



2018/19
營運基金報告書
TRADING FUND REPORT



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2018年4月1日至2019年3月31日

For the period from 1 April 2018 to 31 March 2019

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2018年4月1日至2019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2019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 2018 to 31 March 2019. Some of the statistics have been updated to September 2019, 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

We are committed to -

- **Public** - Fulfilling the needs and expectations of the community
- **Industry** - Providing a fair regulatory environment conducive to innovation and business investment
- **Economy** - Maintaining Hong Kong's position as a pre-eminent communications centre in the region to support economic development
- **Staff** - Maintaining a cohesive, versatile and professional team and nurturing a working environment that recognises and rewards results
- **Civil Service** - Being a model department that performs effectively and efficiently



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

03



梁仲賢先生
Mr Chaucer LEUNG

通訊事務副總監（電訊）
Deputy Director-General
(Telecommunications)



李若愚先生
Mr Tony LI

通訊事務副總監（廣播）
Deputy Director-General
(Broadcasting)

* 王天予女士於2019年5月14日出任海事處處長一職。
Miss Agnes Wong assumed the post of Director of Marine on 14 May 2019.

梁仲賢先生於2019年7月8日出任通訊事務總監一職。
Mr Chaucer Leung assumed the post of Director-General of Communications on 8 July 2019.



鄭志強先生
Mr C K CHENG

助理總監（執行）
Assistant Director (Operations)



卓聖德先生
Mr Sanda CHEUK

助理總監（規管）
Assistant Director (Regulatory)



許靜芝女士
Miss Elaine HUI

助理總監（市場及競爭）
Assistant Director (Market & Competition)



李志成先生
Mr Sammy LI

助理總監（支援）
Assistant Director (Support)



盧潔瑋女士
Miss Gloria LO

助理總監（廣播）
Assistant Director (Broadcasting)



李秀鳳女士
Miss Natalie LI

助理總監（電影、報刊及物品管理）
Assistant Director (Film, Newspaper & Article Administration)

* 李志成先生於2019年7月2日開始退休前休假，同日起由趙佐達先生出任助理總監（支援）一職。
Mr Sammy Li commenced pre-retirement leave on 2 July 2019, and Mr Esmond Chiu assumed the post of Assistant Director (Support) on the same day.

在2018／19年度，我們在多條頻帶提供無線電頻譜，並加強便利措施，支援發展5G服務。我們亦協助規劃終止模擬電視服務，以實現全面數碼免費電視服務，並獲取數碼紅利，使社會大眾得益。

In 2018/19, we made available radio spectrum in various frequency bands and strengthened facilitating measures to support the development of 5G services. We also assisted in planning the switching off of analogue television services with a view to realising full digitisation of free television services and reaping the digital dividend for the society.



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）2018／19年年報。

當中更有超逾77%的用戶享用光纖到樓／到戶服務，足見香港電訊市場不但成熟，而且高度發展。

市場概況

流動服務用戶數量穩定增長，加上智能電話和通訊裝置極為普及，推動流動數據服務市場持續蓬勃發展。流動服務用戶數目在2018／19年度增至超過2 200萬個，按人口計算的滲透率為276%¹，位居世界前列。就流動數據用量而言，香港是全球最活躍和暢旺的市場之一：流動數據總用量增長至每月54 860太字節，相當於人均流動數據用量約為每月7.3 吉字節。

香港擁有多個全球最先進的光纖網絡，本地消費者因而有各類價格相宜的高速寬頻服務可供選擇。截至2019年3月，住戶寬頻滲透率超逾93%，用戶數目接近271萬個，

2018／19年度的主要工作回顧

通訊辦的工作在2018／19年度取得長足的進展，讓我於下文回顧年內取得的部分主要工作成果。

電訊服務

我們在2018／19年度的工作重點之一，是繼續促進於2020年推出第五代（5G）流動服務。我們協助通訊事務管理局（通訊局）在多條頻帶提供頻譜用作開展5G服務，為香港通訊業和電訊服務用戶迎接令人振奮的新章，奠下穩固的基礎。

¹ 按人口計算的滲透率並不包括機器類連接。

It is my pleasure to present the 2018/19 annual report of the Office of the Communications Authority (OFCA).

Market Overview

Driven by steady increases in mobile service subscriptions and high popularity of smartphones and communications devices, the mobile data service market continues to thrive. The number of mobile service subscriptions increased to over 22 million in 2018/19, and the subscriber penetration rate was 276%¹, one of the highest in the world. In terms of mobile data volume, Hong Kong is one of the world's most dynamic and exciting markets: the total volume of mobile data usage surged to 54 860 Terabytes per month, representing an average monthly mobile data consumption of about 7.3 Gigabytes per capita.

Hong Kong is home to some of the most advanced optical-fibre networks in the world, giving local consumers a choice of affordable high-speed broadband services. The maturity and sophistication of this market is reflected in both the household broadband penetration rate, which as of March 2019 exceeded 93% with almost 2.71 million subscriptions, and that over 77% of the subscriptions are served by optical fibre to the buildings/premises.

Highlights of Our Work in 2018/19

Significant progress has been made by OFCA in 2018/19. Some of our major accomplishments in the year are highlighted below.

