





電訊規管事務諮詢委員會
(截至2018年3月31日)Telecommunications Regulatory Affairs
Advisory Committee (as at 31 March 2018)

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）	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 Tin Yau Representative of Consumer Council
趙炳權工程師、博士 香港工程師學會代表	Ir Dr Peter CHIU Ping Kuen 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	Ir Kelvin MA 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	Mr CHAN Kam Shing Representative of Communications Association of Hong Kong
管紀東先生 香港無線科技商會代表	Mr Alex KUN 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	Mr CHAN Chun Ying 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 Yuet Pun Representative of ComNet Telecom (HK) Limited
何世衡先生 Equinix Hong Kong Limited 代表	Mr Raphael HO Sai Hang Representative of Equinix Hong Kong Limited
陸國強先生 中港網絡有限公司代表	Mr LUK Kwok Keung 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	Mr Richard LEUNG Wing Kai 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	Mr CHAN Wai Man Representative of Hong Kong Cable Television Limited
林榮執先生 Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications (HKT) Limited / 電訊盈科環球業務(香港)有限公司代表	Mr Peter LAM WC 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 / Genius Brand Limited 代表	Ms Juliana WONG Yuk Hing Representative of Hutchison Telephone Company Limited / Genius Brand Limited
郭嘉麗小姐 環球全域電訊有限公司代表	Miss Katherine KWOK Representative of HGC Global Communications Limited
吳仕彬先生 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 OR Tin Lun 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 Walter NGAN Representative of Towngas Telecommunications Fixed Network Limited
劉貴顯先生 TraxComm Limited 代表	Mr Kenneth LAU Representative of TraxComm Limited
謝梅鶯女士 Verizon Hong Kong Limited 代表	Ms Clareta CHIA May Yin Representative of Verizon Hong Kong Limited
陳國萍女士 滙港電訊有限公司代表	Ms Agnes TAN Representative of WTT HK Limited

電訊規管事務諮詢委員會 (續)

Telecommunications Regulatory Affairs
Advisory Committee (continued)

Ms Susana HALLIDAY Superloop (Hong Kong) Limited 代表	Ms Susana HALLIDAY 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	Mr Chris TSANG Chi Tat Representative of External Fixed Carrier / Unified Carrier (External Fixed Services) Licensees as a group
黃偉民先生 無線電傳呼服務營辦商界別代表	Mr WONG Wai Man Representative of Radio Paging Operators as a group
陳毓才先生 服務營辦商牌照持牌商界別代表	Mr Stephen CHAN Yuk Choi 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	Mr Allen LAW Representative of External Telecommunications Service (ETS) Operators as a group
林永澤先生 香港警務處代表	Mr Fred LAM Wing Chak Representative of Hong Kong Police Force
陳婉華女士 個別委任人士	Ms Eva CHAN Yuen Wah Member appointed on an ad personam basis
莫兆華先生 個別委任人士	Mr York MOK Sui Wah Member appointed on an ad personam basis
Dr Andrew Ferguson SIMPSON 個別委任人士	Dr Andrew Ferguson SIMPSON Member appointed on an ad personam basis

無線電頻譜及技術標準
諮詢委員會 (截至2018年3月31日)Radio Spectrum and Technical Standards
Advisory Committee (as at 31 March 2018)

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 鄭躍年先生 消費者委員會代表	Members Mr Brian CHENG Yeuk Nin 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	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 Chi Chong Representative of Hong Kong Productivity Council
郭偉信工程師 香港工程師學會代表	Ir Wilson KWOK Wai Shun 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	Dr LEE Wah Ching Representative of The Institution of Engineering and Technology Hong Kong
張悅寬先生 本地電訊業界組織界別代表	Mr CHEUNG Yuet Pun Representative of Local Industry Associations
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
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	Mr Richard LEUNG Wing Kai Representative of Hong Kong Broadband Network Limited / HKBN Enterprise Solutions 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 / PCCW Global (HK) Limited 代表	Mr SM SHUEN Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / PCCW Global (HK) Limited
劉德民先生 和記電話有限公司 / Genius Brand Limited 代表	Mr LAU Tak Man Representative of Hutchison Telephone Company Limited / Genius Brand Limited
邵振強先生 環球全城電訊有限公司代表	Mr Michael SHIU Representative of HGC Global Communications 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)

