

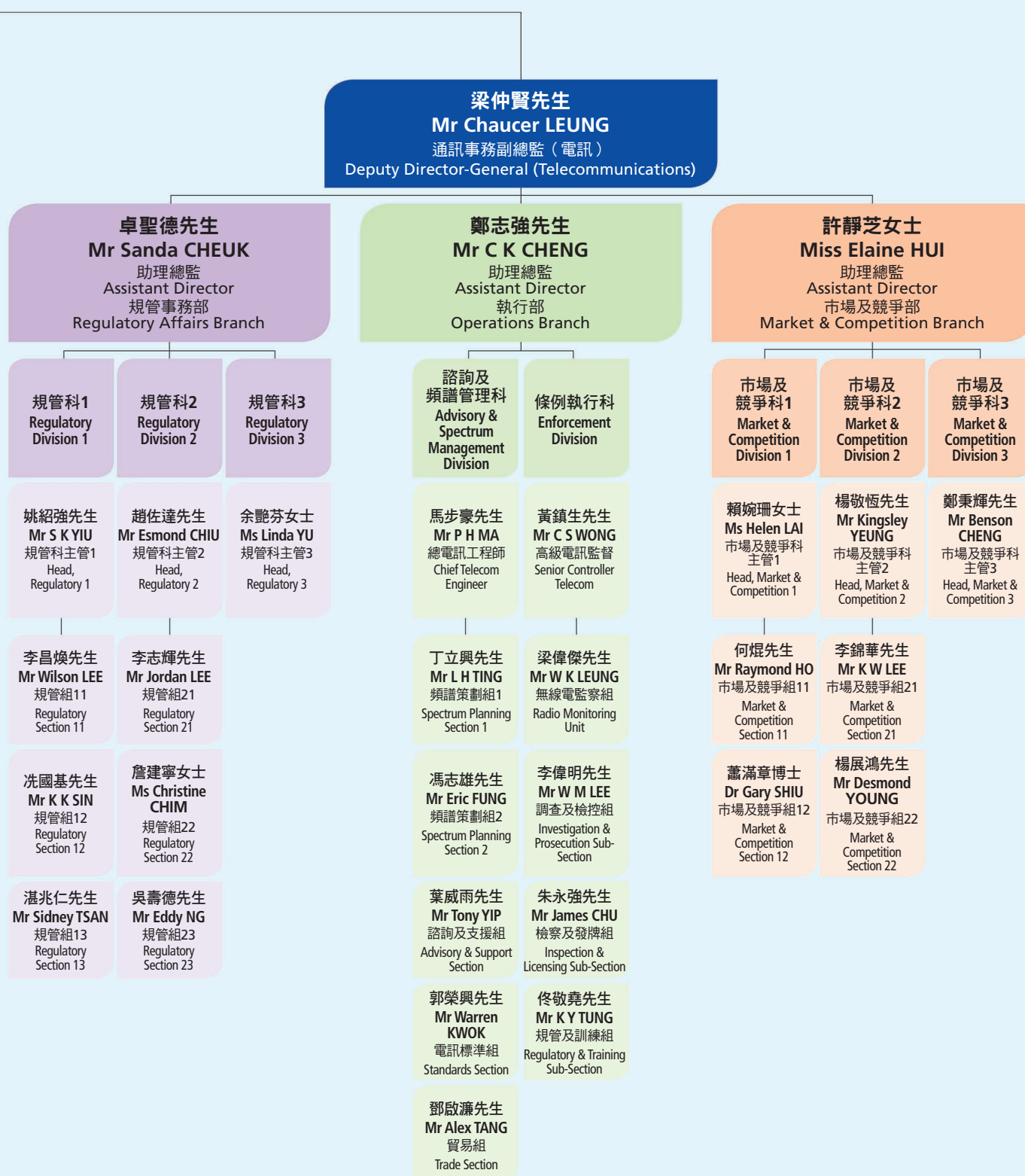
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## 附錄 A Appendix A

### 組織架構 (截至2017年9月30日) Organisation Chart (as at 30 September 2017)



\* 王天予女士由2017年8月15日起出任通訊事務總監。  
Miss Agnes WONG assumed the post of Director-General of Communications on 15 August 2017.



