控並不構成違例情況，或不屬《廣播（雜項條文）條例》第11(1)條的管轄範圍，即投訴內容並不涉及違反有關法例、牌照條件或業務守則的情況。



通訊辦處理市民對廣播和電訊事宜的查詢及投訴。  
OFCA handles public enquiries and complaints on broadcasting and telecommunications matters.

## 牌照管理

有關無線網絡電視有限公司的本地收費電視節目服務牌照的續期申請，行政長官會同行政會議根據前廣管局的建

議，於2012年8月批准牌照的續期申請。續期後的牌照有效期為12年，由2013年2月23日至2025年2月22日。

我們亦處理了兩宗分別來自健康衛視有限公司和亞太第一衛視傳媒集團有限公司的非本地電視節目服務牌照的申請，以及一宗由恩雨之聲有限公司提出，續領其他須領牌電視節目服務牌照以為香港的酒店房間提供電視節目服務的申請。

## 檢討業務守則

我們協助通訊局定期檢討業務守則，藉以向廣播機構提供有關節目、廣告和技術標準的指引。在本年度，除如上文所述更改《電視通用業務守則 — 技術標準》外，通訊局亦修訂了電視和電台業務守則，以放寬本地免費電視節目服務在外購作直接轉播的頻道中，處理出現在節目內的廣告材料的規定；並要求清楚識別以節目形式拍攝的電視廣告；以及釐清電視和電台宣傳廣告的宣傳片是否計算在廣告時限內的規定。

## 本地免費電視節目服務的公眾參與活動

行政長官會同行政會議於2010年就兩家本地免費電視節目服務持牌機構的牌照進行中期檢討時，通過前廣管局的建議，當中包括定期舉辦公眾參與活動，收集市民對持牌機構所提供的電視節目質素和種類的意見。首次公眾參與活動已於2010年年底/2011年年初舉行。我們協助通訊局於2013年2月至5月舉行第二次公眾參與活動；是次活動分兩階段進行，第一階段是邀請市民提交書面意見，第二階段則舉行專題小組討論會。通訊局於2013年8月發表報告，列出在兩個階段公眾參與活動所收集到的意見，以及持牌機構就收集所得意見作出的回應和跟進。

<sup>4</sup> 為確保運作效率，針對同一廣播內容的類似投訴或相關指控會歸納為一個個案，以一併處理。

## Handling of Broadcast Complaints

The CA does not pre-censor broadcast content, but adopts a complaint-driven approach to ensure that broadcast content is in compliance with the legislation, the licence conditions and the codes of practice issued by the CA. As the executive arm of the CA, we assist the CA in handling complaints about broadcast materials in accordance with the provisions stipulated in the B(MP)O and the CA broadcast complaint handling procedures.

In 2012/13, we dealt with 1 625 cases (49 184 complaints)<sup>4</sup>. Among them, 41 cases (45 752 complaints) were referred to the BCC of the CA and then to the CA for consideration and determination. Details of the complaint cases considered by the CA have been published on the CA website. The Director-General of Communications handled the remaining 1 584 cases (3 432 complaints) under the power delegated by the CA. These complaints were related to breaches of a minor nature, or allegations which did not constitute any breach or were outside the remit of section 11(1) of the B(MP)O, that is, the substance of the complaints did not involve a contravention of the legislation, licence conditions or codes of practice.

## Licence Administration

Based on the then BA's recommendation on the application for the renewal of the domestic pay television programme service licence of TVB Network Vision, the Chief Executive in Council approved the licence renewal application in August 2012. The validity period of the renewed licence is 12 years, from 23 February 2013 to 22 February 2025.

We also processed two applications for non-domestic television programme service licences from Health TV Company Limited and One TV Media Global Limited, and one application for the renewal of other licensable television programme service licence from Showers of Blessing Evangelistic Ministry (Hong Kong) Limited for the provision of television programme services in hotel rooms in Hong Kong.

## Review of Codes of Practice

We assist the CA in conducting regular reviews of the codes of practice to provide guidance to broadcasters on programme, advertising and technical standards. During the year under review, in addition to the change to the Generic Code of Practice on Television Technical Standards mentioned above, the CA also amended the codes of practice for television and radio in order to relax the requirement governing commercial references within programmes for channels acquired for direct re-transmission on domestic free television programme services; to require clear identification of television advertisements presented in a programme style; and to make clear the applicability of the advertising time-limit to promos for television and radio advertisements.

## Public Engagement Exercise on Domestic Free Television Programme Services

In the context of the mid-term review of the domestic free television programme service licences in 2010, the Chief Executive in Council approved, among other things, the recommendations by the then BA to engage the public, on a regular basis, to collect their views on the quality and variety of the television programmes provided by the licensees. The first public engagement exercise was conducted in late 2010/early 2011. We assisted the CA in conducting the 2013 public engagement exercise between February and May 2013. The exercise adopted a two-stage format: an invitation for submission of written views from members of the public at stage one, and the conduct of focus group meetings at stage two. In August 2013, the CA published a report on the views collected during the two stages and the licensees' responses and follow-up actions to the views collected.

<sup>4</sup> To ensure operational efficiency, complaints with similar or related allegations against the same broadcast material are handled together and counted as a single case.

# 4

## 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，在可能的情況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<sup>5</sup>，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 band<sup>5</sup>. 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

<sup>5</sup> 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）獎」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）獎」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同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.

5

# 管理無線電頻譜 保持技術優勢 Managing the Radio Spectrum and Sustaining Technical Excellence

## 撤銷「個人手提電話系統」(PHS) 器材的領牌豁免

PHS是一種中短程流動無線電通訊技術，於1997年引入香港，主要用於1895—1906.1兆赫頻帶內操作的室內無線電話。PHS在香港的使用情況未如預期般理想。

在考慮到市場上PHS器材的供應有限、家居室內無線電話的一般使用壽命，以及1895—1906.1兆赫頻帶內無線電頻譜的用量極少，通訊辦認為應撤銷編配1895—1906.1兆赫頻帶予PHS器材，以便騰出珍貴而有限的無線電頻譜資源，供其他服務更有效地使用。因此，對於撤銷PHS器材的領牌豁免和相應的1895—1906.1兆赫頻帶內頻率編配一事，我們通過前無線電頻譜諮詢委員會在2011年3月舉行的會議諮詢業界，而我們也於2011年11月展開為期十星期的公眾諮詢，聽取市民的意見。從兩次諮詢結果可見，通訊局建議撤銷PHS器材的領牌豁免獲得普遍支持。

為落實撤銷PHS的領牌豁免，政府制定《2012年電訊（電訊器具）（豁免領牌）（修訂）令》，修訂令於2013年5月10日生效。根據修訂令，由2013年5月10日起，任何人均不得攜帶PHS器材進入香港或在本地市場售賣此等器材。目前使用PHS器材的市民有三年的使用寬限期，他們可繼續使用有關器材至2016年5月9日。

## 對以行政方法指配的擁擠頻帶頻譜徵收使用費

政府於2007年4月公布的《無線電頻譜政策綱要》訂明，頻譜使用費原則上適用於所有非政府用途的無線電頻譜。對以行政方法指配的頻譜施加頻譜使用費，目的是以最具有經濟和社會效益的方法運用頻譜，為社會帶來最大裨益。就建議收費計劃進行的公眾諮詢於2011年2月結束後，商務及經濟發展局局長與前電訊局長於2011年9月就未來路向發表聯合聲明。由於供固定鏈路、電子新聞採訪／外勤廣播鏈路和衛星上傳鏈路使用的八條頻帶屬於擁擠頻帶，因此使用這些頻帶內的頻譜將須繳付頻譜使用費。

為實施這項計劃，政府現正準備修訂《電訊條例》的有關附屬法例。

## 本地認證機構獲認可提供電訊設備測試和驗證服務

為了配合國際最佳做法，由2009年10月1日開始，原先由前電訊局負責的電訊設備測試和驗證服務已移交予合資格的本地測試實驗室。這些實驗室獲通訊局認可為本地認證機構，可提供全面的電訊設備測試和驗證服務。在2012/13年度，本地認證機構簽發了432份設備驗證證書，以應付電訊設備市場的需求。

為確保提供電訊設備測試和驗證服務的所有本地認證機構符合通訊辦訂下的服務質素及表現標準，我們會繼續密切監察認證機構的表現，包括定期查核文件、視察場所和檢查他們的工作。目前，所有本地認證機構的表現均符合通訊辦的標準。

## 電訊設備的技術規格

我們一直監察着電訊技術標準化的國際發展趨勢，並更新本地技術標準，以滿足業界和公眾的需要。在2012/13年度，我們共發出11份有關技術標準化事宜的文件諮詢業界，通訊局亦批准和發出了六項新訂或經修訂的技術標準。

由2013年5月10日起，任何人均不得攜帶PHS器材進入香港或在本地市場售賣此等器材。  
With effect from 10 May 2013, no person shall carry PHS apparatus into Hong Kong or sell such apparatus in the local market.



## Withdrawal of Licensing Exemptions for Personal Handy Phone System (PHS) Apparatus

PHS is a short and medium-range mobile radiocommunications technology introduced into Hong Kong in 1997, mainly for use in cordless telephones operating in the 1895 – 1906.1 MHz frequency band. The deployment of PHS in Hong Kong has not been as successful as anticipated.

Having regard to the limited supply of PHS apparatus in the market, the typical lifespan of a home cordless telephone, and the scanty radio spectrum utilisation of the 1895 – 1906.1 MHz band, OFCA considered that the allocation of this particular frequency band for PHS apparatus should be withdrawn. This will free up valuable and limited radio spectrum resource for deployment to other services in a more effective manner. Accordingly, consultation with the industry and the public on the withdrawal of the licensing exemption related to PHS apparatus, and thus frequency allocation in the 1895 – 1906.1 MHz band, was conducted through the then Radio Spectrum Advisory Committee at its meetings in March 2011 and a ten-week public consultation initiated in November 2011. There was general support for the CA's proposed withdrawal of licence exemption in both consultation exercises.

To give effect to the withdrawal of PHS licence exemption, the Telecommunications (Telecommunications Apparatus) (Exemption from Licensing) (Amendment) Order 2012 was enacted and commenced operation on 10 May 2013. Under this Order, starting from 10 May 2013, no person shall carry PHS apparatus into Hong Kong or sell such apparatus in the local market. With a three-year grace period, members of the public who are currently using PHS apparatus will be allowed to do so continually until 9 May 2016.

## Imposition of SUF on Administratively-assigned Spectrum in Congested Bands

Promulgated by the Government in April 2007, the Radio Spectrum Policy Framework stipulates that SUF applies in principle to all non-government use of the radio spectrum. The objective of imposing SUF on administratively-assigned spectrum is to facilitate the most economical and socially efficient use of the radio spectrum in order to maximise the

benefit to the community. Following the completion of the public consultation on the proposed charging scheme in February 2011, the Secretary for Commerce and Economic Development and the then TA issued a joint statement on the way forward in September 2011. Eight frequency bands used for fixed links, electronic news gathering/outside-broadcast links and satellite uplinks are identified as congested bands and the use of spectrum in these frequency bands would be subject to SUF payment. To implement the scheme, the Government is preparing the necessary amendments to the subsidiary legislation under the TO.

## Accreditation of Local Certification Bodies for Testing and Certification of Telecommunications Equipment

To keep in pace with international best practices, commencing 1 October 2009, the testing and certification services for telecommunications equipment, which were previously provided by the then OFTA, were transferred to qualified local testing laboratories. Laboratories accredited by the CA as local certification bodies (LCBs) can offer a full range of telecommunications equipment testing and certification services. In 2012/13, the LCBs issued 432 equipment certificates to meet the needs of the telecommunications equipment market.

To ensure that all LCBs providing telecommunications equipment testing and certification services meet the service quality and performance standards prescribed by OFCA, we will continue to closely monitor their performance by conducting documentary checks, plant visits and reviews on a regular basis. So far, all LCBs have been performing up to OFCA standards.

## Technical Specifications for Telecommunications Equipment

We are constantly monitoring international developments in telecommunications standardisation and updating local technical standards in order to meet the needs of the industry and the public. In 2012/13, a total of 11 papers were issued to consult the industry on matters related to standardisation, and six new or revised technical standards were approved and issued by the CA.

# 6

## 促進市場競爭 加強保障消費者 Facilitating Market Competition and Strengthening Consumer Protection

### 處理和調查有關電訊牌照持有人具誤導性或欺騙性行為的投訴

《電訊條例》第7M條禁止電訊牌照持有人作出具誤導性或欺騙性行為，通訊辦根據這項條文的規定，於2012年4月1日至2013年3月31日期間處理了58宗投訴個案。當中有5宗個案證實違例。我們已向牌照持有人施加罰款，款額由港幣5萬元至30萬元不等。

### 處理和調查電訊與廣播業的競爭投訴

《電訊條例》第7K、7L和7N條禁止電訊牌照持有人作出反競爭行為，我們根據這些條文的規定，於2012年4月1日至2013年3月31日期間考慮了5宗投訴個案。經詳細考慮後，我們決定結束這些個案而不展開調查。同期，我們根據《廣播條例》第13條或第14條考慮了3宗投訴個案，該兩項條文禁止廣播牌照持有人作出反競爭行為和濫用支配優勢。經詳細考慮後，我們決定結束這些個案而不展開調查。在上述期間，我們亦根據《電訊條例》第7P條考慮了4宗個案，該項條文規管傳送者牌照持有人的收購與合併活動，結論是該等個案並不涉及需要根據第7P條展開調查的事宜。

### 實施《2012年商品說明（不良營商手法）（修訂）條例》的籌備工作

《2012年商品說明（不良營商手法）（修訂）條例》（《修訂條例》）於2012年7月17日獲立法會通過，將原有的《商品說明條例》涵蓋範圍擴大至包含服務，並禁止訂明的不良營商手法，以及加強執法機制（統稱為「公平營商條文」）。除香港海關負責執法外，通訊辦同時獲賦予共同管轄權，就《電訊條例》和《廣播條例》下的持牌人作出與根據相關條例提供電訊服務或廣播服務有直接關連的營業行為，根據公平營商條文執法。為籌備《修訂條

例》的實施，通訊辦與商務及經濟發展局和香港海關緊密合作，包括就執法指引進行諮詢，發出執法指引，亦簽訂執法機關之間的諒解備忘錄，以協調雙方在《修訂條例》下履行各自的職能。隨着《修訂條例》於2013年7月19日起生效，《電訊條例》第7M條在相關過渡安排下已予以廢除。

### 實施《競爭條例》的籌備工作

立法會已在2012年6月14日通過《競爭條例》，作為跨行業的競爭法例，以禁止各行業從事具妨礙、限制或扭曲競爭的目的或效果的反競爭行為。根據《競爭條例》，除競爭事務委員會負責執法外，通訊辦同時獲賦予共同管轄權，就電訊和廣播牌照持有人的行為，包括涉及電訊業傳送者牌照持牌人的收購與合併活動，執行《競爭條例》的相關條文。《競爭條例》生效後，《廣播條例》和《電訊條例》內有關競爭的條文將在相關過渡安排下予以廢除。在《競爭條例》生效前，通訊辦將繼續協助通訊局與商務及經濟發展局和競爭事務委員會跟進所需的籌備工作。



通訊辦與香港海關緊密合作，為實施經修訂的《商品說明條例》進行籌備，《修訂條例》於2013年7月19日生效。OFCA worked closely with the C&ED on the preparatory work for the implementation of the amended TDO, which came into effect on 19 July 2013.

## Handling of and Investigations into Complaints about Misleading or Deceptive Conduct of Telecommunications Licensees

During the period of 1 April 2012 to 31 March 2013, OFCA handled 58 complaint cases under section 7M of the TO, which prohibits misleading or deceptive conduct by telecommunications licensees. Five of these complaint cases were confirmed as infringements of the TO and resulted in financial penalties ranging from HK\$50,000 to HK\$300,000 being imposed on the licensees.

## Handling of and Investigations into Competition Complaints in the Telecommunications and Broadcasting Sectors

During the period of 1 April 2012 to 31 March 2013, we considered five complaint cases under section 7K, 7L or 7N of the TO, which prohibits anti-competitive conduct by telecommunications licensees. After due consideration, the cases were closed with no investigations opened. During the same period, we considered three complaint cases under section 13 or 14 of the BO, which prohibits anti-competitive conduct and abuse of dominance by broadcasting licensees. After due consideration, the cases were closed with no investigations opened. During the same period, we also considered four cases under section 7P of the TO, which regulates merger and acquisition activities involving carrier licensees, and concluded that no issue was raised that required commencement of investigation under section 7P.

