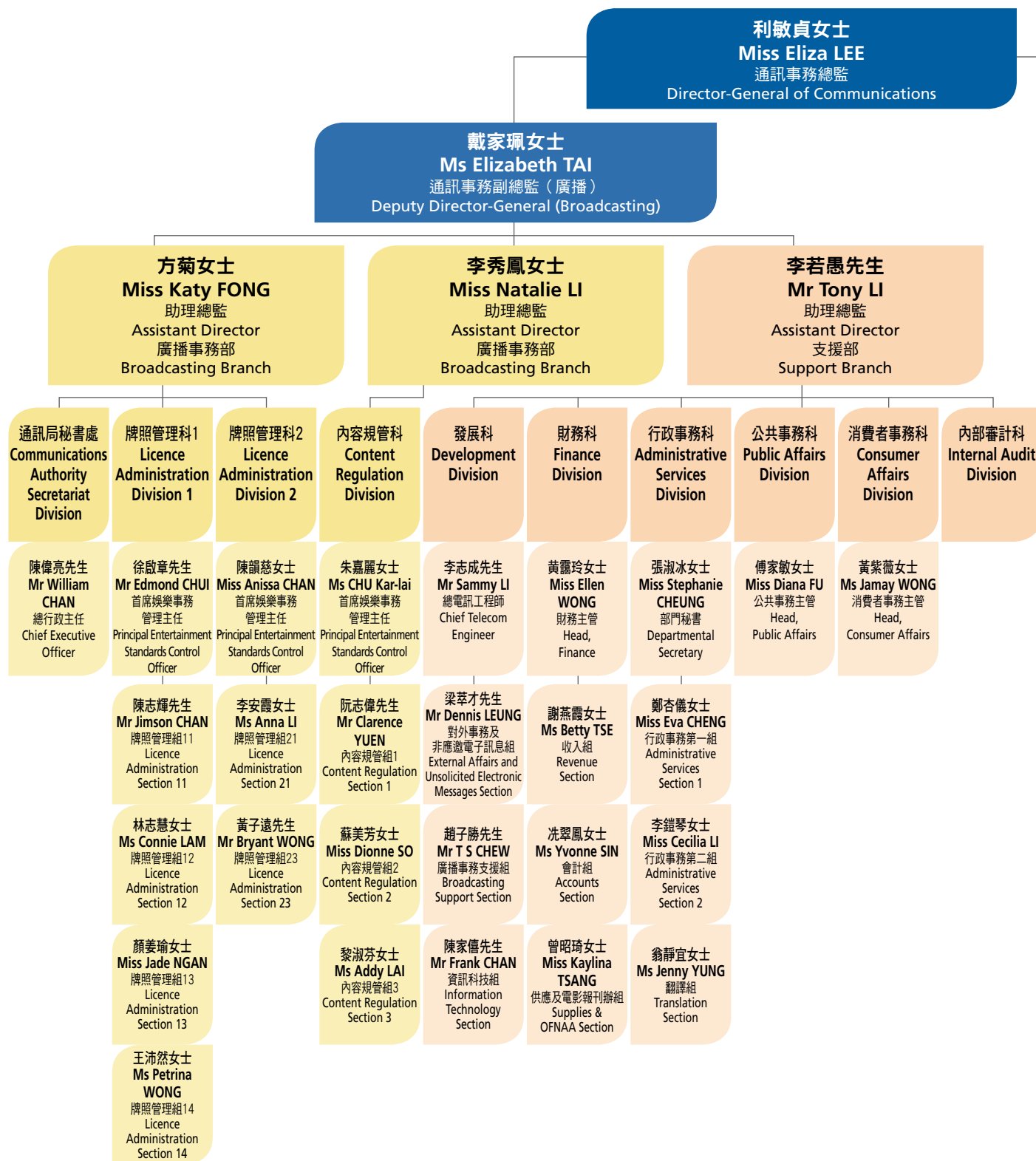