# 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2017年3月31日)

### Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2017)

<b>主席</b> 梁仲賢先生 通訊事務管理局辦公室通訊事務副總監（電訊）	<b>Chairman</b> <b>Mr Chaucer LEUNG</b> Deputy Director-General (Telecommunications), OFCA
<b>秘書</b> 卓聖德先生 通訊事務管理局辦公室助理總監（規管）	<b>Secretary</b> <b>Mr Sanda CHEUK</b> Assistant Director (Regulatory), OFCA
<b>委員</b> 熊天佑博士 消費者委員會代表	<b>Members</b> <b>Dr Victor Hung Tin Yau</b> Representative of Consumer Council
趙炳權工程師、博士 香港工程師學會代表	<b>Ir Dr Peter Chiu Ping Kuen</b> Representative of The Hong Kong Institution of Engineers (HKIE)
馬嘉輝工程師 工程及科技學會香港分會代表	<b>Ir Kelvin Ma</b> Representative of The Institution of Engineering and Technology Hong Kong (IETHK)
陳錦成先生 香港通訊業聯會代表	<b>Mr Chan Kam Shing</b> Representative of Communications Association of Hong Kong
管紀東先生 香港無線科技商會代表	<b>Mr Alex Kun</b> Representative of Hong Kong Wireless Technology Industry Association
陳俊英先生 世紀互聯集團有限公司代表	<b>Mr Chan Chun Ying</b> Representative of 21 Vianet Group Limited
鄭啟良先生 中國移動香港有限公司代表	<b>Mr Alex Cheng</b> Representative of China Mobile Hong Kong Company Limited
吳雋文先生 中國電信國際有限公司代表	<b>Mr Karson Ng</b> Representative of China Telecom Global Limited
張悅賓先生 信通電話(香港)有限公司代表	<b>Mr Cheung Yuet Pun, Sutton</b> Representative of ComNet Telecom (HK) Limited
何世衡先生 Equinix Hong Kong Limited 代表	<b>Mr Ho Sai Hang, Raphael</b> Representative of Equinix Hong Kong Limited
陸國強先生 中港網絡有限公司代表	<b>Mr Luk Kwok Keung</b> Representative of HKC Network Limited
梁榮佳先生 香港寬頻網絡有限公司 / 香港寬頻企業方案有限公司代表	<b>Mr Leung Wing Kai, Richard</b> Representative of Hong Kong Broadband Network Limited / HKBN Enterprise Solutions Limited
陳偉文先生 香港有線電視有限公司代表	<b>Mr Chan Wai Man</b> Representative of Hong Kong Cable Television Limited
梁俊業先生 香港流動電視網絡有限公司代表	<b>Mr Leung Chun Ip, Simon</b> 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 / 電訊盈科環球業務(香港)有限公司代表	<b>Mr Lam Peter WC</b> Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / PCCW Global (HK) Limited
黃玉興女士 和記電話有限公司 / 和記環球電訊有限公司 / Genius Brand Limited 代表	<b>Ms Wong Yuk Hing, Juliana</b> Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited / Genius Brand Limited
吳仕彬先生 NTT Com Asia Limited 代表	<b>Mr Patrick Ng</b> Representative of NTT Com Asia Limited
柯天倫先生 SmarTone Communicaitons Limited / 數碼通電訊有限公司代表	<b>Mr Or Tin Lun</b> Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
<b>Mr Paul Abfalter</b> Telstra International HK Limited 及澳大利亞國際有限公司代表	<b>Mr Paul Abfalter</b> 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	<b>Mr Walter Ngan</b> Representative of Towngas Telecommunications Fixed Network Limited
劉貴顯先生 TraxComm Limited 代表	<b>Mr Kenneth Lau</b> Representative of TraxComm Limited
謝梅鶯女士 Verizon Hong Kong Limited 代表	<b>Ms Clareta May Yin Chia</b> Representative of Verizon Hong Kong Limited
陳國萍女士 九倉電訊有限公司代表	<b>Ms Agnes Tan</b> Representative of Wharf T&T Limited

