



通訊事務管理局辦公室
OFFICE OF THE
COMMUNICATIONS AUTHORITY



營運基金報告書
Trading Fund Report
2014/15

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2014年4月1日至2015年3月31日
For the period from 1 April 2014 to 31 March 2015

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2014年4月1日至2015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2015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 2014 to 31 March 2015. Some of the statistics have been updated to September 2015, 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 pre-eminent 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



劉光祥先生
通訊事務副總監(電訊)

Mr Danny LAU

Deputy Director-General
(Telecommunications)



戴家珮女士
通訊事務副總監(廣播)

Ms Elizabeth TAI

Deputy Director-General
(Broadcasting)



蘇達寬先生
助理總監(執行)

Mr T F SO
Assistant Director (Operations)



梁仲賢先生
助理總監(規管)

Mr Chaucer LEUNG
Assistant Director (Regulatory)



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Mr Sanda CHEUK
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助理總監(支援)

Mr Tony LI
Assistant Director (Support)



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)

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總監報告

Message from the Director-General



利敏貞女士
通訊事務總監
Miss Eliza LEE
Director-General of Communications

引言

本人欣然呈上通訊事務管理局辦公室(「通訊辦」)的第三份年報。通訊辦在2014/15年度繼續全力為通訊事務管理局(「通訊局」)提供支援，協助通訊局履行作為本港通訊業規管機構的法定職責。

在2014/15年度，本港的通訊市場保持興旺，生氣勃勃。流動電訊市場競爭仍然十分激烈，且不斷擴展，2015年3月錄得的普及率超越233%。市場蓬勃發展，促使網絡營辦商持續提升本身的網絡。本人很高興在此報告，根據世界經濟論壇發表的《2015年全球資訊科技報告》，香港的流動網絡覆蓋在143個經濟體系中高踞首位，每名用戶的國際互聯網帶寬亦排名第二。

固網電訊市場在國際上亦表現卓著。歐洲光纖到戶議會(Fibre to the Home Council Europe)公布，香港住戶連接光纖到戶/光纖到樓網絡的普及率全球排名第三，互聯網內容傳輸商Akamai亦公布，香港的寬頻服務是全球速度最快的地區之一。設施為本的競爭進一步推動固網營辦商致力鋪設網絡，令87%的住戶有至少兩個自建固定網絡可供選擇，79%的住戶有至少三個網絡可供選擇。

廣播業的環境亦不斷轉變。隨着行政長官會同行政會議(「行會」)於2015年4月1日決定向香港電視娛樂有限公司(「香港電視娛樂」)批出本地免費電視節目服務(「免費電視」)牌照，免費電視市場將有一個新營辦商加入。同時，有數宗免費電視牌照申請亦在處理中。這些新發展將對廣播業的環境帶來重大的影響。我們預期隨着新的免費電視持牌人投入服務，電視節目更多元化，觀眾亦有更多選擇。

廣播服務

電視和聲音廣播服務持續有新發展。自行會於2013年10月原則上批准奇妙電視有限公司(「奇妙電視」)和香港電視娛樂的免費電視牌照申請後，通訊辦協助通訊局

Introduction

I am pleased to present the third annual report of the Office of the Communications Authority (“OFCA”). In 2014/2015, OFCA continued to provide the Communications Authority (“CA”) with full support in discharging its statutory responsibilities as the regulator of the communications sector in Hong Kong.

The communications market in Hong Kong continued to be vibrant and dynamic in 2014/15. The mobile telecommunications market remained very competitive and continued to expand, with a penetration rate exceeding 233% as at March 2015. This vibrancy has driven network operators to continually upgrade their networks. I am pleased to report that the World Economic Forum’s Global Information Technology Report 2015 ranked Hong Kong the first among 143 economies in mobile network coverage, and the second in international Internet bandwidth per user.

The fixed telecommunications market also fared very well internationally. Our fibre to the home/building household penetration was ranked the third globally by the Fibre to the Home (“FTTH”) Council Europe. Hong Kong has among the fastest broadband in the world according to the Internet content-delivery provider Akamai. Facilities-based competition further encouraged network rollout by the fixed-network operators, providing 87% of residential households with a choice of at least two self-built fixed networks and 79% a choice of at least three networks.

The landscape of the broadcasting sector has also been undergoing changes. There will be a new player entering the free television market following the decision of the Chief Executive in Council (“CE in C”) to grant a domestic free television programme service (“free TV”) licence to HK Television Entertainment Company Limited (“HKTVE”) on 1 April 2015. Meanwhile, a number of free TV licence applications are being processed. The latest developments will have significant impact on the broadcasting landscape and the coming on stream of new licensed services will enhance programme variety and widen the viewers’ choices.



Broadcasting Services

There are continuous new developments for television and sound broadcasting services. Following the approval in principle of the CE in C for the free TV licence applications of Fantastic Television Limited (“Fantastic TV”) and HKTVE in October 2013, OFCA assisted the CA in taking follow-up actions on the licence applications and the CA’s recommendations on the applications were submitted to the CE in C in January 2015. On 1 April 2015, the CE in C decided to formally grant a 12-year free TV licence to HKTVE. In parallel, we assisted the CA in processing the application of Asia Television Limited (“ATV”) and Television Broadcasts Limited (“TVB”), the two incumbent free TV licensees, for renewal of their licences. The CA’s assessment of the two licensees’ performance and recommendations on the renewal applications were submitted to the CE in C in early November 2014. Having regard to, inter alia, the recommendations of the CA, the CE in C decided on 1 April 2015 not to renew ATV’s licence, and on 12 May 2015, to renew TVB’s licence for a new term of 12 years.

During the period under review, we also assisted the CA in conducting a renewal exercise in respect of the domestic pay television programme services (“pay TV”) licence of PCCW Media Limited (“PCCW Media”). The recommendations of the CA on this application were submitted to the CE in C in September 2014. On 9 December 2014, having regard to the recommendations of the CA, the CE in C decided to renew PCCW Media’s licence for a term of 12 years. During the year, we further assisted the CA in processing two applications for renewal of other licensable television programme service licences.



跟進牌照申請的後續工作。通訊局已於2015年1月就該兩宗申請向行會呈交建議。2015年4月1日，行會決定向香港電視娛樂正式批出為期12年的免費電視牌照。同時，我們協助通訊局處理兩家現有免費電視牌照持牌機構(亞洲電視有限公司(「亞洲電視」)和電視廣播有限公司(「無綫電視」)的牌照續期申請。通訊局已於2014年11月初向行會呈交對兩家持牌機構的表現所作的評核和就其續期申請所作的建議。經考慮包括通訊局的建議，行會於2015年4月1日決定亞洲電視的牌照不獲續期，並於2015年5月12日決定無綫電視的牌照獲續期12年。

在報告期內，我們亦協助通訊局處理電訊盈科媒體有限公司(「電盈媒體」)的本地收費電視節目服務(「收費電視」)牌照續期工作。通訊局已於2014年9月就這宗申請向行會呈交建議。2014年12月9日，行會經考慮通訊局的建議，決定電盈媒體的牌照獲續期12年。年內我們亦協助通訊局處理兩宗其他須領牌電視節目服務牌照的續期申請。

兩家現有模擬聲音廣播持牌機構(香港商業廣播有限公司(「商台」)和新城廣播有限公司(「新城」)的牌照於2016年8月25日屆滿。商台及新城分別於2014年7月和8月提交牌照續期申請。我們協助通訊局全面評核兩家機構的表現。通訊局已於2015年5月就牌照續期申請向行會呈交建議。

通訊局收到香港電視網絡有限公司(「港視」)於2014年4月和永升(亞洲)有限公司(「永升亞洲」)於2015年4月提出的新免費電視牌照申請。我們將根據《廣播條例》(第562章)及既定程序，繼續支援通訊局處理該等申請。

通訊辦繼續接獲大量關於廣播材料的投訴。在2014/15年度，通訊辦處理了近40 000宗投訴(涉及2 600多個個案)，當中大多數投訴因涉及輕微違規，或有關指控並不構成違例情況，或不屬有關條例的管轄範圍，由通訊辦行使通訊局授予的權力處理。另有23個個案則由通訊局按照既定做法處理。

電訊服務

固網寬頻網絡在2014/15年度繼續擴展，年內，固網寬頻服務的住戶普及率為83%，超過88%的用戶選擇使用速度達每秒至少10兆比特的寬頻服務。我們亦積極協助新海底電纜系統在香港登陸，以增加對外通訊容量和服務的復原能力。兩個新系統預定於2016年在香港登陸。

我們協助通訊局因應市場及技術發展，檢討是否仍需施行某些電訊規管措施。經公眾諮詢後，通訊局決定，最初於1995年公布的固網商窄頻互連規管指引將於18個月過渡期後停止實施。由2014年10月16日起，固網商之間的各種本地互連收費不再受任何指引規管，純粹由固網商透過商業洽談釐訂。

在流動電訊服務方面，鑑於1.9–2.2吉赫頻帶內的3G頻譜指配期將於2016年10月屆滿，我們協助通訊局在兩輪公眾諮詢後制定重新指配頻譜的未來路向。通訊局於2013年11月決定採用行政指配兼市場主導的混合方案，在現有指配期屆滿後重新指配有關頻譜。現有3G營辦商通過優先權獲重新指配部分頻譜，餘下的頻譜則通過拍賣重新指配。拍賣於2014年12月完成。兩家現有3G營辦商及一家非現有3G頻譜受配人的營辦商成功以總額24.2億元的頻譜使用費投得有關頻譜。該次拍

Hong Kong Commercial Broadcasting Company Limited (“CRHK”) and Metro Broadcast Corporation Limited (“Metro”), the two incumbent analogue sound broadcasting licensees, submitted in July and August 2014 respectively, applications for renewal of their licences, which are due to expire on 25 August 2016. We assisted the CA in conducting comprehensive assessments of their performance and the CA submitted its recommendations on the licence renewal applications to the CE in C in May 2015.

The CA received new applications for free TV licences from Hong Kong Television Network Limited (“HKTV”) in April 2014 and Forever Top (Asia) Limited (“Forever Top”) in April 2015. We will continue to support the CA in processing the applications in accordance with the Broadcasting Ordinance (Cap. 562) (“BO”) and established procedures.

OFCA continued to receive a large number of complaints about broadcast materials. In 2014/15, OFCA handled nearly 40 000 complaints relating to some 2 600 cases. Using powers delegated by the CA, OFCA handled most of those cases, which involved breaches of a minor nature, or allegations which did not constitute any breach, or fell outside the remit of the ordinances. The CA dealt with 23 cases in accordance with the established practices.

Telecommunications Services

Fixed broadband networks continued to develop in 2014/15. During the year, the household penetration rate for fixed broadband services stood at 83%, with over 88% of subscribers choosing services with a speed of at least 10 Mbps. We also actively facilitated new submarine cable systems to be landed in Hong Kong, so as to increase our external connection capacity and resilience. Two new systems are scheduled to land in Hong Kong in 2016.

We assisted the CA in reviewing whether certain telecommunications regulatory measures were still necessary, taking into account market and technology developments. After public consultation, the CA decided that the regulatory guidance for narrowband interconnection between fixed carriers, first promulgated in 1995, should be phased out after an 18-month

transitional period. Starting from 16 October 2014, all types of carrier-to-carrier local interconnection charges are no longer subject to any regulatory guidance, and are solely determined through commercial negotiations between the carriers.

In terms of mobile telecommunications services, with the 3G spectrum assignments in the 1.9 – 2.2 GHz band due to expire in October 2016, we assisted the CA in mapping out the way forward on the spectrum re-assignments following two rounds of public consultation. The CA decided in November 2013 to adopt a hybrid administratively-assigned cum market-based approach to re-assign the spectrum upon expiry of their existing term of assignments, with part of the spectrum to be re-assigned to the incumbent 3G operators through right of refusal and the remaining part by way of auction. The auction was completed in December 2014. Two incumbent 3G operators and a non-incumbent 3G spectrum assignee successfully bid for the spectrum, generating a total spectrum utilisation fee of \$2.42 billion. This, together with the \$4.57 billion fetched from the spectrum assigned through right of first refusal, is payable in August 2016 before the spectrum handover in October 2016.

Competition and Consumer Protection

Ensuring effective competition in the communications market is an important means of facilitating consumers’ access to advanced services at reasonable prices. To this end, OFCA continued to assist the CA in enforcing the competition provisions in the Telecommunications Ordinance (Cap. 106) (“TO”) and the BO. From April 2014 to March 2015, we assisted the CA in considering 15 complaints cases and two merger and acquisition cases involving telecommunications carrier licensees.

The newly enacted Competition Ordinance (Cap. 619) (“CO”) will come into operation by end of 2015. With the CA conferred concurrent jurisdiction with the Competition Commission (“CC”) to enforce the CO, OFCA has been supporting the CA in working closely with the CC to prepare the guidelines on the enforcement of the CO. A memorandum of understanding between the CA and the

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賣所獲得的頻譜使用費及透過優先權指配頻譜所獲得的 45.7 億元頻譜使用費，均須在頻譜於 2016 年 10 月交接前於 2016 年 8 月繳付。

促進競爭與保障消費者

確保通訊市場有效競爭，是讓消費者能以合理價格獲取先進通訊服務的重要措施。為此，通訊辦繼續協助通訊局執行《電訊條例》（第 106 章）和《廣播條例》的競爭條文。在 2014 年 4 月至 2015 年 3 月期間，我們共協助通訊局考慮了 15 宗投訴個案及兩宗涉及電訊傳送者牌照持有人的合併與收購個案。

新訂的《競爭條例》（第 619 章）將於 2015 年年底實施。通訊局獲賦予共享管轄權，與競爭事務委員會（「競委會」）共同執行《競爭條例》。通訊辦一直協助通訊局，與競委會緊密合作，擬備《競爭條例》的執法指引。通訊局及競委會亦會擬備諒解備忘錄，以協調雙方履行各自在《競爭條例》下的職能。

經修訂的《商品說明條例》（第 362 章）已於 2013 年 7 月 19 日生效。通訊局根據該條例獲賦予共同管轄權，與香港海關（「海關」）就廣播及電訊業界的營業行為根據新的公平營商條文執法。通訊辦在 2013 年 7 月至 2015 年 3 月期間共接獲 1 486 宗屬經修訂的《商品說明條例》刑事檢控制度管轄範圍的投訴。當中有 1 155 宗個案因證據不足以懷疑／證實違反《商品說明條例》或因不屬《商品說明條例》的規管範圍而結案，另外 105 宗投訴在向有關持牌人發出勸諭信指示注意《商品說明條例》的規定後結案；尚有 226 宗投訴則仍在不同階段的處理中。電訊牌照持有人在經修訂《商品說明條例》實施前作出的具誤導性或欺騙性行為，仍受《電訊條例》規管。就此而言，在

2014 年 4 月至 2015 年 3 月期間，通訊辦處理了 81 宗投訴個案，通訊局認為當中一宗個案違反《電訊條例》，並已向有關牌照持有人施加罰款作為懲處。

服務合約爭議是消費者投訴的主要範疇。儘管通訊局並無法定權力調查該等爭議，經通訊辦與香港通訊業聯會（一個業界聯會）積極商討後，香港通訊業聯會於 2010 年 12 月制定了屬自行規管性質的《電訊服務合約業界實務守則》（《業界守則》），而業界亦於 2011 年 7 月開始實施該《業界守則》。通訊辦在檢視及分析自《業界守則》實施以來所收到有關合約爭議的消費者投訴後，向香港通訊業聯會提出多項建議，以改善《業界守則》。香港通訊業聯會與各參與營辦商商討後，在 2014 年 10 月修訂《業界守則》。經修訂的《業界守則》由 2015 年 5 月 1 日起生效。

年內，通訊辦繼續支持「解決顧客投訴計劃」的試驗運作。該計劃於 2012 年 11 月推出，旨在以調解方式協助電訊服務供應商與其顧客解決雙方已陷入僵局的計帳爭議。試驗期於 2014 年 10 月結束後，通訊辦就試驗計劃的成效進行評估。鑑於試驗計劃的成績令人鼓舞，加上顧客對計劃有確實的需求，以及業界的正面回應，通訊辦已於 2015 年 5 月 1 日起，支持長期實施該計劃。



CC will also be prepared to coordinate the performance of their respective functions under the CO.

The amended Trade Descriptions Ordinance (Cap. 362) (“TDO”) came into effect on 19 July 2013, under which the CA is conferred concurrent jurisdiction with the Customs & Excise Department (“C&ED”) to enforce the new fair-trading provisions in the broadcasting and telecommunications sectors. OFCA received 1 486 complaints under the jurisdiction of the criminal regime of the amended TDO from July 2013 to March 2015. 1 155 were closed due to insufficient evidence to suggest and/or establish a contravention, or for falling outside the scope of the TDO. 105 complaints were closed with the issue of advisory letters to the concerned licensees to draw their attention to the need to observe more closely the requirements in the TDO, and 226 complaints were under process at various stages. Misleading and deceptive conduct by telecommunications licensees prior to the implementation of the amended TDO are still regulated under the TO. In this regard, OFCA handled 81 complaint cases from April 2014 to March 2015, with the CA confirming one case as infringement of the TO and imposing a financial penalty on the licensee as sanction.

Service contract disputes are a major area of consumer complaints. While the CA has no statutory power to investigate such disputes, after active discussions between OFCA and the Communications Association of Hong Kong (“CAHK”), an industry association, CAHK drew up a self-regulatory Code of Practice for Telecommunications Service Contracts (“Industry Code”) in December 2010. The industry started implementing the Industry Code in July 2011. Having reviewed and analysed the consumer complaints on contractual disputes received since the implementation of the Industry Code, OFCA made a number of suggestions to CAHK for improvement of the Industry Code. CAHK, after discussion with the participating operators, revised the Industry Code in October 2014. The revised Industry Code has taken effect from 1 May 2015.

During the year, OFCA also continued to sponsor the operation of the trial Consumer Complaint Settlement Scheme (“CCSS”), which was set up in November 2012 to help resolve, through mediation, billing disputes in deadlock between telecommunications service providers and their customers. The trial ended in October 2014 and OFCA has conducted an assessment of the effectiveness of the trial. Having regard to the encouraging outcome of the CCSS trial, the proven demand from customers and positive feedback from the industry, OFCA has supported the long-term implementation of the scheme since 1 May 2015.

UEMO Enforcement

OFCA has been assisting the CA in the enforcement of the Unsolicited Electronic Messages Ordinance (Cap. 593) (“UEMO”). The number of reports in relation to suspected contraventions of the UEMO remained stable last year. In 2014/15, there were 2 068 reports, broadly comparable to the 1 998 reports in the previous year. During the period, the Legislative Council passed amendments to the UEMO to permit specified notices to be served by ordinary post or by hand in addition to registered post, so as to provide greater flexibility in the service of the notices and to enhance the effectiveness of the enforcement mechanism under the UEMO. In 2014/15, OFCA issued a total of 270 advisory letters, 49 warning letters and one enforcement notice to the senders of commercial electronic messages after investigation. We will continue to monitor the compliance situation and streamline the procedures for more effective enforcement.

Consumer Education

In 2014/15, OFCA continued to run an annual consumer education campaign under the theme “Smart Use of Communications Services”, which provided useful consumer tips on how to use smartphones wisely and protect personal data stored on the phones. I am pleased to report that the response to the various activities under the campaign was encouraging, and we will expand our consumer education efforts in 2015/16 to reach out to more segments of the community.