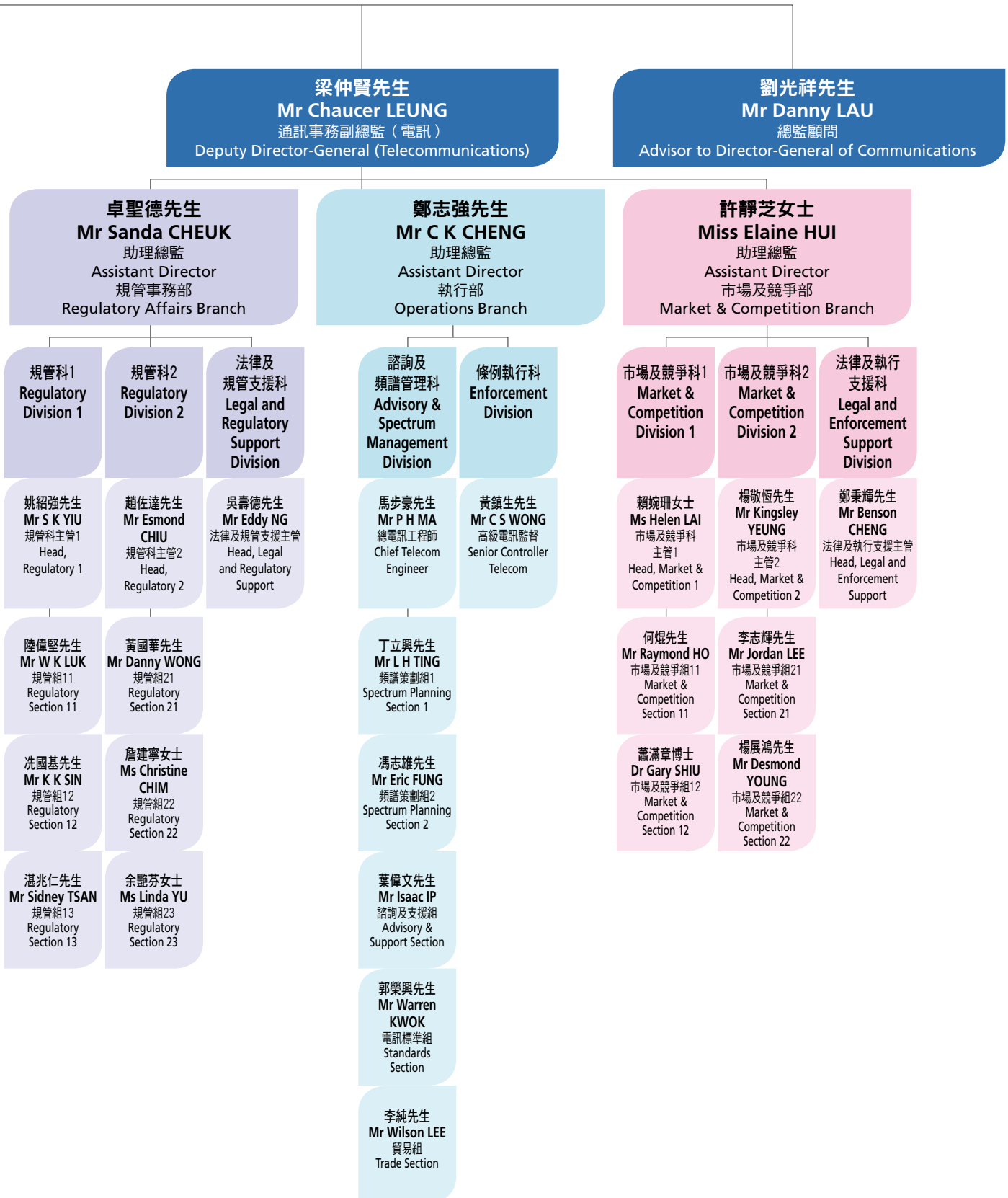