## 電訊規管事務諮詢委員會 (截至2017年3月31日) (續)

## Telecommunications Regulatory Affairs Advisory Committee (continued)

王國民先生 無綫網絡電視有限公司代表	<b>Mr Cliff Wong</b> Representative of TVB Network Vision Limited
<b>Ms Susana Halliday</b> Superloop (Hong Kong) Limited 代表	<b>Ms Susana Halliday</b> Representative of Superloop (Hong Kong) Limited
曾志達先生 對外固定傳送者 / 綜合傳送者 (對外固定服務) 持牌 商界別代表	<b>Mr Tsang Chi Tat, Chris</b> Representative of External Fixed Carrier / Unified Carrier (External Fixed Services) licensees as a group
黃偉民先生 無綫電傳呼服務營辦商界別代表	<b>Mr Wong Wai Man</b> Representative of Radio Paging Operators as a group
陳毓才先生 服務營辦牌照持牌商界別代表	<b>Mr Chan Yuk Choi, Stephen</b> Representative of Services-Based Operators (SBO) Licensees as a group
羅錦基先生 對外電訊服務營辦商界別代表	<b>Mr Allen Law</b> Representative of External Telecommunications Service (ETS) Operators as a group
林永澤先生 香港警務處代表	<b>Mr Lam Wing Chak, Fred</b> Representative of Hong Kong Police Force
陳婉華女士 個別委任人士	<b>Ms Chan Yuen Wah, Eva</b> Member appointed on an ad personam basis
莫兆華先生 個別委任人士	<b>Mr Mok Sui Wah York</b> Member appointed on an ad personam basis
<b>Dr Simpson, Andrew Ferguson</b> 個別委任人士	<b>Dr Simpson, Andrew Ferguson</b> Member appointed on an ad personam basis
徐岩教授 個別委任人士	<b>Prof. Xu Yan</b> Member appointed on an ad personam basis

## 無線電頻譜及技術標準 諮詢委員會 (截至2017年3月31日)

## Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2017)

<b>主席</b> 鄭志強先生 通訊事務管理局辦公室助理總監 (執行)	<b>Chairman</b> <b>Mr CHENG Chi-keung</b> Assistant Director (Operations), OFCA
<b>秘書</b> 丁立興先生 通訊事務管理局辦公室高級電訊工程師 (頻譜策劃)	<b>Secretary</b> <b>Mr TING Lap-hing</b> Senior Telecommunications Engineer (Spectrum Planning), OFCA
<b>委員</b> 鄭躍年先生 消費者委員會代表	<b>Members</b> <b>Mr Brian Cheng Yeuk Nin</b> Representative of Consumer Council
李仲明先生 歐盟信息通訊技術委員會 (港澳區) 代表	<b>Mr Michael Lee</b> Representative of EU ICT Council in Hong Kong and Macau
張梓昌博士 香港生產力促進局代表	<b>Dr Lawrence Cheung Chi Chong</b> Representative of Hong Kong Productivity Council
郭偉信工程師 香港工程師學會代表	<b>Ir Wilson Kwok Wai Shun</b> Representative of The Hong Kong Institution of Engineers
李華清博士 工程及科技學會香港分會代表	<b>Dr Lee Wah Ching</b> Representative of The Institution of Engineering and Technology Hong Kong
張悅賓先生 本地電訊業界組織界別代表	<b>Mr Cheung Yuet Pun</b> Representative of Local Industry Associations
鄭啟良先生 中國移動香港有限公司代表	<b>Mr Alex Cheng</b> Representative of China Mobile Hong Kong Company Limited
梁榮佳先生 香港寬頻網絡有限公司 / 香港寬頻企業方案有限公司 代表	<b>Mr Leung Wing Kai Richard</b> Representative of Hong Kong Broadband Network Limited / HKBN Enterprise Solutions Limited
姚家倫先生 香港流動電視網絡有限公司代表	<b>Mr Yiu Ka Lun, Ken</b> Representative of Hong Kong Mobile Television Network Limited