黎世昌先生 SmarTone Communications Limited / 數碼通電訊有限公司代表	Mr Cyrus LAI Sai Cheong Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
關利庭先生 滙港電訊有限公司代表	Mr KWAN Lee Ting Representative of WTT HK 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 HUNG Hing Chu Representative of Licensees (Unified Carrier/ Local Fixed Carrier / Local FTNS) NOT providing domestic retail fixed services as a group
周立中先生 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 CHAU Lap Chung Representative of Licensees (Unified Carrier/ Local Fixed Carrier / Local FTNS) NOT providing domestic retail fixed services as a group
陳偉文先生 香港有線電視有限公司 / 奇妙電視有限公司代表	Mr CHAN Wai Man Representative of Hong Kong Cable Television Limited / Fantastic Television Limited
朱嘉遜先生 電訊盈科媒體有限公司 / 香港電視娛樂有限公司代表	Mr Carlsson CHU Representative of PCCW Media Limited / HK Television Entertainment Limited
袁敏先生 電視廣播有限公司代表	Mr YUEN Man Representative of Television Broadcasts Limited
林志強先生 香港商業廣播有限公司代表	Mr Paul LAM C K Representative of Hong Kong Commercial Broadcasting Company Limited
高小明先生 新城廣播有限公司代表	Mr KO Siu Ming Representative of Metro Broadcast Corporation Limited
朱頌君女士 香港電台代表	Ms CHU Chung Kwan Representative of Radio Television Hong Kong
張蕤先生 亞洲衛星有限公司代表	Mr ZHANG Rui Representative of Asia Satellite Telecommunications Company Limited
陳珣先生 亞太通訊衛星有限公司代表	Mr CHEN Xun Representative of APT Satellite Company Limited
葉漢忠先生 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	Mr Dickson IP Hon Chung Representative of External / Fixed Carrier Licensees / Unified Carrier (External Fixed Services) Licensees as a group
黃熾德先生 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 WONG Chee Tak Representative of Services-Based Operators (MVNO and ETS Operators only) as a group
李文建先生 本地認證機構界別代表	Mr Li Man Kin Representative of Local Certification Bodies as a group
蕭蔘庇先生 業餘無線電會界別代表	Mr Johnny SIU Choi Pai Representative of Amateur Radio Societies as a group
何智妍先生 民航處代表	Mr Joseph HO Chi Yun Representative of Civil Aviation Department
陳詠恩女士 香港警務處代表	Ms Diana CHAN Wing Yan Representative of Hong Kong Police Force
黃世文博士 廉政公署代表	Dr Simon WONG Sai Man Representative of Independent Commission Against Corruption
何浩文先生 個別委任人士	Mr HO Ho Man Member appointed on an ad personam basis

電訊服務用戶及消費者 諮詢委員會 (截至2018年3月31日)

Telecommunications Users and Consumers Advisory Committee (as at 31 March 2018)

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 Nga Kum Representative of Consumer Council
莊禮基先生 香港通訊業聯會代表	Mr CHONG Lai Kei Representative of Communications Association of Hong Kong (CAHK)
陳利華先生 香港總商會代表	Mr Watson CHAN Representative of The Hong Kong General Chamber of Commerce
姚金鴻先生 香港無線科技商會代表	Mr Kenny YIU Representative of Hong Kong Wireless Technology Industry Association (HKWTIA)
楊全盛先生 中小型企業代表	Mr Eric YEUNG Chuen Sing Representatives of small and medium enterprises
鄭永昌先生 教育局代表	Mr CHENG Wing Cheung Representative of Education Bureau
梁少筋先生 長者服務代表	Mr Eric LEUNG Representative of the aged community
鄧肇中先生 弱能人士代表	Mr William TANG Representative of the disabled community
鍾智明先生 弱能人士代表	Mr CHUNG Chi Ming Representative of the disabled community
楊鼎立先生 公眾人士代表	Mr Derek Emory YEUNG Ting Lap Representative as a member of the public
梁秀清女士 公眾人士代表	Ms Martha LEUNG Sau Ching Representative as a member of the public
文鳳玲女士 公眾人士代表	Ms Florence MAN Fong Leng Representative as a member of the public
盧偉民先生 公眾人士代表	Mr Daniel LO Wai Man Representative as a member of the public
孫焯德先生 公眾人士代表	Mr Thomas SUN Kwun Tak Representative as a member of the public
王振邦先生 公眾人士代表	Mr WONG Chun Bong Representative as a member of the public
翁珮玲女士 公眾人士代表	Ms YUNG Pui Ling Representative as a member of the public
陳翠碧女士 公眾人士代表	Ms Cindy CHAN Chui Bik Representative as a member of the public
劉秀芬女士 公眾人士代表	Miss Eva LAU Sau Fan Representative as a member of the public
黃文麗女士 公眾人士代表	Ms Eva WONG Man Lai Representative as a member of the public
馬錦華先生 個別委任人士	Mr MA Kam Wah Member appointed on an ad personam basis
趙善能先生 個別委任人士	Mr Kenny CHIU Sin Nang Member appointed on an ad personam basis

在2017/18年度，我們在全部34項服務中均達至或超越服務表現目標。2018/19年度的各項服務表現目標詳列如下。

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

In 2017/18, we achieved/surpassed all performance targets in our 34 job areas. The full list of our performance targets for 2018/19 are also set out in the table below.