《非應邀電子訊息條例》的執行事宜

通訊辦一直協助通訊局執行《非應邀電子訊息條例》(第593章)。去年，懷疑違反《非應邀電子訊息條例》的舉報宗數維持平穩。在2014/15年度接獲的舉報宗數為2 068宗，與上年度的1 998宗大致相若。在報告期內，立法會通過修訂《非應邀電子訊息條例》，准許除掛號郵件送達外，亦可以普通郵遞方式或由專人送達指明通知，使送達通知方式更為靈活，並提升執行《非應邀電子訊息條例》的機制的成效。在2014/15年度，通訊辦在調查個案後，一共向商業電子訊息發送人發出了共270勸諭信、49封警告信和一份執行通知。我們將繼續監察發送人遵守有關規定的情況，並理順程序，以便更有效地執法。

消費者教育

在2014/15年度，通訊辦繼續以「做個精明通訊服務用家」為主題，舉行一年一度的消費者教育活動，向消費者提供實用的貼士，提醒他們如何明智地使用智能電話，以及保護儲存於電話內的個人資料。本人欣然報告，鑑於這項教育活動下的活動項目均取得良好反應，我們將在2015/16年度繼續推展消費者教育工作，以更廣泛接觸社會各界。

通訊辦亦在2014/15年度為學生及一項電台節目製作社區計劃的參加者舉辦了十一場講座，專題講解公眾可如何明智地選看電視節目；電視及聲音廣播服務的規管事宜；以及規管電台服務的節目標準。

對外關係

通訊辦積極參與國際及地區組織舉辦的會議，以掌握全球規管工作的最新發展，並分享我們的規管經驗。年

內，通訊辦亦與奧地利、汶萊、新加坡和廣東等地的規管機構會面，以交流意見和分享經驗。

未來的主要挑戰

2015/16年度對通訊辦來說又將會再是繁忙的一年。就廣播服務而言，我們會繼續協助通訊局處理三宗免費電視牌照的申請，並監察一家新持牌機構推出的免費電視服務，以及指配無線電頻譜，以支援持牌廣播服務。就電訊服務而言，3G頻譜拍賣已經完成，我們會繼續與各流動網絡營辦商協調，就2016年10月的頻譜交接事宜作好準備。我們亦會着手籌備在900/1800兆赫頻帶內約200兆赫頻譜的重新指配事宜，該等頻譜的現有指配期於2020年至2021年期間屆滿。隨着流動服務用戶不斷增加，現時可供編配作流動服務用途的號碼組估計會於2018年或之前編配淨盡。通訊辦一直與業界商討各項措施，以延長現行八位數字號碼計劃的使用期，當中包括重新編配未使用的號碼組作流動服務用途，提高營辦商合資格申請額外號碼組的使用率門檻等。通訊辦將於2015年第四季協助通訊局進行公眾諮詢，收集業界和公眾對各項建議措施的意見。

在實施《競爭條例》方面，政府已在憲報刊登《生效日期公告》，指定2015年12月14日為該條例全面生效的日期。通訊辦正與競委會緊密合作，全力完成餘下的籌備工作，以實施新的跨行業競爭法制度。

儘管年內工作繁重，本人十分慶幸擁有一支專業幹練、敬業盡責的員工團隊，他們一直努力不懈，勇於迎接挑戰。本人深信在2015/16年度，他們會繼續提供可靠的支援，齊心協助通訊辦克服各項規管方面的挑戰，並全力支持通訊局履行法定的規管職責。

OFCA also gave 11 talks to students and participants in a community project on radio programme production in 2014/15, specifically on how the public could make informed viewing choices regarding television programme services, how television and sound broadcasting services were regulated, and the programme standards governing radio services.

External Relations

OFCA participated actively in conferences organised by international and regional organisations to keep track of the latest global regulatory developments and to share our regulatory experience. During the year, OFCA also met with its counterparts from Austria, Brunei Darussalam, Singapore and Guangdong among others, to exchange views and share its experience.

Major Challenges Ahead

2015/16 will be another busy year for OFCA. On the broadcasting front, we will continue to assist the CA in handling three free TV licence applications, monitoring a new licensee in rolling out its free TV service and assigning radio spectrum to support licensed broadcasting services. On the telecommunications front, following the 3G spectrum auction, we will continue to coordinate with the mobile network operators to prepare for the spectrum handover in October 2016. We will also prepare for the re-assignment of about 200 MHz of spectrum in the 900/1800 MHz bands upon expiry of the existing assignments between 2020 and 2021. With the continuous growth in the number of mobile subscribers, it is estimated that all the number blocks currently available for mobile services will be allocated by 2018. OFCA has been discussing with the industry on a number of measures to extend the lifespan of



通訊辦經常與海外的同業交流有關規管事宜的意見及經驗。OFCA often exchanges views and experience on regulatory issues with overseas counterparts.

the existing 8-digit numbering plan, such as re-allocating the unused number blocks to mobile services, raising the threshold of utilisation rate before an operator is entitled to apply for additional number blocks, etc. OFCA will assist the CA in soliciting views from the industry and the general public on various proposed measures through a public consultation in the fourth quarter of 2015.

In respect of the implementation of the CO, the Government has gazetted a commencement notice appointing 14 December 2015 as the full commencement date of the ordinance. OFCA is working in full steam to complete the remaining preparation work in close collaboration with the CC to bring the new cross-sector competition regime into operation.

Despite the heavy workloads during the year, I am most grateful to have a very professional and dedicated team of colleagues at OFCA who have worked professionally and tirelessly to meet the challenges. I look forward to their continued support in tackling the various regulatory challenges in 2015/16 and providing full support to the CA in discharging its statutory regulatory responsibilities.

2 廣播業的持續發展 Sustaining the Development of the Broadcasting Industry



數碼地面電視服務的發展

擴大數碼地面電視的覆蓋範圍

自數碼地面電視服務於2007年年底在本港推出後，兩家免費電視持牌機構－亞洲電視和無綫電視已逐步完成了共29個發射站的建設工程。截至2013年9月，數碼地面電視服務至少覆蓋本港99%的人口，與模擬電視廣播服務的覆蓋率相若。數碼地面電視不僅讓更多市民能享用更佳畫面和功能(包括高清電視)，亦提供更多的電視節目頻道，從而為市民帶來更多的節目選擇和增值服務(例如隱閉式字幕、電子節目指南和互動服務)。

數碼聲音廣播服務的發展

三家數碼聲音廣播持牌機構－香港數碼廣播有限公司(「DBC」)、新城和鳳凰優悅廣播有限公司(「鳳凰優悅」)，根據牌照規定於2012年正式推出數碼聲音廣播服務。香港電台(「港台」)也於2012年9月正式推出數碼聲音廣播服務。

數碼聲音廣播傳送網絡由七個主要發射站組成，分別位於筆架山、青山、九龍坑山、金山、飛鵝山、南丫島和歌賦山，並於2012年6月正式投入服務。一個新的數碼聲音廣播補點發射站已於2015年6月落成。

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，確保廣播內容符合現行法例、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》(第391章)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。



The Development of Digital Terrestrial Television Services

Extending Digital Terrestrial Television Coverage

Since the launch of Digital Terrestrial Television (“DTT”) services in late 2007, the two free TV licensees, namely ATV and TVB, have constructed by phases a total of 29 transmitting stations. By September 2013, this had brought the overall DTT coverage to at least 99% of the population, which is on par with that of analogue television. More people can now enjoy better quality pictures and enhanced features, including high-definition television (“HDTV”) with more programming choices available from additional television programme channels and value-added services (such as closed captioning, electronic programme guides and interactive services).

Development of Digital Audio Broadcasting Services

The three Digital Audio Broadcasting (“DAB”) licensees, namely Digital Broadcasting Corporation Hong Kong Limited (“DBC”), Metro and Phoenix U Radio Limited (“Phoenix U Radio”), formally launched DAB services in 2012 in accordance with their licence requirements. The Radio Television Hong Kong (“RTHK”) also formally launched its DAB service in September 2012.

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. A new DAB gap-filler was completed in June 2015.

Handling of Broadcast Complaints

The CA does not pre-censor broadcast content, but adopts a complaint-driven approach to ensure that broadcast content complies with existing legislation, licence conditions and the codes of practice it issued. As the executive arm of the CA, we assist the CA in handling complaints about broadcast materials in accordance with provisions stipulated in the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391) (“B(MP)O”) and the broadcast complaint handling procedures of the CA.

2

在2014/15年度，我們處理了2 694個個案(涉及41 449宗投訴)¹。與2013/14年度的數字(3 029個個案，涉及12 998宗投訴)比較，本年度所處理的個案數目減少了11%，而投訴宗數則增加了219%²。當中，有23個個案(涉及29 439宗投訴)在轉交通訊局轄下廣播投訴委員會處理後，提交通訊局審議和裁決。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2 671個個案(涉及12 010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。

牌照管理

電視節目服務牌照續期的申請

亞洲電視和無綫電視的免費電視牌照將於2015年11月30日屆滿。我們根據《廣播條例》及既定程序，協助通訊局處理牌照續期申請。經審視這兩家免費電視持牌機構過往的表現並考慮到公眾的意見，通訊局認為亞洲電視的整體表現未如理想，其牌照不應再獲續期；而無綫電視的牌照則應再獲續期12年，由2015年12月1日至2027年11月30日。行會經考慮包括通訊局的建議後，於2015年4月決定亞洲電視的免費電視牌照不獲續期，



並按《廣播條例》有關條款把其現有牌照的有效期限延至2016年4月1日。行會亦於2015年5月決定無綫電視的免費電視牌照獲續期12年，由2015年12月1日至2027年11月30日。

我們協助通訊局履行法定責任，因應電盈媒體的收費電視牌照將於2015年9月25日屆滿，就有關的牌照續期事宜向行會提交建議。經審視電盈媒體過往的表現並考慮到公眾的意見，通訊局建議電盈媒體的收費電視牌照應獲續期12年，由2015年9月26日至2027年9月25日。行會經考慮通訊局的建議後，於2014年12月批准電盈媒體提出的牌照續期申請。

在報告期內，我們處理了兩宗其他須領牌電視節目服務牌照的續期申請。該兩宗申請分別由DOCOMO interTouch Company Limited和恩雨之聲有限公司提出，為香港酒店房間提供電視節目服務。

¹ 為確保運作效率，針對同一事宜或廣播內容的類似指控會歸納為一個個案，以便一併處理。

² 投訴宗數顯著增加是由於一個涉及在無綫電視和無綫網絡電視有限公司播出的電視節目的投訴個案接獲超過27 000宗投訴。

In 2014/15, we dealt with 2 694 cases (41 449 complaints)¹, which represented a decline of 11% in the number of cases, and an increase of 219% in the number of complaints processed², as compared with the figures recorded in 2013/14 (3 029 cases and 12 998 complaints). Among these, 23 cases (29 439 complaints) were referred to the Broadcast Complaints Committee (“BCC”) under the CA for consideration before being submitted to the CA for deliberation and determination. Details of the complaint cases considered by the CA are published on the CA website. Under powers delegated by the CA, the Director-General of Communications handled the remaining 2 671 cases (12 010 complaints). 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 legislation, licence conditions or codes of practice.

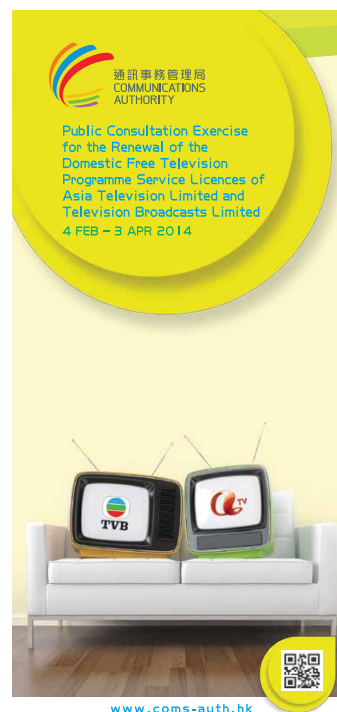
Licence Administration

Applications for Renewal of Television Programme Service Licences

The free TV licences of ATV and TVB are due to expire on 30 November 2015. In accordance with the BO and established procedures, we assisted the CA in processing the applications for licence renewals. Having examined the past performance of the two free TV licensees and taken into account the views of the public, the CA considered that the overall performance of ATV was unsatisfactory and that its licence should not be renewed while the licence for TVB should be renewed for another 12 years from 1 December 2015 to 30 November 2027. Having regard to, inter alia, the CA’s recommendations, the CE in C decided in April 2015 not to renew ATV’s free TV licence and to extend the term of ATV’s existing licence to 1 April 2016 in accordance with the provision in the BO. The CE in C further decided in May 2015 that the free TV licence of TVB should be renewed for 12 years from 1 December 2015 to 30 November 2027.

We assisted the CA in discharging its statutory duty by submitting to the CE in C its recommendations for the renewal of the pay TV licence of PCCW Media, which is due to expire on 25 September 2015. Having reviewed its past performance, and taking into account the views of the public, the CA recommended that PCCW Media’s pay TV licence should be renewed for a term of 12 years commencing from 26 September 2015 to 25 September 2027. Having regard to the CA’s recommendations, PCCW Media’s licence renewal application was approved by the CE in C in December 2014.

During the period, two applications for renewal of other licensable television programme service licences were processed. They were from DOCOMO interTouch Company Limited and Showers of Blessing Evangelistic Ministry (Hong Kong) Limited for the provision of television programme services in hotel rooms in Hong Kong.



¹ To ensure operational efficiency, complaints with similar allegations against the same issue or broadcast material are handled together and counted as a single case.

² The significant increase in the number of complaints was attributed to a complaint case against a television programme broadcast on TVB and TVB Network Vision Limited which gave rise to over 27 000 complaints.

2

本地免費電視節目服務牌照的申請

行會於2013年10月原則上批准奇妙電視和香港電視娛樂提出的本地免費電視節目服務牌照申請後，通訊辦協助通訊局着手與兩家申請機構進行相關的跟進工作，並就該兩宗申請制定相關建議，以供行會考慮。通訊局其後於2015年1月向行會呈交建議。

行會經考慮包括通訊局就香港電視娛樂牌照申請呈交的建議後，於2015年4月向香港電視娛樂正式批出為期12年的牌照，以提供免費電視服務。香港電視娛樂須按牌照規定，在獲批牌照後12個月內(即2016年3月31日或之前)推出其第一條免費電視節目頻道。通訊辦會協助通訊局監察香港電視娛樂有否按照通訊局批准的計劃推出免費電視服務。

另外，2015年5月，行會經考慮奇妙電視的要求，邀請通訊局審視奇妙電視於2015年9月中或之前所須提交的補充資料及相關確認書，並因應有關資料就奇妙電視的申請向行會提交進一步建議。我們會繼續就奇妙電視的牌照申請，協助通訊局向行會提交建議。



通訊局收到兩宗分別由港視於2014年4月和永升亞洲於2015年4月提出的新免費電視牌照申請。我們會協助通訊局妥善及謹慎地審核有關申請，以期在切實可行的情況下盡快向行會呈交建議。

模擬聲音廣播牌照續期的申請

商台和新城的模擬聲音廣播牌照將於2016年8月25日屆滿。商台和新城分別於2014年7月31日及8月25日提交牌照續期申請。我們協助通訊局全面評核商台和新城的表現，包括於2014年9月進行為期兩個月的公眾諮詢，收集公眾對續期申請的意見。通訊局已於2015年5月就牌照續期申請向行會呈交建議。

Applications for Domestic Free Television Programme Service Licences

In October 2013, the CE in C approved in principle the applications for domestic free television programme service licences by Fantastic TV and HKTVE. We followed up with the two applicants and assisted the CA in finalising its recommendations on the two free TV licence applications to the CE in C. These recommendations were submitted to the CE in C in January 2015.

Having regard to, inter alia, the CA's recommendations on the licence application of HKTVE, the CE in C in April 2015 formally granted a 12-year licence to HKTVE for the provision of free TV service. HKTVE is required under its licence to launch its first free TV programme channel within 12 months after the grant of licence, i.e. by 31 March 2016. OFCA will assist the CA in monitoring HKTVE as it launches its free TV service in accordance with its plan as approved by the CA.

Separately, in May 2015, the CE in C, having taken into account the request of Fantastic TV, invited the CA to further consider any relevant supplementary information and confirmation that Fantastic TV was required to provide by mid-September 2015, and to submit further recommendations to the CE in C on Fantastic TV's free TV licence application. We will continue to assist the CA in submitting its recommendations to the CE in C on the licence application of Fantastic TV.

The CA received two new applications for free TV licences – from HKTV in April 2014 and Forever Top in April 2015. We will assist the CA in assessing the applications properly and prudently with a view to submitting its recommendations to the CE in C as soon as practicable.

Applications for Renewal of Analogue Sound Broadcasting Licences

The analogue sound broadcasting licences of CRHK and Metro will expire on 25 August 2016. CRHK and Metro submitted their applications for licence renewal to the CA on 31 July 2014 and 25 August 2014 respectively. We assisted the CA in carrying out a comprehensive assessment of the performance of CRHK and Metro, including conducting a two-month public consultation exercise in September 2014 to collect public views on the renewal applications. The CA's recommendations on the licence renewal applications were submitted to the CE in C in May 2015.



3

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

重新指配3G頻譜及頻譜使用費

在香港1 700萬名流動服務用戶中，約四分之三或超過1 200萬人使用3G及4G網絡提供的流動數據服務。儘管流動客戶持續轉移至4G網絡，3G流動客戶仍超過700萬人。3G網絡主要由在1.9至2.2吉赫頻帶內的2 x 59.2兆赫頻譜(「3G頻譜」)支援，該等頻譜於2001年10月透過拍賣指配予四家流動網絡營辦商。

3G頻譜的現有指配期將於2016年10月屆滿。通訊局於2013年11月15日公布，決定採用行政指配兼市場主導的混合方案重新指配3G頻譜，新指配期由2016年10月22日開始，為期15年。混合方案最能達至重新指配頻譜的多重目標，即確保客戶服務得以延續、善用頻譜、促進有效競爭，以及鼓勵投資和推廣創新服務。在2013年11月15日，商務及經濟發展局局長亦公布根據《電訊條例》釐定重新指配頻譜的頻譜使用費的相關安排。

2014年4月通訊局批准兩家現有3G營辦商合併。為解決因該項合併造成頻譜集中所引起競爭方面的關注，通訊局指示有關合併實體須採取補救措施，在現有指配期屆滿時，交回2 x 14.8兆赫的3G頻譜。交回的頻譜會經拍賣重新指配。在合併後，市場上剩下三家獲指配3G頻譜的營辦商。這三家現有3G營辦商獲賦予優先權，以獲重新指配合共2 x 34.6兆赫的3G頻譜，有關頻譜使用費水平已根據2014年7月制定的附屬法例訂明。全部三家現有3G營辦商均於2014年8月接受有關要約。在有關營辦商行使優先權後，餘下2 x 24.6兆赫的3G頻譜分為五個頻寬約為2 x 5兆赫的頻段，透過拍賣重新指配。

通訊辦協助通訊局制定拍賣規則，並於2014年9月發出相關的《資訊備忘錄》，以拍賣2 x 24.6兆赫的3G頻譜。



年內我們製作了一條電視宣傳短片，以推廣有關3G頻譜重新指配的消費者訊息。

We produced a TV Announcement in the Public Interest during the year to publicise consumer information about the reassignment of 3G spectrum.

拍賣於2014年12月完成。該五個頻段由三家流動網絡營辦商成功投得，當中包括兩家現有3G營辦商(根據通訊局在批准合併時為解決頻譜集中問題所施加的指示，合併實體沒有參與該次拍賣)，以及一家並非現有3G頻譜受配人的營辦商。該次拍賣獲得的頻譜使用費總額為24.2億元或每兆赫4,920萬元。根據附屬法例訂明釐定頻譜使用費的方法，透過優先權以行政方式重新指配的3G頻譜的頻譜使用費為45.7億元或每兆赫6,600萬元，相當於現有3G營辦商在現有指配期最後一年使用3G頻譜所須繳付的頻譜水平使用費乘以15(即新指配期的年期)。現有及新3G頻譜受配人須於2016年8月或之前，就為期15年的新指配期繳付合共69.9億元的頻譜使用費。

總括而言，在1.9至2.2吉赫頻帶內的118.4兆赫中，有29.6兆赫會由2016年10月起易手。自頻譜拍賣完成後起計，現有及新頻譜受配人將有約兩年時間，準備所需的網絡重新配置及網絡鋪設工作。為協助頻譜受配人順利交接頻譜，以盡量減低對客戶的服務影響，通訊辦於2015年3月成立技術工作小組，負責處理重新指配3G頻譜所涉及的技術協調事宜，所有相關流動網絡營辦商均加入該工作小組。通訊辦會繼續就頻譜交接事宜與營辦商協調。

Reassignment of the 3G Spectrum and Spectrum Utilisation Fee

Among the 17 million mobile service subscribers in Hong Kong, about three-quarters, or over 12 million subscribe to mobile data services provided on the 3G and 4G networks. Notwithstanding the sustained migration of mobile customers to the 4G network, the number of 3G mobile customers still exceeds seven million. The 3G network is supported primarily by 2 x 59.2 MHz of spectrum in the 1.9 to 2.2 GHz band (“3G Spectrum”), which was assigned through auction to four mobile network operators in October 2001.