## Preparation for the Implementation of the Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012

Enacted by the Legislative Council on 17 July 2012, the Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012 amended the TDO by extending its

coverage to services, prohibiting specified unfair trade practices, and providing for an enhanced enforcement mechanism (collectively known as “fair trading sections”). The CA is granted concurrent jurisdiction with the C&ED to enforce the fair trading sections of the TDO in relation to commercial practices of licensees under the TO and BO directly connected with the provision of telecommunications and broadcasting services. The CA has worked closely with the Commercial and Economic Development Bureau (CEDB) and C&ED on the preparatory work for the implementation of the amended TDO, including the consultation on and issue of enforcement guidelines and the signing of a memorandum of understanding between the two enforcement agencies on co-ordinating the performance of their functions under the amended TDO. The amended TDO came into operation on 19 July 2013 when section 7M under the TO was repealed subject to transitional arrangements.

## Preparation for the Implementation of the Competition Ordinance

The CO was passed by the Legislative Council on 14 June 2012. It provides for a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors which has the object or effect of preventing, restricting or distorting competition. Under the CO, the CA is granted concurrent jurisdiction with the Competition Commission to enforce the CO in respect of the conduct of telecommunications and broadcasting licensees, including merger and acquisition activities involving carrier licensees in the telecommunications sector. Upon commencement of the CO, the competition provisions in the BO and TO will be repealed, subject to transitional arrangements. OFCA will assist the CA and follow up with CEDB and the Competition Commission on the preparatory work required before the commencement of the CO.

## 《非應邀電子訊息條例》的執行事宜

### 拒收訊息登記冊

我們根據《非應邀電子訊息條例》設立了適用於傳真訊息、短訊和預錄電話訊息的三份《拒收訊息登記冊》。除非發送人已取得號碼登記使用者的同意，否則發送人不可發送商業電子訊息到已登記在登記冊上的號碼。截至2013年9月，已有超過258萬個號碼登記在三份登記冊上。除了《拒收訊息登記冊》的有關規定外，商業電子訊息發送人還須遵守多項發送訊息規則，例如發送人必須在商業電子訊息內提供其聯絡資料和「取消接收選項」。

於2010/11、2011/12和2012/13年度收到的懷疑違反《非應邀電子訊息條例》舉報總數分別下跌至3 025宗、2 613宗和2 410宗，反映舉報宗數逐年分別減少約40%、14%和8%。此下降趨勢應是由於電子促銷業對《非應邀電子訊息條例》的規定加深了認識，以及市民對該條例下自身權利的認識增加。我們會繼續密切監察發送人遵守有關規則的情況，並理順程序，以便更有效執法。



### 執行條例

在處理懷疑違反《非應邀電子訊息條例》的舉報方面，我們可發出勸諭信或警告信。我們如收到針對某發送人的舉報數目不超過某個數額，會向該發送人發出勸諭信，要求他遵守《非應邀電子訊息條例》的規定。如我們收到的舉報數目超過該數額，或在發出勸諭信後繼續收到針對同一發送人的舉報，便會進行正式調查，並可能發出警告信。

於2012/13年度，我們共發出332封勸諭信和69封警告信。如發現商業電子訊息發送人持續違反該條例，我們會考慮發出執行通知，指示發送人採取措施糾正違例行為。任何人不遵從向其送達的執行通知，第一次定罪最高可處罰款港幣10萬元。於2012/13年度，我們共發出了八份執行通知。

### 擴展光纖網絡接達樓宇登記計劃

光纖網絡接達樓宇登記計劃於2010年推出時，只涵蓋住宅樓宇。2013年4月，我們把計劃擴展至非住宅樓宇。截至2013年4月初，該計劃已有超過13 500幢住宅樓宇登記，即約有220萬住戶，佔全港住戶總數約84%。在已登記的樓宇中，超過80%屬於光纖到戶類別。此外，該計劃有超過1 500幢非住宅樓宇登記，佔全港非住宅樓宇的18%。

## Enforcement of the Unsolicited Electronic Messages Ordinance

### *Do-Not-Call (DNC) Registers*

Under the UEMO, we have established three DNC Registers for facsimile messages, short messages and pre-recorded telephone messages. Commercial electronic messages must not be sent to registered numbers, unless the senders have obtained consent from the registered users. By September 2013, more than 2.58 million numbers had been registered with these three DNC Registers. In addition to the requirements related to the DNC Registers, senders of commercial electronic messages are also required to comply with a number of sending rules. For example, they must provide their contact information and an “unsubscribe facility” in their commercial electronic messages.

In years 2010/11, 2011/12 and 2012/13, the total number of reports received in relation to suspected contraventions of UEMO declined to 3 025, 2 613 and 2 410 respectively. This represents a decrease in the number of reported cases by around 40%, 14% and 8%, respectively, on a year-on-year basis. This downward trend is probably due to a better understanding of the requirements under the UEMO on the part of the telemarketing industry, and a growing awareness among the public of their rights under the UEMO. We will continue to closely monitor the compliance of the senders with the rules and streamline the procedures for more effective enforcement.

### *Enforcement*

In dealing with reports of suspected contraventions of the UEMO, we may issue advisory or warning letters. If the number of reports received against a sender is below a certain threshold, we will issue an advisory letter to the sender, requiring it to observe the requirements under the UEMO. If the number of reports received exceeds the threshold or we continue to receive negative reports about

the same sender after the issuance of an advisory letter, we will conduct a formal investigation and may issue a warning letter.

In 2012/13, a total of 332 advisory letters and 69 warning letters were issued. In the event of repeated contraventions by the senders of commercial electronic messages, we may consider issuing enforcement notices directing the sender to take steps to remedy the offences. Anyone who fails to comply with the enforcement notice may be liable to a fine of up to HK\$100,000 on first conviction. In 2012/13, we issued a total of eight enforcement notices.

## Expansion of the Registration Scheme for Buildings with Optical Fibre Access Networks

When it was launched in 2010, the Registration Scheme for Buildings with Optical Fibre Access Networks (the Scheme) covered only residential buildings. We extended the Scheme in April 2013 to cover also non-residential buildings. As at early April 2013, the Scheme has registered over 13 500 residential buildings, representing about 2.2 million households or 84% of the total number of households in Hong Kong. Over 80% of these buildings belong to the FTTH category. In addition, over 1 500 non-residential buildings, representing 18% of all non-residential buildings in the territory, have been registered with the Scheme.



「做個精明通訊服務用家」四格漫畫創作比賽的頒獎典禮在通訊辦總部舉行。

The Prize Presentation Ceremony for the 4-Panel Comic Drawing Competition on Smart Use of Communications Services was held at OFCA Headquarters.

## 消費者教育活動

為幫助市民更懂得選擇和善用通訊服務，通訊辦在2012年7月至2013年3月舉辦了一項消費者教育活動，推出一系列以「做個精明通訊服務用家」為主題的活動及節目，重點之一是在全港不同地點舉行六場巡迴展覽，包括以展板向市民提供實用的消費者貼士、設置遊戲攤位和攝影區。此外，我們舉辦了九場公眾講座和學校講座、四格漫畫創作比賽和網上有獎問答遊戲，以互動形式鼓勵公眾參與活動，並在不同媒體播放一系列短片，介紹如何避免流動通訊「帳單震撼」和簽訂電訊服務合約應注意事項。除了上述消費者教育活動外，通訊辦於2012/13年度發出兩則消費者注意事項，教導公眾如何使其消費者權益得到更佳保障。



通訊辦以「做個精明通訊服務用家」為主題，於2012/13年度舉辦一系列消費者教育活動及節目。

With the theme of "Smart Use of Communications Services", a number of consumer education activities and programmes were organised in 2012/13.

在2012年年中，為宣傳通訊局的成立，通訊辦製作了全新的電視宣傳短片和電台宣傳聲帶，現於不同媒體播放，包括本地免費及收費電視頻道，以及電台頻道。相關的宣傳海報亦張貼於不同場地的公用地方，如民政事務處和公共屋邨。這些宣傳活動將於2013/14年度繼續進行。



通訊辦舉辦消費者教育講座，加深市民對善用通訊服務的認識。OFCA organises consumer education seminars to raise public awareness of how to use communications services properly.

## Consumer Education Programmes

In July 2012, in order to enhance public awareness of how to select and use communications services effectively, OFCA launched a consumer education campaign lasting until March 2013. With the theme of “Smart Use of Communications Services”, a number of consumer education activities and programmes were organised during the period. One of the highlights was the launch of six rounds of a roving exhibition, featuring display panels which provided useful consumer tips to the public, and a game booth and photo corner, at different venues across the territory. In addition, nine public seminars and school talks, a 4-panel comic drawing competition and an online quiz game were held to encourage interactive participation by the community. A series of short videos on how to prevent

“mobile bill shock” and matters to take note of when entering into telecommunications service contracts were also broadcast on different media channels. In addition to these consumer education activities, two consumer alerts were issued by OFCA in 2012/13 to educate the public on how to better protect their consumer rights.

In mid-2012, OFCA produced new television and radio Announcements in Public Interest (APIs) to publicise the establishment of the CA. The APIs are broadcast on different media channels, including local free and pay television channels, as well as radio channels. Publicity posters on the same subject have also been produced and displayed in the common areas of various premises, such as District Offices and public housing estates. The publicity programmes will continue in 2013/14.



通訊辦製作了全新的電視宣傳短片、電台宣傳聲帶和海報，宣傳通訊局的成立。

OFCA produced a new set of television and radio announcements and a poster to publicise the establishment of the CA.

# 7

## 對外關係與社區關係 External and Community Relations

### 參與國際及地區會議

通訊辦一直積極參與多個國際及地區組織的活動，派員出席於世界各地舉行的相關電訊會議及論壇，並與這些組織保持緊密聯繫。

在2012/13年度，我們共出席19個論壇／會議。舉辦這些論壇／會議的地區及國際組織包括國際電信聯盟（國際電聯）、亞太經濟合作組織（亞太經合組織）、亞太地區電信組織（APT）和國際通信協會。這些會議包括世界電訊標準化大會、國際電信世界大會和國際電聯第12屆全球監管機構專題研討會。我們將繼續參與亞太經合組織電訊及資訊工作小組和APT的活動，藉以改善亞太區內電訊及資訊基礎建設。

### 與內地及海外政府機構交流

在2012/13年度，我們接待了四個來自世界各地的代表團，就有關通訊服務的各項事宜交流意見及經驗。訪港代表團包括丹麥文化部、新加坡媒體發展管理局、以色列通訊部和蒙古通信監管委員會。

年內，我們與新加坡資訊通信發展管理局、澳門電信管理局和廣東省通信管理局舉行年度雙邊會議，並禮節性拜訪

國家廣播電影電視總局、工業和信息化部、以及澳洲通訊及媒體管理局。

### 與傳媒及社區保持聯繫

通訊辦一向積極向市民介紹我們的工作。在2012/13年度，我們發出了36份新聞稿，其中21份關於通訊局在舉行列會後所作出的主要決定，其餘則屬通訊辦對傳媒查詢和有關主要措施及活動的回應。我們亦在本地主要報章發表了一篇文章，闡述對一項重要電訊事宜的意見。此外，我們在通訊辦網站登載通訊事務總監在公開研討會、活動和業界會議上發表的演辭和簡報，這有助我們把信息傳遞給業界和公眾。

### 公眾教育

我們到學校舉辦講座，介紹香港不同類別的電視節目服務，以及講解觀眾可如何明智選看電視節目。過去一年，我們為七所小學和三所中學的同學舉辦了共十次講座。

### 參與有關通訊的社區活動

2012年9月，通訊辦聯同其他15個政府部門和遠足組織，參與一年一度由民眾安全服務隊舉辦的「山嶺活動



通訊辦與海外通訊規管機構就各項規管事宜交流意見，保持良好關係。

OFCA maintains good ties with overseas counterparts by exchanging views with them on various regulatory matters.

## Participation in International and Regional Conferences

OFCA takes an active part in the activities of, and maintains close contact with, a number of international and regional organisations, particularly by participating in relevant telecommunications conferences and fora around the world.

In 2012/13, we attended a total of 19 conferences/meetings organised by regional and international organisations, including the International Telecommunication Union (ITU), Asia-Pacific Economic Cooperation (APEC), Asia-Pacific Telecommunity (APT) and the International Institute of Communications (IIC). These events included the World Telecommunication Standardisation Assembly, the World Conference on International Telecommunications and the 12th Global Symposium for Regulators of the ITU. We will continue to participate in the activities of the APEC Telecommunications and Information Working Group (APEC TEL) and APT with the aim of improving the telecommunications and information infrastructure in the Asia-Pacific region.

## Exchanges with Authorities in the Mainland and Overseas Administrations

In 2012/13, we received four delegations from different parts of the world that came to exchange views and experiences on various issues relating to communications services. These included delegations from the Ministry of Culture of Denmark, the Media Development Authority of Singapore, the Ministry of Communications of Israel, and the Communications Regulatory Commission of Mongolia.

During the year, we held annual bilateral meetings with the Infocomm Development Authority of Singapore, the Bureau of Telecommunication Regulations of Macau, and the Guangdong Communications Administration. Courtesy visits were also paid to the State Administration of Radio, Film and Television and Ministry of Industry and Information



通訊辦於2012年10月6日出席由國際通信協會舉辦的國際規管機構論壇。

OFCA attended the International Regulators Forum organised by the IIC on 6 October 2012.

Technology, and to the Australian Communications and Media Authority.

## Media and Community Relations

We always take an active role in keeping the public informed of our work. In 2012/13, we issued 36 press releases, 21 of which concerned major decisions made after the regular CA meetings, while the others were on the OFCA responses to media enquiries and subjects relating to major initiatives and events. We also published an article in major local newspapers elaborating our views on a significant telecommunications issue. The speeches and presentations made by the Director-General of Communications at public seminars, events and industry conferences have been published on our website. This has helped in disseminating our messages to the industry and the public.

## Public Education

We conduct school talks on different categories of television programme service in Hong Kong and on how the audience can make informed viewing choices. During the past year, we gave ten talks to students at seven primary schools and three secondary schools.



通訊辦贊助「2012香港世界電訊及資訊社會日」，並安排學生參觀無線電監察中心。

OFCA sponsored WTISD 2012 and arranged a visit to the Radio Monitoring Unit for students.



通訊辦每年均參與「山嶺活動安全推廣日」，宣傳香港在郊野公園的通訊系統。

Every year OFCA promotes Hong Kong's communications systems in country parks through its participation in the "Mountaineering Safety Promotion Day".

安全推廣日」，以推廣遠足安全。通訊辦在是次活動的主題是「郊遊前準備好 聯繫方法要知道」，於所設立的攤位展有數碼地圖，顯示各條遠足徑的流動電話網絡覆蓋情況，並通過互動遊戲、資訊展板和現場示範，介紹如何選擇適合遠足時使用的通訊器材。

此外，通訊辦亦積極支持業界的各項活動。年內，通訊辦除了擔任不同活動的支持機構外，還贊助了兩項大型業界活動：分別與香港通訊業聯會和香港無線科技商會合辦「香港世界電訊及資訊社會日」及「WiFi安全話咁易計劃」，前者是香港通訊業聯會的周年活動，藉着有趣的比

賽項目，加深本港年青人對資訊及通訊技術發展的認識。「WiFi安全話咁易計劃」則通過在全港各區進行一系列調查、舉辦公眾講座和設立官方網站，加深公眾對WiFi 保安的認識。

## 諮詢委員會的工作

### 電訊諮詢委員會

通訊辦於2012年6月成立了三個諮詢委員會——電訊規管事務諮詢委員會、無線電頻譜及技術標準諮詢委員會、電訊服務用戶及消費者諮詢委員會。這些委員會為相關及有興趣人士提供固定和正式途徑，讓他們就各項電訊措施及政策的制訂和實施事宜向通訊辦提供意見。

諮詢委員會的委員來自電訊業界的不同界別、相關政府部門及非政府組織，以及社會大眾。對不時出現的高技術性和複雜事宜，這組合有助收集具均衡代表性的意見。委員任期為兩年。

三個諮詢委員會截至2013年3月31日的委員名單見附錄B。

### 電視及電台廣播諮詢計劃

電視及電台廣播諮詢計劃的目的，是為通訊局就電視及電台節目進行的公眾諮詢提供意見，獲委任的組員來自全港18區。在2012/13年度，通訊辦邀請組員就下列業務守則的檢討提出意見：本地免費電視節目服務在外購作直接轉播的頻道中，處理出現在節目內的廣告材料的安排；以節目形式拍攝的電視廣告的識別；以及有關宣傳電視及電台廣告的宣傳片是否計算在廣告時限內。組員亦獲邀請在2013年的公眾參與活動中，就兩家本地免費電視節目服務持牌機構所提供的電視節目質素和種類發表意見，收集所得的意見是通訊局諮詢程序的一部分。

## Participation in Communications Activities

In September 2012, OFCA joined hands with 15 other government departments and hiking organisations to participate in the annual campaign “Mountaineering Safety Promotion Day” organised by the Civil Aid Service to promote hiking safety. At the event, operating under the theme: “Be Prepared for Your Outing: Know more about Communications in Country Areas”, OFCA set up a booth featuring digital maps showing mobile network coverage along individual hiking trails and providing tips on the selection of appropriate communications devices for hiking by means of interactive games, informative display panels and live demonstrations.