## 無線電頻譜及技術標準 諮詢委員會 (續)

## Radio Spectrum and Technical Standards Advisory Committee (continued)

<b>孫兆文先生</b> Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications (HKT) Limited 代表	<b>Mr SM Shuen</b> Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited
<b>劉德民先生</b> 和記電話有限公司 / 和記環球電訊有限公司 / Genius Brand Limited 代表	<b>Mr Lau Tak Man</b> Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited / Genius Brand Limited
<b>黎世昌先生</b> SmarTone Communications Limited / 數碼通電訊有限公司代表	<b>Mr Lai Sai Cheong, Cyrus</b> Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
<b>楊玉彪先生</b> 九倉電訊有限公司代表	<b>Mr Bill Yeung</b> Representative of Wharf T&T Limited
<b>吳雋文先生</b> 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	<b>Mr Karson Ng</b> Representative of Licensees (Unified Carrier/ Local Fixed Carrier / local FTNS) NOT providing domestic retail fixed services as a group
<b>孔慶柱先生</b> 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	<b>Mr Hung Hing Chu</b> Representative of Licensees (Unified Carrier/ Local Fixed Carrier / local FTNS) NOT providing domestic retail fixed services as a group
<b>周立中先生</b> 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	<b>Mr Chau Lap Chung</b> Representative of Licensees (Unified Carrier/ Local Fixed Carrier / local FTNS) NOT providing domestic retail fixed services as a group
<b>陳偉文先生</b> 香港有線電視有限公司 / 奇妙電視有限公司代表	<b>Mr Chan Wai Man</b> Representative of Hong Kong Cable Television Limited / Fantastic Television Limited
<b>朱嘉遜先生</b> 電訊盈科媒體有限公司 / 香港電視娛樂有限公司代表	<b>Mr Carlsson Chu</b> Representative of PCCW Media Limited / HK Television Entertainment Limited
<b>袁敏先生</b> 電視廣播有限公司 / 無綫網絡電視有限公司代表	<b>Mr Yuen Man</b> Representative of Television Broadcasts Limited / TVB Network Vision Limited
<b>林志強先生</b> 香港商業廣播有限公司代表	<b>Mr Paul C K Lam</b> Representative of Hong Kong Commercial Broadcasting Company Limited
<b>高小明先生</b> 新城廣播有限公司代表	<b>Mr Ko Siu Ming</b> Representative of Metro Broadcast Corporation Limited
<b>朱頌君女士</b> 香港電台代表	<b>Ms Chu Chung Kwan</b> Representative of Radio Television Hong Kong
<b>張蕤先生</b> 亞洲衛星有限公司代表	<b>Mr Zhang Rui</b> Representative of Asia Satellite Telecommunications Company Limited
<b>陳珣先生</b> APT Satellite Company Limited 代表	<b>Mr Chen Xun</b> Representative of APT Satellite Company Limited
<b>葉漢忠先生</b> 對外固定傳送者 / 綜合傳送者 (對外固定服務) 持牌商界別代表	<b>Mr Ip Hon Chung, Dickson</b> Representative of External / Fixed Carrier Licensees / Unified Carrier (External Fixed Services) Licensees as a group
<b>黃熾德先生</b> 服務營辦商牌照持牌商界別 (只包括流動虛擬網絡營辦商及對外電訊服務營辦商) 代表	<b>Mr Wong Chee Tak</b> Representative of Services-Based Operators (MVNO and ETS Operators only) as a group
<b>李文建先生</b> 本地認證機構界別代表	<b>Mr Li Man Kin</b> Representative of Local Certification Bodies as a group
<b>蕭蔡庇先生</b> 業餘無線電會界別代表	<b>Mr Siu Choi Pai, Johnny</b> Representative of Amateur Radio Societies as a group
<b>楊立基先生</b> 民航處代表	<b>Mr L K Yeung</b> Representative of Civil Aviation Department
<b>陳詠恩女士</b> 香港警務處代表	<b>Ms Chan Wing Yan, Diana</b> Representative of Hong Kong Police Force
<b>黃世文博士</b> 廉政公署代表	<b>Dr Wong Sai Man, Simon</b> Representative of Independent Commission Against Corruption
<b>何浩文先生</b> 個別委任人士	<b>Mr Ho Ho Man</b> Member appointed on an ad personam basis