The existing assignments of the 3G Spectrum will expire in October 2016. The CA announced on 15 November 2013 its decision to adopt a hybrid administratively assigned cum market-based approach to re-assign the 3G Spectrum for the new 15-year term, starting from 22 October 2016. The hybrid approach would best meet the multiple objectives in spectrum re-assignment, viz. ensuring customer service continuity, efficient spectrum utilisation, promotion of effective competition, and encouragement of investment and promotion of innovative services. On 15 November 2013, the Secretary for Commerce and Economic Development (“SCED”) also promulgated the related arrangements for determining the spectrum utilisation fee (“SUF”) of the re-assigned spectrum under the TO.

In April 2014, the CA approved the merger of two of the incumbent 3G operators. As a remedy to address the competition concern arising from spectrum concentration resulting from the merger, the merged entity was directed by the CA to divest 2 x 14.8 MHz of the 3G Spectrum upon expiry of the existing term of assignment. The divested spectrum was to be made available for re-assignment through auction. Following the merger, there remained three operators assigned with 3G spectrum. These incumbent 3G operators were offered the right of first refusal for re-assignment of a total of 2 x 34.6 MHz of the 3G Spectrums, the level of SUF for which was prescribed by the subsidiary legislation enacted in July 2014. All three incumbent 3G operators accepted the offers in August 2014. Following the right of first refusal exercise, the

remaining 2 x 24.6 MHz of the 3G Spectrum, grouped into five frequency slots with a bandwidth of around 2 x 5 MHz each, was available for re-assignment through auction.

OFCA assisted the CA in finalising the auction rules and issuing the related Information Memorandum in September 2014 for auction of the 2 x 24.6 MHz of the 3G Spectrum. The auction was completed in December 2014. All five frequency slots were successfully auctioned off to three mobile network operators, including two incumbent 3G operators (the merged entity did not participate in the auction, pursuant to a direction imposed by the CA upon the approval of the merger to address the spectrum concentration issue) and an operator that is not an incumbent 3G Spectrum assignee. The auction fetched a total SUF of \$2.42 billion, or \$49.2 million per MHz. Based on the method for setting the SUF as prescribed by the subsidiary legislation, the SUF of the 3G Spectrum re-assigned administratively through right of first refusal stood at \$4.57 billion, or \$66 million per MHz, which is the level of SUF payable by the incumbent 3G operators for the use of the 3G Spectrum in the last year of the existing term of assignments multiplied by 15, that is, the numbers of years of the new term of assignments. Both the incumbents and new 3G Spectrum assignee are required to pay the SUF, totalling \$6.99 billion for the new 15-year term of assignments, by August 2016.

In sum, 29.6 MHz out of the 118.4 MHz in the 1.9 – 2.2 GHz band will change hands with effect from October 2016. Counting from the completion of the spectrum auction, the incumbents and the new spectrum assignee would have about two years to prepare for the necessary network reconfiguration and roll-out of their networks respectively. In order to facilitate a smooth spectrum handover among the spectrum assignees so that the service impact on customers would be kept to a minimum, OFCA set up a Technical Working Group in March 2015 with the participation of all relevant mobile network operators for the purpose of handling the technical coordination matters in relation to the 3G spectrum re-assignment. OFCA will continue to coordinate with the operators for the spectrum handover.

3

重新指配在 900 兆赫及 1800 兆赫頻帶內的頻譜的準備工作

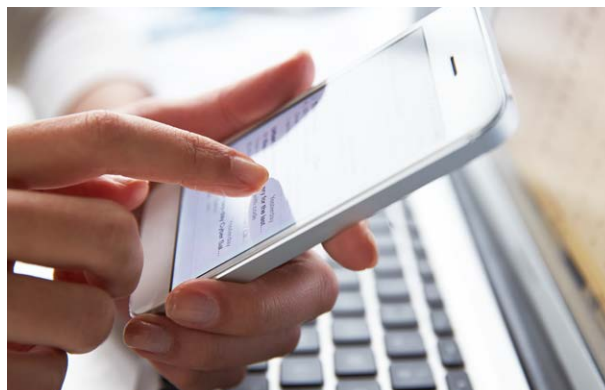
在 900 兆赫及 1800 兆赫頻帶內的頻譜現用於提供 2G、3G 及 4G 流動服務。在 900 兆赫頻帶內 49.8 兆赫的頻譜及在 1 800 兆赫頻帶內 148.8 兆赫的頻譜的現有指配期將由 2020 年 11 月至 2021 年 9 月期間屆滿。為讓業界有足夠時間就重新指配頻譜作好準備，通訊局計劃就未來路向進行兩輪公眾諮詢，以期於 2017 年年底或之前公布就重新指配頻譜安排所作的決定。相關準備工作已於 2015 年展開。

電訊牌照費下調

2012 年 11 月，通訊局與商務及經濟發展局局長發表聯合聲明，公布決定把綜合傳送者牌照下每 100 個顧客接駁點的年費由 800 元調低至 700 元，以及把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）客戶使用每 100 個移動電台須繳付的費用由 800 元減至 700 元。新牌照費在完成立法程序後，已於 2013 年 3 月 1 日起生效。2013 年 2 月，香港電話有限公司及 Hong Kong Telecommunications (HKT) Limited（「香港電話有限公司」）就通訊局與商務及經濟發展局局長調低牌照費的決定提出司法覆核許可申請。法庭於 2013 年 7 月向香港電話有限公司批出司法覆核申請的許可。實質聆訊於 2015 年 6 月 17 日至 19 日進行。原訟法庭於 2015 年 8 月 11 日作出裁決，裁定通訊局與商務及經濟發展局局長勝訴，並拒絕該宗司法覆核申請。香港電話有限公司於 2015 年 9 月 4 日向上訴法庭提出上訴。

廣播類流動電視服務的規管

自流動電視服務於 2012 年 2 月推出以來，中國移動多媒體廣播（「CMMB」）制式一直被採用作為傳送制式。2013 年 12 月 20 日，香港電視網絡有限公司（「港視」）宣布完成收購原本持有獲授權提供流動電視服務的綜合傳送者牌



照（「流動電視牌照」）的持牌人之全部股權。其後，港視把該持牌人的名稱改為香港流動電視網絡有限公司（「香港流動電視網絡」）。2014 年 1 月，香港流動電視網絡向通訊辦表示擬將原本採用的 CMMB 制式轉換為數碼地面多媒體廣播（「DTMB」）制式。

本港採用 DTMB 制式以提供免費數碼地面電視服務。作為通訊局的執行部門，通訊辦認為，香港流動電視網絡轉用 DTMB 制式而沒有實施有效的技術措施，以確保本港不會有超過 5 000 個指明處所組成的觀眾接收到其流動電視服務，因而須根據《廣播條例》的牌照規定，須領有免費電視牌照及／或收費電視牌照。此外，通訊辦認為住戶電視機通過大廈內同軸電纜分配系統及屋頂天線等固定裝置接收到流動電視服務，會構成由香港流動電視網絡提供固定服務，違反流動電視牌照附表 1。流動電視牌照附表 1 訂明，有關流動電視牌照未有批准持牌人利用流動電視牌照指明的頻率提供任何固定服務，或提供任何須根據其他條例領有牌照的服務。

港視和香港流動電視網絡質疑通訊局認為使用 DTMB 制式提供流動電視服務而沒有實施有效的技術措施便須受《廣播條例》規管的意見，並於 2014 年 4 月 11 日向法庭申請許可，就通訊辦的立場提出司法覆核申請。法院准許申請而實質聆訊已於 2014 年 11 月 26 及 27 日舉行，原訟法庭於 2015 年 9 月 29 日裁定通訊辦勝訴，並駁回所有由港視及香港流動電視網絡提出的司法覆核理據。

Preparation for re-assignment of spectrum in the 900 MHz and 1800 MHz frequency bands

Frequency spectrum in the 900 MHz and 1800 MHz frequency bands is currently deployed for the provision of 2G, 3G and 4G mobile services. The existing assignments for 49.8 MHz of spectrum in the 900 MHz band and 148.8 MHz of spectrum in the 1800 MHz band will expire within the period from November 2020 to September 2021. In order to allow sufficient time for the industry to prepare for the spectrum re-assignment, the CA plans to launch two rounds of public consultation on way forward with a view to announcing its decision on the arrangements for spectrum re-assignment by the end of 2017. The related preparatory work has commenced in 2015.

Reduction of Telecommunications Licence Fees

In November 2012, the CA and the SCED issued a joint statement that promulgated their decision to reduce the customer connection fee level of Unified Carrier Licences (“UCLs”) from \$800 to \$700 for each 100 customer connections, and to reduce the mobile station fee level of Public Radiocommunications Service Licences (Paging) and Services-Based Operator Licences (Class 3) from \$800 to \$700 for each 100 mobile stations. Following the completion of the legislative procedure, the new licence fees took effect on 1 March 2013. In February 2013, PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited (“PCCW and HKT”) applied for leave to lodge a judicial review (“JR”) application against the CA and SCED on their decisions on licence fees reduction. The Court granted leave to PCCW and HKT’s application for the JR in July 2013. The substantive hearing was held from 17 to 19 June 2015. The judgement was handed down on 11 August 2015. The Court of First Instance ruled in favour of the CA and the SCED and dismissed the JR application. PCCW and HKT lodged an appeal to the Court of Appeal on 4 September 2015.

Regulation of Broadcast-type Mobile TV Services

Since the launch of Mobile TV Services in February 2012, the China Mobile Multimedia Broadcasting (“CMMB”) standard has been used as the transmission standard. HKTV announced on 20 December 2013 the completion of its acquisition of all shares of the original licensee holding the UCL that authorised it to provide Mobile TV Services (“Mobile TV Licence”) and subsequently renamed the licensee as Hong Kong Mobile Television Network Limited (“HKMTV”). In January 2014, HKMTV indicated to OFCA its proposal to switch from the original CMMB standard to the Digital Terrestrial Multimedia Broadcast (“DTMB”) standard.

DTMB standard is the transmission standard adopted for the provision of free-to-air DTT services in Hong Kong. As the executive arm of the CA, OFCA is of the opinion that HKMTV’s switch to the DTMB standard without implementing effective technical measures to ensure that its Mobile TV Services will not be available for reception by an audience of more than 5 000 specified premises in Hong Kong will trigger the licensing requirement under the BO in relation to a free TV licence and/or pay TV licence. Furthermore, the reception of Mobile TV Services by household television sets via fixed installations, such as in-building coaxial cable distribution systems and rooftop antennas, will constitute the provision by HKMTV of a fixed service, in breach of Schedule 1 of the Mobile TV Licence, which stipulates that nothing in the Mobile TV Licence authorises the licensee to provide any fixed services using the frequencies specified in the Mobile TV Licence, or to provide any service subject to licensing under any other ordinance.

HKTV and HKMTV disputed OFCA’s view that Mobile TV Services using the DTMB standard without effective technical measures should be subject to regulation by the BO. On 11 April 2014, HKTV and HKMTV applied to the court for leave to apply for a judicial review of OFCA’s positions. Leave was granted and the substantive hearing was conducted on 26 and 27 November 2014. On 29 September 2015, the Court of First Instance handed down its judgement in favour of OFCA and dismissed all the grounds of judicial review brought by HKTV and HKMTV.

3

繼續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

近年，智能電話和先進流動裝置日趨普及，刺激了流動數據服務的增長和需求，但同時，有關流動寬頻服務帳單爭議的消費者投訴數字亦隨之而上升，情況備受消費者關注。這些投訴大多涉及流動通訊「帳單震撼」，即指消費者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。

為解決這個問題，通訊辦自2010年5月起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。



為增加相關服務資訊的透明度，通訊辦已在網站公布個別營辦商所採取的措施，並定期更新資料。在推行這些措施的同時，通訊辦亦舉辦一系列消費者教育活動，以加深消費者對流動數據服務的認識和了解。通訊辦亦在網站提供數據用量計算機，消費者可使用此工具估算自己的數據用量。2014年，我們處理了615宗有關流動通訊「帳單震撼」的投訴個案。

公平使用政策指引的實施進度

固網及流動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，某些「無限用量」服務計劃其實受限於服務供應商所實施名為「公平使用政策」的使用限制。公平使用政策旨在防止個別用戶過度使用網絡資源，以免對網絡表現構成不良影響，妨礙其他用戶使用服務。舉例來說，對於數據用量已超出指定上限的用戶，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。可是，消費者未必會留意到公平使用政策的實施或了解相關的條款及條件。對於使用「無限用量」服務計劃的用戶，當遇到數據用量因公平使用政策而受到限制時，更會感到不滿。

為保障消費者權益和增加服務資訊的透明度，通訊局於2011年11月發出《公平使用政策指引》，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。

2014年，通訊辦協助通訊局處理了43宗與公平使用政策相關的投訴個案，與上一年處理38宗個案比較，略有上升，當中並無發現任何違反《公平使用政策指引》的個案。

Continued Efforts to Strengthen Consumer Protection in the Use of Telecommunications Services

Ongoing Implementation of “Mobile Bill Shock” Preventive Measures

The growing popularity of smartphones and advanced mobile devices has driven the growth of and demand for mobile data services in recent years. At the same time, the rise in the number of consumer complaints relating to mobile broadband billing disputes has become a common concern among consumers. Many of these complaints involve “mobile bill shock”, which refers to the shock consumers experience upon receiving unexpectedly high mobile bill charges. “Mobile bill shock” is mainly caused by unintentional or inadvertent usage of mobile data services, locally or while roaming overseas.

To address this problem, a series of preventive measures have been promulgated by OFCA since May 2010 for the industry. 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 pre-determined usage threshold is reached, or when their roaming data usage is triggered.

To increase the transparency of the relevant service information, OFCA has published measures implemented by individual operators on its website and provided regular updates. In parallel with these measures, OFCA has organised a series of consumer-education programmes to enhance consumers’ awareness and knowledge of mobile data services. OFCA has also posted a data usage calculator on its website, which serves as a tool for consumers to estimate their data usage consumption. In 2014, we handled 615 complaint cases in relation to “mobile bill shock”.

Progress of the Implementation of Fair Usage Policy Guidelines

Fixed and mobile broadband service providers offer a variety of service plans for consumers, including plans with “unlimited usage”. However, certain “unlimited usage” service plans are in fact subject to usage restrictions imposed by service providers in the name of Fair Usage Policy (“FUP”). The FUP is intended to prevent excessive usage of network resources by individual customers, which may adversely affect the network performance and hamper other customers’ use of the service. For example, service providers may impose restrictions by lowering the network service priority or reducing the access speed for customers whose data usage has exceeded a specified threshold. Nevertheless, consumers may not be aware of the existence of the FUP or understand the relevant terms and conditions. Customers of “unlimited service” plans in particular feel aggrieved when their data usage is subject to restriction because of the FUP.

In order to protect consumer interests and enhance the transparency of service information, the CA issued a set of FUP guidelines in November 2011, governing how service providers should implement their FUP. The mandatory guidelines have been in effect since February 2012.

In 2014, OFCA assisted the CA in handling 43 FUP-related complaint cases, which was slightly higher than the 38 cases handled the year before. None of them was found to be in contravention of the FUP guidelines.



提升寬頻表現測試系統

自2010年12月起，通訊辦在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2014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1 000兆比特的速度測試。2015年1月，我們亦更新了流動應用程式，讓iOS和Android系統流動裝置的用戶可進行高達每秒150兆比特的速度測試。

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2015年5月，系統已進行超過5 800萬次測試。

繼續促進業界實施自行規管措施

改善電訊服務合約業界實務守則

為向業界提供擬訂電訊服務合約的指引，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(一個業界聯會)於2010年12月公布屬自行規管性質的《業界守則》。

由2011年7月起，所有主要的固定和流動網絡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。自實施《業界守則》以來，有關服務合約爭議的投訴數字持續下降，由2011年的1 277宗減少至2014年的588宗。通訊辦在檢視及分析自《業界守則》實施以來所收到有關合約爭議的消費者投訴後，向香港通訊業聯會提出多項建議，以進一步改善《業界守則》。香港通訊業聯會經與各參與營辦商商討，在2014年10月修訂《業界守則》，主要修訂內容包括：

- 改善終止合約的安排，不得對客戶構成不便或涉及不合理的拖延；
- 改善延長合約期或續約時向客戶發出書面確認的安排；
- 合約須清楚列明如營辦商因未有網絡覆蓋而未能於客戶搬遷地址後繼續提供服務，所涉及的終止服務費用的計算方法或上限；
- 合約須清楚列明合約期內第一期及最後一期月費的計算方法；以及
- 鼓勵營辦商彈性推行最佳的冷靜期安排。

經修訂的《業界守則》由2015年5月1日起生效。

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

In December 2014, we completed the upgrade of the broadband performance test which now offers desktop users a speed test of up to 1 000 Mbps. In January 2015, we also updated the mobile apps to offer users of iOS-and Android-based mobile devices a speed test of up to 150 Mbps.

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 May 2015, more than 58 million tests were performed under this system.

Continuing to Facilitate the Implementation of Self-regulatory Measures

Enhancement of the Industry Code of Practice for Telecommunications Service Contracts

In order to provide guidelines for the industry on drawing up telecommunications service contracts so as to improve transparency in the contracting process and increase customer satisfaction, CAHK, an industry association, promulgated a self-regulatory Industry Code in December 2010.



通訊辦寬頻表現測試系統已經提升，以支援測量更高速的固網及流動寬頻服務。

The OFCA Broadband Performance Test system has been enhanced to support measurements of fixed and mobile broadband services of higher speeds.

Since July 2011, all major fixed and mobile network operators 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 number of complaints related to service contract disputes has been decreasing continuously since the implementation of the Industry Code, dropping from 1 277 cases in 2011 to 588 cases in 2014. Having reviewed and analysed consumer complaints on contractual disputes received since the implementation of the Industry Code, OFCA made a number of suggestions to CAHK for further improvements. CAHK accordingly revised the Industry Code in October 2014 following discussions with participating operators. Major revisions include:

- improving the arrangement for contract termination so that the arrangement does not cause inconvenience to customers or involve unreasonable delay;
- improving the arrangement for the provision of written confirmation for extension or renewal of contracts;
- stating clearly in the contract the calculation of the termination charge or the maximum amount involved if it is not feasible for the operators to provide service at the relocated premises due to the absence of network coverage;

- stating clearly in the contract the calculation of the first bill and the last bill within the contract term; and
- encouraging operators to implement better cooling-off period arrangements with greater flexibility.

The revised Industry Code took effect on 1 May 2015.

Code for the Provision of Chargeable Mobile Content Services

To safeguard consumer interests and increase the transparency of the pricing information related to Mobile Content Services (“MCS”), OFCA has worked closely with the industry to draw up the voluntary “Code for the Provision of Chargeable Mobile Content Services”. Promulgated and put into effect by CAHK in January 2010, the code governs the practices of third-party Content Service Providers (“CSPs”) in providing MCS and the establishment of an industry self-regulatory scheme. Under the code, all third-party CSPs are required to indicate clearly to their customers the chargeable nature of the services and obtain clear consent from them before initiating the delivery and provision of MCS. They are also required to 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 complaint handling and random checks. A mobile network operator may only enter into a commercial contract with a CSP that has obtained a Letter of Positive Assessment (“LPA”) from the AA regarding MCS delivery and billing. As at the end of March 2015, nine CSPs had successfully obtained LPAs from the AA. In 2014, the AA issued one warning to a CSP for failing to comply with the code.