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

	2017/18年度 標準處理時間 Service Delivery Standard for 2017/18	2017/18年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2017/18	2017/18年度 實際平均服務表現 Actual Average Performance in 2017/18	2018/19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 2018/19
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%)

2017/18年度 標準處理時間 Service Delivery Standard for 2017/18	2017/18年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2017/18	2017/18年度 實際平均服務表現 Actual Average Performance in 2017/18	2018/19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 2018/19
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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)

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%)

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%)

	2017/18年度 標準處理時間 Service Delivery Standard for 2017/18	2017/18年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2017/18	2017/18年度 實際平均服務表現 Actual Average Performance in 2017/18	2018/19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 2018/19
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	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%)
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） 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)				
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%)

註 由收到投訴人所提供足夠資料起計。
Note Upon receipt of sufficient information from complainants.

2017/18年度 標準處理時間 Service Delivery Standard for 2017/18	2017/18年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2017/18	2017/18年度 實際平均服務表現 Actual Average Performance in 2017/18	2018/19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 2018/19		
<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（關乎《廣播條例》競爭條文的投訴除外）（續）</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) (continued)</p>					
<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)（或如未有通訊局的裁決，則向投訴人報告進度）</p> <p>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)</p>	8 個星期 weeks	98%	99.9%	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)（或如未有通訊局的裁決，則向投訴人報告進度）</p> <p>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)</p>	4 個月 months	98%	100%	4 個月 months	(98%)
<p>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</p> <p>Handling of Consumer Complaints against Telecommunications Operators involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences</p>					
<p>詳細回覆投訴人（或如未能詳細回覆，則給予初步答覆）</p> <p>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%)
<p>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</p> <p>Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance</p>					
<p>完成調查（或如未完成調查，則向投訴人報告進度）</p> <p>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</p>	(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.

2017/18年度 標準處理時間 Service Delivery Standard for 2017/18	2017/18年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2017/18	2017/18年度 實際平均服務表現 Actual Average Performance in 2017/18	2018/19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 2018/19
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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%	並無新個案 No new case	Within 45 個工作天內 working days	(90%)
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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%	99.86%	Within 10 個星期內 weeks	(90%)
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對有關通訊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%)

備註：自2018年10月起，我們就處理有關廣播和電訊服務持牌人涉嫌違反《商品說明條例》（第362章）的公平營商條文的投訴引入一項新的服務承諾：在我們確認接獲投訴後的三個月內，如未能提供個案結果，我們會向投訴人發出個案處理進度通知。服務表現目標是百分之九十的個案可達到此標準處理時間。

Remarks: From October 2018, we have introduced a new performance pledge on the handling of complaint against broadcasting and telecommunications licensees on suspected contravention of the fair trading sections of the Trade Descriptions Ordinance (Cap. 362): we will within 3 months upon acknowledgement of receipt of the complaint issue case progress to the complainant if the case result is not ready. The performance target is that 90% of the cases will meet this service delivery standard.

簽發／續牌的廣播及電訊牌照 數目及徵收的牌費

(截至2018年3月31日年度內)

Broadcasting and Telecommunications Licences Issued / Renewed and Revenue Collected

(For the year ended 31 March 2018)

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	18,877,267
本地收費電視節目服務	Domestic Pay Television Programme Service	2	11,670,173
非本地電視節目服務	Non-domestic Television Programme Service	14	878,006
其他須領牌電視節目服務	Other Licensable Television Programme Service	22	901,300
聲音廣播	Sound Broadcasting	2	8,877,705
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	34	51,250
航空器電台	Aircraft Station	334	51,737
業餘操作授權證明	Amateur ATO	586	93,760
業餘電台	Amateur Station	2,619	400,225
無線電廣播轉播電台	Broadcast Radio Relay Station	16	11,500
補發牌照	Duplicate Licence	168	9,240
考試和簽發證書	Examination & Issue of Certificate	910	178,815
實驗電台	Experimental Station	88	26,750
對內／對外固定服務	Fixed Internal / External Services	52	124,904,427
酒店電視(發送)	Hotel Television (Transmission)	161	633,217
入口／出口許可證	Import/Export Permit	923	138,450
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	1,331	116,953
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	4,034	34,267,545
流動服務	Mobile Services	9	183,827,332
私用無線電傳呼系統	Private Radio Paging System	8	50,600
公共無線電通訊服務	Public Radiocommunications Service	7	1,469,200
無線電商(放寬限制)	Radio Dealers (Unrestricted)	3,678	5,494,875
無線電通訊學校	Radiocommunications School	6	2,000
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	206	173,120
衛星電視共用天線	Satellite Master Antenna Television	69	5,280,225
自設對外電訊系統	Self-provided External Telecommunications System	8	6,562
服務營辦商第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	19	1,270,798
服務營辦商第三類服務	Services-based Operator of Class 3 Service	491	15,939,758
船舶電台	Ship Station	4,358	644,710
空間站傳送者	Space Station Carrier	11	1,749,500
的士無線電通訊服務	Taxi Radiocommunications Service	24	569,646
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	66	162,275
無線物聯網	Wireless Internet of Things	2	66,667
總數	Total	20,263	418,802,588