## 電訊服務用戶及消費者 諮詢委員會 (截至2017年3月31日)

## Telecommunications Users and Consumers Advisory Committee (as at 31 March 2017)

<b>主席</b> 梁仲賢先生 通訊事務管理局辦公室通訊事務副總監 (電訊)	<b>Chairman</b> <b>Mr Chaucer LEUNG</b> Deputy Director-General (Telecommunications), OFCA
<b>秘書</b> 黃紫薇女士 通訊事務管理局辦公室消費者事務主管	<b>Secretary</b> <b>Ms Jamay WONG</b> Head of Consumer Affairs, OFCA
<b>委員</b> 葉雅琴女士 消費者委員會代表	<b>Members</b> <b>Ms June Ip Nga Kum</b> Representative of Consumer Council
莊禮基先生 香港通訊業聯會代表	<b>Mr Chong Lai Kei</b> Representative of Communications Association of Hong Kong (CAHK)
陳利華先生 香港總商會代表	<b>Mr Watson Chan</b> Representative of The Hong Kong General Chamber of Commerce
姚金鴻先生 香港無線科技商會代表	<b>Mr Kenny Yiu</b> Representative of Hong Kong Wireless Technology Industry Association (HKWTIA)
楊全盛先生 中小型企業代表	<b>Mr Yeung Chuen Sing, Eric</b> Representatives of small and medium enterprises
鄭永昌先生 教育局代表	<b>Mr Cheng Wing Cheung</b> Representative of Education Bureau
梁淑儀女士 長者服務代表	<b>Ms Leung Shuk Yee, Irene</b> Representative of the aged community
鄧肇中先生 弱能人士代表	<b>Mr William Tang</b> Representative of the disabled community
鍾智明先生 弱能人士代表	<b>Mr Chung Chi Ming</b> Representative of the disabled community
楊鼎立先生 公眾人士代表	<b>Mr Yeung Ting Lap, Derek Emory</b> Representative as a member of the public
梁秀清女士 公眾人士代表	<b>Ms Leung Sau Ching, Martha</b> Representative as a member of the public
文鳳玲女士 公眾人士代表	<b>Ms Man Fong Leng, Florence</b> Representative as a member of the public
盧偉民先生 公眾人士代表	<b>Mr Lo Wai Man, Daniel</b> Representative as a member of the public
孫焯德先生 公眾人士代表	<b>Mr Sun Kwun Tak, Thomas</b> Representative as a member of the public
王振邦先生 公眾人士代表	<b>Mr Wong Chun Bong</b> Representative as a member of the public
翁珮玲女士 公眾人士代表	<b>Ms Yung Pui Ling</b> Representative as a member of the public
陳翠碧女士 公眾人士代表	<b>Ms Chan Chui Bik, Cindy</b> Representative as a member of the public
劉秀芬女士 公眾人士代表	<b>Miss Lau Sau Fan, Eva</b> Representative as a member of the public
黃文麗女士 公眾人士代表	<b>Ms Wong Man Lai, Eva</b> Representative as a member of the public
馬錦華先生 個別委任人士	<b>Mr Ma Kam Wah</b> Member appointed on an ad personam basis
趙善能先生 個別委任人士	<b>Mr Chiu Sin Nang, Kenny</b> Member appointed on an ad personam basis

# 附錄 C Appendix C

## 服務承諾2017/18 Performance Pledge 2017/18

在2016/17年度，我們在全部34項服務中均達至或超越服務表現目標。2017/18年度的各項服務表現目標詳列如下。

In 2016/17, we achieved/surpassed all performance targets in our 34 job areas. The full list of our performance targets for 2017/18 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.

