



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
2017/18

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2017年4月1日至2018年3月31日
For the period from 1 April 2017 to 31 March 2018

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2017年4月1日至2018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）。部分統計數字已更新至2018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 2017 to 31 March 2018. Some of the statistics have been updated to September 2018, where appropriate, to reflect the updated situation.

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

使命 MISSION

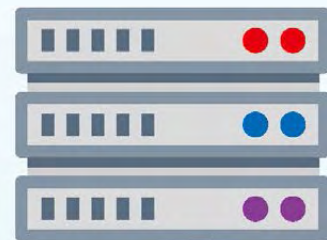
我們致力 —

- **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
- **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

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.



高級管理層

Senior Management

王天予女士
Miss Agnes WONG

通訊事務總監
Director-General of Communications



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Mr C K CHENG

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助理總監（規管）
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Assistant Director (Market & Competition)



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Deputy Director-General (Telecommunications)



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Deputy Director-General (Broadcasting)



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Assistant Director (Support)



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助理總監（廣播）
Assistant Director (Broadcasting)



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助理總監（電影、報刊及物品管理）
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1 總監報告

Message from the Director-General

“ 為推出第五代流動電訊服務作好準備是通訊辦於2017／18年度的首要工作重點。年內另一主要工作是協助通訊局檢討規管間接宣傳的業務守則。

Making preparations for the rollout of 5G mobile telecommunications services was undoubtedly the primary focus of our work in 2017/18. Another major task during the year was to assist the CA in reviewing the Codes of Practice governing indirect advertising. ”



王天予
Agnes WONG

通訊事務總監
Director-General of Communications

我欣然呈上通訊事務管理局辦公室（「通訊辦」）2017／18年年報。

市場概況

在回顧過去一年的工作前，讓我先概述通訊市場的整體情況。就電訊業而言，流動服務市場的競爭維持激烈。流動服務用戶總數超過1 800萬，滲透率逾240%，位居世界前列。流動數據市場持續蓬勃發展，流動數據總用量高達每月32 444太字節，相當於人均用量約為每月4.4吉字節。

固網市場亦為公眾提供全面和價格相宜的寬頻服務。香港目前約有266萬名固網寬頻服務登記用戶，住戶滲透率逾92%。在業界持續努力下，香港的寬頻服務用戶得以享用全球其中一個最先進的光纖網絡。本地光纖滲透率達75.6%，根據歐洲光纖到戶議會（Fibre to the Home Council Europe）於2018年2月發表的報告，該滲透率在65個經濟體系中排名第五。

廣播業亦有長足發展。隨着第三家免費電視持牌機構投入服務，本地免費電視服務的市場環境變得更為興旺。奇妙電視有限公司的粵語及英語頻道已分別於2017年5月14日及2018年7月30日啟播，為香港的電視觀眾提供更多節目選擇。

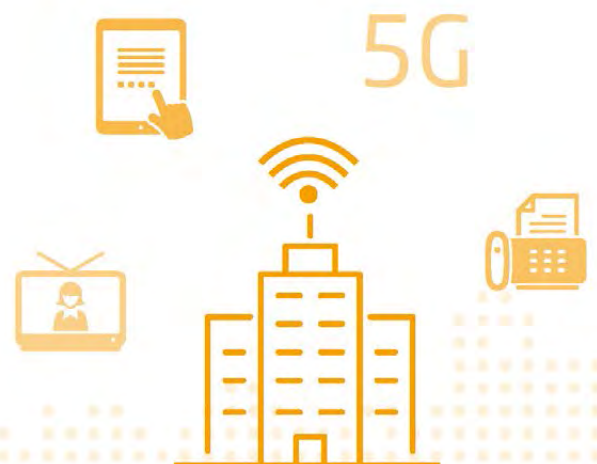
It gives me great pleasure to present the 2017/18 annual report of the Office of the Communications Authority (“OFCA”).

Market Overview

Before reviewing our work in the past year, I would like to take a moment to present the overall picture of the communications market. In the telecommunications sector, the mobile service market remains highly competitive. The total number of mobile service subscribers has exceeded 18 million, representing a penetration rate over 240% and is one of the highest in the world. The mobile data market continues to flourish at a robust pace, with the total volume of mobile data usage amounting to 32 444 Terabytes per month, representing an average monthly consumption of about 4.4 Gigabytes per capita.

Our fixed-line market is also providing comprehensive and affordable broadband services to the public. There are about 2.66 million registered customers using fixed broadband services and the household penetration rate is over 92%. Due to the sustained efforts of the industry, Hong Kong broadband service users are able to enjoy one of the most advanced fibre-based networks in the world. The local fibre penetration rate has reached 75.6%, which ranks fifth in the Global Fibre to the Home Ranking out of 65 economies according to the report issued by the Fibre to the Home Council Europe in February 2018.

There has also been exciting development in the broadcasting sector. The domestic free television programme (“free TV”) service landscape is further enriched by the launch of the third free TV licensee in Hong Kong. The Chinese and English channels of Fantastic Television Limited were launched on 14 May 2017 and



1 總監報告

Message from the Director-General

2017／18年度的主要工作回顧

對通訊辦而言，2017／18年度是富挑戰和成果豐碩的一年，讓我重點介紹年內部分主要工作。

廣播服務

通訊辦在2017／18年度的其中一項主要工作，是協助通訊事務管理局（「通訊局」）檢討業務守則內規管間接宣傳和殯儀館及相關服務廣告的條文。檢討的目的是協助廣播持牌機構在廣播業競爭激烈的環境中增加廣告來源，並同時保障觀眾的利益。經考慮所收到的業界和公眾意見，通訊局決定由2018年7月27日起放寬電視節目中間接宣傳的規管，以及取消禁止播放殯儀館及相關服務廣告的規定。

年內，我們繼續處理關於廣播內容的投訴。在2017／18年度，通訊辦處理了超過4 340宗投訴（涉及逾1 860個個案），當中大多涉及輕微違規，或有關指控並不構成違例情況，或不屬相關條例的管轄範圍。通訊辦根據通訊局授予的權力，處理了大部分個案，並將10個個案提交通訊局審議和裁決。

電訊服務

為推出第五代（「5G」）流動電訊服務作好準備是我們於2017／18年度在電訊範疇的首要工作重點。通訊局於2017年3月公布為公共流動服務提供更多頻譜的工作計劃後，我們一直致力跟進相關的實工作，當中包括遷移現有頻譜指配、騰出合適的頻帶、協助通訊局就選定用作提供5G服務的多條頻帶的建議安排進行公眾諮詢等。截至目前為止，我們已選定多條頻帶內合共4 500兆赫的頻譜供5G服務使用。我們的目標，是在2018年年底公布相關頻帶的詳細指配安排的決定。



物聯網是新興技術，提供通訊平台及服務讓各式各樣的互聯智能裝置，毋須經人手操作而能自動產生、交換和處理數據。在2017／18年度，通訊辦支援通訊局設立用於提供無線物聯網平台及服務的新牌照制度，以促進物聯網的發展和便利推行智慧城市的相關措施。新牌照制度廣受業界歡迎，自2017年12月1日實施以來，通訊局已發出兩個牌照。

通訊辦在年內的另一項主要工作，是協助通訊局制訂在900兆赫和1 800兆赫頻帶內200兆赫頻譜，於2020年11月至2021年9月期間指配期屆滿後的重新指配安排。為此，我們協助通訊局進行公眾諮詢，並聯同商務及經濟發展局局長發出聲明，公布各自就指配安排和相關頻譜使用費所作的決定。我們將在2018／19年度繼續進行這次重新指配頻譜所涉及的工作。

公眾收費電話機是基本的電話服務，須由全面服務供應商根據《電訊條例》按照其全面服務責任提供。鑑於對公眾收費電話機服務的需求持續減少，我們協助通訊局於2017年6月就這項服務展開檢討，目標是在2019年完成檢討工作，以決定在全面服務責任下應保留的公眾收費電話機合理數目。

30 July 2018 respectively, providing Hong Kong viewers with more programme choices.

Highlights of our work in 2017/18

2017/18 has been a challenging and rewarding year for OFCA. I would like to highlight some of our major tasks in the year.

Broadcasting Services

One of the major tasks of the OFCA in 2017/18 was to assist the Communications Authority (“CA”) in conducting the review of the relevant provisions in the Codes of Practice governing indirect advertising and advertisements for undertakers and associated services. The review aimed at facilitating broadcasting licensees to diversify their source of advertising in light of the keen competition in the broadcasting industry while safeguarding the interests of viewers. After taking into account the views collected from the industry and the public, the CA decided to relax the regulations governing indirect advertising in television programmes, and to lift the prohibition on broadcast of advertisements for undertakers and associated services with effect from 27 July 2018.

During the year, we continued to handle complaints about broadcast materials. In 2017/18, OFCA handled more than 4 340 complaints (relating to over 1 860 cases). A vast majority

of these cases involved breaches of a minor nature, allegations which did not constitute any breach, or cases which fell outside the remit of the relevant ordinances. OFCA dealt with most of these cases under the powers delegated by the CA. 10 cases were submitted to the CA for consideration and determination.

Telecommunications Services

Preparation for the rollout of the fifth generation (“5G”) mobile telecommunications services was undoubtedly the primary focus of our work on the telecommunications front in 2017/18. Following the issue of a work plan by the CA in March 2017 on making available additional spectrum for public mobile service, we have been diligently following up on its implementation, which includes relocating existing spectrum assignments, clearing suitable frequency bands, assisting the CA in conducting public consultation on the proposed arrangements for the multiple frequency bands identified for the provision of 5G services, etc. Up till now, a total of 4 500 MHz of spectrum in multiple frequency bands have been so identified. Our target is to announce the decisions on the detailed assignment arrangements for these frequency bands by the end of 2018.

Internet of Things (“IoT”) is an emerging technology which enables the provision of communications platforms and services for interconnected devices to generate, exchange and consume data with minimal human intervention. In 2017/18, OFCA supported the CA in creating a new licensing regime for the provision of Wireless IoT platforms and services with a view to facilitating the development of IoT services and enabling various Smart City initiatives. The new licensing regime is well-received by the industry. Two licences have been issued since its implementation on 1 December 2017.

Another major task of OFCA during the year was to assist the CA in making arrangements for the re-assignment of the 200 MHz of spectrum in the 900 MHz and 1 800 MHz bands upon expiry of the existing assignments between November 2020 and September 2021. To this end, we have assisted the CA in



1 總監報告

Message from the Director-General



保障消費者權益

儘管香港的消費者現時已享用林林總總具競爭力的電訊服務，我們相信，鼓勵服務供應商及營辦商提升服務質素同樣重要。為此，我們一直透過與業界合作，積極倡議推行各項措施，為消費者提供更佳保障。

設立「解決顧客投訴計劃」是通訊辦與通訊業界的主要組織香港通訊業聯會合作推行的重要保障消費者項目之一。該計劃由香港通訊業聯會營運、通訊辦資助經費，旨在提供一個具效率和經濟效益的方法，以調解方式協助消費者解決與其電訊服務營辦商之間陷入僵局的計帳爭議。

我們將繼續與業界緊密合作，探討其他措施，務求進一步加強保障消費者權益，以及改善電訊業的整體服務質素。

與此同時，為提高公眾對精明使用通訊服務的認識和協助公眾明智地選擇服務，我們在2017／18年度推出大型消費者教育活動，透過不同的活動和節目，例如公眾講座、社區講座、學校表演和巡迴展覽，向公眾傳遞各項消費者訊息。此外，我們設立名為「通訊達人•通訊辦」的Facebook專頁，透過社交媒體平台，進一步加強推廣消費者訊息。

未來的主要挑戰

展望未來，我們會繼續協助通訊局履行在廣播服務方面的規管職能，力求在為廣播持牌機構提供更佳營商環境與保障觀眾利益之間取得平衡。在電訊服務方面，我們會協助通訊局就計劃提供的頻譜敲定指配安排，並繼續選定更多頻譜，讓香港能夠準備就緒，迎接5G時代。一如以往，我們亦會繼續留意科技及市場的發展，支援通訊局更新和精簡規管及發牌制度，利便商業創新及投資。

最後，我衷心感謝通訊局成員在年內時加指導；通訊辦各諮詢委員會委員提供寶貴意見；以及包括電訊和廣播業界的各持份者鼎力支持我們的工作。我亦特別向全體同事致謝，他們盡忠職守，秉持專業精神，在過去一年致力實踐部門所訂的目標，並為日後的工作制訂各項新猷。

conducting public consultation, and issuing a joint statement with the Secretary for Commerce and Economic Development on the respective decisions on the assignment arrangements and the related spectrum utilisation fees. We will continue our work on this reassignment exercise in 2018/19.

Public payphone is a basic telephone service which the universal service provider is required to provide under the Universal Service Obligation (“USO”) in accordance with the Telecommunications Ordinance. In view of the diminishing demand for public payphone services, we assisted the CA to embark on a review of the services in June 2017. We target to complete the review in 2019 to determine the reasonable number of public payphones that should be retained subject to the USO.

Safeguarding Consumer Interests

While consumers in Hong Kong enjoy a wide range of competitive telecommunications services, we believe it is equally important to encourage service providers and operators to enhance their service quality. To this end, we have been actively championing measures to accord better protection to consumers through collaborations with the industry.

The establishment of the Customer Complaint Settlement Scheme is one of the significant consumer-protection projects implemented through the cooperation between OFCA and the Communications Association of Hong Kong (“CAHK”), the leading association of the communications industry. The Scheme is operated by CAHK with funding from OFCA. It provides an efficient and economic way to help consumers resolve bill disputes in deadlock with their telecommunications service operators through mediation.

We will continue to work closely with the industry to explore other measures which will further enhance consumer interests and improve the overall quality of service of the telecommunications industry.

At the same time, to enhance public awareness of the smart use of communications services and to assist the public to make informed service choices, we have launched a large-scale consumer education campaign in 2017/18 to relay to the public various consumer messages through different activities and programmes, such as public seminars, community talks, school performances and roving exhibitions. In addition, we host a Facebook Fan Page named “Communications Master • 通訊達人” to further enhance our publicity efforts in promoting the consumer messages through the social media platform.

Major Challenges Ahead

Looking ahead, we will continue to assist the CA in performing its regulatory functions on the broadcasting front, striking a balance between providing a more conducive business environment to broadcasting licensees and protection of the interests of viewers. On the telecommunications front, we will assist the CA to finalise the arrangements for assigning the planned supply of spectrum and to continue to identify additional spectrum to enable Hong Kong to gear up to the 5G era. As always, we will continue to keep track of technology and market developments and provide support to the CA in updating and streamlining the regulatory and licensing regimes to ensure that they are conducive to business innovation and investment.

Finally, I would like to express my gratitude to members of the CA for their guidance; members of the advisory committees of OFCA for their invaluable advice; and all stakeholders including those in the telecommunications and broadcasting sectors for their support throughout the year. My special thanks also go to all of my colleagues for their commitment and professionalism in accomplishing our goals in the past year and in developing new initiatives for the coming years.