OFCA is also a keen supporter of various industry activities. During the year under review, in addition to acting as supporting organisation for a range of programmes, OFCA sponsored two industry campaigns: the World Telecommunications and Information Society Day (WTISD) and the SafeWiFi Campaign, co-organised by CAHK and the Hong Kong Wireless Technology Industry Association respectively. WTISD is an annual campaign launched by CAHK to promote the youth community’s awareness of information and communications technology developments in Hong Kong through a programme of interesting competitions. The SafeWiFi Campaign, on the other hand, aims to enhance public awareness of WiFi security through a series of territory-wide surveys, the organisation of a public seminar and the creation of an official website.

## The Work of Advisory Committees

### *Telecommunications Advisory Committees*

Three advisory committees — the Telecommunications Regulatory Affairs Advisory Committee, the Radio Spectrum and Technical Standards Advisory Committee and the Telecommunications Users and Consumers Advisory Committee — were established under OFCA in June 2012. These committees provide a regular and formal

channel for concerned and interested parties to advise OFCA on the formulation and implementation of various telecommunications measures and policies.

Members of the advisory committees are drawn from different parts of the telecommunications industry, relevant government departments and non-governmental organisations, as well as from the general public. This helps provide a balanced representation of views on sometimes highly technical and complex issues. The term of service is two years.

The membership lists of the three advisory committees as at 31 March 2013 can be found in Appendix B.

### *Television and Radio Consultative Scheme*

The role of the Television and Radio Consultative Scheme is to provide qualitative input on television and radio programming to the CA’s public consultation process. Members are appointed from the territory’s 18 districts. In 2012/13, OFCA invited members’ views on the review of codes of practice on commercial references within programmes on channels acquired for direct re-transmission on domestic free television programme services; identification of television advertisements adopting a programme style; and the applicability of advertising time-limits to promos for television and radio advertisements. Members were also invited to give their views during the 2013 public engagement exercise on programme quality and variety provided by the two domestic free television programme service licensees. The views collected formed part of the CA consultation process.

# 8

## 人力資源管理 Human Resource Management



通訊辦舉辦各項員工活動，幫助員工培養健康的生活方式，加強對部門的歸屬感。

OFCA organises a variety of staff activities to help our staff members develop a healthy life style and foster a greater sense of belonging.

### 幹勁十足、善於應變的團隊

為了在瞬息萬變、不斷前進的電訊和廣播市場提供世界一流的服務，我們採取前瞻而整合的方式，進行人力資源管理及策略性人力規劃。我們定期檢視組織架構，以確保資源得到最佳運用，使我們提供的服務能時刻切合社會的需要和期望。

截至2013年3月31日，我們的員工共有395人，當中包括282名公務員和113名以非公務員合約條件僱用的人員。

### 培訓與發展

我們非常重視員工的培訓和發展，致力提升他們的能力，讓他們作好準備應付社會持續發展所帶來的各種挑戰，例如新興技術、日益殷切的市民需求，以及各項營商措施所產生的內在推動力。

為迎接因實施《競爭條例》和《2012年商品說明（不良營商手法）（修訂）條例》而帶來的挑戰，我們為員工安排有關培訓，讓他們掌握所需的知識和技能，以執行相關條例。此外，在2012/13年度，我們為員工提供多元的業務及管理課程和內部培訓項目，包括刑事法、競爭法、檢控及調查技巧、下一代網絡、管理及領導才能課程，以

及語言、溝通、資訊科技、誠信管理和國家事務研習課程。我們繼續資助員工參加由國際組織及海外機構（如國際電聯）舉辦的課程，以提升他們的技術和專業技能。年內，接受培訓的員工有491人次，總培訓日數為815日。

### 獎勵與嘉許

在2012/13年度，通訊辦有四名員工獲頒發總監嘉許長期服務獎、27名獲得長期優良服務獎、五名獲得長期優良服務公費旅行獎勵。為鼓勵員工繼續提升我們的服務質素，我們在年內的員工建議計劃下向一名提出改善建議的員工頒發優勝獎，以資表揚。

### 康樂活動與義工服務

為幫助員工建立健康的生活方式，加強對部門的歸屬感，我們定期舉辦員工康樂活動，包括員工旅行、午間講座、體育活動和周年聯歡晚宴；員工亦有參與「工商機構運動會2012」。此外，我們也參與多項義工服務和慈善活動，展示部門樂於承擔社會責任，並向社區表達真誠關懷。自2007年起，我們已連續多年獲香港社會服務聯會頒發「同心展關懷」標誌。



## An Energetic and Versatile Workforce

To provide world-class service amid the fast-changing and ever-advancing telecommunications and broadcasting environment, we take a forward-looking and integrated approach to human resource management and strategic manpower planning. Organisational reviews are conducted regularly to ensure the best use of our resources and that the services we provide will always meet the needs and expectations of the community.

As at 31 March 2013, we had an overall staff strength of 395, comprising 282 civil servants and 113 employed on non-civil service contract terms.

## Training and Development

We attach great importance to the training and development of our staff members and strive to enhance their capabilities to deal with the challenges posed by the evolving environment, such as emerging new technologies, increasing public demands and internal driving forces arising from various business initiatives.

To prepare for the challenges arising from the implementation of the CO and Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012, we have tailor-made training for staff to equip them with the knowledge and skills required in enforcing the relevant

ordinance. In addition, a variety of vocational and managerial courses and in-house training programmes were conducted in 2012/13, including courses on criminal law, competition law, prosecution and investigation skills, next generation networks, management and leadership, as well as languages, communications, information technology, integrity management and national studies. We continued to sponsor staff members on courses organised by international organisations and overseas institutions, for example, the ITU, to enhance their technical and professional skills. The trainee count for the year was 491 and the training man-days count was 815.

## Awards and Commendations

In 2012/13, four OFCA staff members received the Director-General's Commendation for Long and Valuable Service, 27 received the Long and Meritorious Service Award, and five received the Long and Meritorious Service Travel Award. To encourage staff members to make continuous improvements to our services, we recognised one suggestion with an award under the Staff Suggestion Scheme for the year.

## Recreational Activities and Volunteer Services

To help our staff members develop a healthy life style and foster a greater sense of belonging, we regularly organise programmes of staff recreational activities, including outings, luncheon talks, sports activities and an annual departmental dinner gathering. Our staff members also participated in the Corporate Games 2012. To demonstrate our corporate social responsibility and our sincere care for the community, we also took part in a number of volunteer and charity events. We have been awarded the "Caring Organisation" logo by the Hong Kong Council of Social Service in consecutive years since 2007.

# 9

## 財務狀況 Financial Results

### 2012/13年度財務狀況 Financial Results 2012/13

1. 通訊事務管理局（通訊局）及通訊事務管理局辦公室（通訊辦）於2012年4月成立後，對通訊辦營運基金而言，2012/13年度是過渡期的一年。
  2. 全年總收入為4.858億港元，超出去年的4.116億港元，收入增加是因把廣播持牌機構帶來的收入計算在內。全年總支出為3.749億港元，較去年2.742億港元為高，主要是由於把用於規管廣播服務的支出包括在內。
  3. 其他收入（主要為利息收入）由2011/12年度的4,030萬港元增加至4,650萬港元。全年平均利息收益率為4.0%，較去年的3.6%為高。利息收益率增加，主要是由於在2011年把一筆資金存放在外匯基金所帶來的全年效果。
  4. 稅前盈利由一年前的1.374億港元減少至1.109億港元，固定資產平均淨值回報率由2011/12年度的48.8%下跌至31.4%。
  5. 在資訊與通訊業持續發展的情況下，基於通訊辦具有良好的財務狀況，加上專業團隊克盡厥職，我們定有能力應付來年的種種挑戰。
1. With the establishment of the Communications Authority (CA) and the Office of the Communications Authority (OFCA) in April 2012, 2012/13 was a year of transition for the OFCA Trading Fund.
  2. The total revenue at HK\$485.8 million surpassed last year's HK\$411.6 million. The increase reflected the inclusion of revenues from broadcasting licensees. The total expenditure at HK\$374.9 million was higher than last year's HK\$274.2 million. The inclusion of expenditures for regulating broadcasting services is the main reason for the increase in total expenditure.
  3. Other incomes (mainly interest income) increased to HK\$46.5 million from HK\$40.3 million in 2011/12. The average interest yield was 4.0%, higher than last year's 3.6%, primarily because of the full year impact of a placement with the Exchange Fund made in 2011.
  4. The pre-tax profit decreased to HK\$110.9 million from HK\$137.4 million a year ago and the rate of return on average net fixed assets dropped to 31.4% from 48.8% in 2011/12.
  5. With the continued growth of the information and communications sector, a strong statement of financial position and a dedicated and professional team in OFCA, we are well placed to face the challenges in the coming year.

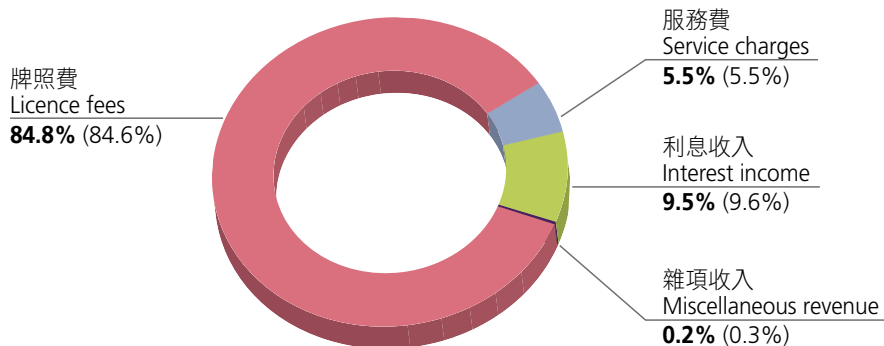
## 2012/13年度財務狀況 Financial Results 2012/13

### 財務概要：

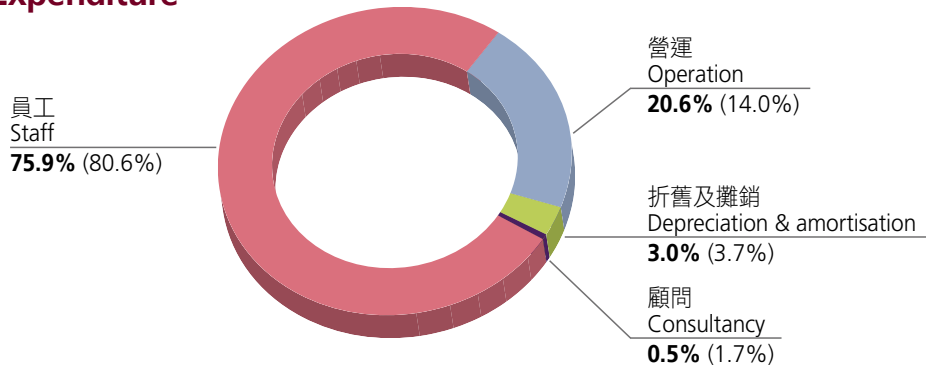
### Highlights of the financial performance:

		2012/13 百萬港元 HK\$'m	2011/12 百萬港元 HK\$'m
收入	Revenue	<b>485.8</b>	411.6
支出	Expenditure	<b>374.9</b>	274.2
稅前盈利	Pre-tax profit	<b>110.9</b>	137.4
擬發股息	Proposed dividend	<b>92.9</b>	115.2
固定資產平均淨值回報	Return on ANFA	<b>31.4%</b>	48.8%

### 收入 Revenue

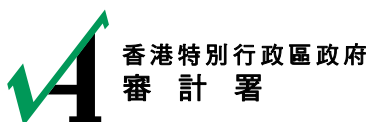


### 支出 Expenditure



\* 括號內為2011/12年度數字  
In parentheses are 2011/12 figures

## 審計署署長報告



### 獨立審計報告 致立法會

茲證明我已審核及審計列載於第49至78頁通訊事務管理局辦公室營運基金的財務報表，該等財務報表包括於2013年3月31日的財務狀況表與截至該日止年度的全面收益表、權益變動表和現金流量表，以及主要會計政策概要及其他附註解釋資料。

### 通訊事務管理局辦公室營運基金 總經理就財務報表須承擔的責任

通訊事務管理局辦公室營運基金總經理須負責按照《營運基金條例》（第430章）第7(4)條及香港財務報告準則製備真實而中肯的財務報表，及落實其認為必要的內部控制，以使財務報表不存有由於欺詐或錯誤而導致的重大錯誤陳述。

### 審計師的責任

我的責任是根據我的審計對該等財務報表作出意見。我已按照《營運基金條例》第7(5)條及審計署的審計準則進行審計。這些準則要求我遵守道德規範，並規劃和執行審計，以合理確定財務報表是否不存有任何重大錯誤陳述。

## Report of the Director of Audit

**Audit Commission**  
The Government of the Hong Kong Special Administrative Region

### Independent Audit Report To the Legislative Council

I certify that I have examined and audited the financial statements of the Office of the Communications Authority Trading Fund set out on pages 49 to 78, which comprise the statement of financial position as at 31 March 2013, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### General Manager, Office of the Communications Authority Trading Fund's Responsibility for the Financial Statements

The General Manager, Office of the Communications Authority Trading Fund is responsible for the preparation of financial statements that give a true and fair view in accordance with section 7(4) of the Trading Funds Ordinance (Cap. 430) and Hong Kong Financial Reporting Standards, and for such internal control as the General Manager, Office of the Communications Authority Trading Fund determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

## 審計署署長報告

審計涉及執行程序以獲取有關財務報表所載金額及披露資料的審計憑證。所選定的程序取決於審計師的判斷，包括評估由於欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險。在評估該等風險時，審計師考慮與該基金製備真實而中肯的財務報表有關的內部控制，以設計適當的審計程序，但並非為對基金的內部控制的效能發表意見。審計亦包括評價通訊事務管理局辦公室營運基金總經理所採用的會計政策的合適性及所作出的會計估計的合理性，以及評價財務報表的整體列報方式。

我相信，我所獲得的審計憑證是充足和適當地為我的審計意見提供基礎。

### 意見

我認為，該等財務報表已按照香港財務報告準則真實而中肯地反映通訊事務管理局辦公室營運基金於2013年3月31日的狀況及截至該日止年度的運作成果及現金流量，並已按照《營運基金條例》第7(4)條所規定的方式妥為製備。

審計署署長  
(審計署助理署長劉新和代行)

審計署  
香港灣仔告士打道7號  
入境事務大樓26樓  
2013年9月26日

## Report of the Director of Audit

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the General Manager, Office of the Communications Authority Trading Fund, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Opinion

In my opinion, the financial statements give a true and fair view of the state of affairs of the Office of the Communications Authority Trading Fund as at 31 March 2013, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance.



LAU Sun-wo  
Assistant Director of Audit  
for Director of Audit

Audit Commission  
26th Floor, Immigration Tower  
7 Gloucester Road, Wanchai, Hong Kong  
26 September 2013

## 財務報表

## Financial Statements

### 全面收益表

截至2013年3月31日止年度  
(以港幣千元位列示)

### Statement of Comprehensive Income

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2013	2012
營業額	Turnover	3	439,251	371,362
運作成本	Operating costs	4	(374,862)	(274,169)
運作盈利	Profit from operations		64,389	97,193
其他收入	Other income	5	46,508	40,253
名義利得稅前盈利	Profit before notional profits tax		110,897	137,446
名義利得稅	Notional profits tax	6	(17,988)	(22,222)
年度盈利	Profit for the year		92,909	115,224
其他全面收益	Other comprehensive income		-	-
年度總全面收益	Total comprehensive income for the year		92,909	115,224
固定資產回報率	Rate of return on fixed assets	7	31.4%	48.8%

第53至78頁的附註為本財務報表的一部分。

The notes on pages 53 to 78 form part of these financial statements.

## 財務報表

## Financial Statements

## 財務狀況表

於2013年3月31日  
(以港幣千元位列示)

## Statement of Financial Position

as at 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2013	2012
<b>非流動資產</b>			
物業、設備及器材	8	173,727	162,829
無形資產	9	2,316	1,525
外匯基金存款	10	762,687	722,241
		<u>938,730</u>	<u>886,595</u>
<b>流動資產</b>			
應收帳款、按金及預付款項		2,761	5,559
應收關連人士帳款	22	369	-
應收外匯基金存款利息		9,403	10,056
其他應收利息		1,923	1,613
銀行存款		383,700	369,800
現金及銀行結餘		904,966	12,122
		<u>1,303,122</u>	<u>399,150</u>
<b>流動負債</b>			
應付帳款及應計費用		916,838	10,359
僱員福利撥備	12	8,636	7,327
應付關連人士帳款	22	68,485	23,328
遞延收入	13	163,377	143,290
應付名義利得稅		4,875	12,376
		<u>1,162,211</u>	<u>196,680</u>
<b>流動資產淨值</b>		<u>140,911</u>	<u>202,470</u>
<b>總資產減去流動負債</b>		<b>1,079,641</b>	1,089,065
<b>非流動負債</b>			
遞延稅款	11	1,751	1,239
僱員福利撥備	12	82,416	70,037
		<u>84,167</u>	<u>71,276</u>
<b>淨資產</b>		<u>995,474</u>	<u>1,017,789</u>
<b>資本與儲備</b>			
營運基金資本	14	212,400	212,400
發展儲備	15	690,165	690,165
保留盈利	16	-	-
擬發股息	17	92,909	115,224
		<u>995,474</u>	<u>1,017,789</u>

第53至78頁的附註為本財務報表的一部分。

The notes on pages 53 to 78 form part of these financial statements.