9 附錄 A Appendix A

組織架構 (截至2016年9月30日) Organisation Chart (as at 30 September 2016)





9

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2016年3月31日)

Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2016)

| | |
|--|---|
| 主席 梁仲賢先生 通訊事務管理局辦公室通訊事務副總監 (電訊) | Chairman Mr Chaucer LEUNG Deputy Director-General (Telecommunications), OFCA |
| 秘書 卓聖德先生 通訊事務管理局辦公室助理總監 (規管事務) | Secretary Mr Sanda CHEUK Assistant Director (Regulatory), OFCA |
| 委員 熊天佑博士 消費者委員會代表 | Members 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 |
| 李龍先生 世紀互聯集團有限公司代表 | Mr Andrew LEE 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 |
| 吳雋文先生 中國電信國際有限公司代表 | Mr Karson NG Representative of China Telecom Global Limited |
| 張悅賓先生 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 |
| 吳劍鴻先生 新世界電訊有限公司代表 | Mr Kenneth NG 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 |
| 黃偉民先生 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2016年3月31日)

Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2016)

| | |
|--|--|
| 主席 鄭志強先生 通訊事務管理局辦公室助理總監（執行） | Chairman Mr CHENG Chi-keung Assistant Director (Operations), 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 Network Limited |
| 孫兆文先生 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 S M SHUEN 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 |

9

無線電頻譜及技術標準 諮詢委員會 (續)

Radio Spectrum and Technical Standards Advisory Committee (continued)

| | |
|--|--|
| 吳劍鴻先生 新世界電訊有限公司代表 | Mr Kenneth NG 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 |
| 吳雋文先生 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 Karson NG 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 / 無綫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 |
| 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 |
| 楊立基先生 民航處代表 | Mr L K YEUNG 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2016年3月31日)

Telecommunications Users and Consumers Advisory Committee (as at 31 March 2016)

| | |
|---|--|
| 主席 梁仲賢先生 通訊事務管理局辦公室通訊事務副總監 (電訊) | Chairman Mr Chaucer LEUNG Deputy Director-General (Telecommunications), OFCA |
| 秘書 黃紫薇女士 通訊事務管理局辦公室消費者事務主管 | Secretary Ms Jamay WONG Head of Consumer Affairs, OFCA |
| 委員 葉雅琴女士 消費者委員會代表 | Members 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 |
| 鄭永昌先生 教育局代表 | Mr W C CHEUNG 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 |
| 翁瓏玲女士 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 |

9 附錄 C Appendix C

服務承諾 2016/17 Performance Pledge 2016/17

在2015/16年度，我們在全部34項服務中均達至或超越服務表現目標。2016/17年度的各項服務表現目標詳列如下。

In 2015/16, we achieved/surpassed all performance targets in our 34 job areas. The full list of our performance targets for 2016/17 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.

| | 2015/16年度 標準處理時間 Service Delivery Standard for 2015/16 | 2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16 | 2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16 | 2016/17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 2016/17 |
|--|--|--|--|--|
|--|--|--|--|--|

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%) |
| 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%) |

| | 2015/16年度 標準處理時間 Service Delivery Standard for 2015/16 | 2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16 | 2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16 | 2016/17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 2016/17 |
|--|---|--|--|--|
|--|---|--|--|--|

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)

| | | | | |
|--|------------------------|-----|----------------------|------------------------------|
| 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 Radio Determination 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%) |

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%) |

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| | 2015/16年度 標準處理時間 Service Delivery Standard for 2015/16 | 2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16 | 2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16 | 2016/17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 2016/17 |
|--|--|--|--|--|
|--|--|--|--|--|

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% | 8 個工作天 working days (90%)+ |
| 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%) |

處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第III A部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴（關於《廣播條例》競爭條文的投訴除外） Handling of Complaints about Broadcasting 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)

| | | | | |
|---|------------------------|-----|------|------------------------------|
| 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A) （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 A) (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%) |

註A 由收到投訴人所提供足夠資料起計。

Note A Upon receipt of sufficient information from complainants.

+ 由2016/17年度起，處理指配電訊號碼及短碼的服務表現目標由10個工作天(100%)微調至8個工作天(90%)。
Starting from 2016/17, the performance target for handling assignment of telecommunications numbers and codes has been slightly adjusted from 10 working days (100%) to 8 working days (90%).

| 2015/16年度 標準處理時間 Service Delivery Standard for 2015/16 | 2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16 | 2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16 | 2016/17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 2016/17 |
|--|--|--|--|
|--|--|--|--|

處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第III A部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴（關於《廣播條例》競爭條文的投訴除外）（續）