Since the adoption of the code in January 2010, OFCA has been closely monitoring its effectiveness, and recorded a continued decrease in the number of related complaints,

which has remained at a low level. During the year under review, only two cases were received on a monthly average, reflecting that CSPs generally comply with the voluntary code and customers are generally satisfied with the MCS.

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

In October 2011, the CA issued a voluntary code of practice entitled “Code of Practice in Relation to Billing and Payment Collection for Telecommunications Services”, with a view to reducing billing disputes and enhancing the transparency of billing information. This code of practice provides guidance to telecommunications operators on chargeable items to be included in their bills and arrangements for payment collection. As at October 2014, seven local fixed and four mobile network operators had pledged compliance with the code. We have published on our website a consumer alert as well as a summary of the compliance status of all operators for the information of consumers. 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 Framework for Development of Broadcast-Type Mobile TV Services in Hong Kong, which was promulgated by the Government in December 2008 and revised in February 2010, the industry is required to develop a code of practice on the provision of Mobile TV Services, both local broadcast-type and streaming-type, for the purpose of self-regulation. In August 2012, CAHK issued a code of practice for Mobile TV Services. With a view to protecting children and public morals, the code requires Mobile TV Service providers to implement access controls for pornographic and obscene content. Mobile TV Service providers should also have regard to the prevailing standards of morality generally accepted by society, and in particular be vigilant about the likely effects of their television content on children.

3

解決顧客投訴計劃的實施進度

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」，以調解方式協助電訊服務供應商與其住宅／個人顧客解決雙方已陷入僵局的計帳爭議。計劃由2012年11月1日開始運作，以兩年為試驗期。香港所有主要的電訊服務供應商均參與該計劃。香港通訊業聯會亦成立了一個獨立調解服務中心(「調解服務中心」)負責提供相關的調解服務。通訊辦對該計劃的支持包括贊助所需經費、按有關受理準則審核申請、以及監察計劃的表現和管治工作。

由2012年11月1日至2014年10月31日的兩年試驗期間，通訊辦共接獲357宗符合計劃受理準則的申請(首年及次年分別接獲106宗及251宗申請)，當中159宗在轉介予調解服務中心跟進前已獲得解決，197宗經調解服務中心處理後亦獲得圓滿解決。至於餘下的一宗個案，所涉雙方已達成口頭協議以解決個案，但有關顧客沒有現身簽署書面解決協議。

在試驗期結束後，通訊辦就計劃的成效和市民使用計劃的情況進行檢討。由於試驗計劃的成績令人鼓舞，加上顧客對計劃有確實的需求，以及業界的正面回應，通訊辦支持以試驗計劃採用的機制為基礎，由2015年5月1日起長期實施該計劃。通訊辦日後亦將舉辦更多宣傳推廣活動，並會繼續贊助計劃運作所需經費、審核計劃的申請、以及密切監察計劃的運作和成效。

協助新的海底電纜系統在香港登陸

年內，通訊辦繼續向營辦商提供綜合聯絡服務，協助他們為兩個新海底電纜系統(即Asia-Pacific Gateway及Asia Africa Europe-1)在香港登陸申請所需的法定批准。這兩個新系統預定於2016年在香港登陸。



固網寬頻服務發展

透過寬頻上網使用各項應用程式及瀏覽內容，已成為本港市民日常生活的一部分。隨着固網營辦商持續鋪設網絡，市民大眾得以通過各種技術，享用覆蓋差不多全港的寬頻服務。截至2015年6月，本港約有229萬個住宅及商業固網寬頻用戶，住戶普及率為83%。目前寬頻服務的速度可高達每秒1吉比特。超過84%的固網寬頻用戶使用速度達每秒10兆比特或以上的寬頻服務。

根據歐洲光纖到戶議會於2015年2月發出的新聞公報，香港光纖到戶／到樓網絡的住戶普及率與全球39個經濟體系比較，排名第三。根據互聯網內容傳輸商Akamai於2015年3月發布的《2014年第四季互聯網發展狀況報告》，香港連線速度平均峰值為87.7Mbps，是全球速度最快的地區之一。

Progress of the Implementation of 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 facilitated the setting up by the telecommunications industry of a voluntary CCSS for a trial period of two years starting from 1 November 2012. With the participation of all major telecommunications service providers in Hong Kong, the mediation service was provided by an independent mediation service centre (“CCSS Centre”) set up under CAHK. OFCA supported the CCSS trial by contributing the necessary funding, assessing the CCSS applications against the acceptance criteria, and monitoring the performance and the governance of the scheme.

During the two-year trial period from 1 November 2012 to 31 October 2014, OFCA received 357 applications (with 106 and 251 applications in the first and second trial years respectively) that met CCSS’s acceptance criteria. Among them, 159 cases were resolved before referral to the CCSS Centre, and 197 cases were satisfactorily settled after being followed up by the CCSS Centre. For the remaining case, though verbal agreement was reached between the parties to settle the case, the customer failed to turn up to sign the written settlement agreement.

Following the trial period, a review was conducted on the effectiveness of the CCSS and its usage by the public. With the encouraging outcome of the trial, the proven demand from customers and the positive feedback from the industry, OFCA has supported the long-term implementation of the CCSS from 1 May 2015 on the basis of the framework adopted in the trial scheme. More publicity and promotional activities will be launched in the future. OFCA will continue to provide funding, assess the CCSS applications, and monitor closely the operation and effectiveness of the CCSS.

Facilitation of the Landing of New Submarine Cable Systems in Hong Kong

During the year, OFCA continued to provide a single-point-of-contact service, assisting the operators to apply for the necessary statutory approvals to land two new submarine cable systems, the Asia-Pacific Gateway and the Asia Africa Europe-1, in Hong Kong. These two new systems are scheduled to land in Hong Kong in 2016.

Development 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 continuous network rollout of fixed-network operators, the Hong Kong community is able to enjoy the nearly ubiquitous coverage of broadband networks deploying various technologies. As at June 2015, there were around 2.29 million residential and commercial fixed-broadband subscribers, with a household penetration rate of 83%. Broadband services are now available at speeds up to 1 Gbps. Over 84% of fixed broadband subscribers use broadband services with a speed of 10 Mbps or above.

According to a press release issued by the FTTH Council Europe in February 2015, Hong Kong ranked the third worldwide in fibre to home/building household penetration among the 39 economies under comparison. According to the “*State of the Internet 4th Quarter, 2014 Report*” published by Internet content delivery provider Akamai in March 2015, Hong Kong has an average peak connection speed of 87.7 Mbps, which is among the highest in the world.

3

有關撤銷固網商窄頻互連收費原則規管指引的最新情況

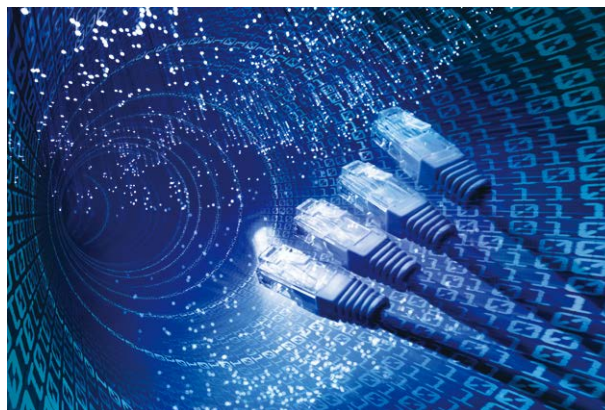
在 18 個月過渡期結束後，固網商之間的窄頻互連收費原則規管指引由 2014 年 10 月 16 日起停止生效。在規管指引撤銷後，固網商可自由地進行商業洽談，商訂窄頻互連的條款及條件，包括須否就交換通訊量收取互連費用，如要收取費用的話，收費水平為何。在規管指引撤銷後，大多數固網商已互相簽訂新互連協議，無需通訊局介入。

檢討傳送者牌照的牌照條件

隨着傳送者牌照制度多年來不斷演進，針對特定事項的跨行業法例或規例相繼實施，並適用於所有行業（包括電訊業）。跨行業規管制度引入和不斷完善，已可取代根據電訊發牌制度所施加的行業特定規管，令後者變得不合適和不必要。

為消除電訊牌照持有人須同時受行業特定規管及跨行業法例的約束這種不合理情況，通訊辦協助通訊局和商務及經濟發展局局長檢討根據《電訊條例》發出的傳送者牌照的所有牌照條件。相關的聯合公眾諮詢已在 2014 年 9 月及 10 月舉行，以收集業界及有關各方的看法和意見。

經審慎考慮在公眾諮詢所收到的意見書後，通訊局在 2015 年 3 月 10 日公布，決定把五項規管道路開掘工程的特別條件從日後新發出的綜合傳送者牌照中剔除。至於現有的傳送者牌照，通訊辦已發出通告函件邀請持牌人



交回牌照，以刪除該等特別條件。大部分主要傳送者牌照持牌人已交回牌照，以便通訊辦刪除有關特別條件。商務及經濟發展局局長亦決定刪除傳送者牌照內有關公共建築物及樹木附加裝置的限制的一般條件，並會向立法會簡介，以及引入所需的法例修訂，以刪除該條件。

確保善用八位數字號碼計劃的措施

香港自 1995 年起一直採用八位數字電訊號碼計劃。由於過去 20 年，新服務不斷湧現，加上流動通訊服務越趨普及，各界對電訊號碼的需求預期仍會持續上升，尤以流動通訊業為然。如對額外號碼的需求一直殷切，現時編配作流動服務用途的號碼估計會於 2018 年用罄。為此，我們須善用現行的八位數字號碼計劃，以應對流動服務號碼短缺的問題。我們會協助通訊局於 2015 年第四季就未來路向展開公眾諮詢。

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

After an 18-month transitional period, the regulatory guidance on charging principles for narrowband interconnection between fixed carriers ceased to be effective on 16 October 2014. With the withdrawal of the regulatory guidance, fixed carriers are free to negotiate with each other commercially on the terms and conditions for narrowband interconnection, including whether interconnection charges are required for the exchange of traffic and, if any, the level of interconnection charges. Most of the fixed carriers have concluded new interconnection agreements among themselves after the withdrawal of the regulatory guidance, without the need for the CA to intervene.

Review of Licence Conditions in the Carrier Licences

Alongside the evolution of the carrier licensing regime over the past years, cross-sectoral legislation or regulation on specific matters, which applies across the board to all sectors including the telecommunications sector, has come on stream. The introduction of, and enhancements to, these cross-sectoral regulatory regimes over time have served to supersede the sector-specific controls imposed under the telecommunications licensing regime and rendered the latter inappropriate and unnecessary.

With a view to removing the anomaly of subjecting telecommunications licensees to both the sectoral and cross-sectoral regulatory controls on specific matters, OFCA assisted the CA and the SCED in a review of all licence

conditions in carrier licences issued under the TO. A joint public consultation was conducted during September and October 2014 to solicit the views and comments of the industry and interested parties.

Having carefully considered the submissions received, the CA announced on 10 March 2015 its decision to remove five special conditions (“SCs”) governing road-opening works from the new UCLs issued thereafter. As for the existing carrier licences, OFCA issued a circular letter inviting the licence holders to return their licences to effect the corresponding removal of the SCs. Most of the major carrier licensees have already returned their licences for removal of the concerned SCs. The SCED also decided to remove a general condition concerning restrictions on attachment to public buildings and trees from the carrier licences, and will proceed to brief the Legislative Council and introduce the necessary legislative amendments to effect the removal.

Measures to Ensure Better Utilisation of the 8-digit Numbering Plan

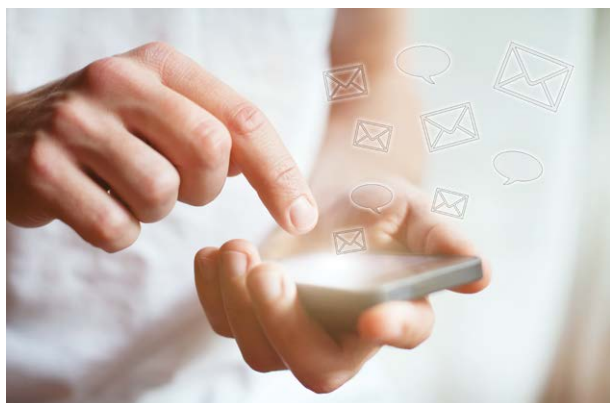
In Hong Kong, the 8-digit telecommunications numbering plan has been adopted since 1995. With the emerging new services and the popularity of mobile communications services over the last two decades, it is anticipated that the demand for telecommunications numbers will continue to increase, in particular in the mobile communications sector. If the demand for additional numbers sustains, it is estimated that the numbers currently allocated for mobile services will be exhausted by 2018. There is a need to address the shortage of numbers for mobile services through better utilisation of the existing 8-digit numbering plan.

We will assist the CA in conducting a public consultation exercise on way forward in the fourth quarter of 2015.

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

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管理局局長於2011年9月就未來路向發表聯合聲明，公布由於供固定鏈路、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。



管理香港電訊設備鑑定及驗證計劃

為了配合國際最佳做法，由2009年10月1日開始，原先由前電訊管理局負責的電訊設備測試和驗證服務已移交予合資的本地測試實驗室。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2014/15年度，本地認證機構簽發了526份設備認證，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、視察實驗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所指明的標準。

我們一直監察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2014/15年度，我們共發出四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七項新訂或經修訂的技術標準。

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 economically and socially efficient use of radio spectrum in order to maximise the benefits to the community. Following the completion of the public consultation on the proposed charging scheme in February 2011, the SCED and the then Telecommunications Authority issued a joint statement on the way forward in September 2011. It was announced that eight frequency bands used for fixed links, electronic news gathering/outside-broadcast links and satellite uplinks had been 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.



Administration of the Hong Kong Telecommunications Equipment Evaluation and Certification Scheme

To keep pace with international best practices, commencing 1 October 2009, the testing and certification services for telecommunications equipment, which were previously provided by the then Office of the Telecommunications Authority, 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 2014/15, the LCBs issued 526 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 the standards prescribed by OFCA.

4



大廈內同軸電纜分配系統頻道的頻率指配

在2014/15年度，通訊辦協助通訊局審核無線網絡電視和香港有線電視有限公司就轉換綜合傳送者牌照提交的申請。在該兩宗個案中，營辦商獲准通過新綜合傳送者牌照繼續使用獲指配的大廈內同軸電纜分配系統頻道。

規劃頻帶以引進新用途

為滿足業界和公眾對須使用無線電頻譜的新用途的需求，我們一直密切監察海外各地在頻譜管理和提升技術

方面的發展，務求適時編配新頻帶，利便引進該等用途。在2014/15年度，我們研究了57-66吉赫頻帶、71-76吉赫頻帶/81-86吉赫頻帶和76-81吉赫頻帶的頻帶規劃。該三段頻帶分別可供短程裝置、固定鏈路和汽車雷達使用。

衛星網絡的頻譜和軌道位置管理

衛星頻譜和軌道位置屬有限的天然資源。我們致力確保在香港註冊的通訊衛星在使用該等資源時恪守國際電信聯盟(「國際電聯」)訂定的國際程序。在亞洲6號衛星和亞洲8號衛星這兩枚新衛星於2014年投入服務後，共有九枚在軌衛星由香港兩家提供衛星通訊服務的持牌公司操作。



We constantly monitor international developments in telecommunications standardisation, and update local technical standards in order to meet the needs of the industry and the public. In 2014/15, a total of four papers were issued to consult the industry on matters related to standardisation, and seven new or revised technical standards were approved and issued by the CA.

Frequency assignment of In-building Co-axial Cable Distribution System channels

In 2014/15, OFCA assisted the CA in conducting the assessment of applications submitted by TVB Network Vision and Hong Kong Cable Television Limited for conversion to UCLs. In both cases, the operators were permitted to carry over the In-building Coaxial Cable Distribution System channels assigned to them via their new UCLs.

Frequency Band Planning for the Introduction of New Applications

To meet the demand of the industry and the public for new applications that require the use of radio spectrum, we constantly monitor overseas developments of spectrum management and progress of related technology advancement, with a view to allocating timely new frequency bands to facilitate the introduction of these applications. In 2014/15, we studied the frequency band planning of the bands 57-66 GHz, 71-76 GHz/81-86 GHz and 76-81 GHz. The three frequency bands may be used for deployment of short-range devices, fixed links and automotive radars respectively.

Management of Spectrum and Orbital Positions for Satellite Networks

Satellite spectrum and orbital positions are limited natural resources. We undertake the work to ensure that use of these resources by communications satellites registered in Hong Kong adheres to the international process of the International Telecommunication Union (“ITU”). Following the launch of two new satellites ASIASAT 6 and ASIASAT 8 in 2014, there were nine satellites in orbit operated by two Hong Kong companies licensed to provide satellite communications services.





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

處理和調查有關具誤導性或欺騙性行為的電訊服務投訴

《2012年商品說明(不良營商手法)(修訂)條例》於2013年7月19日生效後，禁止電訊牌照持有人作出具誤導性和欺騙性行為的《電訊條例》第7M條同時被廢除。在過渡安排下，如果牌照持有人在經修訂的《商品說明條例》實施前作出具誤導性或欺騙性的行為，該等行為仍然受《電訊條例》第7M條所規管，並按該條文處理。在2014年4月1日至2015年3月31日期間，通訊辦根據《電訊條例》第7M條的規定，協助通訊局處理了81宗投訴個案，當中一宗個案證實違例。通訊局已向有關牌照持有人施加15萬元罰款。

處理和調查電訊與廣播業的競爭投訴及電訊業的合併與收購個案

《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，在2014年4月1日至2015年3月31日期間協助通訊局考慮了13宗投訴個案，通訊局在審慎考慮後，決定結束所有個案而不展開調查。同期，我們根據《廣播條例》第13條或14條協助通訊局考慮了兩宗投訴個案，該兩項條文禁止廣播牌照持有人作出反競爭行為。通訊局在審慎考慮後，決定結束這些個案而不展開調查。

另外，通訊局根據《電訊條例》第7P條考慮了兩宗個案，該項條文規管傳送者牌照持有人的合併與收購活動，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。

處理和調查違反《商品說明條例》的投訴

經修訂的《商品說明條例》於2013年7月19日起全面實施，涵蓋範圍由商品擴大至包含服務，禁止訂明的不良營商手法，並加強執法機制(統稱為「公平營商條文」)。

除海關負責執法外，通訊局同時獲賦予共享管轄權，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，按《商品說明條例》的公平營商條文執法。兩個執法機關已發出執法指引，就公平營商條文的實施向商戶和消費者提供指引，並已簽訂諒解備忘錄，以協調雙方在經修訂《商品說明條例》下履行各自的職能。

在2013年7月19日至2015年3月31日期間，通訊辦共接獲1 486宗根據《商品說明條例》提出的投訴。在這些投訴中，有1 155宗因證據不足以懷疑／證實違反《商品說明條例》或因不屬《商品說明條例》的規管範圍而結案，有105宗投訴在通訊局向有關持牌人發出勸諭信敦促該等持牌人注意有關事宜，並改善向消費者銷售、供應或推廣電訊服務或廣播服務的相關營業行為後，亦已結束。至於餘下的226宗投訴則仍在不同階段的處理中。

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

Section 7M of the TO, which prohibits misleading and deceptive conduct by telecommunications licensees, was repealed upon the commencement of the Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012 on 19 July 2013. As a transitional arrangement, if a licensee was engaged in misleading or deceptive conduct at a time prior to the implementation of the amended TDO, such conduct would still be regulated and dealt with under section 7M of the TO. Between 1 April 2014 and 31 March 2015, OFCA assisted the CA in handling 81 complaint cases under section 7M of the TO. One of these cases was confirmed as infringement of the TO, resulting in the imposition of a financial penalty of \$150,000 by the CA on the licensee concerned.