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

本地免費電視節目服務持牌機構（「免費電視持牌機構」）負責建設傳送網絡或聘用其他網絡服務營辦商，以提供覆蓋全港的免費電視服務。在三間免費電視持牌機構中，電視廣播有限公司（「無綫電視」）和營辦Viu TV頻道的香港電視娛樂有限公司（「香港電視娛樂」）使用在470 – 806兆赫頻帶內的頻譜，提供共七條數碼地面電視節目頻道¹。數碼地面電視訊號主要由設置於山頂上的發射站傳送。自數碼地面電視服務於2007年年底推出後，共有29個發射站逐步建成。在通訊辦的支援下，無綫電視和香港電視娛樂繼續努力擴大數碼地面電視傳送網絡的覆蓋範圍。現時，數碼地面電視傳送網絡覆蓋本港逾99%的人口。

新推出的本地免費電視節目服務

奇妙電視有限公司（「奇妙電視」）由2017年5月14日起推出一條粵語頻道，使用香港有線電視有限公司（「有線電視」）的混合光纖同軸電纜網絡提供其持牌免費電視服務。使用有線電視大廈內同軸電纜系統的樓宇，其住戶可接收奇妙電視的免費電視服務。至於本身裝有公共天線系統的樓宇，當上述系統與有線電視網絡完成互連後，住戶便可接收奇妙電視的服務。現時，奇妙電視的覆蓋範圍佔全港住戶總數約93%。

根據其免費電視牌照規定，奇妙電視須於2018年5月30日或之前推出一條24小時英語頻道。2018年4月，奇妙電視向通訊局申請把推出英語頻道的期限延長兩個月至2018年7月30日。考慮到這宗個案的獨特情況，通訊局給予奇妙電視兩個月的寬限期，讓其能順利推出英語頻道。奇妙電視已於2018年7月30日推出其英語頻道。



檢討對間接宣傳的規管

我們協助通訊局定期檢討業務守則，以向廣播持牌機構提供適當指引，並確保當中訂明的標準符合社會期望和配合廣播業的持續發展。

在2017/18年度，通訊局就間接宣傳，和殯儀館及相關服務廣告的規管進行檢討，目的是為持牌機構提供更佳的營商環境，並同時保障觀眾的利益。

在檢討完成後，通訊局修訂相關的業務守則，以放寬對間接宣傳的規管。由2018年7月27日起，除新聞節目、時事節目、兒童節目、教育節目、宗教儀式及其他崇拜節目外，持牌機構獲准在電視節目中播出間接宣傳。通訊局容許持牌機構播出植入式廣告（這類間接宣傳是指持牌機構在獲得報酬或其他有值代價的情況下在節目中展示或使用產品／服務），只要在節目中展示或使用產品／服務時，顧及節目的內容及類別，以自然及不會令人覺得突兀的手法表達，以及沒有直接推銷或建議使用產品／服務。為保障觀眾的利益，持牌機構須在節目開始前清楚告知觀眾節目中含有間接宣傳。通訊局亦取消禁止在電視及電台播出殯儀館及相關服務廣告的規定。新規定亦於2018年7月27日生效。

¹ 另一間免費電視持牌機構奇妙電視使用固定網絡提供免費電視服務。

The Development of Digital Terrestrial Television Services

Domestic free television programme service licensees (“free TV licensees”) are responsible for constructing transmission networks or engaging other network service operators to deliver their free TV services throughout Hong Kong. Among the three free TV licensees, Television Broadcasts Limited (“TVB”) and HK Television Entertainment Company Limited (“HKTVE”) (which operates ViuTV) provide a total of seven digital terrestrial television (“DTT”) programme channels by using spectrum in the 470-806 MHz band¹. DTT signals are mainly delivered by transmitting stations established on hilltops. Since the launch of DTT services in late 2007, a total of 29 transmitting stations have been constructed by phases. With OFCA’s support, TVB and HKTVE have continued their efforts to extend coverage of their DTT transmission network. Currently, the DTT transmission network has achieved an overall coverage of close to 100% of the population.

Roll-out of New Domestic Free Television Programme Services

Fantastic Television Limited (“Fantastic TV”) started to provide its licensed free TV service by launching its Chinese channel on 14 May 2017, using the hybrid fibre coaxial network operated by Hong Kong Cable Television Limited (“HKCTV”) for transmission of programme signals. Residents of buildings with In-Building Coaxial Cable Distribution Systems (“IBCCDS”) installed by HKCTV can readily receive Fantastic TV’s free TV services. For buildings with their own IBCCDS, residents can receive Fantastic TV’s services through interconnection of their IBCCDS with HKCTV’s network. Currently, Fantastic TV has a coverage of about 93% of the total number of households in Hong Kong.

Pursuant to its free TV licence, Fantastic TV was required to launch a 24-hour English channel by 30 May 2018. In April

2018, Fantastic TV applied to the CA for an extension of the deadline for launching its English channel by two months to 30 July 2018. Having considered the unique circumstances of this case, the CA granted a two-month grace period to enable Fantastic TV to roll out its English channel. Fantastic TV launched its English channel on 30 July 2018.

Review of Regulations Governing Indirect Advertising

We assist the CA in conducting regular reviews of the codes of practice to provide proper guidance to broadcasting licensees, and to ensure that the standards stipulated therein are in line with community expectations and ongoing development of the broadcasting industry.

In 2017/18, the CA conducted a review of the regulations governing indirect advertising, as well as advertisements for undertakers and associated services. The objective of the review was to provide a more conducive business environment to licensees on the one hand while protecting the interests of the viewers on the other.

Upon completion of the review, revisions to the relevant codes of practice were made to relax the regulations governing indirect advertising. With effect from 27 July 2018, indirect advertising is permitted in TV programmes except for news programmes, current affairs programmes, children’s programmes, educational programmes, religious service and other devotional programmes. Product placement (i.e. the type of indirect advertising where licensees receive payment or other valuable consideration for exposure or use of products/services within a programme) is allowed so long as the exposure or use of products/services within a programme is presented in a natural and unobtrusive manner having regard to the programme context and genre, and that there is no direct encouragement of purchase or use of the products/services. To protect the interests of viewers, licensees are required to

¹ The other free TV licensee, Fantastic TV, uses a fixed network to deliver its free TV services.

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廣播業的持續發展

Sustaining the Development of the Broadcasting Industry



牌照管理

本地免費電視節目服務牌照的申請

通訊局於2014年4月收到一宗由香港電視網絡有限公司（「港視」）提出的免費電視牌照申請。通訊局於2016年1月就港視的免費電視牌照申請向行政長官會同行政會議（「行會」）提交評核結果及建議。行會於2016年9月同意通訊局的建議，決定給予港視更多時間，向通訊局提交《廣播條例》下所需的資料，並邀請通訊局待港視提供所需資料後，再就其申請向行會提交建議。行會作出決定後，我們協助通訊局就港視需提供的資料作出跟進。港視於2018年3月基於商業考慮撤回其申請。

非本地電視節目服務牌照續期的申請

在報告期內，我們亦協助通訊局處理一宗由鳳凰衛視有限公司提出的非本地電視節目服務牌照續期申請，該申請已獲通訊局批准。

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。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。

在2017/18年度，我們處理了1 866個個案（涉及4 342宗投訴）²。與2016/17年度的數字（1 856個個案，涉及17 078宗投訴）比較，本年度所處理的個案數目輕微上升0.5%，投訴宗數則大幅減少75%³。當中，有10個個案（涉及754宗投訴）轉交通訊局轄下廣播投訴委員會處理，並在其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1 856個個案（涉及3 588宗投訴）。這些投訴涉及輕微違規，或有關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條文）。

² 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。

³ 2017/18年度與2016/17年度所處理的投訴宗數相差甚大，主要原因是在2016/17年度有一個涉及無線電視前J5台播出的部分新聞節目只提供簡體中文字幕及/或只以普通話播放的投訴個案，該個案涉及超過13 000宗投訴。

clearly inform viewers of the inclusion of indirect advertising before a programme starts. The CA also lifted the prohibition on broadcast of advertisements for undertakers and associated services on TV and radio. The new rules also took effect on 27 July 2018.

Licence Administration

Application for Domestic Free Television Programme Services Licence

In April 2014, the CA received an application for free TV licence from Hong Kong Television Network Limited (“HKTV”). In January 2016, the CA submitted to the Chief Executive in Council (“CE in C”) its assessment of and recommendations on HKTV’s free TV licence application. In September 2016, CE in C agreed with the CA’s recommendations and decided to give HKTV more time to submit the information required under the Broadcasting Ordinance (“BO”), and invited the CA, on receipt of the required information from HKTV, to submit further recommendations to the CE in C on HKTV’s application. Following the CE in C’s decision, we assisted the CA in following up with HKTV on the required information. In March 2018, HKTV withdrew the application due to commercial considerations.

Application for Renewal of a Non-domestic Television Programme Service Licence

During the period, we also assisted the CA in processing an application for renewal of a non-domestic television programme service licence from Phoenix Satellite Television Company Limited, which was approved by the CA.

Handling of Broadcast Complaints

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

In 2017/18, we handled 1 866 cases (involving 4 342 complaints)², which represented a slight increase of 0.5% in the number of cases, and a significant decrease of 75% in the number of complaints processed³, as compared with the figures recorded in 2016/17 (1 856 cases, involving 17 078 complaints). Among them, 10 cases (754 complaints) were referred to the Broadcast Complaints Committee under the CA for consideration before submission to the CA for deliberation and determination. Details of the complaint cases considered by the CA are published on its website. Under powers delegated by the CA, the Director-General of Communications handled the remaining 1 856 cases (involving 3 588 complaints). These complaints were related to breaches of a minor nature; allegations which did not constitute any breach; or were outside the remit of section 11(1) of the B(MP)O (i.e. the substance of the complaints did not involve contravention of relevant legislation, licence conditions or provisions in the codes of practice).

² To ensure operational efficiency, complaints with similar allegations against the same issue or broadcast material are handled together and counted as a single case.

³ The significant difference between the number of complaints processed in 2017/18 and in 2016/17 was mainly attributed to a complaint case against the provision of simplified Chinese subtitles and / or the use of Putonghua in some news programmes broadcast on the former J5 Channel of TVB, which gave rise to over 13 000 complaints in 2016/17.

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迎接電訊市場的新挑戰

Meeting the New Challenges of the Telecommunications Market

積極準備迎接5G時代

提供額外頻譜以促進5G發展

為讓香港能夠作好準備，適時推出第五代（「5G」）服務，香港需要更多頻譜在邁向2020年及之後作公共流動服務用途。

為落實通訊局於2017年3月公布為公共流動服務提供更多頻譜的工作計劃，通訊辦於2017年4月向26吉赫頻帶的頻譜受配者送達通知，知會他們將於2019年4月1日撤回其26吉赫頻帶內的頻率指配，以重新編配26吉赫頻帶作5G服務用途。2017年12月，通訊辦協助通訊局邀請有興趣人士就使用26吉赫及28吉赫頻帶內的4 100兆赫頻譜提供5G服務提交意向書。邀請提交意向書旨在估量本地業界對有關頻譜需求，以及向業界及有興趣人士收集相關事宜資料，從而協助通訊局考慮指配頻譜的適當安排。經檢視意向書中所收集到的資料，通訊辦支援通訊局籌備聯同商務及經濟發展局局長（「商經局局長」）就建議編配26/28吉赫頻帶予流動服務及相關頻譜指配和頻譜使用費的建議安排展開公眾諮詢。該聯合公眾諮詢已於2018年7月26日展開。

在2017年7月至9月期間，通訊辦協助通訊局就把3.4 – 3.7吉赫頻帶的頻率編配由固定衛星服務（空對地）改為流動服務的建議進行公眾諮詢，以把3.4 – 3.6吉赫頻帶內的200兆赫頻譜指配作提供公共流動服務用途，並保留3.6 – 3.7吉赫頻帶內的100兆赫頻譜作為分隔頻帶。此外，通訊辦委聘顧問公司研究緩解無線電干擾的措施，務求令衛星電視共用天線系統與流動服務系統可在3.4 – 4.2吉赫頻帶內並存。經審慎考慮在諮詢期間所收到的看法及意見、顧問研究的結果和業界的回應，通訊局於2018年3月28日決定由2020年4月1日起落實上述重新編配安排，以給予受影響的牌照持有人及各方兩年的預先通知期。



通訊辦亦接着協助通訊局作出準備，以聯同商經局局長就指配3.4 – 3.6吉赫頻帶內的頻譜作公共流動服務用途的建議安排及相關頻譜使用費展開公眾諮詢。該聯合公眾諮詢已於2018年5月展開。

通訊辦一直密切監察全球的5G服務頻譜規劃發展，並會繼續致力選定更多頻譜以支持香港發展5G服務。

推動業界進行5G技術和應用測試

通訊辦一直鼓勵和推動業界進行5G技術和應用測試，為推出5G流動服務作更佳準備。截至2018年3月31日，通訊局向設備供應商及流動網絡營辦商合共發出了七個測試許可證，並臨時指配頻譜供他們免費作測試用途。通訊辦歡迎其他有興趣人士申請進行更多5G測試。

促進無線物聯網服務的發展

物聯網是新興技術，提供通訊平台及服務讓各式各樣的互聯智能裝置，毋須經人手操作而能自動產生、交換和處理數據。通訊辦協助通訊局於2017年8月就設立新的無線物聯網牌照的建議進行業界諮詢。有關建議獲得業界普遍支持。

Gearing up to the 5G era

Making available additional spectrum for 5G development

To better prepare Hong Kong for the timely launch of the 5G services, there is a need for additional spectrum for public mobile services towards 2020 and beyond.

To implement the work plan issued by the CA in March 2017 for making available additional spectrum for public mobile services, OFCA served notice in April 2017 to spectrum assignees of the 26 GHz band, notifying them that their frequency assignments in the 26 GHz band will be withdrawn on 1 April 2019 with a view to re-allocating the 26 GHz band for 5G services. In December 2017, OFCA assisted the CA in issuing an invitation for expression of interest (“EOI”) in using the 4 100 MHz of spectrum in the 26 GHz and 28 GHz bands for the provision of 5G services. The EOI aimed to gauge the demand of the local industry for such spectrum and to solicit information from the industry and interested parties on relevant matters to facilitate the CA’s consideration of the appropriate arrangements for spectrum assignments. After reviewing the information received in the EOI, OFCA supported the CA in preparing a joint public consultation with the Secretary for Commerce and Economic Development (“SCED”) on the proposed allocation of the 26/28 GHz bands to mobile service and the associated arrangements for spectrum assignment, as well as the related Spectrum Utilization Fees (“SUF”). The joint public consultation was launched on 26 July 2018.

From July to September 2017, OFCA assisted the CA to conduct a public consultation on the proposal to change the frequency allocation of the 3.4 – 3.7 GHz band from fixed satellite service (space-to-Earth) to mobile service, to assign 200 MHz of spectrum in the 3.4 – 3.6 GHz band for the provision of public mobile services, and to reserve 100 MHz of spectrum in the 3.6 – 3.7 GHz band as a guard band. In addition, OFCA commissioned a consultancy study to examine radio

interference mitigating measures to enable the co-existence of satellite master antenna television systems and systems of mobile services within the 3.4 – 4.2 GHz band. Having duly considered the views and comments received during the consultation, findings of the consultancy study and feedback from the industry, the CA decided on 28 March 2018 to effect the aforesaid re-allocation from 1 April 2020, thereby giving an advance notice period of two years to the affected licensees and parties.

As the next step, OFCA also assisted the CA during the year to make preparations for launching a joint public consultation with SCED on the proposed arrangements for assignment of the spectrum in the 3.4 – 3.6 GHz band for the provision of public mobile services and the related SUF. The joint consultation was launched in May 2018.

OFCA has been closely monitoring the global development on spectrum planning for 5G services. It will continue its efforts in identifying more spectrum to support the development of 5G services in Hong Kong.

Facilitating the industry to conduct trials for 5G technologies and applications

OFCA has been encouraging and facilitating the industry to conduct trials of 5G technologies and applications to better prepare for the launch of 5G mobile services. As of 31 March 2018, the CA issued a total of seven trial permits, with temporary, free-of-charge spectrum assignment for test purposes, to equipment vendors and mobile network operators. OFCA welcomes applications from other interested parties for conducting further 5G trials.

Facilitating Development of Wireless Internet of Things Services

IoT is an emerging technology which enables the provision of communications platforms and services for interconnected devices to generate, exchange and consume data with minimal

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迎接電訊市場的新挑戰

Meeting the New Challenges of the Telecommunications Market



經仔細考慮所收到的看法和意見，通訊局於2017年12月1日公布設立可使用920 – 925兆赫共用頻帶以提供無線物聯網平台及服務的新牌照制度。迄今，通訊局已發出兩個無線物聯網牌照。

重新指配在900兆赫及1 800兆赫頻帶內的頻譜

在900兆赫及1 800兆赫頻帶內的頻譜現用於提供第二代（「2G」）、第三代（「3G」）及第四代（「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於2020年11月至2021年9月期間屆滿。計及在該兩個頻帶內現時未被指配的1.4兆赫頻譜，合共有200兆赫的頻譜可供指配或重新指配。通訊局聯同商經局局長於2016年及2017年分別進行了兩輪公眾諮詢，就重新指配頻譜的建議安排及相關頻譜使用費，徵詢業界及其他受影響各方的看法和意見。

經仔細考慮兩輪公眾諮詢所收到的看法和意見，以及外聘顧問就各個重新指配頻譜方案對服務質素可能造成的影響所進行的技術研究的結果，通訊局聯同商經局局長於2017年12月公布決定，在現有指配期屆滿後，採用行政指配兼市場主導的混合模式重新指配頻譜，並公布就相關頻譜使用費安排所作的決定。混合模式最能達至重新指配頻譜的四個目標，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。

在混合模式下，四家現有頻譜受配者均會獲賦予優先權，每家可獲重新指配1 800兆赫頻帶內20兆赫頻譜（即共80兆赫的重新指配頻譜），從而確保在港鐵範圍內的4G服務及全港的2G服務得以延續。1 800兆赫頻帶內餘下的70兆赫頻譜及900兆赫頻帶內全數50兆赫頻譜，將連同任何現有頻譜受配者不行使優先權以獲取的頻譜，於約2018年年底以拍賣方式指配。

為確保有關頻譜於2021年移交時可達至無縫過渡，通訊辦打算成立包括所有現有及新頻譜受配者代表的技術工作小組，以協調相關技術安排。

提供5吉赫共用頻帶作公共流動服務用途

隨着流動技術近年發展，5吉赫頻帶內的共用頻譜（「5吉赫共用頻帶」）可在不受保護和不經協調的情況下用於提供基於長期演進制式的4G流動服務。在5吉赫頻帶內所提供共580兆赫可作共用的頻譜，將可大幅增加現時指配予流動網絡營辦商用作提供公共流動服務的3吉赫和以下頻帶內合共552兆赫頻譜的容量。營辦商將可通過使用5吉赫共用頻帶提供更佳的服務質素及更高的網絡容量，令流動服務用戶受惠。

human intervention. OFCA provided support to the CA to conduct an industry consultation in August 2017 on the proposal to create a new Wireless Internet of Things (“WIoT”) Licence. The proposal received general support from the industry.