利敏貞女士  
通訊事務管理局辦公室  
營運基金總經理  
2013年9月26日



Miss Eliza Lee  
General Manager,  
Office of the Communications Authority Trading Fund  
26 September 2013

## 財務報表

## Financial Statements

### 權益變動表

截至2013年3月31日止年度  
(以港幣千元位列示)

### Statement of Changes in Equity

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

		2013	2012
年初結餘	Balance at beginning of year	<b>1,017,789</b>	992,758
年度總全面收益	Total comprehensive income for the year	<b>92,909</b>	115,224
年內已付股息	Dividend paid during the year	<b>(115,224)</b>	(90,193)
年終結餘	Balance at end of year	<b>995,474</b>	1,017,789

第53至78頁的附註為本財務報表的一部分。

The notes on pages 53 to 78 form part of these financial statements.

## 財務報表

## Financial Statements

## 現金流量表

截至2013年3月31日止年度  
(以港幣千元位列示)

## Statement of Cash Flows

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2013	2012
<b>營運項目之現金流量</b>			
運作盈利		<b>64,389</b>	97,193
雜項收益		<b>497</b>	864
物業、設備及器材折舊		<b>10,743</b>	9,756
無形資產攤銷		<b>442</b>	488
應收帳款、按金及預付款項減少／ (增加)		<b>2,811</b>	(2,921)
應收關連人士帳款(增加)／減少		<b>(369)</b>	1,285
應付帳款及應計費用增加／(減少)		<b>903,359</b>	(146,444)
應付關連人士帳款增加		<b>32,177</b>	4,283
遞延收入增加		<b>20,087</b>	41,536
僱員福利撥備增加		<b>13,688</b>	5,491
已付名義利得稅		<b>(24,977)</b>	(16,528)
<b>營運項目所得／(所用) 現金淨額</b>		<b>1,022,847</b>	(4,997)
<b>投資項目之現金流量</b>			
外匯基金存款增加		<b>(40,446)</b>	(722,241)
原有期限為三個月以上的銀行存款 減少		<b>33,400</b>	319,600
購置物業、設備及器材及無形資產		<b>(6,767)</b>	(5,692)
出售物業、設備及器材所得淨收益		<b>32</b>	51
已收利息		<b>46,302</b>	35,941
<b>投資項目所得／(所用) 現金淨額</b>		<b>32,521</b>	(372,341)
<b>融資項目之現金流量</b>			
已付股息		<b>(115,224)</b>	(90,193)
<b>融資項目所用現金淨額</b>		<b>(115,224)</b>	(90,193)
<b>現金及等同現金的增加／(減少) 淨額</b>		<b>940,144</b>	(467,531)
<b>年初的現金及等同現金</b>		<b>19,122</b>	486,653
<b>年終的現金及等同現金</b>	18	<b>959,266</b>	19,122

第53至78頁的附註為本財務報表的一部分。

The notes on pages 53 to 78 form part of these financial statements.

## 財務報表

## Financial Statements

### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 1. 總論

前立法局在1995年5月10日根據《營運基金條例》(第430章)第3、4及6條通過決議，於1995年6月1日成立電訊管理局(電訊局)營運基金。電訊局營運基金根據在2012年4月1日開始實施的《通訊事務管理局條例》(第616章)第25條的規定，於同日重新命名為「通訊事務管理局辦公室營運基金」(營運基金)。通訊事務管理局(通訊局)是根據《通訊事務管理局條例》成立的法定機構，營運基金則是通訊局的執行部門。通訊局負責實施和執行《廣播條例》(第562章)、《電訊條例》(第106章)與《非應邀電子訊息條例》(第593章)。營運基金隸屬於香港特別行政區政府(政府)的商務及經濟發展局。營運基金的主要業務包括：

- (a) 電訊服務與廣播服務的發牌和規管；
- (b) 香港無線電頻譜的管理；
- (c) 就電訊、廣播及反濫發訊息事宜向政府提供諮詢、策劃和支援服務；
- (d) 監督技術標準和在國際事務上擔任政府代表；
- (e) 執行《非應邀電子訊息條例》；以及
- (f) 確保電訊業與廣播業的公平競爭。

#### 1. General

The Office of the Telecommunications Authority (OFTA) Trading Fund was established on 1 June 1995 under the Legislative Council Resolution passed on 10 May 1995 pursuant to sections 3, 4 and 6 of the Trading Funds Ordinance (Cap. 430). By virtue of section 25 of the Communications Authority Ordinance (CAO) (Cap. 616) which came into operation on 1 April 2012, the OFTA Trading Fund was renamed as the Office of the Communications Authority Trading Fund (the Fund) on the same date. The Fund serves as the executive arm of the Communications Authority (CA), which is a statutory body set up under the CAO to administer and enforce the Broadcasting Ordinance (Cap. 562), the Telecommunications Ordinance (Cap. 106) and the Unsolicited Electronic Messages Ordinance (UEMO) (Cap. 593). The Fund is under the policy portfolio of the Commerce and Economic Development Bureau of the Government of the Hong Kong Special Administrative Region (the Government). The principal activities undertaken by the Fund include:

- (a) licensing and regulating telecommunications services and broadcasting services;
- (b) managing Hong Kong's radio frequency spectrum;
- (c) providing advisory, planning and support services on telecommunications, broadcasting, anti-spamming matters to the Government;
- (d) overseeing technical standards and representing the Government on international affairs;
- (e) enforcing the UEMO; and
- (f) ensuring the enforcement of fair competition in relation to telecommunications and broadcasting sectors.

## 財務報表

### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

## 2. 主要會計政策

### (a) 符合準則聲明

本財務報表是按照香港公認的會計原則及所有適用的香港財務報告準則（此詞是統稱，當中包括香港會計師公會頒布的所有適用的個別香港財務報告準則、香港會計準則及詮釋）編製。營運基金採納的主要會計政策摘要如下。

### (b) 編製財務報表的基礎

本財務報表的編製基礎均以原值成本法計量。

編製符合香港財務報告準則的財務報表，需要管理層作出判斷、估計及假設。該等判斷、估計及假設會影響會計政策的實施，以及資產與負債和收入與支出的呈報款額。該等估計及相關的假設，均按以往經驗及其他在有關情況下被認為合適的因素而制訂。倘若沒有其他現成數據可供參考，則會採用該等估計及假設作為判斷有關資產及負債的帳面值的基礎。估計結果或會與實際價值有所不同。

該等估計及相關假設會被不斷檢討修訂。如修訂只影響本會計期，會在作出修訂的期內確認，但如影響本期及未來的會計期，有關修訂便會在該期及未來期間內確認。

## Financial Statements

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 2. Significant accounting policies

### (a) Statement of compliance

These financial statements have been prepared in accordance with accounting principles generally accepted in Hong Kong and all applicable Hong Kong Financial Reporting Standards (HKFRSs), a collective term which includes all applicable individual HKFRSs, Hong Kong Accounting Standards (HKASs) and Interpretations issued by the Hong Kong Institute of Certified Public Accountants (HKICPA). A summary of the significant accounting policies adopted by the Fund is set out below.

### (b) Basis of preparation of the financial statements

The measurement basis used in the preparation of the financial statements is historical cost.

The preparation of financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis for making judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

## 財務報表

### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

#### 2. 主要會計政策 (續)

##### (b) 編製財務報表的基礎 (續)

營運基金在實施會計政策方面並不涉及任何關鍵的會計判斷。無論對未來作出的假設，或在報告期結束日估計過程中所存在的不明朗因素，皆不足以構成重大風險，導致資產和負債的帳面金額在來年大幅修訂。

##### (c) 固定資產

於1995年6月1日撥歸營運基金的固定資產，最初的成本值是按前立法局在1995年5月10日通過的決議中所列的估值入帳。自1995年6月1日起購置的固定資產，均按其購置或裝設的實際開支入帳。

##### (i) 物業、設備及器材

下列物業、設備及器材項目按成本值扣除累計折舊及任何減值虧損列帳(附註2(d))：

- 持有被列為融資租賃的土地及位於其上的自用物業；
- 設備及器材，包括電訊與廣播設備、電腦系統、傢具、裝置及車輛。

## Financial Statements

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 2. Significant accounting policies (continued)

##### (b) Basis of preparation of the financial statements (continued)

There are no critical accounting judgements involved in the application of the Fund's accounting policies. There are also no key assumptions concerning the future, or other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities in the next year.

##### (c) Fixed assets

The fixed assets appropriated to the Fund on 1 June 1995 were measured initially at deemed cost equal to the value contained in the Resolution of the Legislative Council passed on 10 May 1995. Fixed assets acquired since 1 June 1995 are capitalised at the actual costs of acquisition or installation.

##### (i) Property, plant and equipment

The following items of property, plant and equipment are stated at cost less accumulated depreciation and any impairment losses (note 2(d)):

- land classified as held under a finance lease and building held for own use situated thereon;
- plant and equipment, including telecommunications and broadcasting equipment, computer systems, furniture, fixtures and motor vehicles.

## 財務報表

## Financial Statements

### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 2. 主要會計政策 (續)

## 2. Significant accounting policies (continued)

### (c) 固定資產 (續)

### (c) Fixed assets (continued)

#### (i) 物業、設備及器材 (續)

#### (i) Property, plant and equipment (continued)

折舊是按照各物業、設備及器材的估計可使用年期，在減去其估計剩餘值，再以直線法攤銷其成本值。有關的可使用年期如下：

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, on a straight-line basis over their estimated useful lives as follows:

- 被列為融資租賃的土地 按租約剩餘年期計算
- 位於租賃土地的房產 按剩餘租賃年期及可使用年期兩者中的較短者計算
- 設備 5至12年
- 電腦系統 5年
- 傢具及裝置 5年
- 車輛 5年

- Land classified as held under a finance lease over the unexpired term of lease
- Buildings situated on leasehold land over the shorter of the unexpired term of lease and their useful lives
- Equipment 5 to 12 years
- Computer systems 5 years
- Furniture and fixtures 5 years
- Motor vehicles 5 years

出售物業、設備及器材所產生的損益以出售所得淨額與資產的帳面值之間的差額來決定，並於出售當日在全面收益表內確認。

Gains or losses arising from the disposal of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the asset and are recognised in the statement of comprehensive income on the date of disposal.

## 財務報表

### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

## Financial Statements

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 2. 主要會計政策 (續)

### (c) 固定資產 (續)

#### (ii) 無形資產

無形資產包括購入的電腦軟件牌照及已資本化的電腦軟件程式開發成本。如電腦軟件程式在技術上可行，而營運基金有足夠資源及有意完成開發工作，有關的開發費用會被資本化。資本化費用包括直接工資及物料費用。無形資產按成本值扣除累計攤銷及任何減值虧損列帳（附註2(d)）。

無形資產的攤銷按5年至12年的資產估計可使用年期以直線法列入全面收益表。

### (d) 固定資產的減值

固定資產（包括物業、設備及器材和無形資產）的帳面值在每個報告期結束日評估，以確定有否出現減值跡象。

如出現減值跡象，每當資產的帳面值高於可收回數額時，則有關減值虧損會在全面收益表內確認。資產的可收回數額為其公平值減出售成本與使用值兩者中的較高者。

## 2. Significant accounting policies (continued)

### (c) Fixed assets (continued)

#### (ii) Intangible assets

Intangible assets include acquired computer software licences and capitalised development costs of computer software programs. Expenditure on development of computer software programs is capitalised if the programs are technically feasible and the Fund has sufficient resources and intention to complete development. The expenditure capitalised includes direct labour and cost of materials. Intangible assets are stated at cost less accumulated amortisation and any impairment losses (note 2(d)).

Amortisation of intangible assets is charged to the statement of comprehensive income on a straight-line basis over the assets' estimated useful lives of 5 to 12 years.

### (d) Impairment of fixed assets

The carrying amounts of fixed assets, including property, plant and equipment and intangible assets, are reviewed at the end of each reporting period to identify any indication of impairment.

If any such indication exists, an impairment loss is recognised in the statement of comprehensive income whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its fair value less costs to sell and value in use.

## 財務報表

## Financial Statements

### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 2. 主要會計政策 (續)

## 2. Significant accounting policies (continued)

### (e) 金融資產與金融負債

### (e) Financial assets and financial liabilities

#### (i) 初始確認

#### (i) Initial recognition

營運基金按最初取得資產或引致負債時的用途將金融資產及金融負債分為貸款及應收帳款，以及其他金融負債。

The Fund classifies its financial assets and financial liabilities into different categories at inception, depending on the purpose for which the assets were acquired or the liabilities were incurred. The categories are loans and receivables, and other financial liabilities.

金融資產及金融負債最初按公平值計量，公平值通常相等於成交價，加上因購買金融資產或產生金融負債而直接引致的交易成本。

Financial assets and financial liabilities are measured initially at fair value, which normally equals to the transaction prices plus transaction costs that are directly attributable to the acquisition of the financial assets or issue of the financial liabilities.

營運基金在成為有關金融工具的合約其中一方之日確認有關金融資產及金融負債。

The Fund recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument.

#### (ii) 分類

#### (ii) Categorisation

##### 貸款及應收帳款

##### Loans and receivables

貸款及應收帳款為有固定或可以確定支付金額，但在活躍市場沒有報價，且營運基金無意持有作交易用途的非衍生金融資產。此類項目包括應收帳款、應收關連人士帳款、應收利息、外匯基金存款、銀行存款、現金及銀行結餘。

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and which the Fund has no intention of trading. This category includes debtors, amounts due from related parties, interest receivable, placement with the Exchange Fund, bank deposits and cash and bank balances.

貸款及應收帳款採用實際利率法按攤銷成本值扣除減值虧損（如有）列帳（附註2(e)(iv)）。

Loans and receivables are carried at amortised cost using the effective interest method less impairment losses, if any (note 2(e)(iv)).

## 財務報表

## Financial Statements

### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 2. 主要會計政策 (續)

## 2. Significant accounting policies (continued)

### (e) 金融資產與金融負債 (續)

### (e) Financial assets and financial liabilities (continued)

#### (ii) 分類 (續)

#### (ii) Categorisation (continued)

##### 貸款及應收帳款 (續)

##### Loans and receivables (continued)

實際利率法是計算金融資產或金融負債的攤銷成本值，以及攤分在有關期間的利息收入或支出的方法。實際利率是指可將金融工具在預計有效期間（或適用的較短期間）內的預計現金收入及支出，折現成該金融資產或金融負債的帳面淨值所適用的貼現率。營運基金在計算實際利率時，會考慮金融工具的所有合約條款以估計現金流量，但不考慮日後的信貸虧損。有關計算包括與實際利率相關的所有收取自或支付予合約各方的費用、交易成本及所有其他溢價或折讓。

The effective interest method is a method of calculating the amortised cost of a financial asset or a financial liability and of allocating the interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts or payments through the expected life of the financial instrument or, when appropriate, a shorter period to the net carrying amount of the financial asset or financial liability. When calculating the effective interest rate, the Fund estimates cash flows considering all contractual terms of the financial instruments but does not consider future credit losses. The calculation includes all fees received or paid between parties to the contract that are an integral part of the effective interest rate, transaction costs and all other premiums or discounts.

##### 其他金融負債

##### Other financial liabilities

其他金融負債採用實際利率法按攤銷成本值列帳。

Other financial liabilities are carried at amortised cost using the effective interest method.

#### (iii) 註銷確認

#### (iii) Derecognition

當從金融資產收取現金流量的合約權利屆滿時，或當金融資產連同擁有的所有主要風險及回報已被轉讓時，該金融資產會被註銷確認。

A financial asset is derecognised when the contractual rights to receive the cash flows from the financial asset expire, or where the financial asset together with substantially all the risks and rewards of ownership have been transferred.

當合約指明的債務被解除、取消或到期時，該金融負債會被註銷確認。

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled, or when it expires.