	2016/17年度 標準處理時間 Service Delivery Standard for 2016/17	2016/17年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2016/17	2016/17年度 實際平均服務表現 Actual Average Performance in 2016/17	2017/18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 2017/18
<b>處理廣播服務牌照申請</b> <b>Processing of Broadcasting Service Licence Applications</b>				
非本地電視節目服務/其他須領牌 電視節目服務 Non-domestic Television Programme Service/Other Licensable Television Programme Service	4 個月 months	100%	並無新個案 No new case	4 個月 months (100%)
<b>處理電訊服務牌照申請</b> <b>Processing of Telecommunications Service Licence Applications</b>				
<b>移動無線電系統牌照</b> <b>Mobile Radio System Licence</b>				
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%)

2016/17年度  
標準處理時間  
Service Delivery  
Standard  
for 2016/17

2016/17年度服務表現目標  
(達到服務標準的百分率)  
Performance Target  
(% meeting service standard)  
for 2016/17

2016/17年度  
實際平均服務表現  
Actual Average  
Performance  
in 2016/17

2017/18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 2017/18

### 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%)

	2016/17年度 標準處理時間 Service Delivery Standard for 2016/17	2016/17年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2016/17	2016/17年度 實際平均服務表現 Actual Average Performance in 2016/17	2017/18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 2017/18
<b>無線電干擾調查</b> <b>Investigation of Radio Interference</b>				
對商營服務的干擾 Interference on commercial services	在 6 個工作天內進行調查 Investigation within 6 working days	96%	100%	在 6 個工作天內進行調查 Investigation within 6 working days (96%)
對廣播服務的干擾 Interference on broadcasting services	在 9 個工作天內進行調查 Investigation within 9 working days	96%	100%	在 9 個工作天內進行調查 Investigation within 9 working days (96%)
<b>處理號碼／短碼申請</b> <b>Processing of Applications for Numbers/Codes</b>				
指配電訊號碼及短碼 Assignment of telecommunications numbers and codes	8 個工作天 working days	90%	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%)
<b>處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第 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（關乎《廣播條例》競爭條文的投訴除外）</b> <b>Handling of Complaints about Broadcasting Matters Involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance)</b>				
給予初步答覆 Issue of an interim reply	6 個工作天 working days	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 <sup>(註)</sup> （或如未有個案結果，則向 投訴人報告進度） Inform complainants of results of cases not involving an investigation <sup>(Note)</sup> (or report of progress to the complainant if results of cases are not ready)	3 個星期 weeks	98%	99.7%	3 個星期 weeks (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.

	2016/17年度 標準處理時間 Service Delivery Standard for 2016/17	2016/17年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2016/17	2016/17年度 實際平均服務表現 Actual Average Performance in 2016/17	2017/18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 2017/18
<b>處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第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（關乎《廣播條例》競爭條文的投訴除外）（續）</b> <b>Handling of Complaints about Broadcasting Matters involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance) (continued)</b>				
就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 <sup>(註)</sup> （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 <sup>(Note)</sup> (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 <sup>(註)</sup> （或如未有通訊局的裁決，則向投訴人報告進度） Inform complainants of the CA's decision on complaints involving a complex investigation <sup>(Note)</sup> (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%)
<b>處理有關電訊營辦商懷疑違反《電訊條例》或電訊服務牌照條件的消費者投訴</b> <b>Handling of Consumer Complaints against Telecommunications Operators involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences</b>				
詳細回覆投訴人（或如未能詳細回覆，則給予初步答覆） Full reply to complainant (or interim reply if full reply is not ready)	27 個工作天 working days	90%	100%	27 個工作天 working days (90%)
<b>處理針對營辦商關乎《電訊條例》競爭條文或具誤導性或欺騙性行為的條文的投訴</b> <b>Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance</b>				
完成調查（或如未完成調查，則向投訴人報告進度） Completion of investigation (or report of progress to the complainant if investigation is not completed)	初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation	80%	並無新個案 No new case	初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation (80%)

註 由收到投訴人所提供足夠資料起計。

Note Upon receipt of sufficient information from complainants.