Handling of and Investigations into Competition Complaints in the Telecommunications and Broadcasting Sectors, and Merger & Acquisition Cases in the Telecommunications Sector

Between 1 April 2014 and 31 March 2015, we assisted the CA in considering 13 complaint cases under section 7K, 7L or 7N of the TO, which prohibits anti-competitive conduct by telecommunications licensees. All the cases were closed after due consideration, with no further investigations. During the same period, we assisted the CA in considering two complaint cases under section 13 or 14 of the BO, which prohibits anti-competitive conduct by broadcasting licensees. After due consideration, all cases were closed with no investigation opened.

We also considered two cases under section 7P of the TO, which oversees merger and acquisition activities involving carrier licensees, and concluded that no issue was raised that required commencement of investigation under section 7P.

Handling of and Investigations into Complaints about Contravention of TDO

The amended TDO came into full implementation on 19 July 2013, extending the coverage of the TDO from goods to services, prohibiting specified unfair trade practices, and providing for an enhanced enforcement mechanism (collectively known as “fair trading sections”).

The CA is conferred concurrent jurisdiction with the C&ED to enforce the fair trading sections of the TDO in relation to the commercial practices of licensees under the TO and the BO directly connected with the provision of telecommunications and broadcasting services. The two enforcement agencies have issued enforcement guidelines for traders and consumers as to the operation of the fair trading sections, and entered into a memorandum of understanding to co-ordinate the performance of their functions under the amended TDO.

From 19 July 2013 to 31 March 2015, OFCA received a total of 1 486 complaints under the TDO. Of these complaints, 1 155 were closed due to insufficient evidence to suspect/establish a contravention, or they fell outside the scope of the TDO; 105 complaints were closed after the CA issued advisory letters to the licensees concerned to bring to their attention the subject matter and advise them of the need to improve their relevant commercial practices in relation to the sale or supply or promotion of telecommunications or broadcasting services to consumers; and the remaining 226 complaints were under process at various stages.

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《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2015年3月，已有超過270萬個號碼登記在三份登記冊上。除須尊重已在登記冊上登記的使用者的意願外，商業電子訊息發送人亦須遵從《非應邀電子訊息條例》所訂明的多項發送訊息規則，例如發送人必須在商業電子訊息內提供聯絡資料和「取消接收選項」，讓收件人可以聯絡有關發送人，表明不欲再接收商業電子訊息的意願。

在2012/13、2013/14和2014/15年度接獲的懷疑違反《非應邀電子訊息條例》舉報總數分別為2 410宗、1 998宗和2 068宗。雖然2014/15年度的舉報宗數與2013/14年度的數字相若，我們察覺到濫發訊息活動逐漸從利用傳真和預錄電話訊息等傳統方式轉變為使用流動通訊應用程式發送短訊。我們會繼續監察各平台上的發送人遵守有關規定的情況，並理順程序，以便更有效執法。

執行條例

我們如收到針對某發送人的舉報數目不超過某個數額，會發出勸諭信，要求發送人遵守《非應邀電子訊息條例》的規定。如我們收到針對某發送人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，並可能向有關發送人發出警告信。在2014/15年度，我們共發出270封勸諭信和49封警告信。

如發現商業電子訊息發送人持續違反該條例，我們會根據《非應邀電子訊息條例》第38條發出執行通知，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。在2014/15年度，我們向一名發送人發出一份執行通知。在報告期內，我們一直積極跟進一名發送人在互聯網透過WhatsApp Messenger平台發送同一宣傳補習導師中介服務短訊的個案。在該個案中，通訊辦累計接獲超過1 000宗舉報。



Enforcement of the Unsolicited Electronic Messages Ordinance

Do-Not-Call Registers

Under the UEMO, we have established three Do-Not-Call (“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 March 2015, more than 2.7 million numbers were registered with these three DNC Registers. Apart from the need to respect the wishes of the registered users of the DNC Registers, senders of commercial electronic messages are also required under the UEMO 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 so that the recipients can approach the sender concerned and indicate their wish not to receive further commercial electronic messages.

In 2012/13, 2013/14 and 2014/15, the total number of reports received in relation to suspected contraventions of UEMO were 2 410, 1 998 and 2 068 respectively. Although the number of reports in 2014/15 was comparable to that of 2013/14, we observed a progressive shift of spamming activities from the traditional means of faxes and pre-recorded voice messages to the use of mobile messaging applications to send short messages. We will continue to monitor the compliance situation on various platforms and streamline the procedures for more effective enforcement.

Enforcement

If the number of reports received against a sender is below a certain threshold, we will issue an advisory letter reminding the sender to observe the requirements under the UEMO. If the number of reports received against a sender exceeds the threshold, or if we continue to receive reports against the same sender after the issuance of an advisory letter, we will conduct a formal investigation and may issue a warning letter to that sender. In 2014/15, a total of 270 advisory letters and 49 warning letters were issued.

In the event of repeated contraventions by the senders of commercial electronic messages, we may issue enforcement notices under section 38 of the UEMO, 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 the first conviction. In 2014/15, we issued an enforcement notice to a sender. During the period, we have been actively pursuing a sender of an identical short message promoting a tutor referral service via the WhatsApp Messenger platform on the Internet, which cumulatively resulted in over 1 000 reports submitted to OFCA.

Preparation for the Implementation of the Competition Ordinance

Passed by the Legislative Council on 14 June 2012, the CO provides a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors when it has the object or effect of preventing, restricting or distorting competition. Under the CO, the CA is conferred concurrent jurisdiction with the CC to enforce the Ordinance 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.

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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》，通訊局與競委會獲賦予共享管轄權，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有人的合併與收購活動，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》內的競爭條文將在實施過渡安排下予以廢除。

通訊辦一直協助通訊局與競委會保持緊密聯繫，進行《競爭條例》生效前所需的籌備工作。2014年10月，通訊局與競委會共同發出六份關於執行和詮釋《競爭條例》的草擬指引，收集業界和公眾的看法和意見。通訊局與競委會經考慮該等意見後，在2015年3月共同發出修訂草擬指引，邀請各界提出意見，並於2015年4月27日諮

詢立法會。通訊局與競委會在考慮各界對修訂草擬指引的意見後，於2015年7月發出指引定稿。隨着政府在憲報刊登《生效日期公告》，指定2015年12月14日為《競爭條例》全面生效的日期，通訊辦會繼續協助通訊局完成全面實施《競爭條例》所需的所有籌備工作，包括與競委會聯繫，擬備通訊局與競委會將簽訂的諒解備忘錄，以協調雙方在共享管轄權安排下履行各自的職能。

消費者教育活動

在2014/15年度，我們繼續致力加強公眾對明智地使用通訊服務的認識，在2014年8月至2015年4月期間，我們以「做個精明通訊服務用家」為主題舉行一年一度的消費者教育活動（「教育活動」），在全港不同地點舉行九場巡迴展覽，透過內容豐富的展板和多項互動遊戲及活動，向公眾宣揚消費者訊息，並在兩份報章刊載一系列漫畫，宣傳同類的消費者訊息。我們又舉行四場公眾講



通訊辦舉辦一系列「做個精明通訊服務用家」消費者教育活動，藉此推廣如何善用各類通訊服務。

A series of consumer education programmes under the theme “Smart Use of Communications Services” were organised to promote proper use of various communications services.

OFCA has been assisting the CA in close liaison with the CC on preparatory work required before the commencement of the CO. In October 2014, the CA and the CC jointly issued a set of six draft guidelines on the enforcement and interpretation of the CO and solicited views and comments from the business sectors and the general public. Having considered comments received from the consultation exercise, the CA and the CC jointly issued revised draft guidelines for comments in March 2015. The Legislative Council was also consulted on the revised draft guidelines on 27 April 2015. The CA and the CC issued the final guidelines in July 2015 having taken into account comments received on the revised draft guidelines. With the Government gazetting a commencement notice appointing 14 December 2015 as the full commencement date of the CO, OFCA will continue to assist the CA in completing all the necessary preparation work for the full implementation of the CO, including liaising with the CC to prepare the memorandum of understanding to be entered into between the CA and the CC to co-ordinate the performance of their functions under the concurrent jurisdiction arrangement.

Consumer Education Programmes

In 2014/15 we continued our efforts to raise public awareness of intelligent use of communications services. The annual consumer education campaign (“the campaign”) under the theme “Smart Use of Communications Services” was carried out from August 2014 to April 2015. Nine roving exhibitions were held at different locations across the territory, conveying consumer messages to the general public through informative display panels and a number of interactive games and activities. A series of advertorials in the form of comic strips were also published in two newspapers to disseminate the same consumer messages. Four public seminars, as well as 10 talks at centres for the elderly and community centres were conducted in cooperation with various non-government-organisations to educate the public on how to protect and use mobile phone data and services wisely. In addition, a one-minute TV Announcement in the Public Interest (“API”) was produced to publicise consumer tips in relation to the 3G spectrum reassignment exercise. The broadcast of the API was arranged on various free and pay TV channels.



在各區中學巡迴演出 20 場互動劇場及舉辦故事攝影比賽，推廣有關通訊服務的消費者資訊。

20 interactive roving drama performances were staged and a photo storytelling competition was organised at secondary schools to promote consumer messages about communications services.



座，以及與多個非政府機構合作，在長者中心及社區中心舉行十場講座，教育公眾如何明智地保護智能電話內的資料，以及使用智能電話服務。此外，我們製作了一分鐘電視宣傳短片，宣傳有關3G頻譜重新指配事宜的消費者貼士。該宣傳短片已安排在各免費及收費電視頻道播放。

鑑於智能電話深受青少年歡迎，我們安排了一系列以中學生為對象的活動，包括在中學舉行20場互動話劇表演暨小型展覽會，以及舉辦故事攝影比賽，鼓勵青少年積極參與其中。我們來年會繼續舉辦教育活動，以期更廣泛接觸社會各界。

推廣通訊局與通訊辦的角色及職能的宣傳活動

為使市民進一步認識通訊局作為香港通訊業法定規管機構的角色，以及通訊辦作為通訊局的執行部門所提供的專業支援，通訊辦於年內開展了一系列的宣傳活動，包括製作短片，宣傳香港通訊業所取得的成就和通訊局與通訊辦的角色及職能；在通訊辦網頁增設名為「OFCA全接觸」的專欄，向市民介紹通訊辦的活動；安排學生參觀通訊辦無線電監察組，令他們更了解通訊辦在管理香港無線電通訊和防止無線電干擾所擔當的角色；為大專學生舉辦職業資料講座，介紹通訊辦內多個公務員職系；以及參與政府「科學為民」活動所舉辦的公眾講座。我們將在2015／16年度繼續推行同類的宣傳活動。

In view of the popularity of smartphones among young people, we also arranged a number of activities targeting secondary students, including the staging of 20 interactive drama performances cum mini exhibitions as well as organising a photo storytelling competition at secondary schools to encourage active participation of the youngsters. We will continue to run the campaign in the year ahead and try to reach out to a wider spectrum of the community.

Publicity Initiatives to Promote the Role & Functions of the CA and OFCA

In order to strengthen the community's understanding of the role of the CA as the statutory regulator for the communications sector in Hong Kong and the professional support given to the CA by OFCA as its executive arm, a series of publicity initiatives were conducted during the year. They included the production of a corporate video to present the achievements of the communications industry in Hong Kong and the role and functions of the CA and OFCA; the introduction of a new column "OFCA Close-up" on OFCA's website to inform the community of the activities of OFCA; organising visits for students to the Radio Monitoring Unit of OFCA to enhance their understanding of OFCA's role in the management of radio communications and the prevention of radio interference in Hong Kong; organising career talks for tertiary students to introduce various civil service grades in OFCA; and participating in public talks held under the Government's "Science in the Public Service Campaign". We will continue to undertake similar publicity initiatives in 2015/16.



我們製作了短片介紹香港通訊業的成就，以及通訊局和通訊辦的角色及職能。

A corporate video is produced to introduce the achievements of the communications sector in Hong Kong and the role and functions of the CA and OFCA.



通訊辦網站已推出「OFCA 全接觸」專欄，讓公眾人士更深入了解通訊辦在不同方面的工作。

A new column "OFCA Close-up" is launched on OFCA's website to facilitate the public to have a better understanding of OFCA's different aspects of work.

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

參與國際及地區會議

通訊辦以獨立成員或中國代表團成員的身分積極參與多個國際及地區組織的活動，並與這些組織保持緊密聯繫。

在2014/15年度，我們共出席25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。年內較大型的活動包括國際電聯全權代表大會、國際電聯全球監管機構專題研討會、國際通信協會國際監管機構論壇、亞太經合組織電訊部長會議及APT亞太資訊及通訊科技部長會議。我們將繼續參與國際電聯、亞太經合組織電訊及資訊工作小組和APT的活動，以改善亞太區內電訊及資訊基礎建設為目標。



通訊辦於2014年10月參與國際通信協會國際監管機構論壇暨年會。OFCA attended the International Regulators Forum and Annual Conference of the International Institute of Communications in October 2014.

與中國內地及海外政府機構交流

在2014/15年度，我們接待了三個海外的代表團，就有關通訊服務的各項事宜與代表團交流意見及經驗。訪港代表團包括瑞士聯邦通訊辦公室、英國通訊局及委內瑞拉電視台TeleSUR。

年內，我們出席了在深圳舉行的大陸中南地區的通信管理局局長座談會，並前往新加坡與新加坡資訊通信發展管理局舉行年度雙邊會議。

與傳媒及社區保持聯繫

我們主動向市民及傳媒介紹通訊辦的工作。在2014/15年度，我們發出了25份新聞稿，內容有關通訊局就廣播及電訊規管事宜作出的主要決定，以及通訊辦主要措施、行動及活動。我們亦在通訊辦網站登載通訊事務總監在公開活動和業界會議上發表的演辭和簡報，這些措施有助我們把信息傳遞給業界和公眾，令他們更了解我們的工作。

公眾教育及通訊

在2014/15年度，我們為四所小學、一所中學及一所大學的學生舉辦了八場有關香港廣播服務的學校講座，以及為「社區參與廣播服務」的參加者舉辦了三場講座。我們向中小學生講解香港不同類別的電視節目服務，以及觀眾可如何選看電視節目；向大學學生講解電視及聲音廣播服務的規管事宜；並向「社區參與廣播服務」的參加者講解規管電台服務的節目標準。

Participation in International and Regional Conferences

OFCA participates actively in the activities of, and maintains close contact with, a number of international and regional organisations, either as an independent member of those organisations or as part of the Chinese delegation.

In 2014/15, we attended a total of 25 conferences/meetings held by regional and international organisations, including the ITU, Asia-Pacific Economic Cooperation (“APEC”), Asia-Pacific Telecommunity (“APT”) and the International Institute of Communications (“IIC”). The more significant events of the year were the ITU Plenipotentiary Conference, the ITU Global Symposium for Regulators, the IIC International Regulators Forum, the APEC Telecommunications Ministerial Meeting and the APT Asia-Pacific ICT Ministerial Meeting. We will continue to participate in the activities of the ITU, the APEC Telecommunications and Information Working Group and the APT with the aim of improving the telecommunications and information infrastructure in the Asia-Pacific region.

Exchanges with Authorities of the Mainland of China and Overseas Administrations

In 2014/15, we received three overseas delegations and exchanged views and experiences with them on various issues relating to communications services. The delegations were from the Federal Office of Communications of Switzerland, the Office of Communications of the United Kingdom and the Venezuelan TV station TeleSUR.

During the year, we attended a joint meeting in Shenzhen with the Director-Generals of Communications Administration of the Central and Southern Mainland Regions and an annual bilateral meeting in Singapore with the Infocomm Development Authority of Singapore.



通訊辦於 2014 年 7 月 3 日到訪新加坡，與 IDA 舉行年度交流會議。OFCA visited Singapore for the annual bilateral meeting with the Infocomm Development Authority of Singapore (“IDA”) on 3 July 2014.



通訊辦在「2014 年山嶺活動安全推廣日」宣傳在郊野公園內的有效緊急通訊方法。

OFCA promoted the effective use of emergency communication means in country parks on the “Mountaineering Safety Promotion Day 2014”.

Media and Community Relations

We proactively keep the public and the media informed of our work. In 2014/15, we issued 25 press releases on the CA’s major decisions in relation to broadcasting and telecommunications regulatory issues and OFCA’s major initiatives, operations or events. The speeches and presentations made by the Director-General of Communications at public events and industry conferences have been published on our website. These measures help disseminate our messages to both the industry and the public, and enable them to gain a better understanding of our work.

6

參與有關通訊的社區活動

通訊辦繼續參與一年一度由民眾安全服務隊聯同其他 16 個政府部門舉辦的「山嶺活動安全推廣日」，以推廣遠足安全。活動以「郊遊前 準備好 聯繫方法要知道」為主題，於 2014 年 10 月在天水圍舉行。通訊辦在該次活動設立展覽攤位，透過展板、互動遊戲、示範使用通訊器材和派發有關宣傳資料介紹在郊野公園內有效的通訊方式，為參加者提供實用的資訊。

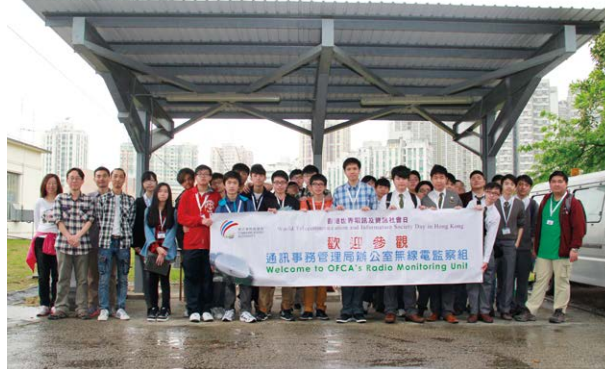
通訊辦一直積極支持業界活動。除了擔任多項業界活動的支持機構外，通訊辦在 2014/15 年度繼續贊助兩項主要的業界活動：「香港世界電訊及資訊社會日」及「WiFi 安全話咁易計劃」。「香港世界電訊及資訊社會日」是香港通訊業聯會舉辦的周年活動，旨在令年青人更深入認識資訊及通訊技術在日常生活和本港經濟發展所扮演的角色。「WiFi 安全話咁易計劃」是香港無線科技商會舉辦的周年活動，旨在提升公眾對 WiFi 保安重要性的意識。

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。這些委員會為業界、電訊服務用戶及有興趣人士提供固定和正式的途徑，讓他們就各項電訊規管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機構，以及社會大眾，這有助就不時出現的高技術性和複雜事宜，提供平衡的意見。委員任期為兩年。



通訊辦贊助的「香港世界電訊及資訊社會日 2014」加強了青少年對資訊及通訊科技的認識。

The World Telecommunications and Information Society Day - Hong Kong 2014 sponsored by OFCA has successfully enhanced youth awareness of Information Communications Technology.



我們於 2014 年 6 月舉行午宴，答謝各諮詢委員會委員所作的貢獻。A lunch reception was held in June 2014 to thank the members of the advisory committees for their contribution.

三個諮詢委員會於 2015 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

設立電視及電台廣播諮詢計劃的目的，是就電視及電台節目事宜向通訊局進行的公眾諮詢提供意見。獲委任的組員來自全港 18 區。在 2014/15 年度，通訊辦邀請組員就商台及新城的模擬聲音廣播牌照續期而舉行的公眾諮詢發表意見。

Public Education and Communications

In 2014/15, we gave eight talks concerning broadcasting services in Hong Kong to students of four primary schools, one secondary school and one university, and three talks to participants of the Community Involvement Broadcasting Service (“CIBS”). The primary and secondary students were briefed on the different categories of television programme services in Hong Kong and how audience could make informed viewing choices. The university students were briefed on the regulation of television and sound broadcasting services. CIBS participants were briefed on the programme standards governing radio services.