Having carefully considered the views and comments received, the CA announced on 1 December 2017 the creation of a new licensing regime for the provision of WIoT platforms and services using the shared frequency band of 920 – 925 MHz. So far, two WIoT licenses have been issued.

Re-assignment of Frequency Spectrum in the 900 MHz and 1 800 MHz Bands

Frequency spectrum in the 900 MHz and 1 800 MHz bands is being deployed for the provision of second generation (“2G”), third generation (“3G”) and fourth generation (“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 1 800 MHz band will expire during the period between November 2020 and September 2021. Together with 1.4 MHz of currently unassigned spectrum in the two frequency bands, a total of 200 MHz of spectrum is available for assignment / re-assignment. The CA and SCED jointly conducted two rounds of public consultation in 2016 and 2017 respectively to solicit views and comments of the industry and other affected parties on the proposed arrangements for spectrum re-assignment and the related SUF.

Having carefully considered the views and comments received in the two rounds of public consultation and the findings of a technical study undertaken by an external consultant on the possible service impact arising from different spectrum re-assignment options, the CA and SCED jointly promulgated their decisions in December 2017 to adopt a hybrid administratively-assigned cum market-based approach for spectrum re-assignment upon expiry of the existing assignments and on

arrangements for the related SUF. The hybrid approach will best meet the four objectives in spectrum re-assignment, namely, ensuring customer service continuity, efficient spectrum utilisation, promotion of effective competition, and encouragement of investment and promotion of innovative services.

Under the hybrid approach, each of the four incumbent spectrum assignees will be offered a right of first refusal for re-assignment of 20 MHz of spectrum in the 1 800 MHz band (i.e. a total of 80 MHz of the re-assignment spectrum), so as to safeguard the provision of 4G services in the Mass Transit Railway premises and the provision of territory-wide 2G services. The remaining 70 MHz of spectrum in the 1 800 MHz band and all the 50 MHz of spectrum in the 900 MHz band, together with any spectrum in respect of which the incumbent spectrum assignees do not exercise their right of first refusal to take up the spectrum offered, will be assigned by way of auction in around the end of 2018.

To ensure a seamless transition when the spectrum is handed over in 2021, OFCA is minded to convene a technical working group comprising representatives of all the incumbent and new spectrum assignees, to coordinate the relevant technical arrangements.

Making Available the 5 GHz Shared Band for the Provision of Public Mobile Services

Recent advances in mobile technologies enable the use of the shared spectrum in the 5 GHz band (“5 GHz Shared Band”) for the provision of 4G mobile services based on the Long Term Evolution standard in an unprotected and uncoordinated manner. With a total 580 MHz of spectrum in the 5 GHz Shared Band made available for use on a sharing basis, this represents a significant addition to the existing total capacity of the 552 MHz of spectrum in the sub-3 GHz bands assigned to

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迎接電訊市場的新挑戰

Meeting the New Challenges of the Telecommunications Market

2018年2月，通訊辦協助通訊局就使用5吉赫共用頻帶提供公共流動服務的建議和相關的規管及發牌制度進行公眾諮詢。有關建議獲得業界普遍支持。

經仔細考慮所收到的看法和意見，通訊局於2018年6月公布決定提供5吉赫共用頻帶供流動網絡營辦商以共用方式提供公共流動服務，並公布相關的安排。這項決定將令香港成為全球其中一個最先開始在5吉赫共用頻帶使用先進流動技術提供更高速度公共流動服務的經濟體系。

加強流動虛擬網絡營辦商的發牌和規管制度

為確保流動虛擬網絡營辦商（「流動虛擬網絡商」）提供令人滿意的服務，從而保障消費者權益，通訊辦協助通訊局推行措施，加強流動虛擬網絡商的發牌和規管制度。2017年9月，經考慮業界和相關持份者的看法和意見，通訊局發出《流動虛擬網絡營辦商停止服務安排的業務守則》，在流動虛擬網絡商停止服務時，為持牌人提供實務指引，以加強保障消費者的權益。業務守則載列多項規定，確保流動虛擬網絡商及其宿主流動網絡營辦商作出更佳的協調，妥善處理停止服務的安排，並確保流動虛擬網

絡商停止服務前，受影響的服務用戶和公眾可獲給予合理的預先通知。這可讓受影響的服務用戶適時作出安排，減低所造成的不良影響。

下調電訊牌照費

2012年11月，通訊局與商經局局長發表聯合聲明，公布決定把綜合傳送者牌照下每100個顧客接駁點的接駁費用由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）下每100個移動電台須繳付的移動電台費用由800元減至700元（「該決定」）。相關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（「香港電話和HKT」）就該決定申請提出司法覆核的許可。司法覆核程序最終上達終審法院。終審法院於2017年12月27日頒下判決，裁定香港電話和HKT上訴得直，以及宣告作出該決定的一方犯了法律上的錯誤。為落實終審法院的判決，商經局局長和通訊局已按照財經事務及庫務局建議修訂的財務安排檢討牌照費水平，並於2018年6月8日就調低根據《電訊條例》發出的五類牌照的牌照費及在綜合傳送者牌照下引入一項新收費項目的建議展開公眾諮詢。

實施更有效使用八位號碼計劃的措施

通訊辦協助通訊局於2015年10月就五項建議措施徵詢公眾意見，務求透過更有效使用現行八位電訊號碼計劃，為流動服務提供額外的號碼資源。為確保順利及適時實施該五項分三個階段推行的措施，通訊辦一直與業界緊密合作，並與相關營辦商跟進其網絡及系統所需作出的改動。在有關各方的合作和努力下，該等措施的第一階段已於2017年1月1日順利推行。



mobile network operators (“MNOs”) for the provision of public mobile services. Mobile users will benefit from the increased service quality and capacity to be provided by MNOs through the use of the 5 GHz Shared Band.

OFCA supported the CA in conducting a public consultation in February 2018 on the proposals to make available the 5 GHz Shared Band for the provision of public mobile services, and the associated regulatory and licensing regime. The proposals received general support from the industry.

Having carefully considered the views and comments received, the CA announced in June 2018 its decision to make available the 5 GHz Shared Band for the provision of public mobile services on a shared basis among the MNOs and the related arrangements. The decision would enable Hong Kong to become one of the first few economies in the world to adopt advanced mobile technologies in the 5 GHz Shared Band for the provision of higher speed public mobile services.

Strengthening the Licensing and Regulation of Mobile Virtual Network Operators

To ensure satisfactory provision of service by Mobile Virtual Network Operators (“MVNOs”) for the protection of consumer welfare, OFCA provided support to the CA to introduce measures to strengthen the licensing and regulation of the MVNOs. In September 2017, after taking into account views and comments received from the industry and relevant stakeholders, the CA issued a Code of Practice on the Cessation Arrangements for MVNO Services to provide practical guidance to the licensees in the event of cessation of MVNO services in order to better protect consumer interest. The Code of Practice sets out the requirements to ensure that MVNOs and their hosting mobile network operators would manage the service cessation arrangements in a better coordinated manner

and that a reasonable advance notice would be given to the affected service subscribers and the general public before any service cessation of an MVNO. This would enable affected service subscribers to make timely arrangements to reduce adverse impacts caused.

Reduction of Telecommunications Licence Fees

In November 2012, the CA and SCED issued a joint statement to promulgate their decisions (“the Decisions”) to reduce the customer connection fee level of Unified Carrier Licences from \$800 to \$700 for each set of 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 set of 100 mobile stations. Following the completion of the legislative procedure, the relevant 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”) against the Decisions. The JR proceedings ultimately reached the Court of Final Appeal (“CFA”), which handed down its judgement on 27 December 2017, allowing the appeal of PCCW and HKT and declaring that the Decisions were made upon error of laws. To give effect to the CFA judgement, SCED and the CA have reviewed the licence fee levels in accordance with the revised financial arrangements as advised by the Financial Services and the Treasury Bureau, and launched a public consultation on 8 June 2018 on the proposed reduction of licence fees for five types of licences issued under the Telecommunications Ordinance (“TO”), and the proposed introduction of a new fee component under unified carrier licence.

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隨着措施的第二階段於2017年7月1日推行，以「4」、「7」及「8」為新字首的流動號碼由2017年8月起可供編配。為提高市民對新字首的流動號碼的認識，通訊辦於2018年2月及3月透過新聞稿、社交媒體平台和社區講座向公眾推廣有關訊息。通訊辦亦去信香港多個行業組織，籲請他們協助向其會員宣揚有關訊息，並提醒會員對其系統作出所需的改動，以支援新字首的流動號碼。

措施的第三階段將於2021年7月1日展開。當分三個階段推行的五項措施全部實施後，將合共提供額外1 572萬個號碼以編配作流動服務之用，預計可應付最少至2029年的電話號碼需求增長。

檢討根據全面服務責任提供的公眾收費電話機數目

公眾收費電話機是基本的電話服務，由全面服務供應商按其全面服務責任提供。截至2018年3月31日，全面服務責任所涵蓋的公眾收費電話機約有2 800部。在全面服務責任下提供公眾收費電話機服務所需的成本，由固定及流動服務營辦商分擔。鑑於對公眾收費電話機服務的需求近年持續減少，通訊局於2017年6月29日公布展開檢討，以決定在全面服務責任下的公眾收費電話機的合理數目。

儘管檢討所針對的是使用率極低（即每日平均收入不多於一元）的公眾收費電話機，通訊辦會在檢討過程中與相關持份者（就室內公眾收費電話機而言，包括場地擁有人；就電話亭公眾收費電話機而言，包括區議會）保持溝通，務求在充分顧及有關地點或地區的特定需要和相關考慮因素後，才就有關的公眾收費電話機是否從全面服務責任下剔除作出決定。

就室內公眾收費電話機而言，諮詢場地擁有人的工作已於2018年2月完成，通訊辦決定從全面服務責任下剔除約35%的室內公眾收費電話機。就電話亭公眾收費電話機而言，諮詢區議會的工作已於2018年3月展開，預計整項檢討將於2019年年底完成。

固網寬頻服務的發展

透過寬頻上網使用各項應用程式及瀏覽內容，已成為香港市民日常生活的一部分。隨着固定網絡營辦商持續鋪設網絡，市民得以享用近乎覆蓋全港並採用各種技術提供的寬頻服務。截至2018年3月，香港約有266萬個住宅及商業固網寬頻用戶，住戶滲透率為93%。目前寬頻服務的速度可高達每秒10吉比特。大約83%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。



Implementation of Measures for More Efficient Use of the 8-digit Numbering Plan

OFCA assisted the CA in conducting a consultation on five proposed measures to make available additional number resources for mobile services through more efficient use of the existing 8-digit telecommunications numbering plan in October 2015. To ensure the smooth and timely implementation of the five measures in three phases, OFCA has been closely working with the industry and following up with the operators concerned in respect of the implementation of the necessary changes to their networks and systems. With the collaboration and efforts of all parties involved, Phase 1 of the measure was successfully implemented on 1 January 2017.

With the implementation of Phase 2 on 1 July 2017, allocation of mobile numbers with new prefixes '4', '7' and '8' has commenced from August 2017. To raise public awareness of mobile numbers with these new prefixes, OFCA delivered the message to the public through press release, social media platform and OFCA's Community Talks in February and March 2018. OFCA also wrote to a number of trade organisations in Hong Kong soliciting their help in disseminating the message to their members and reminding them to make the necessary changes to their systems in order to support the mobile numbers with the new prefixes.

Phase 3 of the measures will be launched on 1 July 2021. Following full implementation of the five measures in three phases, a total of 15.72 million additional numbers will become available for allocation to mobile services. They are expected to be able to cope with the demand growth up for telephone numbers to at least 2029.

Review of the Number of Public Payphones under the Universal Service Obligation

Public payphone is a form of basic telephone service which the universal service provider is required under its USO to provide. There were about 2 800 public payphones covered by USO as at 31 March 2018. The cost of providing public payphone service subject to the USO is shared by the fixed and mobile services operators. In view of the diminishing demand for public payphone service in recent years, the CA announced on 29 June 2017 to embark on a review to determine the reasonable number of public payphones that should be subject to the USO.

Whilst public payphones with an extremely low usage rate (i.e. with an average revenue not more than \$1 per day) would be the subject of the review, OFCA would engage the relevant stakeholders, including site owners for in-building type public payphones and District Councils for kiosk type public payphones, throughout the process such that any needs and considerations specific to the locations or districts will be well catered for before a decision to exclude specific public payphones from the USO is made.

For in-building type public payphones, consultations with the site owners were completed in February 2018. Altogether, OFCA decided to exclude about 35% of the in-building type public payphones from the USO. For kiosk type public payphones, consultations with District Councils have started since March 2018. It is expected that the entire review will be completed by end 2019.

Development of Fixed Broadband Services

Broadband access to various applications and content services has become an integral part of people's lives in Hong

根據歐洲光纖到戶議會於2018年2月發出的報告，香港住戶連接光纖到戶／光纖到樓的滲透率在全球65個經濟體系中排名第五。根據瑞士洛桑國際管理發展學院在2018年5月發表的《2018年世界競爭力年報》，香港的平均互聯網帶寬速度在全球63個經濟體系中排名第四。

新的海底電纜系統在香港登陸

在通訊辦提供的綜合聯絡服務協助下，一個新的洲際海底電纜系統（即Asia Africa Europe-1）及一個新的本地海底電纜系統（即Tseung Kwan O Express）分別由2017年12月及6月起在香港投入服務。此外，四個區域及洲際系統（即Pacific Light Cable Network、Hong Kong-Guam Cable System、Hong Kong-Americas Cable System及South East Asia-Japan 2 Cable System）及兩個本地系統（即Ultra Express Link及TKO Connect）正在興建中並計劃在2018年至2020年投入服務。通訊辦將繼續協助營辦商申請在香港興建新海底電纜系統所需的法定許可。



香港衛星網絡的發展

衛星頻譜和軌道位置屬珍貴天然資源。在香港註冊的通訊衛星在使用該等資源時須符合國際電訊聯盟的協調及通知規定。就此，通訊辦支援香港持牌衛星營辦商不時出席與外國當局舉行的衛星網絡協調會議，並協助處理發射衛星和操作在軌衛星的牌照事宜。在2017／18年度，通訊辦參與了三場分別與俄羅斯、英國和法國有關當局舉行的衛星網絡協調會議。隨着兩枚新衛星於近期（即2017年9月發射的亞洲9號衛星及2018年5月發射的亞太6C號衛星）發射，現時共有12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。

制訂和執行電訊標準

通訊辦密切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，以滿足業界和公眾需要。在2017／18年度，通訊局經諮詢無線電頻譜及技術標準諮詢委員會後，批准和發出了新訂和經修訂的技術標準各一項。

現時，合資格的本地和海外測試實驗室根據通訊局訂定的技術標準提供電訊設備測試和驗證服務，而獲通訊局認可為本地認證機構的本地實驗室更可提供全面的電訊設備測試和驗證服務。在2017／18年度，本地和海外認證機構簽發了495份設備認證，以應付電訊設備市場需求。

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規定的服務質素及表現標準，通訊辦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訂明的要求。

Kong. With the continuous network rollout of fixed network operators, the Hong Kong community is able to enjoy nearly ubiquitous coverage of broadband networks deploying various technologies. As at March 2018 there were around 2.66 million residential and commercial fixed-broadband subscribers, with a household penetration rate of 93%. Broadband services are now available at speeds of up to 10 Gbps. Around 83% of fixed broadband subscribers use broadband services with a speed of 10 Mbps or above.

According to a report issued by the Fibre to the Home Council Europe in February 2018, Hong Kong ranked the fifth worldwide in fibre to home/building household penetration among the 65 economies under comparison. According to the World Competitiveness Yearbook 2018 published by the International Institute for Management Development in May 2018, Hong Kong was ranked the fourth out of 63 economies in terms of average Internet bandwidth speed.

Landing of New Submarine Cable Systems in Hong Kong

With the support of OFCA's single-point-of-contact service, a new transcontinental submarine cable system (namely, Asia Africa Europe-1) and a new domestic submarine cable system (namely, Tseung Kwan O Express) have been brought into service in Hong Kong from December and June 2017 respectively. In addition, four regional and transcontinental systems (namely, Pacific Light Cable Network, Hong Kong-Guam Cable System, Hong Kong-Americas Cable System and South East Asia-Japan 2 Cable System), as well as two domestic systems, (namely, Ultra Express Link and TKO Connect) are being constructed and planned for putting into service between 2018 and 2020. OFCA will continue to assist operators in applying for the necessary statutory approvals for construction of new submarine cable systems in Hong Kong.