## 財務報表

## Financial Statements

### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 2. 主要會計政策 (續)

## 2. Significant accounting policies (continued)

### (e) 金融資產與金融負債 (續)

### (e) Financial assets and financial liabilities (continued)

#### (iv) 金融資產的減值

#### (iv) Impairment of financial assets

貸款及應收帳款的帳面值於每個報告期結束日進行評估，以確定有否出現客觀的減值證據。如存在有關證據，減值虧損會按其資產的帳面值與原來實際利率用貼現方式計算其預計日後現金流量的現值之間的差額，在全面收益表內確認。若減值虧損於其後的期間減少，而客觀上與減值虧損確認後發生的事件相關，則在全面收益表作出轉回。

The carrying amounts of loans and receivables are reviewed at the end of each reporting period to determine whether there is objective evidence of impairment. If any such evidence exists, an impairment loss is recognised in the statement of comprehensive income as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. If in a subsequent period, the amount of such impairment loss decreases and the decrease can be linked objectively to an event occurring after the impairment loss was recognised, the impairment loss is reversed through the statement of comprehensive income.

### (f) 名義利得稅

### (f) Notional profits tax

(i) 根據《稅務條例》(第112章)，營運基金並無稅務責任。但政府要求營運基金須向政府一般收入支付一筆款項以代替利得稅(即名義利得稅)，該款項是根據《稅務條例》的規定所計算。本年度名義利得稅支出包括本期稅款及遞延稅款資產及負債的變動。

(i) The Fund has no tax liability under the Inland Revenue Ordinance (Cap.112). However, the Government requires the Fund to pay to the General Revenue an amount in lieu of profits tax (i.e. notional profits tax) calculated on the basis of the provisions of the Inland Revenue Ordinance. Notional profits tax expense for the year comprises current tax and movements in deferred tax assets and liabilities.

(ii) 本期稅款為本年度對應課稅收入按報告期結束日已生效或基本上已生效的稅率計算的預計應付稅款，並包括以往年度應付稅款的任何調整。

(ii) Current tax is the expected tax payable on the taxable income for the year, using tax rates enacted or substantively enacted at the end of the reporting period, and any adjustment to tax payable in respect of previous years.

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(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 2. 主要會計政策 (續)

### (f) 名義利得稅 (續)

- (iii) 遞延稅款資產及負債分別由可扣稅及應課稅的暫時性差異產生。暫時性差異是指資產及負債的帳面值與其計稅基礎間的差異。遞延稅款資產亦可由未使用稅務虧損及稅項抵免而產生。

所有遞延稅款負債及所有未來可能有應課稅盈利而使其能被用以抵銷有關盈利的遞延稅款資產，均予確認。

遞延稅款的確認數額乃根據資產及負債的帳面值的預期變現或清償方式，以報告期結束日已生效或基本上已生效的稅率計算。遞延稅款資產及負債均不作貼現計算。

遞延稅款資產的帳面值於每個報告期結束日進行檢討，倘若認為可能並無足夠應課稅盈利以實現該等稅務利益，則須將其帳面值相應削減。該削減數額可在有足夠應課稅盈利可能出現時轉回。

### (g) 收入確認

- (i) 已收牌費記入遞延收入，並在牌照有效期內在損益中攤銷。服務費收入則在提供服務後被確認。利息收入採用實際利率法以應計方式確認。

## 2. Significant accounting policies (continued)

### (f) Notional profits tax (continued)

- (iii) Deferred tax assets and liabilities arise from deductible and taxable temporary differences respectively, being the differences between the carrying amounts of assets and liabilities for financial reporting purposes and their tax bases. Deferred tax assets also arise from unused tax losses and unused tax credits.

All deferred tax liabilities, and all deferred tax assets to the extent that it is probable that future taxable profits will be available against which the assets can be utilised, are recognised.

The amount of deferred tax recognised is measured based on the expected manner of realisation or settlement of the carrying amounts of the assets or liabilities, using tax rates enacted or substantively enacted at the end of the reporting period. Deferred tax assets and liabilities are not discounted.

The carrying amount of a deferred tax asset is reviewed at the end of each reporting period and is reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the related tax benefit to be utilised. Any such deduction is reversed to the extent that it becomes probable that sufficient taxable profit will be available.

### (g) Revenue recognition

- (i) Licence fees received are credited to deferred income and amortised to profit and loss over the validity period of the licences. Service income is recognised when services have been provided. Interest income is recognised as it accrues using the effective interest method.

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## 2. 主要會計政策 (續)

## 2. Significant accounting policies (continued)

### (g) 收入確認 (續)

### (g) Revenue recognition (continued)

(ii) 金融工具的已實現損益在有關金融工具被註銷時在全面收益表內確認。交易用途的金融工具的公平值變動，於產生的期間內列為重估損益在全面收益表內確認。

(ii) Realised gains or losses on financial instruments are recognised in the statement of comprehensive income when the financial instruments are derecognised. Changes in fair value of trading financial instruments are recognised as revaluation gains or losses in the statement of comprehensive income in the period in which they arise.

(iii) 其他收入按應計基礎確認。

(iii) Other income is recognised on an accrual basis.

### (h) 僱員福利

### (h) Employee benefits

營運基金的僱員包括公務員及合約僱員。薪金、約滿酬金及年假開支均在僱員提供有關服務的年度內以應計基準確認入帳。就公務員而言，僱員附帶福利開支包括由政府提供予僱員的退休金及房屋福利，均在僱員提供相關服務的年度支銷。

The employees of the Fund comprise civil servants and contract staff. Salaries, staff gratuities, and annual leave entitlements are accrued and recognised as expenditure in the year in which the associated services are rendered by the staff. For civil servants, staff on-costs, including pensions and housing benefits provided to the staff by the Government, are charged as expenditure in the year in which the associated services are rendered.

就按可享退休金條款受聘的公務員長俸負債已於付予政府有關附帶福利開支時支付。就其他僱員向強制性公積金計劃的供款在全面收益表中支銷。

For civil servants employed on pensionable terms, their pension liabilities are discharged by reimbursement of the staff on-cost charged by the Government. For other staff, contributions to the Mandatory Provident Fund (MPF) Scheme are charged to the statement of comprehensive income as incurred.

### (i) 關連人士

### (i) Related parties

營運基金是根據《營運基金條例》成立，屬於政府轄下的一個獨立會計單位。本年內在營運基金的日常業務中曾與不同的關連人士進行交易，其中包括各決策局及政府部門、營運基金，以及受政府所控制或政府對其有重大影響力的財政自主機構。

The Fund is a separate accounting entity within the Government established under the Trading Funds Ordinance. During the year, the Fund has entered into transactions with various related parties, including government bureaux and departments, trading funds and financially autonomous bodies controlled or significantly influenced by the Government, in the ordinary course of its business.

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#### 2. 主要會計政策 (續)

##### (j) 外幣換算

年內以外幣為單位的交易按交易日的現貨匯率換算為港元。以港元以外的貨幣為單位的貨幣資產及負債均以報告期結束日的收市匯率換算為港元。所有外幣換算差額均在全面收益表內確認。

##### (k) 現金及等同現金

現金及等同現金包括現金及銀行結餘，以及其他可隨時轉換為已知數額現金的短期及具高度流動性和價值變動風險不大的投資，且於存入或購入時距離到期日不超過三個月。

##### (l) 撥備及或有負債

如須就已發生的事件承擔法律或推定責任，而履行該責任預期會導致經濟效益外流，並可作出可靠的估計，將會就該時間或數額不定的負債作出撥備。如貨幣的時間價值重大，則按預計履行責任所需開支的現值作出撥備。

如經濟效益外流的可能性較低，或是無法對有關數額作出可靠的估計，便會將該責任披露為或有負債，但如經濟效益外流的可能性極低者則除外。須視乎某宗或多宗未來事件是否發生才能確定存在與否的潛在責任，亦會披露為或有負債，但如經濟效益外流的可能性極低者則除外。

#### 2. Significant accounting policies (continued)

##### (j) Foreign currency translation

Foreign currency transactions during the year are translated into Hong Kong dollars using the spot exchange rates at the transaction dates. Monetary assets and liabilities denominated in currencies other than Hong Kong dollars are translated into Hong Kong dollars using the closing exchange rate at the end of the reporting period. All foreign currency translation differences are recognised in the statement of comprehensive income.

##### (k) Cash and cash equivalents

Cash and cash equivalents include cash and bank balances, and other short-term, highly liquid investments that are readily convertible to known amounts of cash and subject to an insignificant risk of changes in value, having been within three months of maturity when placed or acquired.

##### (l) Provisions and contingent liabilities

Provisions are recognised for liabilities of uncertain timing or amount when there is a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events, are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

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### NOTES TO THE FINANCIAL STATEMENTS

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## 2. 主要會計政策 (續)

### (m) 新訂或經修訂的香港財務報告準則的影響

香港會計師公會在頒布了多項本會計年度生效的新訂或經修訂的香港財務報告準則。適用於本財務報表所呈報的年度的會計政策，並未因該等發展而出現改變。營運基金並沒有採納在本會計期尚未生效的任何新香港財務報告準則（附註24）。

## 2. Significant accounting policies (continued)

### (m) Impact of new and revised HKFRSs

The HKICPA has issued a number of new and revised HKFRSs that are first effective for the current accounting period. There have been no changes to the accounting policies applied in these financial statements for the years presented as a result of these developments. The Fund has not applied any new standard that is not yet effective for the current accounting period (note 24).

## 3. 營業額

## 3. Turnover

		2013	2012
電訊牌照費	Telecommunications licence fees		
牌照－專用	Licences – Private	38,818	36,744
牌照－公共	Licences – Public	327,629	311,332
廣播牌照費	Broadcasting licence fees	45,766	-
向關連人士提供服務（附註22(a)）	Services provided to related parties (note 22(a))	26,622	22,858
雜項收入	Miscellaneous revenue	416	428
		<b>439,251</b>	<b>371,362</b>

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#### 4. 運作成本

#### 4. Operating costs

		2013	2012
員工成本	Staff costs	<b>284,494</b>	220,963
辦公室地方成本	Accommodation costs	<b>32,198</b>	10,166
運作開支	Operating expenses	<b>31,873</b>	19,155
行政開支	Administrative expenses	<b>12,667</b>	8,454
顧問費	Consultancy fees	<b>1,982</b>	4,771
物業、設備及器材折舊	Depreciation of property, plant and equipment	<b>10,743</b>	9,756
無形資產攤銷	Amortisation of intangible assets	<b>442</b>	488
審計費用	Audit fees	<b>463</b>	416
		<b>374,862</b>	274,169

#### 5. 其他收入

#### 5. Other income

		2013	2012
非以公平值列帳的金融資產的利息收入	Interest income from financial assets not at fair value		
外匯基金存款	Placement with the Exchange Fund	<b>39,792</b>	32,297
銀行存款	Bank deposits	<b>6,164</b>	7,052
銀行結餘	Bank balances	<b>2</b>	3
		<b>45,958</b>	39,352
雜項收益	Sundry income	<b>550</b>	901
		<b>46,508</b>	40,253

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#### 6. 名義利得稅

(a) 於全面收益表內扣除的名義利得稅如下：

#### 6. Notional profits tax

(a) The notional profits tax charged to the statement of comprehensive income is arrived at as follows:

	2013	2012
<b>本期稅款</b>		
本年度名義利得稅的撥備	<b>17,476</b>	22,079
<b>遞延稅款</b>		
暫時性差異的產生及轉回	<b>512</b>	143
<b>名義利得稅</b>	<b>17,988</b>	22,222

(b) 稅項支出與會計盈利按適用稅率計算的對帳如下：

(b) The reconciliation between tax expense and accounting profit at applicable tax rate is as follows:

	2013	2012
利得稅前盈利	<b>110,897</b>	137,446
按香港利得稅率16.5% (2012年：16.5%) 計算的稅項	<b>18,298</b>	22,678
一次過寬減稅項	<b>(10)</b>	(12)
不可扣減開支的稅項影響	<b>726</b>	726
非應課稅收入的稅項影響	<b>(1,026)</b>	(1,170)
名義稅項支出	<b>17,988</b>	22,222

#### 7. 固定資產回報率

固定資產回報率是以總全面收益（不包括利息收入、按外匯基金存款的利息收入須繳的名義利得稅和利息支出）除以固定資產平均淨值所得的百分率。固定資產包括物業、設備及器材，以及無形資產。由財政司司長釐定，預期營運基金可以達到的每年固定資產目標回報率為每年6.7%（2012年：8.5%）。

#### 7. Rate of return on fixed assets

The rate of return on fixed assets is calculated as total comprehensive income (excluding interest income, notional profits tax on interest income from placement with the Exchange Fund and interest expenses) divided by average net fixed assets, and expressed as a percentage. Fixed assets include property, plant and equipment and intangible assets. The Fund is expected to meet a target rate of return on fixed assets of 6.7% per year (2012: 8.5%) as determined by the Financial Secretary.

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#### 8. 物業、設備及器材

#### 8. Property, plant and equipment

		土地及房產 Land and buildings	設備 Equipment	電腦系統 Computer systems	傢具及裝置 Furniture and fixtures	車輛 Motor vehicles	總額 Total
<b>成本</b>	<b>Cost</b>						
於2011年4月1日	At 1 April 2011	220,243	49,959	36,110	32,280	3,296	341,888
添置	Additions	-	1,066	1,717	1,857	867	5,507
出售 / 註銷	Disposals	-	(21)	(1,050)	(2)	(378)	(1,451)
於2012年3月31日	At 31 March 2012	220,243	51,004	36,777	34,135	3,785	345,944
於2012年4月1日	At 1 April 2012	<b>220,243</b>	<b>51,004</b>	<b>36,777</b>	<b>34,135</b>	<b>3,785</b>	<b>345,944</b>
添置	Additions	-	371	3,331	15,810	2,129	21,641
出售 / 註銷	Disposals	-	-	(1,431)	(295)	(675)	(2,401)
於2013年3月31日	At 31 March 2013	<b>220,243</b>	<b>51,375</b>	<b>38,677</b>	<b>49,650</b>	<b>5,239</b>	<b>365,184</b>
<b>累計折舊</b>	<b>Accumulated depreciation</b>						
於2011年4月1日	At 1 April 2011	64,826	42,305	33,219	31,575	2,880	174,805
年內折舊	Charge for the year	4,849	2,914	1,368	465	160	9,756
出售 / 註銷回撥	Written back on disposal	-	(21)	(1,045)	(2)	(378)	(1,446)
於2012年3月31日	At 31 March 2012	69,675	45,198	33,542	32,038	2,662	183,115
於2012年4月1日	At 1 April 2012	<b>69,675</b>	<b>45,198</b>	<b>33,542</b>	<b>32,038</b>	<b>2,662</b>	<b>183,115</b>
年內折舊	Charge for the year	<b>4,849</b>	<b>2,977</b>	<b>1,531</b>	<b>946</b>	<b>440</b>	<b>10,743</b>
出售 / 註銷回撥	Written back on disposal	-	-	(1,431)	(295)	(675)	(2,401)
於2013年3月31日	At 31 March 2013	<b>74,524</b>	<b>48,175</b>	<b>33,642</b>	<b>32,689</b>	<b>2,427</b>	<b>191,457</b>
<b>帳面淨值</b>	<b>Net book value</b>						
於2013年3月31日	At 31 March 2013	<b>145,719</b>	<b>3,200</b>	<b>5,035</b>	<b>16,961</b>	<b>2,812</b>	<b>173,727</b>
於2012年3月31日	At 31 March 2012	150,568	5,806	3,235	2,097	1,123	162,829

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## 9. 無形資產

## 9. Intangible assets

		電腦軟件牌照及系統開發費用 Computer software licences and system development costs	
		2013	2012
<b>成本</b>	<b>Cost</b>		
年初	At beginning of year	<b>8,783</b>	7,919
添置	Additions	<b>1,233</b>	864
年終	At end of year	<b>10,016</b>	8,783
<b>累計攤銷</b>	<b>Accumulated amortisation</b>		
年初	At beginning of year	<b>7,258</b>	6,770
年內攤銷	Charge for the year	<b>442</b>	488
年終	At end of year	<b>7,700</b>	7,258
<b>帳面淨值</b>	<b>Net book value</b>		
年終	At end of year	<b>2,316</b>	1,525

## 10. 外匯基金存款

外匯基金存款結餘為7億6,268.7萬港元（2012年：7億2,224.1萬港元），其中7億港元為原有存款，6,268.7萬港元（2012年：2,224.1萬港元）為報告期結束日已入帳但尚未提取的利息。該存款為期6年（由存款日起計），期內不能提取原有存款。

外匯基金存款利息按每年1月釐定的固定息率計算。該息率為基金投資組合過往6年的平均年度投資回報，或3年期外匯基金債券在上一個年度的平均年度收益，以兩者中較高者為準，下限為0%。2013年的固定息率為每年5.0%，2012年為每年5.6%。

## 10. Placement with the Exchange Fund

The balance of the placement with the Exchange Fund amounted to HK\$762,687,000 (2012: HK\$722,241,000), being the original placement of HK\$700,000,000 plus interest paid of HK\$62,687,000 (2012: HK\$22,241,000) but not yet withdrawn at the end of the reporting period. The term of the placement is six years from the date of placement, during which the amount of original placement cannot be withdrawn.