Handling of Complaints about Broadcasting Matters involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance) (continued)

| | | | | |
|---|----------------|-----|-------|----------------------|
| <p>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A)（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 A) (or report of progress to the complainant if CA's decision is not ready)</p> | 8 個星期 weeks | 98% | 99.7% | 8 個星期 weeks (98%) |
| <p>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A)（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 A) (or report of progress to the complainant if CA's decision is not ready)</p> | 4 個月 months | 98% | 100% | 4 個月 months (98%) |

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

| | | | | |
|--|-------------------------|-----|------|-------------------------------|
| <p>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)</p> | 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

| | | | | |
|---|---|-----|----------------------|---|
| <p>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)</p> | <p>初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation</p> | 80% | 並無新個案 No new case | <p>初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation (80%)</p> |
|---|---|-----|----------------------|---|

註A 由收到投訴人所提供足夠資料起計。

Note A Upon receipt of sufficient information from complainants.

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| 2015/16年度 標準處理時間 Service Delivery Standard for 2015/16 | 2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16 | 2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16 | 2016/17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 2016/17 |
|--|--|--|--|
|--|--|--|--|

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（關於《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%

並無新個案
No new case

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%

99.9%

Within
10
個星期內
weeks **(90%)**

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

(截至2016年3月31日年度內)

Broadcasting and Telecommunications Licences Issued / Renewed and Revenue Collected

(For the year ended 31 March 2016)

| 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 | 3 | 20,901,720 |
| 本地收費電視節目服務 | Domestic Pay Television Programme Service | 3 | 11,405,794 |
| 非本地電視節目服務 | Non-domestic Television Programme Service | 18 | 1,083,624 |
| 其他須領牌電視節目服務 | Other Licensable Television Programme Service | 24 | 923,850 |
| 聲音廣播 | Sound Broadcasting | 4 | 18,308,619 |
| 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 | 30 | 49,750 |
| 航空器電台 | Aircraft Station | 347 | 54,163 |
| 業餘操作授權證明 | Amateur ATO | 589 | 94,400 |
| 業餘電台 | Amateur Station | 2 612 | 396,138 |
| 無線電廣播轉播電台 | Broadcast Radio Relay Station | 14 | 10,250 |
| 補發牌照 | Duplicate Licence | 90 | 4,950 |
| 考試和簽發證書 | Examination & Issue of Certificate | 636 | 123,520 |
| 實驗電台 | Experimental Station | 90 | 27,650 |
| 對內／對外固定服務 (包括用作傳送電視節目) | Fixed Internal / External Services (including for Transmission of Television Programme) | 51 | 131,692,515 |
| 酒店電視(發送) | Hotel Television (Transmission) | 149 | 612,829 |
| 入口／出口許可證 | Import/Export Permit | 1 207 | 181,050 |
| 工業、科學及醫學電子器材 | Industrial, Scientific & Medical Electronic Machine | 976 | 79,906 |
| 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 | 4 233 | 32,818,520 |
| 流動服務 | Mobile Services | 9 | 181,098,958 |
| 私用無線電傳呼系統 | Private Radio Paging System | 12 | 94,463 |
| 公共無線電通訊服務 | Public Radiocommunications Service | 9 | 1,767,592 |
| 無線電商(放寬限制) | Radio Dealers (Unrestricted) | 3 194 | 4,775,625 |
| 無線電通訊學校 | Radiocommunications School | 7 | 2,100 |
| 無線電測定以及指令、狀態及數據傳送 | Radiodetermination and Conveyance of Commands, Status and Data | 187 | 152,140 |
| 衛星電視共用天線 | Satellite Master Antenna Television | 71 | 5,140,550 |
| 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 | 19 | 1,191,156 |
| 服務營辦商第三類服務 | Services-based Operator of Class 3 Service | 510 | 14,228,055 |
| 船舶電台 | Ship Station | 3 522 | 512,738 |
| 空間站傳送者 | Space Station Carrier | 10 | 1,749,833 |
| 的士無線電通訊服務 | Taxi Radiocommunications Service | 26 | 601,567 |
| 闊頻帶鏈路中繼電台 | Wide Band Link & Relay Station | 56 | 127,200 |
| 總數 | Total | 18 719 | 430,225,100 |