Development of the Hong Kong Satellite Networks

Satellite spectrum and orbital positions are scarce natural resources. Use of these resources by communications satellites registered in Hong Kong should also comply with the coordination and notification requirements of the International Telecommunications Union ("ITU"). In this regard, OFCA supports the licensed satellite operators of Hong Kong to attend satellite network coordination meetings with foreign administrations from time to time and assists in the processing of licences for the launching and operation of satellites in space orbits. In 2017/18, OFCA participated in three satellite network coordination meetings with the administrations of Russia, the United Kingdom and France respectively. Following the launch of two new satellites, AsiaSat 9 in September 2017 and APSTAR 6C in May 2018 recently, there are now twelve satellites in orbit operated by two Hong Kong companies licensed to provide satellite communications services.

Setting and Enforcing Telecommunications Standards

OFCA closely monitors international developments in telecommunications standardisation, and updates local technical standards in order to meet the needs of the industry and the public. In 2017/18, one new and one revised technical standards were approved and issued by the CA after consulting the Radio Spectrum and Technical Standards Advisory Committee.

Qualified local and overseas testing laboratories are now providing testing and certification services for telecommunications equipment against technical standards prescribed by the CA. In particular, local laboratories accredited by the CA as local certification bodies ("LCBs") can offer a full range of telecommunications equipment testing and certification services. In 2017/18, LCBs and foreign certification

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促進大廈內同軸電纜分配系統頻道的使用

大廈內同軸電纜分配系統用於在多層大廈內傳送地面電視、閉路電視、衛星電視及電訊訊號等，讓大廈住戶可獲取和享用各項廣播及電訊服務。通訊局注意到，大廈內同軸電纜分配系統的頻道屬珍貴電訊資源，因此須對這類頻道的使用加以規管，確保能有效率地使用。在2017/18年度，通訊辦協助通訊局處理有線電視提出使用大廈內同軸電纜分配系統頻道傳送本身的本地收費電視服務；及奇妙電視有限公司的本地免費電視服務的申請。

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。與此同時，有關流動寬頻服務帳單爭議的消費者投訴亦備受消費者關注。這些投訴大多涉及流動通訊「帳單震撼」，即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。引致流動通訊「帳單震撼」的主因，是消費者在本地或身處香港境外時，不經意或不自覺地使用了流動數據或流動數據漫遊服務。

為解決這個問題，通訊辦自2010年5月起公布一系列供業界採用的預防措施，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，以及向用量達到預設水平或已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。除推行這些措施外，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，讓消費者用以估算自己的數據用量。隨着流動網絡營辦商和流動虛擬網絡營辦商實施上述預防措施，加上我們持續推行消費者教育，有關流動通訊「帳單震撼」的投訴數字，已由2016年的156宗減至2017年的143宗，按年下降8%。

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某些上限的用戶，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

bodies issued 495 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 required by OFCA, OFCA 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 requirements set by OFCA.

Facilitating the Use of In-building Co-axial Cable Distribution Systems Channels

IBCCDS are used for carrying terrestrial television, closed circuit television, satellite television and telecommunications signals, etc. in multi-storey buildings that enable occupants in buildings to get access to and enjoy various broadcasting and telecommunications services. The CA is mindful of regulating the efficient use of IBCCDS channels which are scarce telecommunications resources. In 2017/18, OFCA assisted the CA in processing applications for the use of IBCCDS channels submitted by HKCTV for conveyance of its domestic pay TV services and the domestic free TV services provided by Fantastic TV.

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, consumer complaints relating to mobile broadband billing disputes is 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 outside Hong Kong.

To address this problem, OFCA has promulgated a series of preventive measures for the industry since May 2010. 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. On top of 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. With the implementation of the abovementioned preventive measures by mobile network operators and MVNOs as well as our on-going consumer education efforts, the number of complaints in relation to “mobile bill shock” decreased from 156 cases in 2016 to 143 cases in 2017, representing a year-on-year decrease of 8%.

Progress of the Implementation of Fair Usage Policy Guidelines

Fixed and mobile broadband service providers offer a variety of service plans to 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

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》，規管服務供應商實施其公平使用政策的情況。這份強制指引自2012年2月起已經生效。

在2017/18年度，通訊辦協助通訊局處理了九宗與公平使用政策相關的投訴個案，當中並無發現違反《公平使用政策指引》的個案。

提升寬頻表現測試系統

自2010年12月起，通訊辦推出寬頻表現測試系統，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iOS和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。

我們不時檢討和提升測試系統，以進一步加強系統的測試能力和表現。現時，測試系統可讓桌面電腦用戶及iOS和Android系統流動裝置用戶分別進行高達每秒1 000兆比特及600兆比特的速度測試。

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。自推出服務至2018年3月為止，系統已進行超過7 900萬次測試。

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，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》，所有主要的固定和流動網絡營辦商已由2011年7月起實施該守則。

經考慮實施《業界守則》的經驗及消費者的回應後，通訊辦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。

自2011年7月實施《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2017年的419宗，在六年內下降67%。

公布家居寬頻服務供應商終止服務安排詳情

為增加服務資訊的透明度及令消費者有更充分的認識，通訊辦自2016年11月起在其網站刊載主要家居寬頻服務供應商就消費者提出終止服務申請所採取的安排。刊載的資料包括終止服務預先通知期的要求、接受終止服務申請的途徑及方式、認收及確認終止服務申請的安排，以及交還顧客設備的途徑。所刊載的資料可以讓消費者更加了解不同的服務供應商現時的終止服務安排，有助減少有關終止服務事宜的爭議。此外，通過比較不同服務供應商現時終止服務的安排，亦能協助消費者在選擇服務計劃時，因應自己的需要作出明智的決定，從而鼓勵營辦商不斷改善服

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 certain 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 the way service providers should implement their FUP. The mandatory guidelines have been in effect since February 2012.

In 2017/18, OFCA assisted the CA in handling nine FUP-related complaint cases. None of them was found to be in contravention of the FUP guidelines.

Enhancement of the Broadband Performance Test System

Since December 2010, OFCA has launched 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 iOS and Android operating systems may also make use of the test system.

From time to time, we review and upgrade the test system to further enhance its capability and performance. Currently, it offers desktop users and users of iOS- and Android-based mobile devices speed tests of up to 1 000 Mbps and 600 Mbps respectively.

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 March 2018, more than 79 million tests were performed under the system.

Continued Efforts 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 in drawing up telecommunications service contracts with a view to improving transparency in the contracting process and increasing customer satisfaction, the CAHK, an industry association, promulgated a self-regulatory Industry Code in December 2010, which was implemented by all major fixed and mobile network operators starting from July 2011.

Having regard to the implementation experience and consumers' feedback, OFCA made a number of suggestions to CAHK to further enhance the Industry Code. CAHK revised the Industry Code in October 2014 following discussions with participating operators. The revised Industry Code took effect on 1 May 2015.

Since the implementation of the Industry Code in July 2011, the number of complaints related to service contract disputes has been decreasing continuously, from 1 277 cases in 2011 to 419 cases in 2017, representing a drop of 67% in six years.

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- ▲ 通訊辦在其網站刊載家居寬頻服務終止安排詳情。
OFCA publishes on its website the details of residential broadband service termination arrangements.

務。通訊辦定期及在服務供應商推行新措施時更新所刊載的資料，並會繼續鼓勵服務供應商檢討其終止服務安排，以作進一步的改善。

收費流動內容服務守則

為保障消費者權益和增加有關流動內容服務價格資料的透明度，通訊辦與業界緊密合作，訂立了一份屬自願性質的《收費流動內容服務守則》。該守則由香港通訊業聯會於2010年1月公布和實施，規管第三方內容服務供應商提供流動內容服務的手法，並設立業界自行規管計劃。守則要求所有第三方內容服務供應商為客戶提供流動內容服務前，須向他們清楚表明該服務屬於收費服務，並要得到客戶明確同意才提供服務。此外，有關供應商亦須清楚訂明簡易方便的終止訂用服務機制。

自2010年1月實施《收費流動內容服務守則》後，通訊辦一直密切監察守則的成效，並留意到相關投訴數字持續下跌及維持於低水平。

鑑於過往的經驗、市場的最新情況，以及投訴數字在近年持續處於低水平，香港通訊業聯會經與業界和通訊辦商討後，由2017年4月1日起簡化了守則內的自行規管安排，讓流動網絡營辦商擔當更重要的角色，以確保內容服務供應商繼續遵守守則的規定。香港通訊業聯會為處理與守則相關的事宜而成立的行政機構由2017年4月1日起停止運作。

儘管經修訂的守則採用簡化安排，所有關於保障消費者權益，以及要求內容服務供應商提供具透明度的流動內容服務價格資料的措施，在經修訂的守則內仍維持不變。

在2017/18年度，我們只接獲兩宗關於流動內容服務的投訴，反映內容服務供應商普遍遵從屬自願性質的守則，客戶亦對流動內容服務感到滿意。

關於電訊服務帳單資料及收取帳款的實務守則

通訊局於2011年10月發出屬自願性質的《關於電訊服務帳單資料及收取帳款的實務守則》，旨在減少計帳爭議，並提高帳單資料的透明度。該實務守則就電訊服務帳單上所需包括的收費項目和收取帳款安排，為電訊營辦商提供指引。截至2018年3月，七家本地固定網絡營辦商和四家流動網絡營辦商已承諾遵從上述實務守則。我們已在通訊辦網站刊載消費者注意事項和所有營辦商遵從守則的情況摘要，供消費者參考。我們會繼續密切監察該實務守則的實施情況及成效。

Publications of the Service Termination Arrangements of Residential Broadband Service Providers

To enhance service information transparency and to better inform consumers, OFCA has since November 2016 published on its website details of the arrangements adopted by major residential broadband service providers to handle service termination requests from consumers. Information published covers the advance notice requirement, channels for accepting service termination requests and their relevant formats, arrangements to acknowledge and to confirm receipt of service termination requests, and channels for the return of customer equipment to service providers. The information will enable consumers to better understand existing practices of different service providers, which should help reduce disputes over service termination matters. The information would also go some way towards facilitating consumers in making informed decisions on service plans that best suit their needs, by comparing the existing termination arrangements of different service providers, thereby encouraging operators to introduce improvements on an on-going basis. OFCA updates the published information periodically, and when changes are introduced by service providers. OFCA will continue to encourage service providers to review their service termination arrangements with a view to making further improvements.

Code for the Provision of Chargeable Mobile Content Services

To safeguard consumer interests and to 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 to obtain their clear consent before initiating the delivery and provision of MCS. They are also required to set out clearly the unsubscribing mechanism, which should be simple and convenient.

Since the adoption of the code in January 2010, OFCA has been closely monitoring its effectiveness, and noted a continued decrease in the number of related complaints, which has remained at a low level.

In light of past experiences and latest market situation, as well as the persistently low level of complaints in recent years, CAHK, in consultation with the industry and OFCA, streamlined the self-regulatory arrangements under the code from 1 April 2017 such that mobile network operators would take up a more prominent role to ensure continued compliance with the code requirements by CSPs, and the Administrative Agency set up under CAHK for handling matters related to the code ceased operation from 1 April 2017.

Despite the adoption of the streamlined arrangements under the revised code, all the measures in respect of safeguarding consumer interests and provision of transparent pricing information related to MCS by CSPs remain the same in the revised code.

In 2017/18, only two complaints about MCS were received, reflecting the general compliance of CSPs with the voluntary code and satisfaction of customers 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

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解決顧客投訴計劃

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。調解服務由香港通訊業聯會成立的一個獨立調解服務中心（「調解服務中心」）提供，香港所有主要的電訊服務供應商均已自願參與。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。

在2017／18年度，該計劃共接獲82宗合資格申請，當中42宗轉介予調解服務中心跟進前已經解決，36宗轉介予調解服務中心後獲得圓滿解決，四宗個案經調解後未能解決。

為提高公眾對該計劃的認識，我們舉辦了一系列宣傳活動，包括在報章登載漫畫，在社交媒體平台刊出專題帖文，在網站展示橫幅廣告，以及舉辦巡迴展覽和公眾講座。通訊辦會繼續支持該計劃，以及監察其成效。

通訊達人·通訊辦 Communications Master · OFCA
September 1, 2017 ·

【電訊貼士】與電訊商有收費糾紛？電訊業的「解決顧客投訴計劃」幫到你。對於陷入僵局的收費爭議，這計劃的調解服務可協助爭議雙方達成靈活、保密及雙方都接受的解決方案，而且過程不牽涉正式的法律程序或昂貴的法律費用。查詢電話：2180 9521；網址：<http://ccss.caahk.hk>

The "Customer Complaint Settlement Scheme" for the telecommunications industry can help you resolve billing disputes with your telecommunications service providers. The mediation service under the Scheme helps the parties to reach a flexible, confidential and consensual solution to their billing dispute in deadlock, without involving legal formality and expensive legal costs. Enquiry number: 2180 9521; website: <http://ccss.caahk.hk>
See Translation

以調解服務解決收費爭議的好處

靈活 為雙方接受 保密

不牽涉正式法律程序 不需支付昂貴法律費用

查詢電話 Tel: 2180 9521
網址 Website: <http://ccss.caahk.hk>

電訊業的
解決顧客投訴計劃
Customer Complaint Settlement Scheme

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

- ▲ 通訊辦透過不同渠道加強宣傳「解決顧客投訴計劃」。
OFCA boosts the publicity of the Customer Complaint Settlement Scheme through various media channels.

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 March 2018, seven local fixed network operators 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.

Customer Complaint Settlement Scheme

The voluntary Customer Complaint Settlement Scheme (“CCSS”) helps resolve billing disputes in deadlock between telecommunications service providers and their residential / personal customers by means of mediation. The mediation service is provided by an independent mediation service centre (“CCSS Centre”) set up under CAHK with voluntary participation of all major telecommunications service providers in Hong Kong. OFCA supports the CCSS by contributing the necessary funding, vetting the CCSS applications against the acceptance criteria, and monitoring the performance and the governance of the scheme.

There were 82 eligible applications in 2017/18, 42 of which were resolved before referral to the CCSS Centre, 36 were satisfactorily settled upon referral to the CCSS Centre, and four cases were not settled after mediation.

To raise public awareness of the CCSS, a series of publicity activities were conducted, including publication of comic strips on newspapers, featured posts on social media platform and website banner advertisements, as well as roving exhibitions and public seminars. OFCA will continue to support the CCSS and monitor its effectiveness.

4 促進市場競爭 加強保障消費者

Facilitating Market Competition and Strengthening Consumer Protection

處理和調查電訊與廣播業的競爭投訴及電訊業的合併與收購個案

《競爭條例》為跨行業的競爭法例，旨在禁止各行業從事反競爭行為。根據《競爭條例》，通訊局與競爭事務委員會（「競委會」）獲賦予共享管轄權，就在電訊及廣播業營運的業務實體的行為，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》。

根據通訊局與競委會簽訂的諒解備忘錄（「備忘錄」），對於屬於共享管轄權範圍內的事宜，通訊局一般會擔任主導機關。如某些事宜既涉及屬於共享管轄權的範圍，又涉及不屬於共享管轄權的範圍，通訊局與競委會將因應個別情況，討論和協定處理有關事宜的最佳做法。

在2017年4月1日至2018年3月31日期間，我們共接獲43宗根據《競爭條例》提出的投訴及／或查詢個案，當中41宗個案已經結案而毋須作進一步跟進，有兩宗個案則仍在處理中。年內我們亦協助通訊局根據《競爭條例》的合併守則檢視兩宗交易，而最終毋須就這些交易作進一步跟進。

無綫電視對《廣播條例》中的上訴機制及通訊局就無綫電視涉嫌違反《廣播條例》競爭條文的投訴所作的裁決提出司法覆核。在原訟法庭於2016年1月就該司法覆核作出裁決後，通訊局於2016年2月向上訴法庭提出上訴。我們會繼續協助通訊局就上訴作出所需準備。

處理和調查有關電訊與廣播業不良營商手法的投訴

《商品說明條例》的公平營商條文禁止商戶在向消費者提供貨品和服務時作出某些訂明的不良營商手法。

除香港海關負責執法外，通訊局同時獲賦予共享管轄權，就《電訊條例》和《廣播條例》下的持牌人作出與根據相

關係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。兩個執法機關已簽訂備忘錄，以協調雙方在《商品說明條例》的公平營商條文下履行各自的職能，並已發出一套執法指引，就公平營商條文的實施向商戶和消費者提供指引。

在2017年4月1日至2018年3月31日期間，通訊辦共處理429宗根據《商品說明條例》提出的投訴。在這些個案中，353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，26宗個案在通訊局向有關持牌人發出勸諭信敦促其注意有關事宜，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案。餘下的50宗個案則仍在不同階段的處理中。

《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2018年3月，已有超過280萬個號碼登記在三份登記冊上。除不可發送商業電子訊息予已在登記冊上登記的使用者外，商業電子訊息發送人亦須遵從《非應邀電子訊息條例》所訂明的多項規則，例如發送人必須在商業電子訊息內向收訊人提供聯絡資料和「取消接收選項」，讓收訊人可以聯絡有關發送人和取消接收商業電子訊息。

我們在2017／18年度共接獲677宗懷疑違反《非應邀電子訊息條例》的舉報，較去年減少約16%。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。

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

The Competition Ordinance provides for a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors. Under the Competition Ordinance, the CA is conferred concurrent jurisdiction with the Competition Commission to enforce the Competition Ordinance in respect of the conduct of undertakings operating in the telecommunications and broadcasting sectors, including merger and acquisition activities involving carrier licensees in the telecommunications sector.