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Exchange Fund Notes for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 5.0% per annum for the year 2013 and at 5.6% per annum for the year 2012.

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(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 11. 遞延稅款

在財務狀況表內確認的遞延稅款來自多於有關折舊及攤銷的折舊免稅額。其年內變動呈列如下：

	2013	2012
年初結餘	1,239	1,096
於全面收益表內扣除	512	143
年終結餘	<u>1,751</u>	<u>1,239</u>

#### 11. Deferred tax

Deferred tax recognised in the statement of financial position arises from depreciation allowances in excess of the related depreciation and amortisation. The movements during the year are as follows:

#### 12. 僱員福利撥備

此為在計至報告期結束日就所提供的服務給予僱員年假及合約僱員約滿酬金的估計負債（另見附註2(h)）。

#### 12. Provision for employee benefits

This represents the estimated liability for employees' annual leave and obligations on contract-end gratuities payable to contract staff for services rendered up to end of the reporting period (also see note 2(h)).

#### 13. 遞延收入

此為將於牌照的餘下有效期攤銷的牌照費收入結餘。

#### 13. Deferred income

This represents the balance of licence fee income to be amortised over the remaining validity period of the licences.

#### 14. 營運基金資本

此為政府對營運基金的投資。

#### 14. Trading fund capital

This represents the Government's investment in the Fund.

	2013	2012
年初及年終結餘	<u>212,400</u>	<u>212,400</u>

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(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 15. 發展儲備

此儲備乃用作為達致目標回報的調節機制。

#### 15. Development reserve

This is a reserve serving as a regulating mechanism to meet the target return.

		2013	2012
年初及年終結餘	Balance at beginning and end of year	<u>690,165</u>	<u>690,165</u>

#### 16. 保留盈利

		2013	2012
年初結餘	Balance at beginning of year	-	-
年度總全面收益	Total comprehensive income for the year	<b>92,909</b>	115,224
擬發股息	Proposed dividend	<b>(92,909)</b>	(115,224)
年終結餘	Balance at end of year	<u>-</u>	<u>-</u>

#### 17. 擬發股息

向政府擬派股息是根據年度總全面收益及經財經事務及庫務局局長核准的年度營運計劃裏列出的100%目標派息率（2012年：100%）作出。

#### 17. Proposed dividend

The proposed dividend to the Government is based on the total comprehensive income for the year and the target dividend payout ratio of 100% (2012: 100%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

		2013	2012
年初結餘	Balance at beginning of year	<b>115,224</b>	90,193
已付股息	Dividend paid	<b>(115,224)</b>	(90,193)
擬發股息	Dividend proposed	<b>92,909</b>	115,224
年終結餘	Balance at end of year	<u>92,909</u>	<u>115,224</u>

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## Financial Statements

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(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 18. 現金及等同現金

#### 18. Cash and cash equivalents

		2013	2012
現金及銀行結餘	Cash and bank balances	904,966	12,122
銀行存款	Bank deposits	383,700	369,800
		<u>1,288,666</u>	<u>381,922</u>
減：原有期限為三個月以上的銀行存款	Less: Bank deposits with original maturity beyond three months	(329,400)	(362,800)
現金及等同現金	Cash and cash equivalents	<u>959,266</u>	<u>19,122</u>

#### 19. 資本承擔

#### 19. Capital commitments

於2013年3月31日，營運基金尚未有在財務報表中作出準備的資本承擔如下：

At 31 March 2013, the Fund had capital commitments, so far as not provided for in the financial statements, as stated below:

		2013	2012
已簽約	Contracted for	1,365	611
已獲授權但尚未簽約	Authorised but not contracted for	6,032	3,271
		<u>7,397</u>	<u>3,882</u>

#### 20. 租賃承擔

#### 20. Lease commitments

於2013年3月31日，不能取消的租賃物業經營租賃的未來最低租賃費用總額如下：

At 31 March 2013, the total future minimum lease payments under non-cancellable operating leases for leased properties were payable as follows:

		2013	2012
一年內	Not later than one year	-	4,498
一年後但不多於五年	Later than one year but not later than five years	-	1,500
		<u>-</u>	<u>5,998</u>

## 財務報表

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(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 21. 其他承擔

為了在司法制度以外協助解決電訊服務供應商與其客戶之間陷入僵局的計帳爭議，香港通訊業聯會於2012年11月設立一個以兩年為試驗期，屬自願性質的「解決顧客投訴計劃」。按照於2012年10月9日簽訂的諒解備忘錄，營運基金同意由2012年11月1日至2014年10月31日，為計劃提供設立費用及運作成本。

年內，營運基金已向計劃提供90.4萬港元。於2013年3月31日，營運基金對計劃的未支付承擔為324.6萬港元。

#### 22. 關連人士的交易

除已在財務報表內另作披露的交易外，與關連人士在本年度進行的其他重要交易摘要如下：

- (a) 向關連人士提供的服務包括總值1,385.1萬港元（2012年：996.5萬港元）的諮詢和策劃服務，以及總值1,277.1萬港元（2012年：1,289.3萬港元）的頻率指配和保護服務；
- (b) 獲關連人士提供的服務包括辦公室地方開支、保養和維修、法律意見、中央管理和審計。營運基金就這些服務共支出3,876.9萬港元（2012年：1,839.5萬港元）；以及

#### 21. Other commitments

To help resolve billing disputes in deadlock between telecommunications service providers and their customers outside the judicial system, a voluntary Customer Complaint Settlement Scheme was set up in November 2012 for a trial period of two years by the Communications Association of Hong Kong. By a Memorandum of Understanding signed on 9 October 2012, the Fund has agreed to contribute the set-up costs and the operating costs to the scheme from 1 November 2012 to 31 October 2014.

During the year, the Fund had contributed HK\$904,000 to the scheme. The outstanding commitment of the Fund to contribute to the scheme as at 31 March 2013 was HK\$3,246,000.

#### 22. Related party transactions

Apart from those separately disclosed in the financial statements, the other material related party transactions for the year are summarised as follows:

- (a) services provided to related parties included advisory and project services amounting to HK\$13,851,000 (2012: HK\$9,965,000) and frequency assignment and protection services amounting to HK\$12,771,000 (2012: HK\$12,893,000);
- (b) services received from related parties included accommodation, repairs and maintenance, legal advice, central administration and auditing. In total, the Fund incurred HK\$38,769,000 on these services (2012: HK\$18,395,000); and

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### 財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

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(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 22. 關連人士的交易 (續)

- (c) 向關連人士購得的固定資產包括電訊設備、傢具及裝置和車輛。這些資產總值1,584.8萬港元(2012年：202.6萬港元)。

由關連人士提供或向關連人士提供的服務，如同時亦向公眾提供，則按公眾應支付的金額收費；如該服務只向關連人士提供，則按十足收回成本的原則收費。由關連人士供應的固定資產按十足成本收費。

於2013年3月31日與關連人士交易的結餘已載於財務狀況表內。

#### 23. 財務風險管理

##### (a) 投資政策

為提供額外收入來源，現金盈餘已投資於金融工具的投資組合。投資組合包括定期存款。營運基金政策規定，所有金融工具的投資應屬保本投資。

##### (b) 貨幣風險

貨幣風險指金融工具的公平值或未來現金流量會因貨幣匯率變動而波動的風險。

由於營運基金絕大部分金融工具均以港元計算，故基本上無須面對重大的貨幣風險。

#### 22. Related party transactions (continued)

- (c) fixed assets acquired from related parties included telecommunications equipment, furniture and fixtures and motor vehicles. The total amount for these assets amounted to HK\$15,848,000 (2012: HK\$2,026,000).

Services provided by or to related parties were charged at the rates payable by the general public where such services were also available to members of the public, or on a full cost recovery basis where such services were only available to related parties. Fixed assets supplied by related parties were charged at full cost.

Balances with related parties as at 31 March 2013 are set out in the statement of financial position.

#### 23. Financial risk management

##### (a) Investment policy

To provide an ancillary source of income, surplus cash is invested in a portfolio of financial instruments. The portfolio includes fixed deposits. It is the Fund's policy that all investments in financial instruments should be principal-protected.

##### (b) Currency risk

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in currency exchange rates.

The Fund basically does not have significant exposure to currency risk as substantially all of its financial instruments are denominated in Hong Kong dollars.

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(除特別註明外，所有金額均以港幣千元位列示。)

### NOTES TO THE FINANCIAL STATEMENTS

(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 23. 財務風險管理 (續)

#### 23. Financial risk management (continued)

##### (c) 信貸風險

##### (c) Credit risk

信貸風險指金融工具的一方持有者因未能履行責任而引致另一方蒙受財務損失的風險。

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

營運基金的信貸風險主要取決於銀行存款、銀行結餘和外匯基金存款。

The Fund's credit risk is primarily attributable to bank deposits, bank balances and placement with the Exchange Fund.

為盡量減低信貸風險，所有銀行結餘和定期存款均存放於香港的持牌銀行。

To minimise credit risks, all bank balances and fixed deposits are placed with licensed banks in Hong Kong.

至於外匯基金存款，其相關信貸風險為低。

For the placement with the Exchange Fund, the credit risk is considered to be low.

營運基金的金融資產的最高信貸風險相等於在報告期結束日該資產的帳面值。

The maximum exposure to credit risk of the financial assets of the Fund is equal to their carrying amounts at the end of the reporting period.

##### (d) 流動資金風險

##### (d) Liquidity risk

流動資金風險指機構在履行與金融負債相關的責任時遇到困難的風險。

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities.

營運基金透過預計所需的現金款額和監測營運基金的流動資金，來管理流動資金風險，確保可以償付所有到期負債和已知的資金需求。由於營運基金擁有充裕的流動資金，其流動資金風險水平甚低。

The Fund manages liquidity risk by forecasting the amount of cash required and monitoring the working capital of the Fund to ensure that all liabilities due and known funding requirements could be met. As the Fund has a strong liquidity position, it has a very low level of liquidity risk.

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(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 23. 財務風險管理 (續)

#### 23. Financial risk management (continued)

##### (e) 利率風險

##### (e) Interest rate risk

利率風險指因市場利率變動而引致虧損的風險。利率風險可進一步分為公平值利率風險及現金流量利率風險。

Interest rate risk refers to the risk of loss arising from changes in market interest rates. This can be further classified into fair value interest rate risk and cash flow interest rate risk.

公平值利率風險是指金融工具的公平值會因市場利率變動而波動的風險。由於營運基金的所有銀行存款按固定利率計算利息，當市場利率上升時，這些存款的公平值將會下跌。然而，由於這些存款均按攤銷成本值列帳，市場利率變動並不會影響其帳面值和基金的盈利及儲備。

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. Since all of the Fund's bank deposits bear interest at fixed rates, their fair values will fall when market interest rates increase. However, as they are all stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the Fund's profit and reserves.

現金流量利率風險是指金融工具的未來現金流量會因市場利率變動而波動的風險。營運基金面對的現金流量利率風險很小，因其並無重大的浮息投資。

Cash flow interest rate risk is the risk that future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Fund's exposure to cash flow interest rate risk is small as it has no major floating-rate investments.

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(Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

#### 23. 財務風險管理 (續)

#### 23. Financial risk management (continued)

##### (f) 其他財務風險

營運基金因於每年1月釐定外匯基金存款息率(附註10)的變動而須面對財務風險，於2013年3月31日，在2012和2013年的息率增加/減少50個基點而其他因素不變的情況下，估計年度盈利和儲備將增加/減少318.4萬港元(2012年：275.1萬港元)。

##### (f) Other financial risk

The Fund is exposed to financial risk arising from changes in the interest rate on the placement with the Exchange Fund which is determined every January (note 10). It was estimated that, as at 31 March 2013, a 50 basis point increase/decrease in the interest rates for 2012 and 2013, with all other variables held constant, would increase/decrease the profit for the year and reserves by HK\$3,184,000 (2012: HK\$2,751,000).

##### (g) 公平值

在活躍市場交易的金融工具的公平值，是根據其於報告期結束日的市場報價釐定。如沒有該等市場報價，則以現值或其他估值方法按報告期結束日的市況數據評估其公平值。

所有金融工具均以與其公平值相等或相差不大的金額在財務狀況表內列帳。

##### (g) Fair values

The fair values of financial instruments quoted in active markets are based on their quoted prices at the end of the reporting period. In the absence of such quoted market prices, fair values are estimated using present value or other valuation techniques, using inputs based on market conditions existing at the end of the reporting period.

All financial instruments are stated in the statement of financial position at amounts equal to or not materially different from their fair values.

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#### 24. 已頒布但於截至2013年3月31日止年度尚未生效的修訂、新準則及詮釋的可能影響

直至本財務報表發出之日，香港會計師公會已頒布多項修訂、新準則及詮釋。其中包括於截至2013年3月31日止年度尚未生效，亦沒有提前在本財務報表中被採納的修訂、新準則及詮釋。

營運基金正就該等修訂、新準則及詮釋在首次採用期間預期會產生的影響進行評估。直至目前為止，營運基金得出的結論為採納該等修訂、新準則及詮釋不大可能會對營運基金的運作成果及財務狀況構成重大影響。

下列財務報告準則修訂及新準則可能會引致日後的財務報表須作出新的或經修訂的資料披露：

#### 24. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2013

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, new standards and interpretations which are not yet effective for the year ended 31 March 2013 and which have not been early adopted in these financial statements.

The Fund is in the process of making an assessment of what the impact of these amendments, new standards and interpretations is expected to be in the period of initial adoption. So far it has concluded that the adoption of them is unlikely to have a significant impact on the Fund's results of operations and financial position.

The following developments may result in new or amended disclosures in future financial statements:

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### NOTES TO THE FINANCIAL STATEMENTS

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#### 24. 已頒布但於截至2013年3月31日止年度尚未生效的修訂、新準則及詮釋的可能影響 (續)

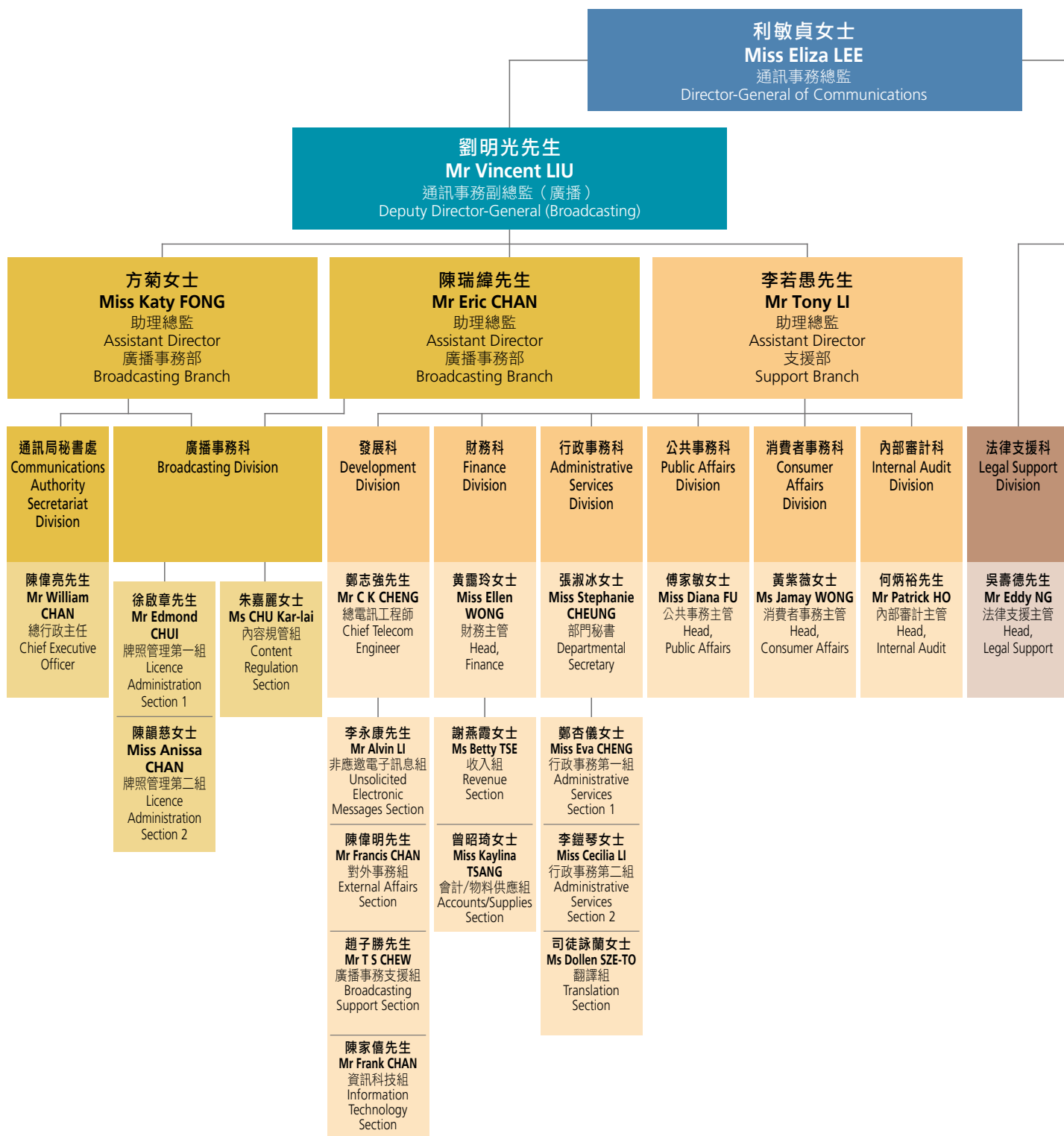
#### 24. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2013 (continued)