	2016/17年度 標準處理時間 Service Delivery Standard for 2016/17	2016/17年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2016/17	2016/17年度 實際平均服務表現 Actual Average Performance in 2016/17	2017/18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 2017/18
<b>處理有關營辦商懷疑違反《電訊條例》或電訊服務牌照條件的業界投訴（關於《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）</b> <b>Handling of Industry Complaints against Operators (except for complaints relating to Competition Provisions and Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences</b>				
完成詳細調查（或如未完成詳細調查，則向投訴人報告進度） Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	Within <b>45</b> 個工作天內 working days	<b>90%</b>	並無新個案 No new case	Within <b>45</b> 個工作天內 working days <b>(90%)</b>
<b>處理有關懷疑違反《非應邀電子訊息條例》的舉報</b> <b>Handling of Reports on Suspected Contravention of the Unsolicited Electronic Messages Ordinance</b>				
完成詳細調查（或如未完成詳細調查，則向投訴人報告進度） Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	Within <b>10</b> 個星期內 weeks	<b>90%</b>	<b>100%</b>	Within <b>10</b> 個星期內 weeks <b>(90%)</b>
<b>對有關通訊辦服務的公眾查詢及投訴作出回覆</b> <b>Reply to Public Enquiries and Complaints of OFCA's Services</b>				
詳細回覆查詢（或如未能提供詳細回覆，則給予初步答覆） Full reply for enquiries (or interim reply if full reply cannot be provided)	Within <b>7</b> 個工作天內 working days	<b>90%</b>	<b>100%</b>	Within <b>7</b> 個工作天內 working days <b>(90%)</b>
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 <b>15</b> 個工作天內 working days	<b>90%</b>	<b>100%</b>	Within <b>15</b> 個工作天內 working days <b>(90%)</b>

# 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2017年3月31日年度內)

#### Broadcasting and Telecommunications Licences Issued / Renewed and Revenue Collected

(For the year ended 31 March 2017)

牌照種類	Type of Licences	發牌／續牌數目 No. of Licences Issued / Renewed	港元 HK\$
<b>廣播牌照</b>	<b>Broadcasting Licences</b>		
本地免費電視節目服務	Domestic Free Television Programme Service	3	17,580,700
本地收費電視節目服務	Domestic Pay Television Programme Service	3	23,037,804
非本地電視節目服務	Non-domestic Television Programme Service	16	972,881
其他須領牌電視節目服務	Other Licensable Television Programme Service	24	949,650
聲音廣播	Sound Broadcasting	4	12,802,785
<b>電訊牌照／許可證／證書</b>	<b>Telecommunications Licences / Permits / Certificates</b>		
學術機構自設電訊裝置	Academic Institution Self-provided Telecommunications Installation	2	7,000
航空甚高頻率固定電台	Aeronautical VHF Fixed Station	38	50,750
航空器電台	Aircraft Station	367	51,325
業餘操作授權證明	Amateur ATO	565	90,560
業餘電台	Amateur Station	2,646	397,412
無線電廣播轉播電台	Broadcast Radio Relay Station	15	10,625
補發牌照	Duplicate Licence	122	6,710
考試和簽發證書	Examination & Issue of Certificate	915	197,820
實驗電台	Experimental Station	88	26,775
對內/對外固定服務	Fixed Internal / External Services	52	123,714,358
酒店電視(發送)	Hotel Television (Transmission)	164	624,054
入口 / 出口許可證	Import/Export Permit	1,450	217,500
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	1,238	125,573
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	4,129	33,507,428
流動服務	Mobile Services	9	182,243,755
私用無線電傳呼系統	Private Radio Paging System	11	71,971
公共無線電通訊服務	Public Radiocommunications Service	9	1,656,442
無線電商(放寬限制)	Radio Dealers (Unrestricted)	3,614	5,044,875
無線電通訊學校	Radiocommunications School	7	2,125
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	197	165,747
衛星電視共用天線	Satellite Master Antenna Television	69	5,269,687
自設對外電訊系統	Self-provided External Telecommunications System	9	6,813
服務營辦商第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	17	1,174,836
服務營辦商第三類服務	Services-based Operator of Class 3 Service	502	15,131,838
船舶電台	Ship Station	3,953	555,362
空間站傳送者	Space Station Carrier	10	1,637,000
的士無線電通訊服務	Taxi Radiocommunications Service	25	588,883
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	66	144,300
<b>總數</b>	<b>Total</b>	<b>20,339</b>	<b>428,065,344</b>



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

### 通訊事務管理局辦公室

#### Office of the Communications Authority

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