Pursuant to the memorandum of understanding (“MoU”) signed by the CA and the Competition Commission, the CA will ordinarily assume the role of the lead authority for matters falling within the concurrent jurisdiction. For matters involving issues that are partly within and partly outside the concurrent jurisdiction, the CA and the Competition Commission will discuss and agree on how best to process the matter on a case-by-case basis.

From 1 April 2017 to 31 March 2018, a total of 43 complaints and/or enquiries were received under the Competition Ordinance, with 41 cases closed without the need for further actions and two cases under processing. During the year, we also assisted the CA in reviewing two transactions under the merger rule of the Competition Ordinance, and no further action was considered necessary in respect of these transactions.

Following the ruling of the Court of First Instance on TVB’s JR against the appeal mechanism under the BO and the CA’s decision on a complaint relating to TVB’s alleged violation of the competition provisions under the BO in January 2016, the CA filed in February 2016 its Notice of Appeal to the Court of Appeal. We continued to assist the CA in conducting the necessary preparatory work for the appeal.

Handling of and Investigations into Complaints about Unfair Trade Practices in the Telecommunications and Broadcasting Sectors

The fair trading sections of the Trade Descriptions Ordinance (“TDO”) prohibit certain specified unfair trade practices by traders in the provision of goods and services to consumers.

The CA is conferred concurrent jurisdiction with the Customs and Excise Department 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 entered into an MoU to co-ordinate the performance of their functions under the fair trading sections of the TDO and have issued a set of enforcement guidelines to provide guidance for traders and consumers as to the operation of the fair trading sections.

From 1 April 2017 to 31 March 2018, OFCA handled a total of 429 complaints under the TDO. Of these cases, 353 were closed due to insufficient evidence to suspect/establish a contravention, or because they fell outside the scope of the TDO; 26 cases 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, supply or promotion of telecommunications or broadcasting services to consumers; and the remaining 50 cases were under processing at various stages.

Enforcement of the Unsolicited Electronic Messages Ordinance

Do-not-call Registers

We have established three Do-Not-Call (“DNC”) Registers for facsimile messages, short messages and pre-recorded telephone messages under the Unsolicited Electronic Messages Ordinance

4 促進市場競爭 加強保障消費者

Facilitating Market Competition and Strengthening Consumer Protection



- ▲ 通訊辦每年均舉辦「做個精明通訊服務用家」消費者教育活動，提升市民對如何明智地使用通訊服務的認識。
OFCA organises the “Smart Use of Communications Services” consumer education campaign every year to enhance public awareness of how to use communications services smartly.

執行條例

如我們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2017/18年度，我們共發出198封勸諭信和41封警告信。

如發現商業電子訊息發送人持續違反《非應邀電子訊息條例》，我們會根據該條例第38條發出執行通知，指示發送人採取措施糾正違例行為。任何人不服從向其送達的執行通知，第一次定罪最高可處罰款十萬元。

消費者教育活動

為持續提高公眾對精明使用通訊服務的認識，我們在2017年8月至2018年3月舉行一年一度的消費者教育活動。在活動舉行期間，我們在全港各區舉辦了共六場巡迴展覽，透過內容豐富的展板、有趣的遊戲及短片，宣揚各項實用的消費者訊息。我們亦與業界團體合作舉辦了四場公眾講座，教導公眾如何安全使用通訊服務。為接觸不同社羣，我們在公共圖書館和學校舉辦了17場小型展覽會，並於社會服務中心及長者中心舉辦了15場社區講座。鑑於公眾對流動服務無線電基站的輻射安全問題日益關注，我們在2018年1月至3月舉辦了三場大型社區講座。此外，我們亦於28所中小學舉辦話劇表演，教導學生如何適當使用智能電話。我們所舉辦的其他活動包括刊載一系列宣傳漫畫和舉辦Facebook帖文創作比賽，以盡量推廣相關教育訊息。為方便與市民溝通，我們亦透過「通訊達人•通訊辦」的Facebook專頁，定期公布最新的消費者訊息，以及消費者教育活動下各項節目與活動的第一手資訊。

("UEMO"). Commercial electronic messages ("CEMs") must not be sent to registered numbers unless the senders have obtained consent from the registered users. By March 2018, more than 2.8 million numbers were registered with these three DNC Registers. Apart from not sending CEMs to the registered users of the DNC Registers, senders of CEMs are also required under the UEMO to comply with a number of rules. For example, they must provide the recipients with their contact information and an "unsubscribe facility" in their CEMs so that the recipients can approach the senders concerned and unsubscribe from receiving their CEMs.

In 2017/18, a total of 677 reports in relation to suspected contraventions of the UEMO were received, a reduction of about 16% from that of the previous year. 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 2017/18, a total of 198 advisory letters and 41 warning letters were issued.

In the event of repeated contraventions by the senders of CEMs, we may issue enforcement notices in accordance with section 38 of the UEMO, directing the senders to take steps to remedy the contraventions. Anyone who fails to comply with the enforcement notice may be liable to a fine up to \$100,000 on first conviction.

Consumer Education Programmes

To sustain our effort in enhancing public awareness of smart use of communications services, we organised the annual

Consumer Education Campaign from August 2017 to March 2018. During the Campaign, a total of six roving exhibitions were held in different districts across the territory to disseminate useful consumer messages through informative display panels, interesting games and short videos. Four public seminars were organised in collaboration with an industry association to educate the public on the safe use of communications services. In order to reach different community groups, 17 mini exhibitions were held at public libraries and schools, and 15 community talks were held at social service centres and elderly centres. In view of the growing public concern over radiation safety of radio base stations for mobile services, three large-scale community talks were held from January to March 2018. Drama performances were staged at 28 primary and secondary schools to educate students on proper use of smartphones. Other activities, including the publication of a series of printed advertorials in the form of comic strips and a Facebook Post Creation Competition, were organised to maximise the exposure of our educational messages. To further facilitate our communication with the public, updated consumer messages and first-hand information about the programmes and activities of the Consumer Education Campaign were published regularly on the Facebook Fan page "Communication Master • OFCA".



▲ 公眾人士對流動通訊無線電基站的輻射安全愈來愈關注，有見及此，通訊辦於2018年1月至3月期間舉辦了三場有關此課題的社區講座。

In view of the growing public concerns over radiation safety of radio base stations for mobile communications, OFCA organised three community talks on this topic between January and March 2018.

5 對外關係與社區關係

External and Community Relations



- ▲ 通訊辦經常就有關規管事宜，與各地的同業交換意見及經驗。
OFCA regularly exchanges views and experience on the regulatory matters with its counterparts.

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2017／18年度，我們共出席18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訊聯盟、亞太經濟合作組織（「亞太經合組織」）、亞太地區電信組織（「APT」）、國際通信協會及非應邀通訊執法網絡。年內較大型的活動包括國際電聯全球監管機構專題研討會、國際電聯世界電信展、APT會員大會及國際通信協會國際規管機構論壇。我們將繼續參與國際電聯、亞太經合組織和APT的活動，以改善亞太區內電訊及資訊基礎建設為目標。

與內地及海外政府機構交流

在2017／18年度，我們接待了三個內地及海外的代表團，就有關通訊服務的各项事宜與代表團交流意見及經驗。這些代表團包括上海市無線電管理局代表團、新加坡資訊通信媒體發展局代表團，以及由內地工業和信息化部無線電管理局、國家無線電頻譜管理中心及航天東方紅衛星公司組成的聯合代表團。



年內，我們在深圳與內地工業和信息化部無線電管理局、廣東省經濟和信息化委員會及深圳市無線電管理局舉行會議，並前往深圳和北京，與當時的國家新聞出版廣電總局舉行會議。我們亦分別在廣東和澳門與廣東省通信管理局和澳門郵電局舉行年度雙邊會議。

與傳媒及社區保持聯繫

我們主動向公眾及傳媒介紹通訊辦的工作。在2017／18年度，我們發出了29份新聞稿，內容關於通訊局就廣播及電訊規管事宜作出的主要決定，以及通訊辦的主要措施、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訊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2017／18年度，我們為五所小學、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講座；以及為「社區參與廣播服務」的參加者舉辦了四場講座。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

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 2017/18, we attended a total of 18 conferences/meetings held by regional and international organisations, including the ITU, Asia-Pacific Economic Cooperation (“APEC”), Asia Pacific Telecommunity (“APT”), International Institute of Communications (“IIC”) and Unsolicited Communications Enforcement Network. The more significant events of the year were the ITU Global Symposium for Regulators, ITU Telecom World, the General Assembly of the APT and the IIC International Regulators Forum. We will continue to participate in the activities of the ITU, APEC and APT with the aim of improving the telecommunications and information infrastructure in the Asia-Pacific region.

Exchanges with Mainland China and Overseas Authorities

In 2017/18, we received three delegations from the Mainland and overseas, and exchanged views and experiences with them on various issues relating to communications services. They included a delegation from the Shanghai Radio Administration Bureau of Mainland China, a delegation from the Infocomm Media Development Authority of Singapore and a joint delegation from the Bureau of Radio Regulation of the Ministry of Industry and Information Technology, the State Radio Spectrum Management Center and Aerospace Dongfanghong Spacesat Co. Ltd of Mainland China.

During the year, we attended meetings in Shenzhen with the Bureau of Radio Regulation of the Ministry of Industry

and Information Technology, the Economic and Information Commission of Guangdong Province and the Shenzhen Radio Administration Bureau of Mainland China, as well as meetings in Shenzhen and Beijing with the then State Administration of Press, Publication, Radio, Film and Television of Mainland China. We also had annual bilateral meetings in Guangdong and Macao with the Guangdong Communications Administration of Mainland China and Macao Post and Telecommunications Bureau of Macao respectively.

Media and Community Relations

We proactively keep the public and the media informed of our work. In 2017/18, we issued 29 press releases on the CA’s major decisions in relation to broadcasting and telecommunications regulatory issues and OFCA’s major initiatives, operations and events. The speeches and presentations made by the Director-General of Communications at public events and industry conferences are also 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.

Public Education and Communications

In 2017/18, we gave eight talks concerning broadcasting services in Hong Kong to students of five primary schools, one secondary school and one university; and four 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 audiences could make informed viewing choices. The university students were briefed on the regulation of television and sound broadcasting services. The participants of CIBS were briefed on the programme standards of radio services.

5 對外關係與社區關係

External and Community Relations

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」的參加者講解電台服務的節目標準。

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17個政府部門及機構舉辦的「山嶺活動安全推廣日」。本年度，這項活動於2017年10月在灣仔舉行。為推廣遠足安全，通訊辦在活動中設立展覽攤位和舉辦講座，向參加者推廣在郊野公園內有效的通訊方式。

通訊辦一直支持業界活動。我們在2017/18年度贊助香港通訊業聯會舉辦「香港世界電訊及資訊社會日2018」。該項活動為一項周年活動，旨在向公眾（特別是年青人及學界）推廣資訊及通訊技術業界的最新發展。

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和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、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。

三個諮詢委員會於2018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，是就通訊局進行有關電視及電台節目事宜的公眾諮詢收集意見。這個計劃的組員來自全港18區。在2017/18年度，通訊辦邀請電視及電台廣播諮詢計劃的組員在公眾諮詢期間就規管間接宣傳和殯儀館及相關服務廣告的檢討提出意見。組員亦獲邀參與專題小組討論會，就有關議題提出更深入的意見。



- ▲ 通訊辦今年繼續參與「山嶺活動安全推廣日」，積極宣傳郊野公園內有效的緊急通訊方法。
OFCA continues to participate in this year's "Mountaineering Safety Promotion Day" to actively promote the effective communication means in country parks in case of emergency.

Participation in Communications Activities

OFCA continued to participate in the annual “Mountaineering Safety Promotion Day” jointly organised by the Civil Aid Service and 17 other government departments and organisations in October 2017 in Wan Chai. With the aim of promoting hiking safety, OFCA set up an exhibition booth at the event and delivered a talk to visitors to promote effective means of communication in country parks.

OFCA has been supporting the industry’s activities. In 2017/18, we sponsored the World Telecommunication and Information Society Day Hong Kong 2018, an annual activity organised by the CAHK to promote the latest developments in information and communications technology industries to the public, especially the youth and academic communities.

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, 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 sectors of the telecommunications industry, relevant government departments, non-governmental organisations, as well as 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 2018 are at Appendix B.

Television and Radio Consultative Scheme

The role of the Television and Radio Consultative Scheme (“TRCS”) is to provide qualitative input on television and radio programming to the CA’s public consultation process. Members are drawn from 18 districts of the territory. In 2017/18, OFCA invited members of the TRCS to give their views on the review of the regulations governing indirect advertising and advertisements for undertakers and associated services during the public consultation. Members were also invited to participate in focus group discussions to provide more in-depth views on the subjects.

6 人力資源管理 Human Resource Management



- ▲ 通訊辦每年會定期舉辦各項康樂活動，以平衡員工的工作與身心健康，並有助同事之間建立更緊密的聯繫。
Every year, OFCA organises diverse recreational activities for staff members on a regular basis in order to promote a better balance between work and life and to cultivate stronger ties among colleagues.

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下為通訊局提供專業支援，我們採取積極、具前瞻性和綜合的方式，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，致力確保以最具效益及效率的方式運用人力資源。

截至2018年3月31日，我們有454名員工，當中包括329名公務員和125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，致力提升他們的專業知識和能力，以應付社會急速發展所帶來的各種挑戰，例如日新月異的技術，市民日益殷切的需求，以及各項措施對機構內部產生的推動力。

我們成立了培訓與發展委員會，監督通訊辦實施部門人員培訓及發展政策的情況，以全面掌握員工的培訓需要，並加強栽培具潛質人員的安排。

在2017/18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，當中包括關於競爭法、執法、檢控及調查技巧、資訊及通訊科技、管理及領導才能、團隊建立、工作表現管理、語言、溝通、投訴處理、誠信管理、職業安全、身心健康和國家事務研習等課程。我們亦安排高級人員參加海外管理課程，讓他們擴闊視野，妥善裝備自己，以迎接未來的挑戰。此外，我們亦繼續資助員工參

加由國際組織及海外機構（例如倫敦大學國王學院（King's College London））舉辦的課程，以提升技術和專業技能，並委聘競爭經濟學的海外專家，為職務涉及《競爭條例》的員工舉辦研討會。年內，接受培訓的員工有801人次，總培訓日數為787日。在報告期內，我們參加了與內地舉辦的公務員交流計劃，以加強彼此對兩地制度和發展的了解。

通訊辦繼續獲僱員再培訓局嘉許為「人才企業」，以表揚部門在人才培訓及發展方面的卓越表現。

獎勵與嘉許

在2017/18年度，17名員工獲頒發總監嘉許優良服務獎、13名獲頒發總監嘉許長期服務獎、24名獲頒發長期優良服務獎、4名獲得長期優良服務公費旅行獎勵。

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；員工亦參與由康樂及文化事務署舉辦的「工商機構運動會2018」。此外，我們定期參與多項義工服務和慈善活動，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 pro-active, forward-looking and integrated approach to human resource management and strategic manpower planning. Organisational reviews are conducted regularly to ensure the most effective and efficient use of available manpower resources.

There were 454 staff as at 31 March 2018, comprising 329 civil servants and 125 staff 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 professional knowledge and capabilities to deal with the challenges posed by the rapidly evolving environment, such as emerging new technologies, increasing public demands and internal driving forces arising from various initiatives.

A Training and Development Committee has been established to oversee the implementation of OFCA's training and development policies for departmental officers in order to have a holistic view on the training needs of staff and to strengthen arrangements for grooming officers with strong potentials.

A variety of vocational and managerial courses and in-house training programmes were conducted in 2017/18. They included courses on competition law, law enforcement, prosecution and investigation skills, information and communications technology, management and leadership, team building, performance management, languages, communications, complaint handling, integrity management, occupational safety, emotional and physical wellness and national studies. 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 King's College London, to enhance their technical and professional skills. We also engaged overseas experts on competition economics to conduct seminars for staff whose work involved the Competition Ordinance. The trainee count for the year was 801 and the training man-day count was 787. During the period, we participated in the Civil Service Exchange Programme with the Mainland to enhance mutual understanding of the two systems and developments of the two places.