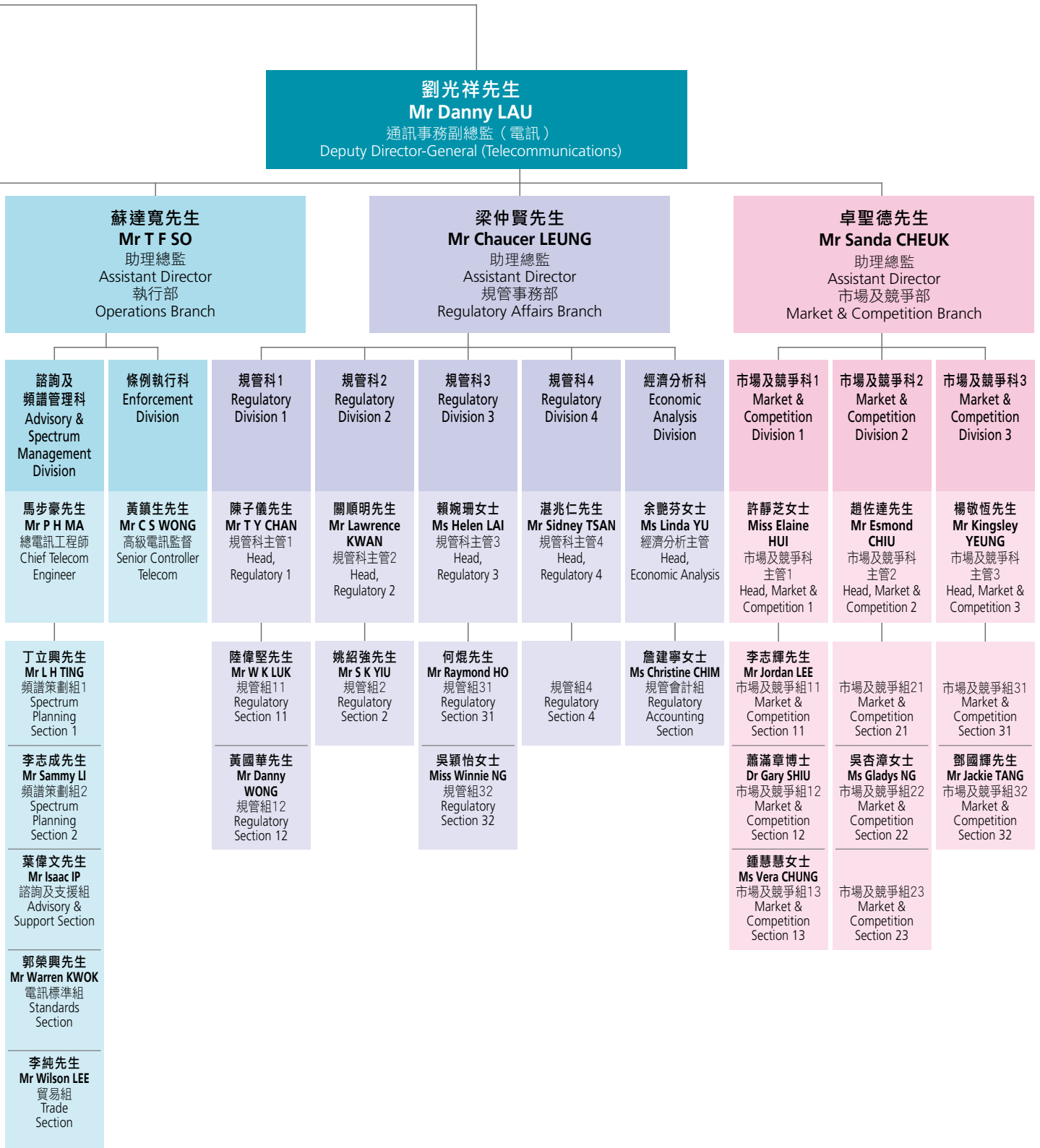
		於以下日期或之後開始的會計期間生效 Effective for accounting periods beginning on or after
香港會計準則第1號(經修訂)「財務報表的呈報」的修訂—其他全面收益項目的呈報	Amendments to HKAS 1 (Revised), Presentation of Financial Statements – Presentation of Items of Other Comprehensive Income	2012年7月1日 1 July 2012
香港會計準則第19號(2011)「僱員福利」	HKAS 19 (2011), Employee Benefits	2013年1月1日 1 January 2013
香港會計準則第32號「金融工具：呈報」的修訂—金融資產與金融負債的對銷	Amendments to HKAS 32, Financial Instruments: Presentation – Offsetting Financial Assets and Financial Liabilities	2014年1月1日 1 January 2014
香港會計準則第36號「資產減值」的修訂—非金融資產可收回金額的披露	Amendments to HKAS 36, Impairment of Assets – Recoverable Amount Disclosures for Non-Financial Assets	2014年1月1日 1 January 2014
香港財務報告準則第7號「金融工具：披露」的修訂—披露—金融資產與金融負債的對銷	Amendments to HKFRS 7, Financial Instruments: Disclosures – Disclosures – Offsetting Financial Assets and Financial Liabilities	2013年1月1日 1 January 2013
香港財務報告準則第9號「金融工具」	HKFRS 9, Financial Instruments	2015年1月1日 1 January 2015
香港財務報告準則第13號「公平值計量」	HKFRS 13, Fair Value Measurement	2013年1月1日 1 January 2013

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附錄 A  
Appendix A

組織架構 (截至2013年9月2日)  
Organisation Chart (as at 2 September 2013)





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附錄 B  
Appendix B

諮詢委員會委員名單  
Membership of Advisory Committees

電訊規管事務諮詢委員會  
(截至2013年3月31日)

Telecommunications Regulatory Affairs  
Advisory Committee (as at 31 March 2013)

<b>主席</b> 夏勇權先生 通訊事務管理局辦公室通訊事務副總監 (電訊)	<b>Chairman</b> <b>Mr Y K HA</b> Deputy Director-General (Telecommunications), OFCA
<b>秘書</b> 劉光祥先生 通訊事務管理局辦公室助理總監 (規管)	<b>Secretary</b> <b>Mr Danny LAU</b> Assistant Director (Regulatory), OFCA
<b>委員</b> 熊天佑博士 消費者委員會代表	<b>Members</b> <b>Dr Victor HUNG</b> Representative of Consumer Council
林瑞明工程師 香港工程師學會代表	<b>Ir Andy LAM</b> Representative of the Hong Kong Institution of Engineers
林宏志先生 工程及科技學會香港分會代表	<b>Mr Vincent LAM</b> Representative of the Institution of Engineering and Technology Hong Kong
陳錦成先生 香港通訊業聯會代表	<b>Mr Gilbert CHAN</b> Representative of Communications Association of Hong Kong
Mr Richard MALLETT 香港電訊用戶協會代表	<b>Mr Richard MALLETT</b> Representative of Hong Kong Telecommunications Users Group
章濤先生 香港無線科技商會代表	<b>Mr T CHEUNG</b> Representative of Hong Kong Wireless Technology Industry Association
莫乃光先生 香港資訊科技商會代表	<b>Mr Charles MOK</b> Representative of Hong Kong Information Technology Federation
鄭啟良先生 中國移動香港有限公司代表	<b>Mr Alex CHENG</b> Representative of China Mobile Hong Kong Company Limited / China Mobile Hong Kong Corporation Limited
張悅實先生 信通電話(香港)有限公司代表	<b>Mr Sutton CHEUNG</b> Representative of ComNet Telecom (HK) Limited
高穎賢女士 香港移動通訊有限公司代表	<b>Ms Alison KO</b> Representative of CSL Limited
陸國強先生 中港網絡有限公司代表	<b>Mr K K LUK</b> Representative of HKC Network Limited
楊廣翔先生 香港寬頻網絡有限公司代表	<b>Mr Charles YEUNG</b> Representative of Hong Kong Broadband Network Limited
于家啟先生 香港有線電視有限公司代表	<b>Mr Simon YU</b> Representative of Hong Kong Cable Television Limited
林榮執先生 Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited代表	<b>Mr Peter LAM</b> Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited
鮑偉林先生 和記電話有限公司/ 和記環球電訊有限公司代表	<b>Mr William BROWN</b> Representative of Hutchison Global Communications Limited / Hutchison Telephone Company Limited
張展輝先生 新世界電訊有限公司代表	<b>Mr Johnny CHEUNG</b> Representative of New World Telecommunications Limited
柯天倫先生 SmarTone Communications Limited / 數碼通電訊有限公司代表	<b>Mr T L OR</b> Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
Ms Christy DITCHBURN Telstra International HK Limited and Telstra International Limited代表	<b>Ms Christy DITCHBURN</b> Representative of Telstra International HK Limited and Telstra International Limited
何中成先生 名氣通電訊固網有限公司代表	<b>Mr Clifford HO</b> Representative of Towngas Telecommunications Fixed Network Limited
劉貴顯先生 TraxComm Limited代表	<b>Mr Kenneth LAU</b> Representative of TraxComm Limited
陳國萍女士 九倉電訊有限公司代表	<b>Ms Agnes TAN</b> Representative of Wharf T&T Limited
陳日鴻先生 對外固網服務 / 固定傳送者 / 綜合傳送者 (對外固定服務) 持牌商界別代表	<b>Mr Y H CHAN</b> Representative of external FTNS / fixed carrier / unified carrier (external fixed services) licensees as a group
李芷華女士 流動虛擬網絡營辦商界別代表	<b>Ms Christine LEE</b> Representative of mobile virtual network operators (MVNOs) as a group

陳毓才先生 對外電訊服務營辦商界別代表	<b>Mr Stephen CHAN</b> Representative of external telecommunications service (ETS) operators as a group
黃偉文先生 無線電傳呼服務營辦商界別代表	<b>Mr Raymond WONG</b> Representative of radio paging operators as a group
羅錦基先生 服務營辦商牌照持牌商界別代表	<b>Mr Allen LAW</b> Representative of services-based operator (SBO) licensees as a group
楊全盛先生 中小型企業代表	<b>Mr Eric YEUNG</b> Representative of small and medium enterprises
林永澤先生 香港警務處代表	<b>Mr W C LAM</b> Representative of Hong Kong Police Force
陳婉華女士 個別委任人士	<b>Ms Eva CHAN</b> Member appointed on an ad personam basis
張綺雯女士 個別委任人士	<b>Ms Y M CHEUNG</b> Member appointed on an ad personam basis
莫兆華先生 個別委任人士	<b>Mr York MOK</b> Member appointed on an ad personam basis
Dr Andrew SIMPSON 個別委任人士	<b>Dr Andrew SIMPSON</b> Member appointed on an ad personam basis
徐岩博士 個別委任人士	<b>Dr XU Yan</b> Member appointed on an ad personam basis

## 無線電頻譜及技術標準 諮詢委員會 (截至2013年3月31日)

## Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2013)

<b>主席</b> 蘇達寬先生 通訊事務管理局辦公室助理總監 (執行)	<b>Chairman</b> <b>Mr T F SO</b> Assistant Director (Operations), OFCA
<b>秘書</b> 丁立興先生 通訊事務管理局辦公室高級電訊工程師 (頻譜策劃)	<b>Secretary</b> <b>Mr L H TING</b> Senior Telecommunications Engineer (Spectrum Planning), OFCA
<b>委員</b> 鄭耀年先生 消費者委員會代表	<b>Members</b> <b>Mr Brian CHENG</b> Representative of Consumer Council
李仲明先生 歐盟信息通信技術委員會 (港澳區) 代表	<b>Mr Michael LEE</b> Representative of EU ICT Council in Hong Kong and Macau
招炳耀先生 香港生產力促進局代表	<b>Mr Raymond CHIU</b> Representative of Hong Kong Productivity Council
李志光工程師、博士 香港工程師學會代表	<b>Ir Dr C K LI</b> Representative of The Hong Kong Institution of Engineers
何志立先生 工程及科技學會香港分會代表	<b>Mr John HO</b> Representative of The Institution of Engineering and Technology Hong Kong
范健文先生 本地電訊業界組織界別代表	<b>Mr Eric FAN</b> Representative of Local industry associations as a group
鄭啟良先生 中國移動香港有限公司代表	<b>Mr Alex CHENG</b> Representative of China Mobile Hong Kong Company Limited / China Mobile Hong Kong Corporation Limited
黃嘉錡先生 信通電話(香港)有限公司代表	<b>Mr Chris WONG</b> Representative of ComNet Telecom (HK) Limited
黃智鈞先生 香港移動通訊有限公司代表	<b>Mr Leslie WONG</b> Representative of CSL Limited
陸國強先生 中港網絡有限公司代表	<b>Mr K K LUK</b> Representative of HKC Network Limited
楊廣翔先生 香港寬頻網絡有限公司代表	<b>Mr Charles YEUNG</b> Representative of Hong Kong Broadband Network Limited
黃旭安先生 Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited代表	<b>Mr Y O WONG</b> Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited
劉德民先生 和記電話有限公司 / 和記環球電訊有限公司代表	<b>Mr T M LAU</b> Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited

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附錄 B  
Appendix B

諮詢委員會委員名單  
Membership of Advisory Committees

無線電頻譜及技術標準  
諮詢委員會 (續)

Radio Spectrum and Technical Standards  
Advisory Committee (continued)

張展輝先生 新世界電訊有限公司代表	<b>Mr Johnny CHEUNG</b> Representative of New World Telecommunications Limited
孔慶柱先生 Reach Networks Hong Kong Limited代表	<b>Mr H C HUNG</b> Representative of Reach Networks Hong Kong Limited
黎世昌先生 SmarTone Communications Limited / 數碼通電訊有限公司代表	<b>Mr Cyrus LAI</b> Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
Mr Jimmy LEE Telstra International HK Limited and Telstra International Limited代表	<b>Mr Jimmy LEE</b> Representative of Telstra International HK Limited and Telstra International Limited
黃耀宗先生 名氣通電訊固網有限公司代表	<b>Mr Jason WONG</b> Representative of Towngas Telecommunications Fixed Network Limited
駱偉德先生 TraxComm Limited代表	<b>Mr Peter LOK</b> Representative of TraxComm Limited
楊玉彪先生 九倉電訊有限公司代表	<b>Mr Bill YEUNG</b> Representative of Wharf T&T Limited
何衛先生 亞洲電視有限公司代表	<b>Mr W HO</b> Representative of Asia Television Limited
陳耀洲先生 電視廣播有限公司 / 無綫收費電視有限公司代表	<b>Mr Y C CHAN</b> Representative of Television Broadcasts Limited / TVB Pay Vision Limited
于家啟先生 香港有線電視有限公司代表	<b>Mr Simon YU</b> Representative of Hong Kong Cable Television Limited
朱嘉遜先生 電訊盈科媒體有限公司代表	<b>Mr Carlson CHU</b> Representative of PCCW Media Limited
林志強先生 香港商業廣播有限公司代表	<b>Mr Paul LAM</b> Representative of Hong Kong Commercial Broadcasting Co. Ltd.
高小明先生 新城廣播有限公司代表	<b>Mr S M KO</b> Representative of Metro Broadcast Corporation Limited
姚順達先生 鳳凰優悅廣播有限公司代表	<b>Mr S T YIU</b> Representative of Phoenix U Radio Limited
郭謙先生 香港電台代表	<b>Mr Francis KWOK</b> Representative of Radio Television Hong Kong
陳珣先生 亞太通信衛星有限公司代表	<b>Mr X CHEN</b> Representative of APT Satellite Company Limited
黃穎琪女士 亞洲衛星有限公司代表 對外固網服務 / 固定傳送者 / 綜合傳送者 (對外固定服務) 持牌商界別代表	<b>Ms Vicky WONG</b> Representative of Asia Satellite Telecommunications Co. Ltd. Representative of external FTNS / fixed carrier / unified carrier (external fixed services) licensees as a group
陳自強先生 服務營辦商牌照持牌商界別 (只包括流動虛擬網絡營辦 商及對外電訊服務營辦商) 代表	<b>Mr Kenneth CHAN</b> Representative of services-based operators (MVNO and ETS operators only) as a group
蕭蔡庇先生 業餘無線電會界別代表	<b>Mr Johnny SIU</b> Representative of amateur radio societies as a group
薛劍偉先生 本地認證機構界別代表	<b>Mr K W SIT</b> Representative of local certification bodies as a group
阮志敬先生 民航處代表	<b>Mr C K YUEN</b> Representative of Civil Aviation Department
張浩明先生 香港警務處代表	<b>Mr H M CHEUNG</b> Representative of Hong Kong Police Force
黃世文博士 廉政公署代表	<b>Dr S M WONG</b> Representative of Independent Commission Against Corruption
魏佩儀女士 個別委任人士	<b>Ms P Y NGAI</b> Member appointed on an ad personam basis