Participation in Communications Activities

OFCA continued to participate in the annual “Mountaineering Safety Promotion Day” jointly organised by the Civil Aid Service and 16 other government departments with the aim of promoting hiking safety. The event was held in October 2014 at Tin Shui Wai under the theme “Be Prepared for Your Outing. Know More about Communications in Country Areas”. OFCA set up an exhibition booth at the event, providing visitors with useful information on effective communications means in country parks through exhibition panels, interactive games, demonstration of communication devices, and distribution of relevant publicity materials.

OFCA has always been keen on supporting the industry’s activities. In addition to taking part in various industry campaigns as a supporting organisation, in 2014/15, OFCA continued to sponsor two major industry campaigns, including the Hong Kong World Telecommunications and Information Society Day (“WTISD-HK”) and the SafeWiFi Campaign. WTISD-HK is an annual campaign organised by CAHK which promotes awareness among youths on the role that information and communications technologies have played in our daily lives and in Hong Kong’s economic development. The SafeWiFi Campaign is an annual event organised by the Hong Kong Wireless Technology Industry Association (“WTIA”) to promote public awareness of the importance of WiFi security.

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 the industry, the telecommunications service users and interested parties to advise OFCA on the formulation and implementation of various telecommunications regulatory 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 at times highly technical and complex issues. The term of appointment is two years.

The membership lists of the three advisory committees as at 31 March 2015 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 2014/15, OFCA invited members to give their views during the public consultation exercise for the renewal of the analogue sound broadcasting licences of CRHK and Metro.

7 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，並加強員工對部門的歸屬感。
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、日新又新的通訊業環境為通訊局提供專業支援，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，以確保人力資源得到最佳運用，力求令我們為通訊局提供的支援和為社會提供的服務能時刻切合需要和期望。

截至2015年3月31日，我們有431名員工，當中包括309名公務員和122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，讓他們為應付社會急速發展所帶來的各種挑戰作好準備，例如新興技術、日益殷切的市民需求，以及各項營商措施所衍生的內在推動力。

在2014/15年度，我們為員工提供多元化的業務及管理課程和內部培訓項目，包括關於競爭法、執法、檢控及調查技巧、資訊及通訊科技、管理及領導才能、語言、溝通、誠信管理和國家事務研習等課程。我們把團隊建立工作坊擴展至涵蓋初級管理人員，務求培養該等人員的團隊精神，並協助他們妥善裝備自己，以應付在

通訊辦各個崗位的挑戰。我們亦安排高級人員參加海外管理課程，讓他們擴闊視野，為迎接未來的挑戰作好準備。此外，我們又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1 285人次，總培訓日數為1 103日。

獎勵與嘉許

在2014/15年度，通訊辦有5名員工獲頒發總監嘉許長期服務獎、12名獲得長期優良服務獎、4名獲得長期優良服務公費旅行獎勵。為鼓勵員工繼續提升服務質素。我們亦在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，以及加強同事間的凝聚力，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；員工亦參與了由康樂及文化事務署舉辦的「工商機構運動會2014」，並在桌球及長跑項目獲獎。此外，我們也定期參與多項義工服務和慈善活動，致力肩負社會責任，並向社區表達關懷。自2007年起，我們每年均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 professional support to the CA in the fast-changing and ever-advancing environment of the communications industry, we adopt 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 available manpower resources, and to ensure that our support to the CA and our services to the community are always able to meet their needs and expectations.

As at 31 March 2015, we had 431 staff, comprising 309 civil servants and 122 staff members 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 challenges posed by the rapidly evolving environment, such as emerging new technologies, increasing public demands and internal driving forces arising from various business initiatives.

A variety of vocational and managerial courses and in-house training programmes were conducted in 2014/15, including courses on competition law, law enforcement, prosecution

and investigation skills, information and communications technology, management and leadership, languages, communications, integrity management and national studies. We also extended the Team Building Workshops to junior managers to cultivate *esprit de corps* and equip them to meet challenges during their careers with OFCA. We arranged overseas management programmes for senior staff to broaden their exposure and prepare them for challenges ahead. We continued to sponsor staff members on courses organised by international organisations and overseas institutions, such as those provided by the ITU, to enhance their technical and professional skills. The trainee count for the year was 1 285 and the training man-day count was 1 103.

Awards and Commendations

In 2014/15, five OFCA staff members received the Director-General's Commendation for Long and Valuable Service, 12 received the Long and Meritorious Service Award, and four received the Long and Meritorious Service Travel Award. To encourage staff members to make continuous improvements to our services, we presented an award to a staff member in recognition of his suggestion under the Staff Suggestion Scheme.

Recreational Activities and Volunteer Services

To help our staff members develop a healthy lifestyle and foster a greater sense of belonging with their co-workers, we regularly organise staff recreational activities, including outings, luncheon talks, sports activities and an annual departmental dinner gathering. Our staff members participated in the Corporate Games 2014 organised by the Leisure and Cultural Services Department and won prizes in snooker and distance running. To shoulder our social responsibility and show our care for the community, we regularly participate in a number of volunteer and charity events. We have been awarded the "Caring Organisation" logo by the Hong Kong Council of Social Service every year since 2007.

財務狀況 Financial Results

2014/15 年度財務狀況

1. 對通訊辦營運基金而言，2014/15 年度是充滿挑戰的一年。稅前盈利由 2013/14 年度的 9,510 萬港元下跌至 8,650 萬港元。固定資產平均淨值回報率亦由一年前的 26.0% 減少至 24.2%。這主要是由於支出較去年增加。
2. 全年總收入為 4.846 億港元，較去年的 4.734 億港元為高，原因是牌照費收入增加，但部分增加的收入因外匯基金存款利息收入下跌而抵銷。
3. 在支出方面，2014/15 年度總支出上升 5.2% 至 3.981 億港元，原因是員工成本和營運開支增加。
4. 展望未來，隨着通訊業的持續發展，通訊辦憑着穩健的財務狀況和克盡厥職的專業團隊，定能應付來年的種種挑戰。

Financial Results 2014/15

1. 2014/15 was a challenging year for the OFCA Trading Fund. The profit before tax fell to HK\$86.5 million from HK\$95.1 million in 2013/14. The rate of return on average net fixed assets decreased to 24.2% from 26.0% a year before. This was primarily the result of increased expenditure as compared with that of last year.
2. The total revenue at HK\$484.6 million was higher than last year's HK\$473.4 million due to higher revenue from licence fees, partly offset by lower interest income from the placement with the Exchange Fund.
3. On the expenditure side, the total expenditure rose by 5.2% to HK\$398.1 million in 2014/15 due to increase in staff costs and operating expenses.
4. Looking ahead, with the continued growth of the communications sector, a robust financial position and a dedicated and professional team in OFCA, we are well placed to face the challenges in the coming year.

2014/15 年度財務狀況

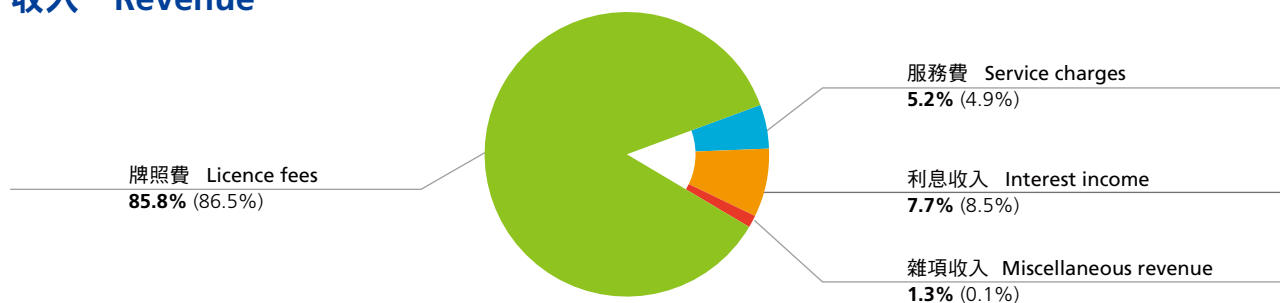
Financial Results 2014/15

財務概要：

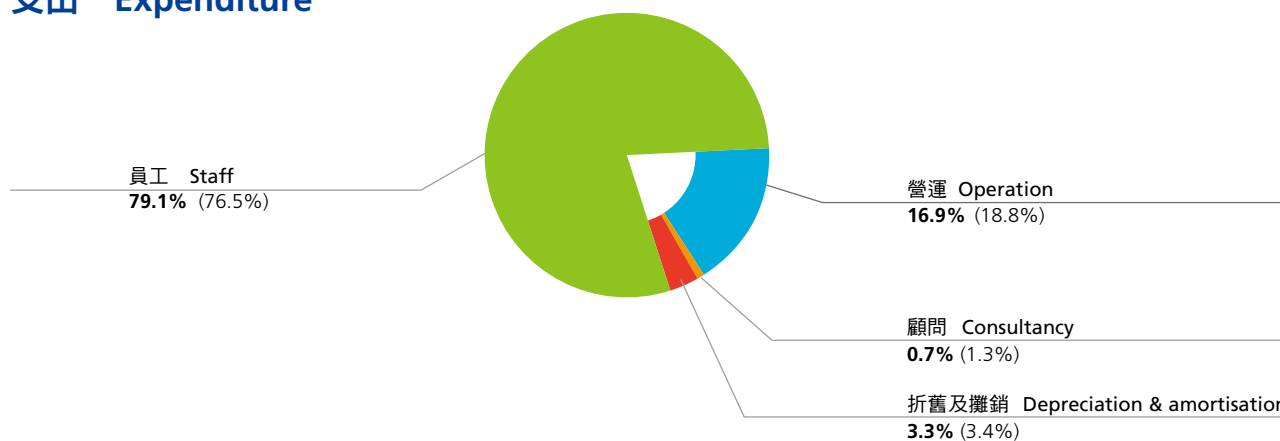
Highlights of the financial performance:

		2014/15 百萬港元 HK\$m	2013/14 百萬港元 HK\$m
收入	Revenue	484.6	473.4
支出	Expenditure	398.1	378.3
稅前盈利	Pre-tax profit	86.5	95.1
擬發股息	Proposed dividend	72.2	79.4
固定資產平均淨值回報	Return on ANFA	24.2%	26.0%

收入 Revenue



支出 Expenditure



* 括號內為2013/14年度數字
In parentheses are 2013/14 figures



審計署署長報告



香港特別行政區政府
審計署

獨立審計報告 致立法會

茲證明我已審核及審計列載於第 55 至 86 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 2015 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 55 to 86, which comprise the statement of financial position as at 31 March 2015, 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2015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

2015年9月30日

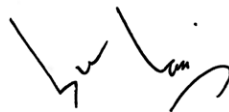
Report of the Director of Audit

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 judgement, 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 2015, 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

30 September 2015



財務報表

Financial Statements

全面收益表

截至 2015 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 2015
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2015	2014
營業額	Turnover	3	441,550	433,335
運作成本	Operating costs	4	(398,119)	(378,313)
運作盈利	Profit from operations		43,431	55,022
其他收入	Other income	5	43,024	40,112
名義利得稅前盈利	Profit before notional profits tax		86,455	95,134
名義利得稅	Notional profits tax	6	(14,273)	(15,717)
年度盈利	Profit for the year		72,182	79,417
其他全面收益	Other comprehensive income		–	–
年度總全面收益	Total comprehensive income for the year		72,182	79,417
固定資產回報率	Rate of return on fixed assets	7	24.2%	26.0%

第 59 至 86 頁的附註為本財務報表的一部分。

The notes on pages 59 to 86 form part of these financial statements.

財務報表

Financial Statements

財務狀況表

於2015年3月31日
(以港幣千元位列示)

Statement of Financial Position

as at 31 March 2015
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2015	2014
非流動資產			
物業、設備及器材	8	159,401	168,997
無形資產	9	3,030	2,994
外匯基金存款	10	829,651	800,821
		992,082	972,812
流動資產			
應收帳款、按金及預付款項		2,633	2,519
應收關連人士帳款	21	330	-
應收外匯基金存款利息			
其他應收利息		11,251	7,109
銀行存款		469	1,117
現金及銀行結餘		287,000	321,100
		9,137	6,975
		310,820	338,820
流動負債			
應付帳款及應計費用		21,157	32,249
僱員福利撥備	12	6,431	3,018
應付關連人士帳款	21	25,870	30,238
遞延收入	13	172,471	162,995
應付名義利得稅		10,012	10,907
		235,941	239,407
流動資產淨值		74,879	99,413
總資產減去流動負債		1,066,961	1,072,225
非流動負債			
遞延稅款	11	1,357	1,773
僱員福利撥備	12	90,857	88,470
		92,214	90,243
淨資產		974,747	981,982
資本與儲備			
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	72,182	79,417
		974,747	981,982

第59至86頁的附註為本財務報表的一部分。

The notes on pages 59 to 86 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

Miss Eliza LEE
General Manager,
Office of the Communications Authority Trading Fund



財務報表

Financial Statements

權益變動表

截至 2015 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 2015
(Expressed in thousands of Hong Kong dollars)

		2015	2014
年初結餘	Balance at beginning of year	981,982	995,474
年度總全面收益	Total comprehensive income for the year	72,182	79,417
年內已付股息	Dividend paid during the year	(79,417)	(92,909)
年終結餘	Balance at end of year	974,747	981,982

第 59 至 86 頁的附註為本財務報表的一部分。

The notes on pages 59 to 86 form part of these financial statements.

財務報表

Financial Statements

現金流量表

截至 2015 年 3 月 31 日止年度
(以港幣千元列示)

Statement of Cash Flows

for the year ended 31 March 2015
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2015	2014
營運項目之現金流量			
運作盈利		43,431	55,022
雜項收入		5,820	53
物業、設備及器材折舊		12,348	12,275
無形資產攤銷		825	617
應收帳款、按金及預付款項 (增加)/減少		(112)	230
應收關連人士帳款(增加)/減少		(330)	369
應付帳款及應計費用減少		(11,718)	(882,116)
應付關連人士帳款減少		(2,581)	(28,383)
遞延收入增加/(減少)		9,476	(382)
僱員福利撥備增加		5,800	436
已付名義利得稅		(15,584)	(9,663)
營運項目所得/(所用)現金淨額		47,375	(851,542)
投資項目之現金流量			
外匯基金存款增加		(28,830)	(38,134)
原有期限為三個月以上的銀行存款 (增加)/減少		(30,200)	79,800
購置物業、設備及器材及無形資產		(4,785)	(21,177)
出售物業、設備及器材所得淨收益		21	25
已收利息		33,698	43,146
投資項目(所用)/所得現金淨額		(30,096)	63,660
融資項目之現金流量			
已付股息		(79,417)	(92,909)
融資項目所用現金淨額		(79,417)	(92,909)
現金及等同現金的減少淨額		(62,138)	(880,791)
年初的現金及等同現金		78,475	959,266
年終的現金及等同現金	18	16,337	78,475

第 59 至 86 頁的附註為本財務報表的一部分。

The notes on pages 59 to 86 form part of these financial statements.



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。)

1. 總論

前立法局在1995年5月10日依據《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(通訊辦)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，通訊辦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)、《廣播(雜項條文)條例》(第391章)、《通訊事務管理局條例》、《電訊條例》(第106章)與《非應邀電子訊息條例》(第593章)，並根據或憑藉任何條例履行任何職能。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，支援通訊局的主要業務，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採取公平營商手法和進行公平競爭。

Financial Statements

Notes to the Financial Statements

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

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 (OFCA) Trading Fund (the Fund) on the same date. OFCA 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 Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391), the CAO, the Telecommunications Ordinance (Cap. 106) and the Unsolicited Electronic Messages Ordinance (UEMO) (Cap. 593), and to perform any function under or by virtue of any Ordinance. The Fund, which is under the policy portfolio of the Commerce and Economic Development Bureau of the Government of the Hong Kong Special Administrative Region (the Government), supports the principal activities of the CA, as follows:

- (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 trading practices and 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。

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.



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)

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。

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)):

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)

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.

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)):

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)

(c) 固定資產(續)

(i) 物業、設備及器材(續)

- 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。

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：

- | | |
|--------------|------------------------|
| – 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 |

出售／註銷物業、設備及器材所產生的損益是以出售所得淨額與資產帳面值之間之差額來釐定，並於出售／註銷當日在全面收益表內確認。

2. Significant accounting policies (continued)

(c) Fixed assets (continued)

(i) Property, plant and equipment (continued)

- 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.

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:

- | | |
|---|--|
| – 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 |

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。)

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值。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。

Financial Statements

Notes to the Financial Statements

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

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

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)

(e) 金融資產與金融負債

(i) 初始確認

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。

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。

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。

(ii) 分類

貸款及應收帳款

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。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(e) Financial assets and financial liabilities

(i) Initial recognition

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.

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.

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

(ii) Categorisation

Loans and receivables

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.



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)

(e) 金融資產與金融負債(續)

(ii) 分類(續)

貸款及應收帳款(續)

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))。

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予合約各方的費用、交易成本及所有其他溢價或折讓。

其他金融負債

其他金融負債採用實際利率法按攤銷成本值列帳。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(e) Financial assets and financial liabilities (continued)

(ii) Categorisation (continued)

Loans and receivables (continued)

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

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.

Other financial liabilities

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

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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。)

2. 主要會計政策(續)

(e) 金融資產與金融負債(續)

(iii) 註銷確認

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權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。

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。

(iv) 金融資產的減值

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。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(e) Financial assets and financial liabilities (continued)

(iii) Derecognition

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.

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

(iv) Impairment of financial assets

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.



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)

(f) 名義利得稅

- (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。
- (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。
- (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。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(f) Notional profits tax

- (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) 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.
- (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.

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)

(f) 名義利得稅(續)

- (iii) 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。
- (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。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(f) Notional profits tax (continued)

- (iii) 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.
- (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.



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)

(g) 收入確認(續)

(iii) 其他收入按應計基礎確認。

(h) 僱員福利

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。

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。

(i) 關連人士

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。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(g) Revenue recognition (continued)

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

(h) Employee benefits

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.

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) Related parties

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.

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)

(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，以及屬短期和流通性高的其他投資。該等投資可隨時轉換為已知數額的現金，且所涉及的價值變動風險不大，並在存入或購入時距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，而又可能需要付出經濟代價以履行該項責任，並能夠可靠地估計涉及的金額時，為該項在時間上或金額上尚未確定的責任撥備。如金錢的時間價值重大，則會按預計履行該項責任所需開支的現值作出撥備。

Financial Statements

Notes to the Financial Statements

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

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.



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)

(l) 撥備及或有負債(續)

若承擔有關責任可能無須付出經濟代價，或無法可靠地估計涉及的金額，該責任便會以或有負債的形式披露，除非須付出經濟代價的可能性極低。至於只能在日後是否發生某宗或多宗事件才能確定是否出現的或然責任，亦會以或有負債的形式披露，除非須付出經濟代價的可能性極低。

(m) 新訂或經修訂的香港財務報告準則的影響

香港會計師公會已頒布了若干新訂或經修訂的香港財務報告準則，於本會計年度生效或供提前採納。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任何在本會計期尚未生效的新香港財務報告準則或詮釋(附註23)。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(l) Provisions and contingent liabilities (continued)

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.

(m) Impact of new and revised HKFRSs

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption 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 HKFRSs that are not yet effective for the current accounting period (note 23).

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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.)