OFCA continued to be accredited as a Manpower Developer by the "Employee Retraining Board" for its outstanding achievements in manpower training and development.

Awards and Commendations

In 2017/18, 17 OFCA staff members received the Director-General's Commendation for Meritorious Service, 13 received the Director-General's Commendation for Long and Valuable Service, 24 received the Long and Meritorious Service Award, and four received the Long and Meritorious Service Travel Award.

Recreational Activities and Volunteer Services

To help our staff members develop a healthy lifestyle and to 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 also participated in the Corporate Games 2018 organised by the Leisure and Cultural Services Department. To show our care for the community, we regularly participate in a number of volunteering and charity events. We have been awarded the "Caring Organisation" logo by the Hong Kong Council of Social Service every year since 2007.

7 財務狀況

Financial Results

2017 / 18 年度財務狀況

1. 對通訊辦營運基金而言，2017 / 18年度是充滿挑戰的一年。年度盈利由2016 / 17年度的7,200萬港元下跌至4,090萬港元*。固定資產平均淨值回報率亦由一年前的22.3%減少至11.9%。這主要是由於收入減少和營運支出增加，而部分收入的減幅和支出的增幅因固定資產平均淨值減少而抵銷。
2. 全年總收入為4.762億港元，較去年的4.913億港元為低，原因是牌照費收入和外匯基金存款利息收入減少。
3. 在支出方面，2017 / 18年度總支出上升3.8%至4.353億港元，主要由於員工成本和行政開支增加。
4. 展望未來，我們對本港通訊業持續興旺蓬勃感到樂觀。通訊辦憑着穩健的財政基礎和克盡厥職的專業團隊，定能應付來年的種種挑戰。

Financial Results 2017/18

1. 2017/18 was a challenging year for the OFCA Trading Fund. The profit for the year fell to HK\$40.9 million from HK\$72.0 million in 2016/17*. The rate of return on average net fixed assets ("ANFA") decreased to 11.9% from 22.3% a year before. This was primarily the result of decreased revenue and increased operating expenditure, partly offset by a decrease in ANFA.
2. The total revenue at HK\$476.2 million was lower than the amount of HK\$491.3 million last year due to decrease in revenue from licence fees and interest income from the placement with the Exchange Fund.
3. On the expenditure side, the total expenditure rose by 3.8% to HK\$435.3 million in 2017/18 mainly due to increase in staff costs and administrative expenses.
4. Looking ahead, we are optimistic that the communications sector in Hong Kong will remain vibrant and dynamic. With solid financial fundamentals and a dedicated and professional team in OFCA, we are well placed to face the challenges in the coming year.

* 由2017年12月27日起，營運基金無須向政府支付名義利得稅，因此，2016 / 17年度的比較盈利（即7,200萬港元）為稅前盈利。
Since the Fund is no longer required to pay notional profits tax to the Government with effect from 27 December 2017, the comparative profit for 2016/17 (i.e. HK\$72.0 million) is the profit before tax.

2017 / 18 年度財務狀況

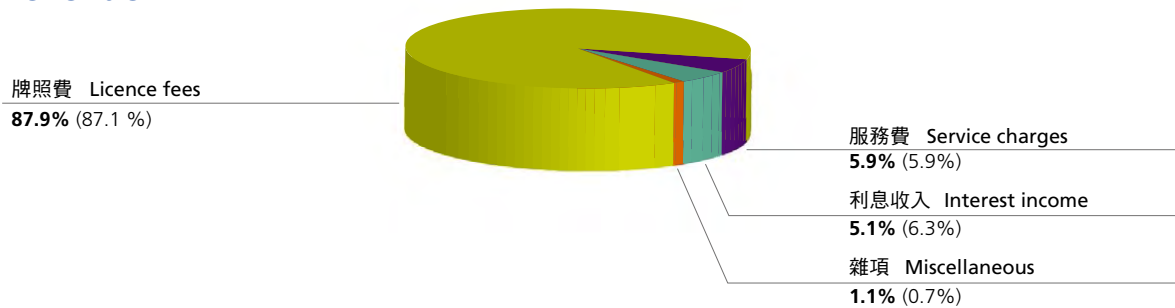
Financial Results 2017/18

財務概要：

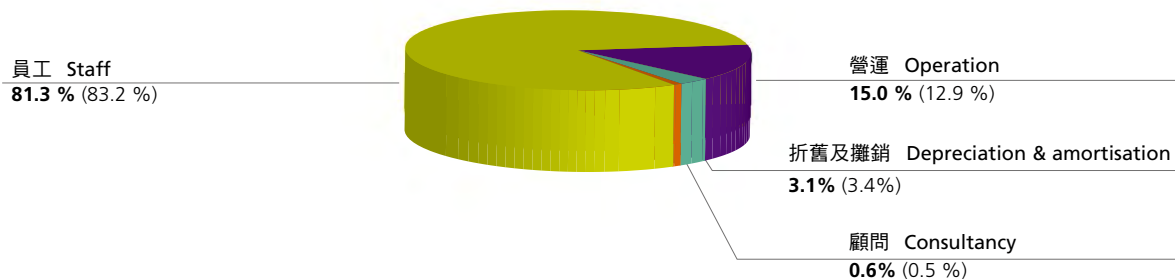
Highlights of the financial performance:

		2017/18 百萬港元 HK\$'m	2016/17 百萬港元 HK\$'m
收入	Revenue	476.2	491.3
支出	Expenditure	435.3	419.3
稅前盈利	Pre-tax profit	40.9	72.0
擬發股息	Proposed dividend	0.0	59.8
固定資產平均淨值回報	Return on ANFA	11.9%	22.3%

收入 Revenue

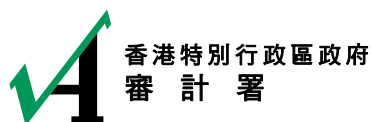


支出 Expenditure



* 括號內為2016/17年度數字
In parentheses are 2016/17 figures

審計署署長報告



獨立審計師報告 致立法會

意見

茲證明我已審核及審計列載於第49至82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2018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，以及財務報表的附註，包括主要會計政策概要。

我認為，該等財務報表已按照香港會計師公會頒布的《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2018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430章）第7(4)條所規定的方式妥為擬備。

意見的基礎

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。我根據該等準則而須承擔的責任，詳載於本報告「審計師就財務報表審計而須承擔的責任」部分。根據該等準則，我獨立於通訊事務管理局辦公室營運基金，並已按該等準則履行其他道德責任。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。

Report of the Director of Audit

Audit Commission
The Government of the Hong Kong Special Administrative Region

Independent Auditor's Report To the Legislative Council

Opinion

I certify that I have examined and audited the financial statements of the Office of the Communications Authority Trading Fund set out on pages 49 to 82, which comprise the statement of financial position as at 31 March 2018, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

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 2018, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance (Cap. 430).

Basis for opinion

I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of my report. I am independent of the Office of the Communications Authority Trading Fund in accordance with those standards, and I have fulfilled my other ethical responsibilities in accordance with those standards. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

審計署署長報告

通訊事務管理局辦公室營運基金總經理就財務報表而須承擔的責任

通訊事務管理局辦公室營運基金總經理須負責按照香港會計師公會頒布的《香港財務報告準則》及《營運基金條例》第7(4)條擬備真實而中肯的財務報表，以及落實其認為必要的內部控制，使財務報表不存有因欺詐或錯誤而導致的重大錯誤陳述。

在擬備財務報表時，通訊事務管理局辦公室營運基金總經理須負責評估通訊事務管理局辦公室營運基金持續經營的能力，以及在適用情況下披露與持續經營有關的事項，並以持續經營作為會計基礎。

審計師就財務報表審計而須承擔的責任

我的目標是就整體財務報表是否不存有任何因欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並發出包括我意見的審計師報告。合理保證是高水平的保證，但不能確保按審計署審計準則進行的審計定能發現所存有的任何重大錯誤陳述。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們個別或匯總起來可能影響財務報表使用者所作出的經濟決定，則會被視作重大錯誤陳述。

Report of the Director of Audit

Responsibilities of the General Manager, Office of the Communications Authority Trading Fund 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 HKFRSs issued by the HKICPA and section 7(4) of the Trading Funds Ordinance, 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.

In preparing the financial statements, the General Manager, Office of the Communications Authority Trading Fund is responsible for assessing the Office of the Communications Authority Trading Fund's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting.

Auditor's responsibilities for the audit of the financial statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Audit Commission auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

審計署署長報告

在根據審計署審計準則進行審計的過程中，我會運用專業判斷並秉持專業懷疑態度。我亦會：

- 識別和評估因欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險；設計及執行審計程序以應對這些風險；以及取得充足和適當的審計憑證，作為我意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕內部控制的情況，因此未能發現因欺詐而導致重大錯誤陳述的風險，較未能發現因錯誤而導致者為高；
- 了解與審計相關的內部控制，以設計適當的審計程序。然而，此舉並非旨在對通訊事務管理局辦公室營運基金內部控制的有效性發表意見；
- 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是否恰當，以及其作出的會計估計和相關資料披露是否合理；

Report of the Director of Audit

As part of an audit in accordance with the Audit Commission auditing standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit 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 Office of the Communications Authority Trading Fund's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the General Manager, Office of the Communications Authority Trading Fund;

審計署署長報告

- 判定通訊事務管理局辦公室營運基金總經理以持續經營作為會計基礎的做法是否恰當，並根據所得的審計憑證，判定是否存在與事件或情況有關，而且可能對通訊事務管理局辦公室營運基金持續經營的能力構成重大疑慮的重大不確定性。如果我認為存在重大不確定性，則有必要在審計師報告中請使用者留意財務報表中的相關資料披露。假若所披露的相關資料不足，我便須發出非無保留意見的審計師報告。我的結論是基於截至審計師報告日止所取得的審計憑證。然而，未來事件或情況可能導致通訊事務管理局辦公室營運基金不能繼續持續經營；以及
- 評價財務報表的整體列報方式、結構和內容，包括披露資料，以及財務報表是否中肯反映交易和事項。

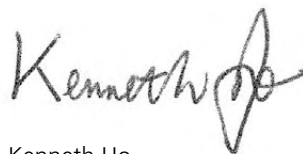
審計署署長
(審計署助理署長何作柱代行)

審計署
香港灣仔告士打道7號
入境事務大樓26樓

2018年9月24日

Report of the Director of Audit

- conclude on the appropriateness of the General Manager, Office of the Communications Authority Trading Fund's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Office of the Communications Authority Trading Fund's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Office of the Communications Authority Trading Fund to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.



Kenneth Ho
Assistant Director of Audit
for Director of Audit

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

24 September 2018

7 財務狀況

Financial Results

財務報表

全面收益表

截至2018年3月31日止年度
(以港幣千元位列示)

Financial Statements

Statement of Comprehensive Income

for the year ended 31 March 2018
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2018	2017
營業額	Turnover	3	447,129	457,442
運作成本	Operating costs	4	(435,287)	(419,303)
運作盈利	Profit from operations		11,842	38,139
其他收入	Other income	5	29,096	33,819
名義利得稅前盈利	Profit before notional profits tax		40,938	71,958
名義利得稅	Notional profits tax	6	-	(12,123)
年度盈利	Profit for the year		40,938	59,835
其他全面收益	Other comprehensive income		-	-
年度總全面收益	Total comprehensive income for the year		40,938	59,835
固定資產回報率	Rate of return on fixed assets	7	11.9%	22.3%

第53至82頁的附註為本財務報表的一部分。 The notes on pages 53 to 82 form part of these financial statements.

財務報表

財務狀況表

於2018年3月31日
(以港幣千元位列示)

Financial Statements

Statement of Financial Position

as at 31 March 2018
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2018	2017
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	8	134,783	141,918
無形資產	Intangible assets	9	1,562	2,528
外匯基金存款	Placement with the Exchange Fund	10	487,880	480,000
			624,225	624,446
流動資產	Current assets			
應收帳款、按金及預付款項	Debtors, deposits and advance payments	11	3,445	18,871
應收外匯基金存款利息	Interest receivable from placement with the Exchange Fund		5,534	6,242
其他應收利息	Other interest receivable		711	702
外匯基金存款	Placement with the Exchange Fund	10	-	424,166
銀行存款	Bank deposits		713,500	225,900
現金及銀行結餘	Cash and bank balances		3,218	3,277
			726,408	679,158
流動負債	Current liabilities			
應付帳款及應計費用	Creditors and accruals		17,832	36,252
僱員福利撥備	Provision for employee benefits	13	9,324	8,596
應付關連人士帳款	Amounts due to related parties	21	29,525	27,519
遞延收入	Deferred income	14	203,097	171,887
應付名義利得稅	Notional profits tax payable		-	6,436
			259,778	250,690
流動資產淨值	Net current assets		466,630	428,468
總資產減去流動負債	Total assets less current liabilities		1,090,855	1,052,914
非流動負債	Non-current liabilities			
遞延稅款	Deferred tax	12	-	473
僱員福利撥備	Provision for employee benefits	13	87,517	90,041
			87,517	90,514
淨資產	NET ASSETS		1,003,338	962,400
資本與儲備	CAPITAL AND RESERVES			
營運基金資本	Trading fund capital	15	212,400	212,400
發展儲備	Development reserve	16	690,165	690,165
保留盈利	Retained earnings	17	100,773	-
擬發股息	Proposed dividend	18	-	59,835
			1,003,338	962,400



王天子
通訊事務管理局辦公室
營運基金總經理
2018年9月24日

Agnes Wong
General Manager,
Office of the Communications Authority Trading Fund
24 September 2018

第53至82頁的附註為本財務報表的一部分。 The notes on pages 53 to 82 form part of these financial statements.

7 財務狀況

Financial Results

財務報表

Financial Statements

權益變動表

Statement of Changes in Equity

截至2018年3月31日止年度
(以港幣千元位列示)

for the year ended 31 March 2018
(Expressed in thousands of Hong Kong dollars)

		2018	2017
年初結餘	Balance at beginning of year	962,400	966,329
年度總全面收益	Total comprehensive income for the year	40,938	59,835
年內已付股息	Dividend paid during the year	-	(63,764)
年終結餘	Balance at end of year	1,003,338	962,400

第53至82頁的附註為本財務報表的一部分。 The notes on pages 53 to 82 form part of these financial statements.

財務報表

Financial Statements

現金流量表

Statement of Cash Flows

截至2018年3月31日止年度
(以港幣千元位列示)for the year ended 31 March 2018
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2018	2017
營運項目之現金流量	Cash flows from operating activities		
運作盈利	Profit from operations	11,842	38,139
雜項收入	Sundry income	206	2,941
出售／註銷物業、設備及器材的虧損	Loss on disposal of property, plant and equipment	20	2
物業、設備及器材折舊	Depreciation of property, plant and equipment	12,382	13,272
無形資產攤銷	Amortisation of intangible assets	995	1,217
應收帳款、按金及預付款項減少／(增加)	Decrease / (Increase) in debtors, deposits and advance payments	15,426	(16,163)
應付帳款及應計費用(減少)／增加	(Decrease) / Increase in creditors and accruals	(22,320)	13,982
應付關連人士帳款增加	Increase in amounts due to related parties	2,006	555
遞延收入增加	Increase in deferred income	31,210	10,841
僱員福利撥備(減少)／增加	(Decrease) / Increase in provision for employee benefits	(1,796)	712
已付名義利得稅	Notional profits tax paid	(2,197)	(13,881)
營運項目所得現金淨額	Net cash from operating activities	47,774	51,617
投資項目之現金流量	Cash flows from investing activities		
外匯基金存款減少／(增加)	Decrease / (Increase) in placement with the Exchange Fund	416,286	(28,885)
原有限期為三個月以上的銀行存款(增加)／減少	(Increase) / Decrease in bank deposits with original maturities over three months	(497,100)	20,000
購置物業、設備及器材及無形資產	Acquisition of property, plant and equipment and intangible assets	(1,393)	(5,758)
出售／註銷物業、設備及器材(所涉開支)／所得淨收益	(Expenses for) / Net proceeds from disposal of property, plant and equipment	(3)	18
已收利息	Interest received	24,877	31,630
投資項目(所用)／所得現金淨額	Net cash (used in) / from investing activities	(57,333)	17,005
融資項目之現金流量	Cash flows from financing activity		
已付股息	Dividend paid	-	(63,764)
融資項目所用現金淨額	Net cash used in financing activity	-	(63,764)
現金及等同現金的(減少)／增加淨額	Net (decrease) / increase in cash and cash equivalents	(9,559)	4,858
年初的現金及等同現金	Cash and cash equivalents at beginning of year	21,277	16,419
年終的現金及等同現金	Cash and cash equivalents at end of year	11,718	21,277

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第53至82頁的附註為本財務報表的一部分。 The notes on pages 53 to 82 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. The 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。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策

(a) 符合準則聲明

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

(b) 編製財務報表的基礎

本財務報表的編製基礎均以原值成本法計量。

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

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

2. Significant accounting policies

(a) Statement of compliance

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

(b) Basis of preparation of the financial statements

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

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

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

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(b) 編製財務報表的基礎 (續)

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

(c) 固定資產

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

(i) 物業、設備及器材

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

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

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

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

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

(c) Fixed assets

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

(i) Property, plant and equipment

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

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

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(c) 固定資產 (續)

(i) 物業、設備及器材 (續)

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 按租約剩餘年
租賃的土地 期計算
- 位於租賃土 按剩餘租賃年
地的房產 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)

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。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(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、應收利息、外匯基金存款、銀行存款、現金及銀行結餘。

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)）。

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, interest receivable, placement with the Exchange Fund, bank deposits and cash and bank balances.