## 電訊服務用戶及消費者 諮詢委員會 (截至2013年3月31日)

## Telecommunications Users and Consumers Advisory Committee (as at 31 March 2013)

<b>主席</b> <b>夏勇權先生</b> 通訊事務管理局辦公室通訊事務副總監 (電訊)	<b>Chairman</b> <b>Mr Y K HA</b> Deputy Director-General (Telecommunications), OFCA
<b>秘書</b> <b>黃紫薇女士</b> 通訊事務管理局辦公室消費者事務主管	<b>Secretary</b> <b>Ms Jamay WONG</b> Head of Consumer Affairs, OFCA
<b>委員</b> <b>馮澤仁先生</b> 消費者委員會代表	<b>Members</b> <b>Mr Alfred FUNG</b> Representative of Consumer Council
<b>莊禮基先生</b> 香港通訊業聯會代表	<b>Mr Ricky CHONG</b> Representative of Communications Association of Hong Kong
<b>陳利華先生</b> 香港總商會代表	<b>Mr Watson CHAN</b> Representative of Hong Kong General Chamber of Commerce
<b>方保僑先生</b> 香港資訊科技商會代表	<b>Mr Francis FONG</b> Representative of Hong Kong Information Technology Federation
<b>黃雅麗女士</b> 香港無線科技商會代表	<b>Ms Leona WONG</b> Representative of Hong Kong Wireless Technology Industry Association
<b>楊全盛先生</b> 中小型企業代表	<b>Mr Eric YEUNG</b> Representative of small and medium enterprises
<b>梁淑儀女士</b> 長者代表	<b>Ms Irene LEUNG</b> Representative of The Aged Community
<b>阮浩勳先生</b> 弱能人士代表	<b>Mr H F YUEN</b> Representative of The Disabled
<b>俞斌先生</b> 弱能人士代表	<b>Mr Ben YU</b> Representative of The Disabled
<b>冼德華先生</b> 教育局代表	<b>Mr T W SIN</b> Representative of Education Bureau
<b>黃志光先生</b> 政府資訊科技總監辦公室代表	<b>Mr C K WONG</b> Representative of Office of the Government Chief Information Officer
<b>鄭嘉麗女士</b> 公眾人士代表	<b>Ms Elsa CHENG</b> Representative as a member of the public
<b>梁秀清女士</b> 公眾人士代表	<b>Ms Martha LEUNG</b> Representative as a member of the public
<b>文鳳玲女士</b> 公眾人士代表	<b>Ms Florence MAN</b> Representative as a member of the public
<b>魏華星先生</b> 公眾人士代表	<b>Mr Francis NGAI</b> Representative as a member of the public
<b>孫焯德先生</b> 公眾人士代表	<b>Mr Thomas SUN</b> Representative as a member of the public
<b>王振邦先生</b> 公眾人士代表	<b>Mr C B WONG</b> Representative as a member of the public
<b>翁珮玲女士</b> 公眾人士代表	<b>Ms Pauline YUNG</b> Representative as a member of the public
<b>陳翠碧女士</b> 公眾人士代表	<b>Ms Cindy CHAN</b> Representative as a member of the public
<b>陳瑞娟女士</b> 公眾人士代表	<b>Ms Agnes CHAN</b> Representative as a member of the public
<b>黃文麗女士</b> 公眾人士代表	<b>Ms Eva WONG</b> Representative as a member of the public
<b>馬錦華先生</b> 個別委任人士	<b>Mr K W MA</b> Member appointed on an ad personam basis
<b>趙善能先生</b> 個別委任人士	<b>Mr Kenny CHIU</b> Member appointed on an ad personam basis

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## 附錄 C Appendix C

### 服務承諾2013/14 Performance Pledge 2013/14

在2012/13年度，我們在全部34項服務中有32項均達至或超越服務表現目標。2013/14年度的各項服務表現目標詳列如下。

我們提供的服務水平在某程度上受各種特殊情況及繁忙期間的工作量影響。在考慮這些因素後，我們為各項服務訂立了下列標準處理時間：

In 2012/13, we achieved/surpassed our performance targets in 32 out of our 34 job areas. The full list of our performance targets for 2013/14 is also set out in the table below.

The level of service we provide is influenced to some extent by exceptional circumstances and workloads during peak periods. The following table takes these factors into account and sets out the standard service delivery times we aim to achieve for a wide range of services.

	2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14
<b>處理廣播服務牌照申請</b> <b>Processing of Broadcasting Service Licence Applications</b>				
非本地電視節目服務/其他須領牌 電視節目服務 Non-domestic Television Programme Service / Other Licensable Television Programme Service	4 個月 months	100%	100%	4 個月 months (100%)
<b>處理電訊服務牌照申請</b> <b>Processing of Telecommunications Service Licence Applications</b>				
移動無線電系統牌照 Mobile Radio System Licence				
設立新系統 Establishment of a new system	38 個工作天 working days	98%	100%	38 個工作天 working days (98%)
遷移/加設基地電台 Relocation / Addition of base station	32 個工作天 working days	98%	100%	32 個工作天 working days (98%)
加設移動電台 Addition of mobile station				
的士電台 For stations of taxis	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
其他電台 For other stations	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
更換移動電台器材 Replacement of mobile station equipment				
的士電台 For stations of taxis	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
其他電台 For other stations	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)

	2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14
<b>處理電訊服務牌照申請 (續)</b> <b>Processing of Telecommunications Service Licence Applications (continued)</b>				
<b>移動無線電系統牌照 (續)</b> <b>Mobile Radio System Licence (continued)</b>				
更換基地電台器材 Replacement of base station equipment	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
簽發牌照 Issue of licence	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
無線電商牌照 Radio Dealers Licence	4 個工作天 working days	99%	100%	4 個工作天 working days (99%)
工業、科學及醫學電子機器牌照 Industrial Scientific and Medical Electronic Machines Licence	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
無線電測定和指令、狀態及數據的 傳達牌照 Radiodetermination and Conveyance of Commands, Status and Data Licence	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
衛星電視共用天線牌照 Satellite Master Antenna Television Licence	11 個工作天 working days	98%	99.9%	11 個工作天 working days (98%)
船舶電台牌照 Ship Station Licence	9 個工作天 working days	99%	100%	9 個工作天 working days (99%)
業餘電台牌照 Amateur Station Licence	9 個工作天 working days	99%	100%	9 個工作天 working days (99%)
自設對外電訊系統牌照 Self-provided External Telecommunications System (SPETS) Licence	26 個工作天 working days	99%	並無新個案 No new case	26 個工作天 working days (99%)
第一類及第二類服務營辦商牌照 Services-based Operator Licence – Class 1 and Class 2 Services	14 個工作天 working days	98%	100%	14 個工作天 working days (98%)
第三類服務營辦商牌照 Services-based Operator Licence – Class 3 Services	13 個工作天 working days	99%	100%	13 個工作天 working days (99%)

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附錄 C  
Appendix C

服務承諾2013/14  
Performance Pledge 2013/14

	2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14
<b>根據《海員培訓、發證和值班標準國際公約》處理證明書及簽註申請</b> <b>Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)</b>				
全球海上遇險和安全系統證明書及簽註 Global Maritime Distress and Safety System (GMDSS) Certificate and Endorsement	5 個工作天 working days	95%	100%	5 個工作天 (95%) working days
全球海上遇險和安全系統等值資格證明書及簽註 GMDSS Certificate of Equivalent Competency and Endorsement	5 個工作天 working days	95%	100%	5 個工作天 (95%) working days
<b>無線電干擾調查</b> <b>Investigation of Radio Interference</b>				
對商營服務的干擾 Interference on commercial services	在6個工作天內進行調查 Investigation within 6 working days	96%	100%	在6個工作天內進行調查 (96%) Investigation within 6 working days
對廣播服務的干擾 Interference on broadcasting services	在9個工作天內進行調查 Investigation within 9 working days	96%	100%	在9個工作天內進行調查 (96%) Investigation within 9 working days
<b>處理號碼 / 短碼申請</b> <b>Processing of Applications for Numbers/Codes</b>				
指配電訊號碼及短碼 Assignment of telecommunications numbers and codes	10 個工作天 working days	100%	100%	10 個工作天 (100%) working days
查核、處理和接收交回的電訊號碼 Checking, processing and acceptance of return of telecommunications numbers	10 個工作天 working days	100%	100%	10 個工作天 (100%) working days
<b>處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第III A部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴（關於《廣播條例》競爭條文的投訴除外）</b> <b>Handling of Complaints about Broadcasting Matters Involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance)</b>				
給予初步答覆 Issue of an interim reply	6 個工作天 working days	100%	99.7%	6 個工作天 (100%) working days

2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14	
<b>處理有關懷疑違反《廣播(雜項條文)條例》、《廣播條例》、《電訊條例》第III A部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴(關於《廣播條例》競爭條文的投訴除外)(續)</b> <b>Handling of Complaints about Broadcasting Matters involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance) (continued)</b>				
就無須調查的個案通知投訴人有關結果 <sup>6</sup> (或如未有個案結果,則向投訴人報告進度) Inform complainants of results of cases not involving an investigation <sup>6</sup> (or report of progress to the complainant if results of cases are not ready)	3 個星期 weeks	100%	100%	3 個星期 weeks (100%)
就需要進行簡單調查的投訴通知投訴人有關通訊局的裁決 <sup>6</sup> (或如未有通訊局的裁決,則向投訴人報告進度) Inform complainants of the CA's decision on complaints involving a straightforward investigation <sup>6</sup> (or report of progress to the complainant if CA's decision is not ready)	8 個星期 weeks	100%	99.9%	8 個星期 weeks (100%)
就需要進行複雜調查的投訴通知投訴人有關通訊局的裁決 <sup>6</sup> (或如未有通訊局的裁決,則向投訴人報告進度) Inform complainants of the CA's decision on complaints involving a complex investigation <sup>6</sup> (or report of progress to the complainant if CA's decision is not ready)	4 個月 months	100%	100%	4 個月 months (100%)
<b>處理有關電訊營辦商懷疑違反《電訊條例》或電訊服務牌照條件的消費者投訴</b> <b>Handling of Consumer Complaints against Telecommunications Operators involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences</b>				
詳細回覆投訴人(或如未能詳細回覆,則給予初步答覆) Full reply to complainant (or interim reply if full reply is not ready)	27 個工作天 working days	90%	100%	27 個工作天 working days (90%)

<sup>6</sup> 由收到投訴人所提供足夠資料起計  
Upon receipt of sufficient information from complainants

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附錄 C  
Appendix C

服務承諾2013/14  
Performance Pledge 2013/14

2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14
<b>處理針對營辦商關乎《電訊條例》競爭條文或具誤導性或欺騙性行為的條文的投訴</b> <b>Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance</b>			
完成調查（或如未完成調查，則向投訴人報告進度） Completion of investigation (or report of progress to the complainant if investigation is not completed)	展開調查後4個月內 Within a further 4-month period from the commencement of the investigation	80%	100%
展開調查後4個月內 Within a further 4-month period from the commencement of the investigation	(80%)		
<b>處理有關營辦商懷疑違反《電訊條例》或電訊服務牌照條件的業界投訴（關乎《電訊條例》競爭條文和具誤導性或欺騙性行為的條文的投訴除外）</b> <b>Handling of Industry Complaints against Operators (except for complaints relating to Competition Provisions and Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences</b>			
完成詳細調查（或如未完成詳細調查，則向投訴人報告進度） Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	45個工作天內 Within 45 working days	90%	100%
45個工作天內 Within 45 working days	(90%)		
<b>處理有關懷疑違反《非應邀電子訊息條例》的舉報</b> <b>Handling of Reports on Suspected Contravention of the Unsolicited Electronic Messages Ordinance</b>			
完成詳細調查（或如未完成詳細調查，則向投訴人報告進度） Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	10個星期內 Within 10 weeks	90%	95.88%
10個星期內 Within 10 weeks	(90%)		
<b>對有關通訊辦服務的公眾查詢及投訴作出回覆</b> <b>Reply to Public Enquiries and Complaints of OFCA's Services</b>			
詳細回覆查詢（或如未能提供詳細回覆，則給予初步答覆） Full reply for enquiries (or interim reply if full reply cannot be provided)	7個工作天內 Within 7 working days	90%	100%
7個工作天內 Within 7 working days	(90%)		
詳細回覆投訴（或如未完成詳細調查，則向投訴人報告進度） Full reply for complaints (or report of progress to the complainant if full investigation is not completed)	15個工作天內 Within 15 working days	90%	100%
15個工作天內 Within 15 working days	(90%)		

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附錄 D  
Appendix D牌照簽發及續牌  
Licences Issued and Renewed簽發／續牌的廣播及電訊牌照  
數目及徵收的牌費  
(截至2013年3月31日年度內)Broadcasting and Telecommunications Licences  
Issued / Renewed and Revenue Collected  
(For the year ended 31 March 2013)

牌照種類	Type of Licences	發牌/續牌數目 No. of Licences Issued / Renewed	港元 HK\$
<b>廣播牌照</b>	<b>Broadcasting Licences</b>		
本地免費電視節目服務	Domestic Free Television Programme Service	2	14,863,367
本地收費電視節目服務	Domestic Pay Television Programme Service	3	12,064,804
非本地電視節目服務	Non-domestic Television Programme Service	18	1,035,748
其他須領牌電視節目服務	Other Licensable Television Programme Service	26	949,943
聲音廣播	Sound Broadcasting	5	16,851,814
<b>電訊牌照／許可證／證書</b>	<b>Telecommunications Licences / Permits / Certificates</b>		
學術機構自設電訊裝置	Academic Institution Self-provided Telecommunications Installation	3	10,500
航空甚高頻率固定電台	Aeronautical VHF Fixed Station	30	50,000
航空器電台	Aircraft Station	320	45,650
業餘操作授權證明	Amateur ATO	573	91,680
業餘電台	Amateur Station	2,591	392,362
無線電廣播轉播電台及廣播轉播電台	Broadcast Radio Relay Station & Broadcast Relay Station	14	12,330
補發牌照	Duplicate Licence	54	2,970
考試和簽發證書	Examination & Issue of Certificate	454	149,850
實驗電台	Experimental Station	93	28,150
有限制固定傳送者	Fixed Carrier (Restricted)	1	603,825
固定傳送者牌照用作地面電視廣播及電訊服務	Fixed Carrier Licence for Terrestrial Television Broadcast & Telecommunications Service	2	19,488,464
固定電訊網絡服務或固定傳送者	Fixed Telecommunications Network Services or Fixed Carrier	18	22,214,583
酒店電視（發送）	Hotel Television (Transmission)	138	554,421
入口／出口許可證	Import/Export Permit	996	149,400
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	877	98,133
移動傳送者	Mobile Carrier	1	838,117
有限制移動傳送者	Mobile Carrier (Restricted)	1	53,750
移動無線電系統或專用移動無線電系統	Mobile Radio System or Private Mobile Radio System	4,455	31,000,510
私用無線電傳呼系統	Private Radio Paging System	17	199,124
公共無線電通訊服務	Public Radiocommunications Service	10	2,549,942
無線電商（放寬限制）	Radio Dealers (Unrestricted)	2,821	4,082,375
無線電通訊學校	Radiocommunications School	7	2,100
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	117	127,327
衛星電視共用天線	Satellite Master Antenna Television	76	5,250,575
自設對外電訊系統	Self-provided External Telecommunications System	9	6,750
服務營辦商 — 第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	16	1,301,139
服務營辦商 — 第三類服務	Services-based Operator of Class 3 Service	508	11,621,062
船舶電台	Ship Station	3,015	436,637
空間站傳送者	Space Station Carrier	10	1,801,750
的士無線電通訊服務	Taxi Radiocommunications Service	27	646,129
綜合傳送者 — 流動服務	Unified Carrier - Mobile Services	7	175,839,553
綜合傳送者 — 對內／對外固定服務	Unified Carrier - Fixed Internal/External Services	26	86,654,978
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	66	142,487
<b>總數</b>	<b>Total</b>	<b>17,407</b>	<b>412,212,299</b>



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