3. 營業額

3. Turnover

		2015	2014
電訊牌照費	Telecommunications licence fees		
牌照－專用	Licences – Private	40,961	40,026
牌照－公共	Licences – Public	327,907	323,328
廣播牌照費	Broadcasting licence fees	47,105	46,291
向關連人士提供服務(附註21(a))	Services provided to related parties (note 21(a))	25,010	23,288
雜項收入	Miscellaneous revenue	567	402
		441,550	433,335

4. 運作成本

4. Operating costs

		2015	2014
員工成本	Staff costs	315,068	289,340
辦公室地方成本	Accommodation costs	18,421	17,725
運作開支	Operating expenses	28,725	26,692
行政開支	Administrative expenses	19,447	26,270
顧問費	Consultancy fees	2,790	4,924
物業、設備及器材折舊	Depreciation of property, plant and equipment	12,348	12,275
無形資產攤銷	Amortisation of intangible assets	825	617
審計費用	Audit fees	495	470
		398,119	378,313



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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.)

5. 其他收入

5. Other income

		2015	2014
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	32,972	35,840
銀行存款	Bank deposits	4,218	4,205
銀行結餘	Bank balances	2	1
		37,192	40,046
雜項收入	Sundry income	5,832	66
		43,024	40,112

6. 名義利得稅

6. Notional profits tax

(a) 於全面收益表內扣除的名義利得稅如下：

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

		2015	2014
本期稅款	Current tax		
本年度名義利得稅的撥備	Provision for notional profits tax for the year	14,689	15,695
遞延稅款	Deferred tax		
暫時性差異的產生及轉回	Origination and reversal of temporary differences	(416)	22
名義利得稅	Notional profits tax	14,273	15,717

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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。)

6. 名義利得稅(續)

- (b) 稅項支出與會計盈利按適用稅率計算的對帳如下：

		2015	2014
名義利得稅前盈利	Profit before notional profits tax	86,455	95,134
按香港利得稅率 16.5% (2014年：16.5%)計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2014: 16.5%)	14,265	15,697
一次過寬減稅項	One-off tax reduction	(20)	(10)
不可扣減開支的稅項影響	Tax effect of non-deductible expenses	726	726
非應課稅收入的稅項影響	Tax effect of non-taxable revenue	(698)	(696)
名義稅項支出	Notional tax expense	14,273	15,717

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6.7%(2014年：6.7%)。

Financial Statements

Notes to the Financial Statements

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

6. Notional profits tax (continued)

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

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 (2014: 6.7%) as determined by the Financial Secretary.



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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.)

8. 物業、設備及器材

8. Property, plant and equipment

		土地及 房產	設備	電腦 系統	傢具及 裝置	車輛	總額
		Land and buildings	Equipment	Computer systems	Furniture and fixtures	Motor vehicles	Total
成本	Cost						
於2013年4月1日	At 1 April 2013	220,243	51,375	38,677	49,650	5,239	365,184
添置	Additions	-	2,145	2,812	2,588	-	7,545
出售/註銷	Disposals	-	-	(1,254)	(5,449)	(318)	(7,021)
於2014年3月31日	At 31 March 2014	220,243	53,520	40,235	46,789	4,921	365,708
於2014年4月1日	At 1 April 2014	220,243	53,520	40,235	46,789	4,921	365,708
添置	Additions	-	439	2,323	-	-	2,762
出售/註銷	Disposals	-	(25)	(1,625)	(74)	-	(1,724)
於2015年3月31日	At 31 March 2015	220,243	53,934	40,933	46,715	4,921	366,746
累計折舊	Accumulated depreciation						
於2013年4月1日	At 1 April 2013	74,524	48,175	33,642	32,689	2,427	191,457
年內折舊	Charge for the year	4,849	1,318	1,562	3,902	644	12,275
出售/註銷回撥	Written back on disposal	-	-	(1,254)	(5,449)	(318)	(7,021)
於2014年3月31日	At 31 March 2014	79,373	49,493	33,950	31,142	2,753	196,711
於2014年4月1日	At 1 April 2014	79,373	49,493	33,950	31,142	2,753	196,711
年內折舊	Charge for the year	4,849	882	1,833	4,094	690	12,348
出售/註銷回撥	Written back on disposal	-	(22)	(1,620)	(72)	-	(1,714)
於2015年3月31日	At 31 March 2015	84,222	50,353	34,163	35,164	3,443	207,345
帳面淨值	Net book value						
於2015年3月31日	At 31 March 2015	136,021	3,581	6,770	11,551	1,478	159,401
於2014年3月31日	At 31 March 2014	140,870	4,027	6,285	15,647	2,168	168,997

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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.)

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	
		2015	2014
成本	Cost		
年初	At beginning of year	11,311	10,016
添置	Additions	861	1,295
出售／註銷	Disposals	(141)	–
年終	At end of year	12,031	11,311
累計攤銷	Accumulated amortisation		
年初	At beginning of year	8,317	7,700
年內攤銷	Charge for the year	825	617
出售／註銷回撥	Written back on disposal	(141)	–
年終	At end of year	9,001	8,317
帳面淨值	Net book value		
年終	At end of year	3,030	2,994



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(除特別註明外，所有金額均以港幣千元位列示。)

10. 外匯基金存款

外匯基金存款結餘為8億2,965.1萬港元(2014年:8億82.1萬港元)，其中7億港元為原有存款，1億2,965.1萬港元(2014年:1億82.1萬港元)為報告期結束日已入帳但尚未提取的利息。該存款為期六年(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六年的平均年度投資回報，或三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%。2015年的固定息率為每年5.5%，2014年為每年3.6%。

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：

		2015	2014
年初結餘	Balance at beginning of year	1,773	1,751
於全面收益表內(撥回)/扣除	(Credited) / charged to statement of comprehensive income	(416)	22
年終結餘	Balance at end of year	1,357	1,773

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10. Placement with the Exchange Fund

The balance of the placement with the Exchange Fund amounted to HK\$829,651,000 (2014: HK\$800,821,000), being the original placement of HK\$700,000,000 plus interest paid of HK\$129,651,000 (2014: HK\$100,821,000) 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 5.5% per annum for the year 2015 and at 3.6% per annum for the year 2014.

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:

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(除特別註明外，所有金額均以港幣千元位列示。)

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))。

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。

14. 營運基金資本

此為政府對營運基金的投資。

15. 發展儲備

此儲備乃用作為達致目標回報的調節機制。

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

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. Deferred income

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

14. Trading fund capital

This represents the Government's investment in the Fund.

15. Development reserve

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

		2015	2014
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

16. Retained earnings

		2015	2014
年初結餘	Balance at beginning of year	–	–
年度總全面收益	Total comprehensive income for the year	72,182	79,417
擬發股息	Proposed dividend	(72,182)	(79,417)
年終結餘	Balance at end of year	<u>–</u>	<u>–</u>



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(除特別註明外，所有金額均以港幣千元位列示。)

17. 擬發股息

向政府擬發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(2014年：100%)作出。

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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% (2014: 100%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

		2015	2014
年初結餘	Balance at beginning of year	79,417	92,909
已付股息	Dividend paid	(79,417)	(92,909)
擬發股息	Dividend proposed	72,182	79,417
年終結餘	Balance at end of year	72,182	79,417

18. 現金及等同現金

18. Cash and cash equivalents

		2015	2014
現金及銀行結餘	Cash and bank balances	9,137	6,975
銀行存款	Bank deposits	287,000	321,100
		296,137	328,075
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	(279,800)	(249,600)
現金及等同現金	Cash and cash equivalents	16,337	78,475

19. 資本承擔

19. Capital commitments

於2015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 2015, the Fund had capital commitments, so far as not provided for in the financial statements, as stated below:

		2015	2014
已簽約	Contracted for	101	343
已獲授權但尚未簽約	Authorised but not contracted for	1,435	1,031
		1,536	1,374

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(除特別註明外，所有金額均以港幣千元位列示。)

20. 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(一個業界聯會)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」(計劃)。按照於2012年10月9日簽訂的諒解備忘錄(備忘錄)，營運基金由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。鑑於需要檢討計劃以決定未來路向，隨着試驗期結束，備忘錄附錄於2014年9月15日簽訂，根據該附錄，營運基金將提供經費，以供計劃繼續運作。

年內，營運基金已向計劃提供140.1萬港元(2014年：126.5萬港元)。於2015年3月31日，營運基金對計劃的未支付非經常承擔為12.594萬港元(2014年：198.1萬港元)。

通訊辦與電訊業檢討計劃的成效後，支持自2015年5月1日起長期實施計劃。按照於2015年4月30日簽訂的新備忘錄，營運基金將提供每年不超過200萬港元的經常撥款，以供計劃長期運作。

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20. 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 (the scheme) was set up in November 2012 for a trial period of two years by the Communications Association of Hong Kong, the industry association. By a Memorandum of Understanding (MoU) signed on 9 October 2012, the Fund contributed the set-up costs and the operating costs to the scheme from 1 November 2012 to 31 October 2014. Following the trial period, having regard to the need to conduct a review of the scheme before deciding its way forward, an Addendum to the MoU was signed on 15 September 2014 under which the Fund would provide funding for the continued operation of the scheme.

During the year, the Fund had contributed HK\$1,401,000 (2014: HK\$1,265,000) to the scheme. The outstanding non-recurrent commitment of the Fund to contribute to the scheme as at 31 March 2015 was HK\$125,940 (2014: HK\$1,981,000).

OFCA supported the long term implementation of the scheme from 1 May 2015 following its review with the telecommunications industry on the effectiveness of the scheme. By a new MoU signed on 30 April 2015, the Fund will provide recurrent funding for the long term operation of the scheme in the amount not exceeding HK\$2,000,000 per annum.



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(除特別註明外，所有金額均以港幣千元位列示。)

21. 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 1,143.6 萬港元(2014年：1,001.3 萬港元)的諮詢和策劃服務的收費，以及總值 1,357.4 萬港元(2014年：1,327.5 萬港元)的頻率指配和保護服務的收費；
- (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、中央管理和審計的支出。營運基金就這些服務共支出 2,030.4 萬港元(2014年：2,021.9 萬港元)；以及
- (c) 向關連人士購得的固定資產包括傢具及裝置。年內，並無向關連人士購得固定資產(2014年：133.3 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 2015 年 3 月 31 日與關連人士交易的結餘已載於財務狀況表內。

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

21. 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) fees income for services provided to related parties included advisory and project services amounting to HK\$11,436,000 (2014: HK\$10,013,000) and frequency assignment and protection services amounting to HK\$13,574,000 (2014: HK\$13,275,000);
- (b) expenses for services received from related parties included accommodation, repairs and maintenance, legal advice, central administration and auditing. In total, the Fund incurred HK\$20,304,000 on these services (2014: HK\$20,219,000); and
- (c) fixed assets acquired from related parties included furniture and fixtures. During the year, no fixed assets were acquired from related parties. (2014: HK\$1,333,000).

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 2015 are set out in the statement of financial position.

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(除特別註明外，所有金額均以港幣千元位列示。)

22. 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和外匯基金存款。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，故無須面對重大的貨幣風險。

(c) 信貸風險

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。

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。

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。

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

22. 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 and placement with the Exchange Fund. 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 does not have significant exposure to currency risk as substantially all of its financial instruments are denominated in Hong Kong dollars.

(c) Credit risk

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.

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

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



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(除特別註明外，所有金額均以港幣千元位列示。)

22. 財務風險管理(續)

(c) 信貸風險(續)

至於外匯基金存款，其相關信貸風險為低。

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。

(d) 流動資金風險

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。

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。

(e) 利率風險

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。

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

22. Financial risk management (continued)

(c) Credit risk (continued)

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

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) Liquidity risk

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

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.

(e) Interest rate risk

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.

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(除特別註明外，所有金額均以港幣千元位列示。)

22. 財務風險管理(續)

(e) 利率風險(續)

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。

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。

(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2015年3月31日，在2014和2015年的息率增加/減少50個基點(2014年：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346.4萬港元(2014年：334.3萬港元)。

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

22. Financial risk management (continued)

(e) Interest rate risk (continued)

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.

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.

(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 2015, a 50 basis point (2014: 50 basis point) increase/decrease in the interest rates for 2014 and 2015, with all other variables held constant, would increase/decrease the profit for the year and reserves by HK\$3,464,000 (2014: HK\$3,343,000).



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(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. 財務風險管理(續)

22. Financial risk management (continued)

(g) 公平值

(g) Fair values

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。

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.

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。

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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(除特別註明外，所有金額均以港幣千元位列示。)

23. 已頒布但於截至2015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2015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。當中包括以下可能與營運基金有關的項目：

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		
香港財務報告準則第9號「金融工具」	HKFRS 9, Financial Instruments	2018年1月1日 1 January 2018
香港財務報告準則第15號「來自客戶合約之收入」	HKFRS 15, Revenue from contracts with customers	2018年1月1日 1 January 2018

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。

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23. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2015

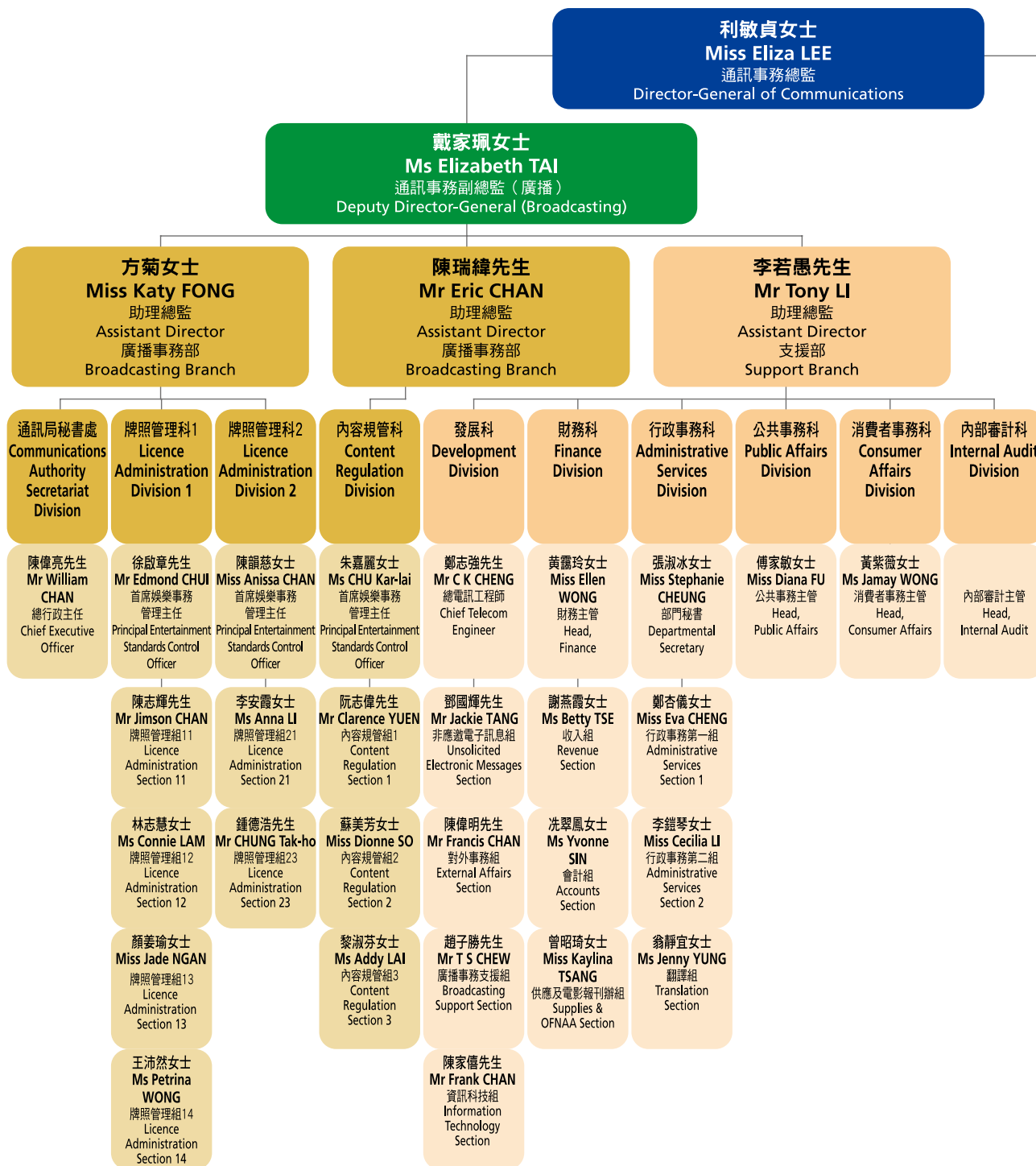
Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, new standards and interpretations which are not yet effective for the year ended 31 March 2015 and which have not been early adopted in these financial statements. These include the following which may be relevant to the Fund:

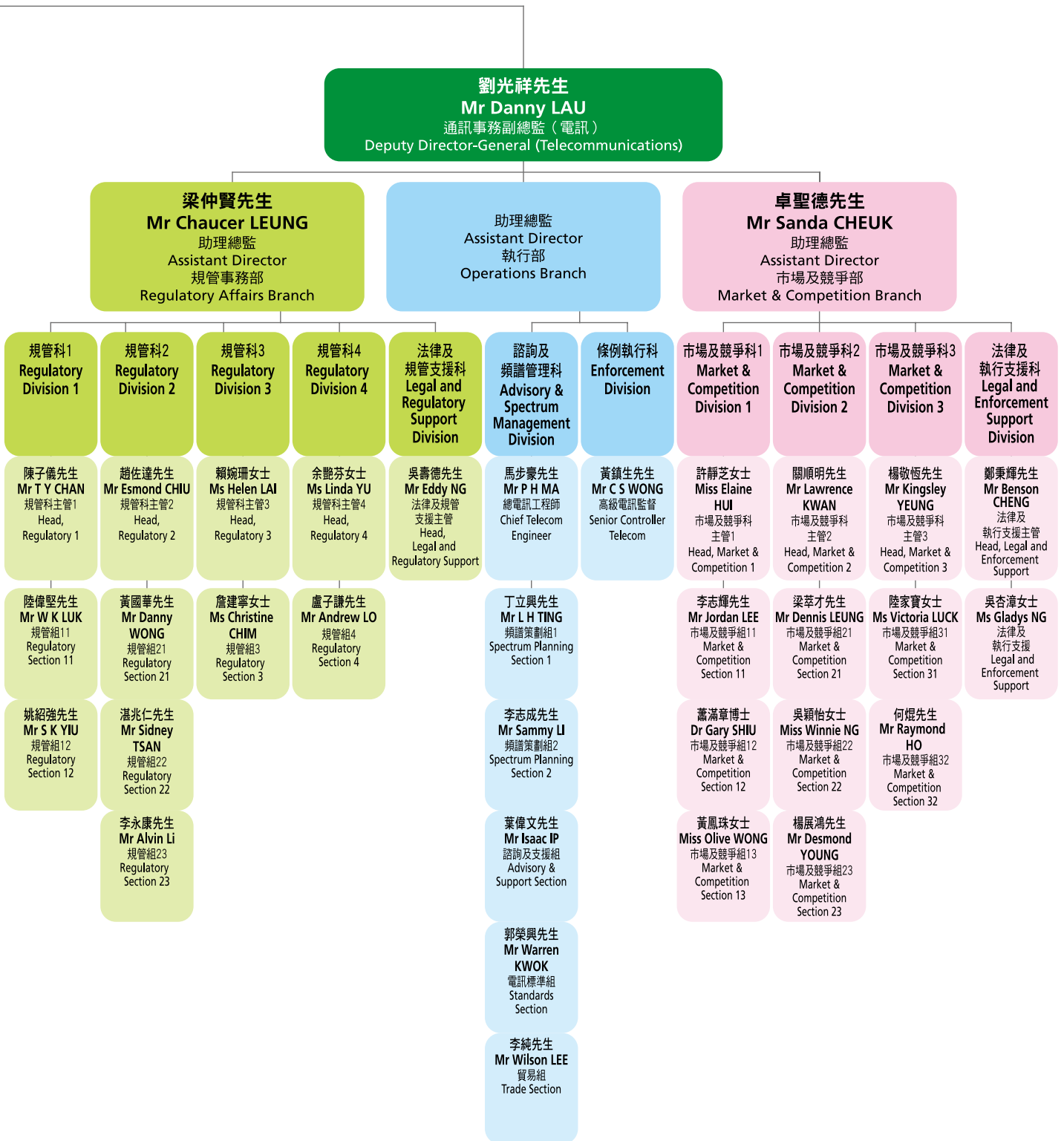
The Fund is in the process of making an assessment of what the impact of these amendments, new standards and interpretations is expected to be in the period of initial adoption. So far it has concluded that the adoption of them is unlikely to have a significant impact on the Fund's financial statements.