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

財務報表

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)

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

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。

(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。

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)

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.

(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.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(e) 金融資產與金融負債 (續)

(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。如有客觀證據顯示資產減值，便會確認減值虧損。虧損金額以資產的帳面值與按資產原來實際利率用貼現方式計算預計日後現金流量的現值之間的差額計量。任何減值虧損均在損益內確認，並在備抵帳戶反映。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，則在損益內作出回撥。當營運基金認為沒有實際機會收回資產，有關金額會被註銷。

(f) 名義利得稅

根據《稅務條例》(第112章)，營運基金並無稅務責任。不過，在2017年12月27日之前，政府要求營運基金向政府支付一筆款項以代替利得稅(即名義利得稅)，而該款項是根據《稅務條例》的條文規定計算。以下是營運基金就名義利得稅所採納的會計政策：

- (i) 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。

2. Significant accounting policies (continued)

(e) Financial assets and financial liabilities (continued)

(iv) Impairment of financial assets

The carrying amounts of loans and receivables are reviewed at the end of each reporting period. An impairment loss is recognised when there is objective evidence that an asset is impaired. The amount of the loss is measured 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. Any impairment loss is recognised in profit or loss and reflected in an allowance account. 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 profit or loss. When the Fund considers that there are no realistic prospects of recovery of the asset, the relevant amounts are written off.

(f) Notional profits tax

The Fund has no tax liability under the Inland Revenue Ordinance (Cap. 112). However, prior to 27 December 2017, the Government had required the Fund to pay to the Government an amount in lieu of profits tax (i.e. notional profits tax) calculated on the basis of the provisions of the Inland Revenue Ordinance. The accounting policies adopted by the Fund for notional profits tax were as follows:

- (i) Notional profits tax expense for the year comprised current tax and movements in deferred tax assets and liabilities.

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)

- (ii) 本期稅款為該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會有應課稅盈利而使其能被用以抵銷有關盈利的遞延稅款資產，均予確認。

遞延稅款的確認數額乃根據資產或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回撥。

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2. Significant accounting policies (continued)

(f) Notional profits tax (continued)

- (ii) Current tax was 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 arose 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 arose from unused tax losses and unused tax credits.

All deferred tax liabilities, and all deferred tax assets to the extent that it was probable that future taxable profits would be available against which the assets could be utilised, were recognised.

The amount of deferred tax recognised was 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 were not discounted.

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

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2. 主要會計政策 (續)

(f) 名義利得稅 (續)

不過，由2017年12月27日起，營運基金無須支付名義利得稅。在2017年12月27日應付名義利得稅及遞延稅款負債結餘已被註銷確認，相應產生的收入已在全面收益表內確認（見附註5、6及12）。

(g) 收入確認

已收牌照費記入遞延收入，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。

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。

2. Significant accounting policies (continued)

(f) Notional profits tax (continued)

However, the Fund is no longer required to pay notional profits tax with effect from 27 December 2017. The balance of notional profits tax payable and the balance of deferred tax liabilities as at 27 December 2017 was derecognised, with the corresponding income recognised in the statement of comprehensive income (see notes 5, 6 and 12).

(g) Revenue recognition

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.

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 Scheme are charged to the statement of comprehensive income as incurred.

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2. 主要會計政策 (續)

(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。

(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。

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2. Significant accounting policies (continued)

(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.

(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.

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2. 主要會計政策 (續)

(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。

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，於本會計期生效或供提前採納。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（附註 24）。

2. Significant accounting policies (continued)

(l) Provisions and contingent liabilities

Provisions are recognised for liabilities of uncertain timing or amount when there is a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made.

Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

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

(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 24).

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3. 營業額

3. Turnover

		2018	2017
電訊牌照費	Telecommunications licence fees		
牌照－專用	Licences – Private	43,625	42,307
牌照－公共	Licences – Public	333,973	330,414
廣播牌照費	Broadcasting licence fees	41,204	55,344
向關連人士提供服務（附註 21(a)）	Services provided to related parties (note 21(a))	28,033	29,069
雜項收入	Miscellaneous revenue	294	308
		447,129	457,442

4. 運作成本

4. Operating costs

		2018	2017
員工成本	Staff costs	353,908	348,846
辦公室地方成本	Accommodation costs	19,647	19,060
運作開支	Operating expenses	25,278	24,787
行政開支	Administrative expenses	19,671	9,405
顧問費	Consultancy fees	2,842	2,074
物業、設備及器材折舊	Depreciation of property, plant and equipment	12,382	13,272
無形資產攤銷	Amortisation of intangible assets	995	1,217
審計費用	Audit fees	564	642
		435,287	419,303

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5. 其他收入

5. Other income

		2018	2017
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	17,645	27,945
銀行存款	Bank deposits	6,532	2,933
銀行結餘	Bank balances	1	-
		24,178	30,878
註銷確認的應付名義利得稅及遞延稅款負債（附註6及12）	Derecognition of notional profits tax payable and deferred tax liabilities (notes 6 and 12)	4,712	-
雜項收入	Sundry income	206	2,941
		29,096	33,819

6. 名義利得稅

6. Notional profits tax

於2017年12月27日前，政府要求所有營運基金向政府支付名義利得稅及股息。在2017年12月27日，終審法院就一宗關於營運基金的司法覆核案作出判決。根據該判決，將《營運基金條例》理解為准許在營運基金的預算中包括名義稅收或股息的推算犯了法律上的錯誤。

在法院作出該判決後，政府更改了財務安排，由2017年12月27日起，所有營運基金無須向政府支付名義利得稅及股息。因此，營運基金並無就截至2018年3月31日止年度作出名義利得稅撥備。於2017年12月27日，為數423.9萬港元的應付名義利得稅結餘已被註銷確認，而相關收入則在全面收益表中確認（附註5）。

Prior to 27 December 2017, the Government had required all trading funds to pay notional profits tax and dividends to the Government. On 27 December 2017, the Court of Final Appeal handed down its judgement in a judicial review case concerning the Fund. According to the judgement, it was an error of law to construe the Trading Funds Ordinance as permitting the inclusion in budgets of the Fund of projections for notional tax or dividends.

Subsequent to the judgement, the Government made a change in financial arrangement whereby all trading funds are no longer required to pay notional profits tax and dividends to the Government with effect from 27 December 2017. Accordingly, no notional profits tax has been provided by the Fund for the year ended 31 March 2018. The balance of notional profits tax payable as at 27 December 2017 of HK\$4,239,000 was derecognised, with corresponding income recognised in the statement of comprehensive income (note 5).

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(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)

- (a) 於截至2017年3月31日止年度的全面收益表內扣除的名義利得稅如下：

本期稅款
本年度名義利得稅的撥備
遞延稅款
暫時性差異的產生及回撥
名義利得稅

- (b) 截至2017年3月31日止年度的稅項支出與會計盈利按適用稅率計算的對帳如下：

名義利得稅前盈利
按香港利得稅率16.5%計算的稅項
一次過寬減稅項
不可扣減開支的稅項影響
非應課稅收入的稅項影響
名義稅項支出

7. 固定資產回報率

固定資產回報率是以總全面收益除以固定資產平均淨值所得的百分率。總全面收益已予調整，不包括利息收入和利息支出（2017年：不包括利息收入、利息支出和按外匯基金存款的利息收入須繳的名義利得稅）。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5.5%（2017年：6.7%）。

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6. Notional profits tax (continued)

- (a) The notional profits tax charged to the statement of comprehensive income for the year ended 31 March 2017 represented:

Current tax	
Provision for notional profits tax for the year	13,026
Deferred tax	
Origination and reversal of temporary differences	(903)
Notional profits tax	<u>12,123</u>

- (b) The reconciliation between tax expense and accounting profit at applicable tax rate for the year ended 31 March 2017 was as follows:

Profit before notional profits tax	<u>71,958</u>
Tax at Hong Kong profits tax rate of 16.5%	11,873
One-off tax reduction	(20)
Tax effect of non-deductible expenses	754
Tax effect of non-taxable revenue	(484)
Notional tax expense	<u>12,123</u>

7. Rate of return on fixed assets

The rate of return on fixed assets was calculated as total comprehensive income divided by average net fixed assets and expressed as a percentage. Total comprehensive income is adjusted by excluding interest income and interest expenses (2017: excluding interest income, interest expense and notional profits tax on interest income from placement with the Exchange Fund). 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 5.5% per year (2017: 6.7%) as determined by the Financial Secretary.

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8. 物業、設備及器材

8. Property, plant and equipment

		土地及 房產 Land and buildings	設備 Equipment	電腦系統 Computer systems	傢具及 裝置 Furniture and fixtures	車輛 Motor vehicles	總額 Total
成本	Cost						
於2016年4月1日	At 1 April 2016	220,243	54,789	42,665	48,767	4,921	371,385
添置	Additions	-	1,029	842	-	-	1,871
出售／註銷	Disposals	-	(321)	(525)	(63)	-	(909)
於2017年3月31日	At 31 March 2017	220,243	55,497	42,982	48,704	4,921	372,347
於2017年4月1日	At 1 April 2017	220,243	55,497	42,982	48,704	4,921	372,347
添置	Additions	-	3,875	1,088	-	301	5,264
出售／註銷	Disposals	-	(777)	(809)	(260)	(167)	(2,013)
於2018年3月31日	At 31 March 2018	220,243	58,595	43,261	48,444	5,055	375,598
累計折舊	Accumulated depreciation						
於2016年4月1日	At 1 April 2016	89,071	51,002	34,689	39,258	4,042	218,062
年內折舊	Charge for the year	4,849	969	2,651	4,255	548	13,272
出售／註銷回撥	Written back on disposal	-	(321)	(525)	(59)	-	(905)
於2017年3月31日	At 31 March 2017	93,920	51,650	36,815	43,454	4,590	230,429
於2017年4月1日	At 1 April 2017	93,920	51,650	36,815	43,454	4,590	230,429
年內折舊	Charge for the year	4,849	994	2,412	3,824	303	12,382
出售／註銷回撥	Written back on disposal	-	(777)	(799)	(253)	(167)	(1,996)
於2018年3月31日	At 31 March 2018	98,769	51,867	38,428	47,025	4,726	240,815
帳面淨值	Net book value						
於2018年3月31日	At 31 March 2018	121,474	6,728	4,833	1,419	329	134,783
於2017年3月31日	At 31 March 2017	126,323	3,847	6,167	5,250	331	141,918

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9. 無形資產

9. Intangible assets

電腦軟件牌照及系統開發費用
Computer software licences and
system development costs

		2018	2017
成本	Cost		
年初	At beginning of year	13,817	13,550
添置	Additions	29	267
年終	At end of year	13,846	13,817
累計攤銷	Accumulated amortisation		
年初	At beginning of year	11,289	10,072
年內攤銷	Charge for the year	995	1,217
年終	At end of year	12,284	11,289
帳面淨值	Net book value		
年終	At end of year	1,562	2,528

10. 外匯基金存款

當7億港元的外匯基金存款於2017年5月到期時，營運基金續存4億8,000萬港元的本金，為期六年，並提取餘下2億2,000萬港元的本金和所有已入帳的利息。

存款結餘為4億8,788萬港元（2017年：9億416.6萬港元），其中4億8,000萬港元為本金（2017年：7億港元），788萬港元（2017年：2億416.6萬港元）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），期內不能提取本金。

10. Placement with the Exchange Fund

Upon maturity of the placement with the Exchange Fund of HK\$700,000,000 in May 2017, the Fund renewed the placement with a principal sum of HK\$480,000,000 for another six years. The remaining principal sum of HK\$220,000,000 and all interest paid were withdrawn.

The balance of the placement amounted to HK\$487,880,000 (2017: HK\$904,166,000), being the principal sum of HK\$480,000,000 (2017: \$700,000,000) plus interest paid of HK\$7,880,000 (2017: HK\$204,166,000) 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 principal sum cannot be withdrawn.

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10. 外匯基金存款 (續)

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，或三年期政府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%。2018年的固定息率為每年4.6%，2017年為每年2.8%。

10. Placement with the Exchange Fund (continued)

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 Government Bond for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 4.6% per annum for the year 2018 and at 2.8% per annum for the year 2017.

11. 應收帳款、按金及預付款項

11. Debtors, deposits and advance payments

		2018	2017
應收帳款	Debtors	7,929	23,189
減：減值虧損備抵帳	Less: allowance for impairment loss	(5,097)	(5,097)
		2,832	18,092
按金及預付款項	Deposits and advance payments	613	779
		3,445	18,871

年內減值虧損備抵帳變動如下：

The movement in the allowance for impairment loss during the year is as follows:

		2018	2017
年初	At beginning of year	5,097	5,097
已確認減值虧損	Impairment loss recognised	-	-
年終	At end of year	5,097	5,097

營運基金就一家有財政困難的公司所欠的款項確認減值虧損。

Impairment loss was recognised on an amount due from a company in financial difficulties.

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(除特別註明外，所有金額均以港幣千元位列示。)

12. 遞延稅款

由2017年12月27日起，營運基金無須向政府支付名義利得稅（見附註6）。因此，營運基金再無遞延稅款資產或負債。於2017年12月27日為數47.3萬港元的遞延稅款負債結餘已被註銷確認，相應產生的收入已在全面收益表內確認（附註5）。

截至2017年3月31日止年度的遞延稅款變動呈列如下：

年初結餘
於全面收益表內回撥
年終結餘

13. 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)）。

14. 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。

15. 營運基金資本

此為政府對營運基金的投資。

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12. Deferred tax

With effect from 27 December 2017, the Fund is no longer required to pay notional profits tax to the Government (see note 6). Accordingly, the Fund no longer has deferred tax assets or liabilities. The balance of deferred tax liabilities as at 27 December 2017 of HK\$473,000 was derecognised, with corresponding income recognised in the statement of comprehensive income (note 5).

The movements of deferred tax for the year ended 31 March 2017 were as follows:

Balance at beginning of year	1,376
Credited to statement of comprehensive income	(903)
Balance at end of year	<u>473</u>

13. 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 the end of the reporting period (also see note 2(h)).

14. Deferred income

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

15. Trading fund capital

This represents the Government's investment in the Fund.

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16. 發展儲備

此儲備乃用作為達致目標回報的調節機制，並減低日後增加收費的需要。

16. Development reserve

This is a reserve serving as a regulating mechanism to meet the target return as well as to reduce the need for future fee increases.

		2018	2017
年初及年終結餘	Balance at beginning and end of year	690,165	690,165

17. 保留盈利

		2018	2017
年初結餘	Balance at beginning of year	-	-
年度總全面收益	Total comprehensive income for the year	40,938	59,835
撥自／(出)擬發股息(見附註18)	Transferred from/(to) proposed dividend (see note 18)	59,835	(59,835)
年終結餘	Balance at end of year	100,773	-

17. Retained earnings

於2018年3月31日積存的保留盈利，包括政府就截至2018年3月31日止兩個年度所規定，總額為1,781.4萬港元的目標回報（見附註7）。儘管營運基金受託保留目標回報，根據《營運基金條例》第6(6)(c)條，目標回報屬政府所有，不受營運基金支配。政府會在適當情況下發出指示，把目標回報撥回政府一般收入。

The retained earnings as at 31 March 2018 included the target returns required by the Government totalling HK\$17,814,000 for the two years ended 31 March 2018 (see note 7). While the target returns are entrusted to be retained in the Fund, they belong to the Government pursuant to section 6(6)(c) of the Trading Funds Ordinance and are not subject to the Fund's disposal. The Government will direct the transfer of the sum into general revenue when appropriate.

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18. 擬發股息

於2017年3月31日向政府擬發的股息是根據截至該日止年度的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%目標派息率作出。

由2017年12月27日起，營運基金無須向政府派發股息（見附註6）。因此，於2017年12月27日為數5,983.5萬港元的擬發股息結餘已撥回保留盈利（附註17）。

19. 現金及等同現金

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18. Proposed dividend

The proposed dividend to the Government as at 31 March 2017 was based on the total comprehensive income for the year then ended and the target dividend payout ratio of 100% stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

With effect from 27 December 2017, the Fund is no longer required to pay dividends to the Government (see note 6). Accordingly, the balance of proposed dividend as at 27 December 2017 of HK\$59,835,000 was transferred back to the retained earnings (note 17).