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附錄 A Appendix A

組織架構 (截至2015年9月25日) Organisation Chart (as at 25 September 2015)







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 2015 年 3 月 31 日)

Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2015)

主席	Chairman
劉光祥先生 通訊事務管理局辦公室通訊事務副總監(電訊)	Mr Danny LAU Deputy Director-General (Telecommunications), OFCA
秘書	Secretary
梁仲賢先生 通訊事務管理局辦公室助理總監(規管事務)	Mr Chaucer LEUNG Assistant Director (Regulatory), OFCA
委員	Members
熊天佑博士 消費者委員會代表	Dr Victor HUNG Representative of Consumer Council
林瑞明工程師 香港工程師學會代表	Ir Andy LAM Representative of the Hong Kong Institution of Engineers
岑裕興先生 工程及科技學會香港分會代表	Mr Y H SHUM Representative of the Institution of Engineering and Technology Hong Kong
陳錦成先生 香港通訊業聯會代表	Mr Gilbert CHAN Representative of Communications Association of Hong Kong
楊德華先生 香港無線科技商會代表	Mr Billy YEUNG Representative of Hong Kong Wireless Technology Industry Association
李巍先生 世紀互聯集團有限公司代表	Mr William LI Representative of 21 Vianet Group Limited
鄭啟良先生 中國移動香港有限公司代表	Mr Alex CHENG Representative of China Mobile Hong Kong Company Limited
李以新先生 中國電信國際有限公司代表	Mr Y S LEE Representative of China Telecom Global Limited
張悅實先生 信通電話(香港)有限公司代表	Mr Sutton CHEUNG Representative of ComNet Telecom (HK) Limited
何世衡先生 Equinix Hong Kong Limited 代表	Mr Raphael HO Representative of Equinix Hong Kong Limited
陸國強先生 中港網絡有限公司代表	Mr K K LUK Representative of HKC Network Limited
楊廣翔先生 香港寬頻網絡有限公司代表	Mr Charles YEUNG Representative of Hong Kong Broadband Network Limited
于家啟先生 香港有線電視有限公司代表	Mr Simon YU Representative of Hong Kong Cable Television Limited
姚家倫先生 香港流動電視網絡有限公司代表	Mr Ken YIU Representative of Hong Kong Mobile Television Network 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	Mr Peter LAM 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	Mr William BROWN 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	Mr Johnny CHEUNG Representative of New World Telecommunications Limited
Mr Patrick NG NTT Com Asia Limited 代表	Mr Patrick NG Representative of NTT Com Asia Limited
柯天倫先生 SmarTone Communications Limited / 數碼通電訊有限公司代表	Mr T L OR Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
Mr Paul ABFALTER Telstra International HK Limited 及 澳大利亞國際有限公司代表	Mr Paul ABFALTER Representative of Telstra International HK Limited and Telstra International Limited
顏慶華先生 名氣通電訊固網有限公司代表	Mr H W NGAN Representative of Towngas Telecommunications Fixed Network Limited
劉貴顯先生 TraxComm Limited 代表	Mr Kenneth LAU Representative of TraxComm Limited
陳國萍女士 九倉電訊有限公司代表	Ms Agnes TAN Representative of Wharf T&T Limited
Mr Paul ABFALTER 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	Mr Paul ABFALTER Representative of External FTNS / Fixed Carrier / Unified Carrier (External Fixed Services) Licensees as a group

Mr Indarto NATA 流動虛擬網絡營辦商界別代表	Mr Indarto NATA Representative of Mobile Virtual Network Operators (MVNOs) as a group
黃偉文先生 無線電傳呼服務營辦商界別代表	Mr W M WONG Representative of Radio Paging Operators as a group
羅錦基先生 服務營辦牌照持牌商界別代表	Mr Allen LAW Representative of Services-Based Operator (SBO) Licensees as a group
陳毓才先生 對外電訊服務營辦商界別代表	Mr Stephen CHAN Representative of External Telecommunications Service (ETS) Operators as a group
楊全盛先生 中小型企業代表	Mr Eric YEUNG Representative of small and medium enterprises
林永澤先生 香港警務處代表	Mr Fred LAM Representative of Hong Kong Police Force
陳婉華女士 個別委任人士	Ms Eva CHAN Member appointed on an ad personam basis
張綺雯女士 個別委任人士	Ms Y M CHEUNG Member appointed on an ad personam basis
莫兆華先生 個別委任人士	Mr York MOK Member appointed on an ad personam basis
Dr Andrew SIMPSON 個別委任人士	Dr Andrew SIMPSON Member appointed on an ad personam basis
徐岩博士 個別委任人士	Dr Y XU Member appointed on an ad personam basis

無線電頻譜及技術標準 諮詢委員會 (截至2015年3月31日)

Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2015)

主席 劉光祥先生 通訊事務管理局辦公室通訊事務副總監(電訊)	Chairman Mr Danny LAU Deputy Director-General (Telecommunications), OFCA
秘書 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)	Secretary Mr TING Lap-hing Senior Telecommunications Engineer (Spectrum Planning), OFCA
委員 鄭耀年先生 消費者委員會代表	Members Mr Brian CHENG 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	Mr Michael LEE Representative of EU ICT Council in Hong Kong and Macau
張梓昌博士 香港生產力促進局代表	Dr Lawrence CHEUNG Representative of Hong Kong Productivity Council
李志光工程師、博士 香港工程師學會代表	Ir Dr C K LI Representative of the Hong Kong Institution of Engineers
曾劍鋒工程師、博士 工程及科技學會香港分會代表	Ir Dr K F TSANG Representative of the Institution of Engineering and Technology Hong Kong
李勁華先生 本地電訊業界組織界別代表	Mr Keith LI 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	Mr Alex CHENG Representative of China Mobile Hong Kong Company Limited
孔健發先生 香港寬頻網絡有限公司代表	Mr Kelvin HONG Representative of Hong Kong Broadband Network Limited
姚家倫先生 香港流動電視網絡有限公司代表	Mr Ken YIU Representative of Hong Kong Mobile Television Networks 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	Mr Y O WONG 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	Mr T M LAU Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited



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	Mr Johnny CHEUNG Representative of New World Telecommunications Limited
黎世昌先生 SmarTone Communications Limited/ 數碼通電訊有限公司代表	Mr Cyrus LAI Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
楊玉彪先生 九倉電訊有限公司代表	Mr Bill YEUNG Representative of Wharf T&T Limited
李以新先生 不提供本地零售固網服務的持牌商(包括綜合傳送者/ 本地固定傳送者/本地固定電訊網絡服務(固網服務) 持牌商)界別代表	Mr Y S LEE Representative of Licensees (Unified Carrier / Local Fixed Carrier / Local FTNS) not providing domestic retail fixed services as a group
孔慶柱先生 不提供本地零售固網服務的持牌商(包括綜合傳送者/ 本地固定傳送者/本地固定電訊網絡服務(固網服務) 持牌商)界別代表	Mr H C HUNG Representative of Licensees (Unified Carrier / Local Fixed Carrier / Local FTNS) not providing domestic retail fixed services as a group
Ms YOON Mi Hong 不提供本地零售固網服務的持牌商(包括綜合傳送者/ 本地固定傳送者/本地固定電訊網絡服務(固網服務) 持牌商)界別代表	Ms M H YOON Representative of Licensees (Unified Carrier / Local Fixed Carrier / Local FTNS) not providing domestic retail fixed services as a group
黃樹程先生 亞洲電視有限公司代表	Mr S C WONG Representative of Asia Television Limited
于家啟先生 香港有線電視有限公司代表	Mr Simon YU Representative of Hong Kong Cable Television Limited
朱嘉遜先生 電訊盈科媒體有限公司代表	Mr Carlson CHU Representative of PCCW Media Limited
陳耀洲先生 電視廣播有限公司/無線網絡電視有限公司代表	Mr Y C CHAN Representative of Television Broadcasts Limited / TVB Network Vision Limited
陳卓豪先生 香港數碼廣播有限公司代表	Mr Tim CHAN Representative of Digital Broadcasting Corporation Hong Kong Limited
林志強先生 香港商業廣播有限公司代表	Mr Paul LAM Representative of Hong Kong Commercial Broadcasting Company Limited
高小明先生 新城廣播有限公司代表	Mr S M KO Representative of Metro Broadcast Corporation Limited
姚順達先生 鳳凰優悅廣播有限公司代表	Mr Terence YIU Representative of Phoenix U Radio Limited
郭謙先生 香港電台代表	Mr Francis KWOK Representative of Radio Television Hong Kong
黃穎琪女士 亞洲衛星有限公司代表	Ms Vicky WONG Representative of Asia Satellite Telecommunications Company Limited
陳珣先生 APT Satellite Company Limited 代表	Mr X CHEN Representative of APT Satellite Company Limited
孔慶柱先生 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	Mr H C HUNG Representative of External FTNS / Fixed Carrier / Unified Carrier (External Fixed Services) Licensees as a group
伍智浩先生 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	Mr Barry NG 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	Mr Johnny SIU Representative of Amateur Radio Societies as a group
黃偉賢先生 本地認證機構界別代表	Mr Raymond WONG Representative of Local Certification Bodies as a group
霍偉雄先生 民航處代表	Mr Thomas FOK Representative of Civil Aviation Department
陳詠恩女士 香港警務處代表	Ms Diana CHAN Representative of Hong Kong Police Force
黃世文博士 廉政公署代表	Dr S M WONG Representative of Independent Commission Against Corruption
魏佩儀女士 個別委任人士	Ms P Y NGAI Member appointed on an ad personam basis

電訊服務用戶及消費者 諮詢委員會 (截至2015年3月31日)

Telecommunications Users and Consumers Advisory Committee (as at 31 March 2015)

主席	Chairman
劉光祥先生 通訊事務管理局辦公室通訊事務副總監(電訊)	Mr Danny LAU Deputy Director-General (Telecommunications), OFCA
秘書	Secretary
黃紫薇女士 通訊事務管理局辦公室消費者事務主管	Ms Jamay WONG Head of Consumer Affairs, OFCA
委員	Members
葉雅琴女士 消費者委員會代表	Ms June IP Representative of Consumer Council
管紀東先生 香港通訊業聯會代表	Mr Alex KUN Representative of Communications Association of Hong Kong
陳利華先生 香港總商會代表	Mr Watson CHAN Representative of Hong Kong General Chamber of Commerce
方健僑博士 香港無線科技商會代表	Dr Ken FONG Representative of Hong Kong Wireless Technology Industry Association
楊全盛先生 中小型企業代表	Mr Eric YEUNG Representative of small and medium enterprises
梁淑儀女士 長者服務代表	Ms Irene LEUNG Representative of the aged community
俞斌先生 弱能人士代表	Mr B YU Representative of the disabled community
顏東鋒先生 弱能人士代表	Mr Anthony NGAN Representative of the disabled community
冼德華先生 教育局代表	Mr T W SIN Representative of Education Bureau
梁秀清女士 公眾人士代表	Ms Martha LEUNG Representative as a member of the public
文鳳玲女士 公眾人士代表	Ms Florence MAN Representative as a member of the public
盧偉民先生 公眾人士代表	Mr Daniel LO Representative as a member of the public
孫焯德先生 公眾人士代表	Mr Thomas SUN Representative as a member of the public
王振邦先生 公眾人士代表	Mr C B WONG Representative as a member of the public
翁珮玲女士 公眾人士代表	Ms Pauline YUNG Representative as a member of the public
楊鼎立先生 公眾人士代表	Mr Derek Emory YEUNG Representative as a member of the public
陳瑞娟女士 公眾人士代表	Ms Agnes CHAN Representative as a member of the public
黃文麗女士 公眾人士代表	Ms Eva WONG Representative as a member of the public
陳翠碧女士 公眾人士代表	Ms Cindy CHAN Representative as a member of the public
馬錦華先生 個別委任人士	Mr K W MA Member appointed on an ad personam basis
趙善能先生 個別委任人士	Mr Kenny CHIU Member appointed on an ad personam basis



附錄 C Appendix C

服務承諾2015/16 Performance Pledge 2015/16

在2014/15年度，我們在全部34項服務中均達至或超越服務表現目標。2015/16年度的各項服務表現目標詳列如下。

In 2014/15, we achieved / surpassed all performance targets in our 34 job areas. The full list of our performance targets for 2015/16 are also set out in the table below.

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：

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.

	2014/15年度 標準處理時間 Service Delivery Standard for 2014/15	2014/15年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2014/15	2014/15年度 實際平均服務表現 Actual Average Performance in 2014/15	2015/16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 2015/16
處理廣播服務牌照申請 Processing of Broadcasting Service Licence Applications				
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%	並無新個案 No new case	4 個月 months (100%)
處理電訊服務牌照申請 Processing of Telecommunications Service Licence Applications				
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%)

2014/15年度 標準處理時間 Service Delivery Standard for 2014/15	2014/15年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2014/15	2014/15年度 實際平均服務表現 Actual Average Performance in 2014/15	2015/16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 2015/16
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處理電訊服務牌照申請(續)
Processing of Telecommunications Service Licence Applications (continued)

移動無線電系統牌照(續)
Mobile Radio System Licence (continued)

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%	100%	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 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2015/16 Performance Pledge 2015/16

	2014/15 年度 標準處理時間 Service Delivery Standard for 2014/15	2014/15 年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2014/15	2014/15 年度 實際平均服務表現 Actual Average Performance in 2014/15	2015/16 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 2015/16
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 Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)				
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 working days (95%)
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 working days (95%)
無線電干擾調查 Investigation of Radio Interference				
對商營服務的干擾 Interference on commercial services	在 Investigation within 6 個工作天內進行調查 working days	96%	100%	在6個工作天內進行調查 Investigation within 6 working days (96%)
對廣播服務的干擾 Interference on broadcasting services	在 Investigation within 9 個工作天內進行調查 working days	96%	100%	在9個工作天內進行調查 Investigation within 9 working days (96%)
處理號碼/短碼申請 Processing of Applications for Numbers / Codes				
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 working days (100%)
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 working days (100%)

	2014/15年度 標準處理時間 Service Delivery Standard for 2014/15	2014/15年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2014/15	2014/15年度 實際平均服務表現 Actual Average Performance in 2014/15	2015/16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 2015/16
<p>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 IIIA 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)</p> <p>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)</p>				
給予初步答覆 Issue of an interim reply	6 個工作天 working days	98%*	100%	6 個工作天 working days (98%)
就無須調查的個案通知投訴人有關結果 ^(註) (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 ^(Note) (or report of progress to the complainant if results of cases are not ready)	3 個星期 weeks	98%*	100%	3 個星期 weeks (98%)
就需要進行簡單調查的投訴通知投訴人有關通訊事務管理局(通訊局)的裁決 ^(註) (或如未有通訊局的裁決,則向投訴人報告進度) Inform complainants of the Communications Authority (CA)'s decision on complaints involving a straightforward investigation ^(Note) (or report of progress to the complainant if CA's decision is not ready)	8 個星期 weeks	98%*	99.9%	8 個星期 weeks (98%)
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 ^(註) (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 ^(Note) (or report of progress to the complainant if CA's decision is not ready)	4 個月 months	98%*	100%	4 個月 months (98%)

註 由收到投訴人所提供足夠資料起計

Note Upon receipt of sufficient information from complainants

* 由2014/15年度起,處理廣播投訴的服務表現目標將由100%微調至98%,以顧及近年處理的投訴個案數目顯著增加的情況。
Starting from 2014/15, the performance targets for handling of broadcasting complaints will be slightly adjusted from 100% to 98% to take into account the significant increase in the number of complaint cases handled in recent years.

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附錄 C Appendix C

服務承諾2015/16 Performance Pledge 2015/16

	2014/15 年度 標準處理時間 Service Delivery Standard for 2014/15	2014/15 年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2014/15	2014/15 年度 實際平均服務表現 Actual Average Performance in 2014/15	2015/16 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 2015/16
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 Handling of Consumer Complaints against Telecommunications Operators involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences				
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%)
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 Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance				
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)	初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation	80%	100%	初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation (80%)
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) 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				
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)	Within 45 個工作天內 working days	90%	100%	Within 45 個工作天內 working days (90%)
處理有關懷疑違反《非應邀電子訊息條例》的舉報 Handling of Reports on Suspected Contravention of the Unsolicited Electronic Messages Ordinance				
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)	Within 10 個星期內 weeks	90%	99.4%	Within 10 個星期內 weeks (90%)

2014/15年度 標準處理時間 Service Delivery Standard for 2014/15	2014/15年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2014/15	2014/15年度 實際平均服務表現 Actual Average Performance in 2014/15	2015/16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 2015/16
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對有關通訊辦服務的公眾查詢及投訴作出回覆
Reply to Public Enquiries and Complaints of OFCA's Services

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)	Within 7 個工作天內 working days	90%	100%	Within 7 個工作天內 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)	Within 15 個工作天內 working days	90%	100%	Within 15 個工作天內 working days (90%)



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

Broadcasting and Telecommunications Licences Issued / Renewed and Revenue Collected

(截至 2015 年 3 月 31 日年度內)

(For the year ended 31 March 2015)

牌照種類	Type of Licences	發牌／續牌數目 No. of Licences Issued / Renewed	港元 HK\$
廣播牌照	Broadcasting Licences		
本地免費電視節目服務	Domestic Free Television Programme Service	2	14,910,637
本地收費電視節目服務	Domestic Pay Television Programme Service	3	11,421,554
非本地電視節目服務	Non-domestic Television Programme Service	19	1,107,114
其他須領牌電視節目服務	Other Licensable Television Programme Service	26	979,000
聲音廣播	Sound Broadcasting	5	18,686,913
電訊牌照／許可證／證書	Telecommunications Licences / Permits / Certificates		
學術機構自設電訊裝置	Academic Institution Self-provided Telecommunications Installation	2	7,000
航空甚高頻率固定電台	Aeronautical VHF Fixed Station	32	49,750
航空器電台	Aircraft Station	344	48,637
業餘操作授權證明	Amateur ATO	842	134,720
業餘電台	Amateur Station	2,635	397,287
無線電廣播轉播電台	Broadcast Radio Relay Station	14	11,562
補發牌照	Duplicate Licence	60	3,300
考試和簽發證書	Examination & Issue of Certificate	630	125,650
實驗電台	Experimental Station	95	29,050
對內／對外固定服務	Fixed Internal / External Services	48	105,756,679
對內固定服務用作傳送電視節目	Fixed Internal Service for Transmission of Television Programme	2	19,688,454
酒店電視(發送)	Hotel Television (Transmission)	150	600,425
入口／出口許可證	Import / Export Permit	1,191	178,650
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	827	71,960
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	4,297	32,625,778
流動服務	Mobile Services	10	181,133,524
私用無線電傳呼系統	Private Radio Paging System	13	112,825
公共無線電通訊服務	Public Radiocommunications Service	9	1,895,679
無線電商(放寬限制)	Radio Dealers (Unrestricted)	3,183	4,627,375
無線電通訊學校	Radiocommunications School	8	2,175
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	158	143,680
衛星電視共用天線	Satellite Master Antenna Television	75	4,757,925
自設對外電訊系統	Self-provided External Telecommunications System	9	6,875
服務營辦商－第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	15	1,163,906
服務營辦商－第三類服務	Services-based Operator of Class 3 Service	513	12,269,550
船舶電台	Ship Station	3,329	492,138
空間站傳送者	Space Station Carrier	10	1,766,375
的士無線電通訊服務	Taxi Radiocommunications Service	26	629,313
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	56	137,563
總數	Total	18,638	415,973,023



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Office of the Communications Authority

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