19. Cash and cash equivalents

		2018	2017
現金及銀行結餘	Cash and bank balances	3,218	3,277
銀行存款	Bank deposits	713,500	225,900
		716,718	229,177
減：原有期限為三個月以上的銀行存款	Less: Bank deposits with original maturities over three months	(705,000)	(207,900)
現金及等同現金	Cash and cash equivalents	11,718	21,277

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20. 資本承擔及其他承擔

於2018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：

	2018	2017
已獲授權和已簽約	372	-
已獲授權但尚未簽約	113	4,928
	485	4,928

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月設立屬自願性質的「解決顧客投訴計劃」（計劃）。按照於2015年4月30日簽訂的諒解備忘錄，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。年內，營運基金已向計劃提供85.5萬港元（2017年：121.0萬港元）。

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20. Capital commitments and other commitments

At 31 March 2018, the Fund had capital commitments, so far as not provided for in the financial statements, as stated below:

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 by the Communications Association of Hong Kong, the industry association. By a Memorandum of Understanding 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. During the year, the Fund had contributed HK\$855,000 to the scheme (2017: HK\$1,210,000).

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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1,403.2萬港元（2017年：1,524.4萬港元）的諮詢和策劃服務的收費，以及總值1,400.1萬港元（2017年：1,382.5萬港元）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2,530.5萬港元（2017年：2,313.0萬港元）；以及
- (c) 向關連人士購得的固定資產包括車輛。這些固定資產總值30.1萬港元（2017年：無）。

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，則按全部成本收費。由關連人士供應的固定資產按全部成本收費。

於2018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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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\$14,032,000 (2017: HK\$15,244,000) and frequency assignment and protection services amounting to HK\$14,001,000 (2017: HK\$13,825,000);
- (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\$25,305,000 on these services (2017: HK\$23,130,000); and
- (c) fixed assets acquired from related parties included motor vehicles. The total amount of these fixed assets amounted to HK\$301,000 (2017: nil).

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 2018 are set out in the statement of financial position.

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22. 或有負債

截至2018年3月31日，數宗涉及《電訊條例》下持牌機構入稟法院申索由1995年起多付的牌照費的訴訟個案尚未審結。政府擬就這些申索極力提出抗辯，並會負責與營運基金已向政府支付名義利得稅及股息的款項有關的申索。根據所得的法律意見，營運基金認為這些訴訟個案不甚可能導致營運基金付出重大的經濟代價。

23. 財務風險管理

(a) 投資政策

為提供額外收入來源，現金盈餘已投資於金融工具的投資組合。投資組合包括定期存款和外匯基金存款。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风险。

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。

22. Contingent liabilities

As at 31 March 2018, there were several outstanding litigation cases filed with the court by licensees under the Telecommunications Ordinance, claiming for restitution of excessive licence fees paid by them since 1995. The Government intends to vigorously contest these claims and will be responsible for claims for those amounts related to notional profits tax and dividends which have been paid to the Government by the Fund. The Fund considers that, based on the legal advice obtained, it is less likely that these litigation cases will result in a material outflow of economic benefits from the Fund.

23. Financial risk management

(a) Investment policy

To provide an ancillary source of income, surplus cash is invested in a portfolio of financial instruments. The portfolio includes fixed deposits 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.

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23. 財務風險管理 (續)

(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應收帳款、銀行存款、銀行結餘和外匯基金存款。

營運基金密切監察應收帳款的信貸風險。應收帳款項目的可收回性按個別基準評估，營運基金會在認為有需要時確認減值虧損。

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。

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。

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23. Financial risk management (continued)

(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 debtors, bank deposits, bank balances and placement with the Exchange Fund.

The credit risk of debtors is closely monitored by the Fund. Recoverability of debt items are assessed on an individual basis and impairment losses are recognised when considered necessary.

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

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.

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23. 財務風險管理 (續)

(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。

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。

23. Financial risk management (continued)

(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.

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.

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23. 財務風險管理 (續)

(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2018年3月31日，在2017年和2018年的息率增加／減少50個基點（2017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243.9萬港元（2017年：377.5萬港元）。

(g) 公平值

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

所有金融工具均以與其公平值相等或相差不大的金額在財務狀況表內列帳。

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23. Financial risk management (continued)

(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 2018, a 50 basis point (2017: 50 basis point) increase / decrease in the interest rates for 2017 and 2018, with all other variables held constant, would increase / decrease the profit for the year and reserves by HK\$2,439,000 (2017: HK\$3,775,000).

(g) Fair values

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

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

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24. 已頒布但於截至2018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2018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：

24. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2018

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 2018 and which have not been early adopted in these financial statements. These include the following which may be relevant to the Fund:

於以下日期或之後開始的會計期生效
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財務報表構成重大影響。

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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24. 已頒布但於截至2018年3月31日止年度尚未生效的修訂、新準則及詮釋的可能影響 (續)

香港財務報告準則第9號「金融工具」

香港財務報告準則第9號取代香港會計準則第39號「金融工具：確認及計量」，引入金融資產分類及計量的新規定，包括有關金融資產減值計量及對沖會計法的新規定。另一方面，香港財務報告準則第9號對香港會計準則第39號有關金融工具的確認及註銷確認的規定，以及金融負債的分類及計量的規定，並未作出重大修訂。香港財務報告準則第9號載有計量金融資產的三個主要分類：(1)攤銷成本值；(2)以公平值計入損益；以及(3)以公平值計入其他全面收益。分類基準視乎機構的業務模式及金融資產的合約現金流量特性而定。

營運基金經過評估後認為，現時按攤銷成本值計量的金融資產會在採納香港財務報告準則第9號後繼續採用其各自的分類及計量至於金融負債，分類及計量則並無改變。

24. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2018 (continued)

HKFRS 9, Financial Instruments

HKFRS 9 replaces HKAS 39 “Financial Instruments: Recognition and Measurement” and introduces new requirements for classification and measurement of financial assets, including the measurement of impairment for financial assets and hedge accounting. On the other hand, HKFRS 9 incorporates without substantive changes the requirements of HKAS 39 for recognition and derecognition of financial instruments and the classification and measurement of financial liabilities. HKFRS 9 contains three primary categories for measuring financial assets: (1) amortised cost, (2) fair value through profit or loss and (3) fair value through other comprehensive income. The basis of classification depends on the entity's business model and contractual cash flow characteristics of the financial assets.

The Fund has assessed that its financial assets currently measured at amortised cost will continue with their respective classifications and measurements under HKFRS 9. There are no changes to classification and measurement for financial liabilities.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

Financial Statements

Notes to the Financial Statements

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

24. 已頒布但於截至2018年3月31日止年度尚未生效的修訂、新準則及詮釋的可能影響 (續)

香港財務報告準則第9號「金融工具」(續)

香港財務報告準則第9號同時引入新的預期信貸虧損模型，取代香港會計準則第39號所用的已產生虧損減值模型。新模型適用於營運基金的貸款及應收帳款。在預期信貸虧損模型下，減值虧損將無需在發生虧損事件後才可確認。反而，機構須視乎有關資產及事實與情況，確認和計量12個月預期信貸虧損或永久預期信貸虧損。營運基金正就應用新減值模型所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根據新減值模型計算所得的減值虧損，預期不會與根據現行做法確認的金額有重大差異。

香港財務報告準則第15號「來自客戶合約之收入」

香港財務報告準則第15號取代所有現時香港財務報告準則下收入確認的規定，並建立一個新五步模式，以將來自客戶合約的收入入賬。根據香港財務報告準則第15號，收入按反映機構預期就向客戶轉讓貨物或服務作交換而有權獲得的代價金額確認。該準則亦引入廣泛的披露規定，包括分拆收入總額、關於履約責任、合約資產及負債帳目結餘的變動，以及主要判斷及估計等資料。營運基金評估採納香港財務報告準則第15號將不大可能會對營運基金的財務報表造成重大影響。

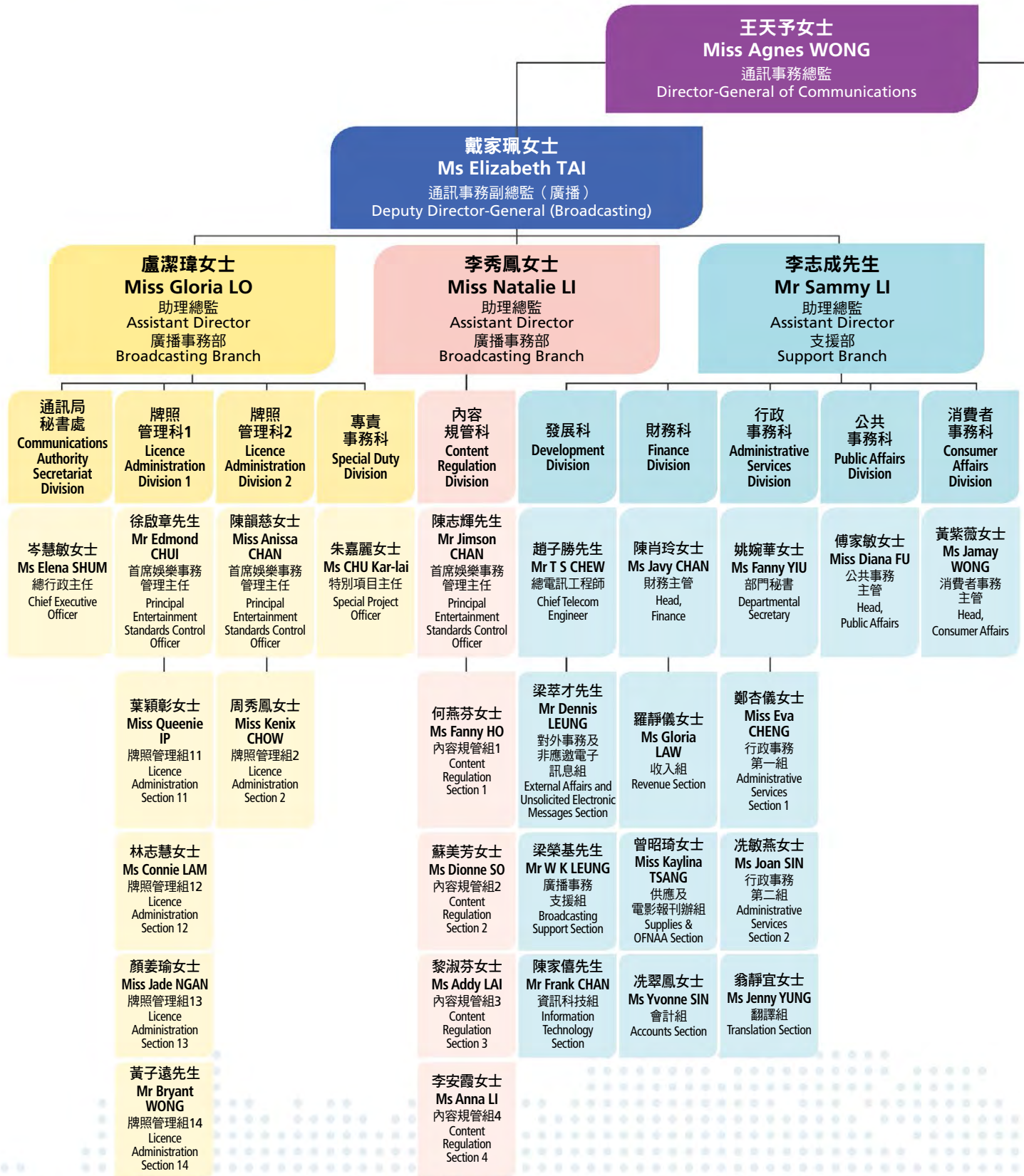
24. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2018 (continued)

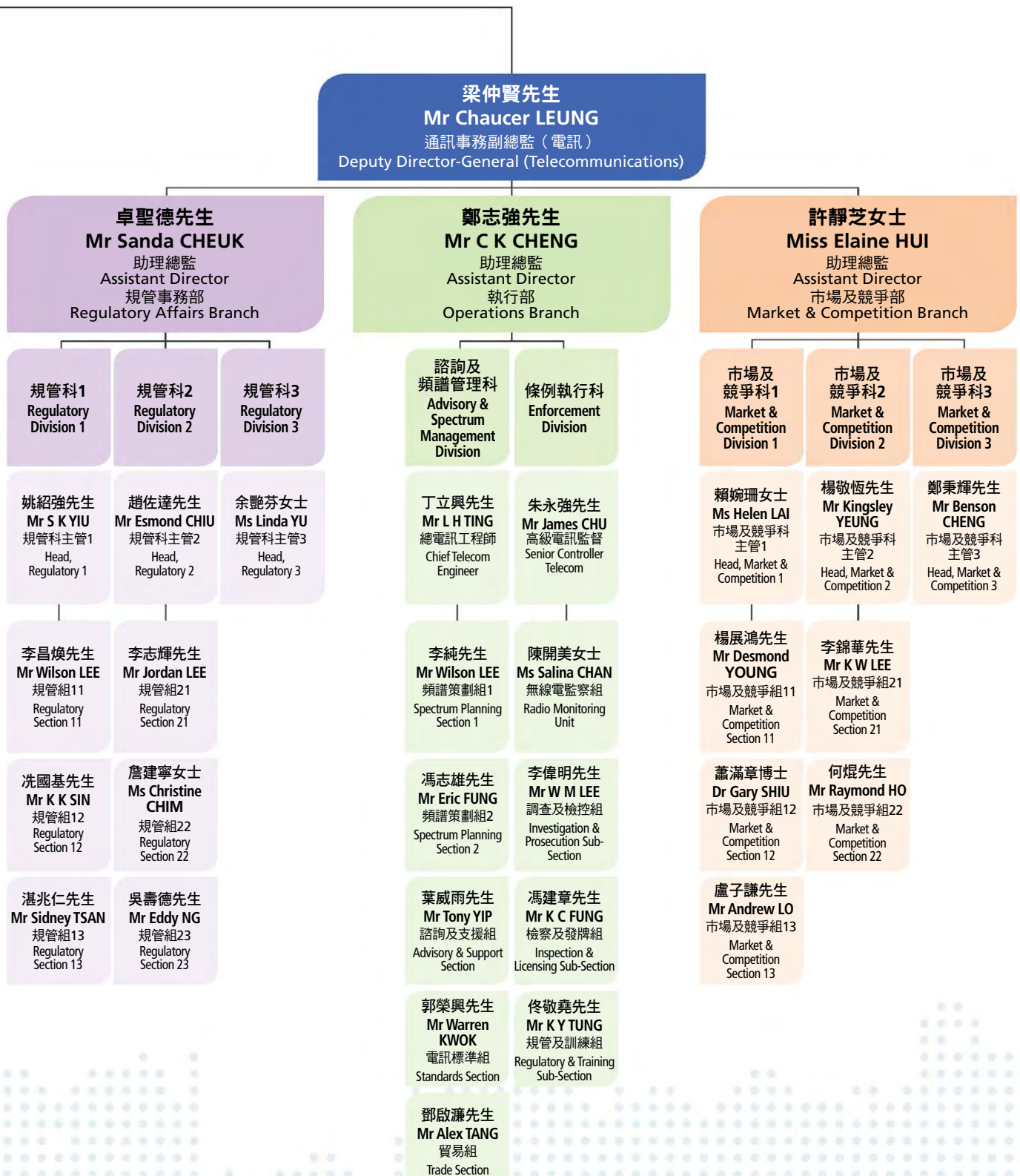
HKFRS 9, Financial Instruments (continued)

HKFRS 9 also introduces a new expected credit loss model to replace the incurred loss impairment model used in HKAS 39. This new model will apply to the Fund's loans and receivables. Under the expected credit loss model, it will no longer be necessary for a loss event to occur before an impairment loss is recognised. Instead, an entity is required to recognise and measure either a 12-month expected credit loss or a lifetime expected credit loss, depending on the assets and the facts and circumstances. The Fund is in the process of making an assessment of the impact on applying the new impairment model. So far it has concluded that the impairment losses calculated under the new impairment model are not expected to be significantly different from the amount recognised under the current practice.

HKFRS 15, Revenue from Contracts with Customers

HKFRS 15 replaces all current revenue recognition requirements under HKFRSs and establishes a new five-step model to account for revenue arising from contracts with customers. According to HKFRS 15, revenue is recognised at an amount that reflects the consideration to which an entity expects to be entitled in exchange for transferring goods or services to a customer. The standard also introduces extensive disclosure requirements, including disaggregation of total revenue, information about performance obligations, changes in contract asset and liability account balances and key judgements and estimates. The Fund has assessed that the adoption of HKFRS 15 is unlikely to have a significant impact on the Fund's financial statements.





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
蕭蔡庇先生 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（關於《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



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Office of the Communications Authority

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