Telecommunications Services

Preparation for the rollout of the fifth generation (5G) mobile services in 2020 continued to be a major focus of our work in 2018/19. We assisted the Communications Authority (CA) in making available spectrum in various frequency bands for the rollout of 5G services, laying the foundation for an exciting new chapter for Hong Kong's communications industry and telecommunications service users.

Pursuant to decisions made respectively by the CA and the Secretary for Commerce and Economic Development (SCED), a total of about 4 500 MHz of spectrum in various frequency bands has been designated for the development of 5G services. In December 2018, OFCA invited applications for the administrative assignment of 3 700 MHz of spectrum in the 26 GHz and 28 GHz bands, taking into account the ample supply of spectrum in these bands. Three incumbent mobile network operators were each assigned 400 MHz of spectrum to enable them to commence network deployment of large scale 5G services starting from April 2019. As there are likely to be competing demands for spectrum in the 3.3 GHz, 3.5 GHz and 4.9 GHz bands, the CA decided that such spectrum should be assigned by way of auctions. OFCA is now working towards conducting these auctions in the second half of 2019.

To facilitate timely and cost-effective rollout of 5G networks, OFCA has worked closely with other government departments on a pilot scheme to streamline the application and approval arrangements for installation of radio base stations in government premises. Since the launch of the pilot scheme in March 2019, over 1 000 government venues have been made available for application by mobile network operators.

During the year, we completed another major task by assisting the CA to re-assign 200 MHz of spectrum in the 900 MHz and 1800 MHz bands. This was accomplished through the adoption of a hybrid administratively-assigned cum market-based approach. The existing assignments of spectrum in the 900 MHz and 1800 MHz bands to the four incumbent spectrum assignees will expire in January and September 2021. While 80 MHz of the spectrum was re-assigned administratively to incumbents through the rights of first refusal, the remaining 120 MHz of the spectrum was re-assigned through an auction for use in the new assignment term.

An important aspect of our work is to ensure the smooth handover of spectrum when re-assignment occurs. We have set up a working group with all four incumbent spectrum assignees to coordinate the required technical work.

¹ Calculation of subscriber penetration rate does not include machine type connections.

根據通訊局與商務及經濟發展局局長（商經局局長）分別作出的決定，多條頻帶內約4 500兆赫的頻譜已獲指定用作發展5G服務。鑑於26吉赫及28吉赫頻帶的頻譜供應充足，該兩條頻帶內合共3 700兆赫的頻譜會以行政方式指配。通訊辦於2018年12月邀請有興趣人士申請，其中三家現有流動網絡營辦商各獲指配400兆赫的頻譜，並可於2019年4月開始設置網絡，以提供大規模5G服務。至於3.3吉赫、3.5吉赫及4.9吉赫頻帶，由於有關頻譜很可能有競爭性需求，通訊局決定以拍賣方式指配。通訊辦正密鑼緊鼓，籌備在2019年下半年舉行相關拍賣。

為促進5G網絡能夠適時地以具成本效益的方式鋪設，通訊辦與其他政府部門緊密合作，推行先導計劃，簡化在政府場所裝設無線電基站的申請和審批安排。自先導計劃於2019年3月推出至今，已有超過1 000個政府場地可供流動網絡營辦商申請。

我們在年內完成的另一項主要工作，是協助通訊局重新指配900兆赫及1800兆赫頻帶內合共200兆赫的頻譜。是次重新指配安排是採用行政指配兼市場主導的混合模式。指配予四名現有頻譜受配者的900兆赫及1800兆赫頻帶頻譜的現有指配期將分別於2021年1月和9月屆滿，當中80兆赫的頻譜已透過優先權以行政方式重新指配予現有頻譜受配者，餘下的120兆赫頻譜亦已透過拍賣方式重新指配，以供在新的指配期使用。

我們必須確保頻譜在重新指配期間順利移交。為此，我們成立了包括全部四名現有頻譜受配者的工作小組，以協調有關的技術事宜。

此外，通訊辦亦在2018／19年度協助通訊局完成要約提供電訊服務類別牌照（類別牌照）的檢討。該類別牌照授權任何符合若干準則或條件的人士，在沒有設置、操作或維持任何電訊設備的情況下向公眾要約提供電訊服務。為確保該類別牌照的牌照制度與時並進，以及充分保障消費者，我們在年內協助通訊局進行公眾諮詢。經考慮所收集的意見，通訊局將修訂該類別牌照的牌照條件，包括加入



服務訂戶數量達10 000或以上的持牌人必須登記的規定。經修訂的類別牌照將於2019年10月26日生效。

年內，我們亦協助通訊局完成香港公眾收費電話機服務的檢討。香港大部分公眾收費電話機均由全面服務供應商按照《電訊條例》訂明的全面服務責任提供。由於香港流動服務用戶的比率極高，公眾收費電話機服務的需求日益下降，通訊辦於2017年6月協助通訊局進行檢討，以決定在全面服務責任下應予以保留的公眾收費電話機的合理數目。在諮詢所有相關持份者後，通訊辦決定從全面服務責任中剔除約35%的室內公眾收費電話機及約50%的電話亭公眾收費電話機。

此外，我們協助商務及經濟發展局（商經局）檢討《電訊條例》下的電訊規管架構。是次檢討旨在確保香港的電訊規管架構為5G服務準備就緒，並配合未來的科技演進。我們會繼續協助通訊局，考慮諮詢期間收到的意見，並就修訂《電訊條例》的建議向政府提供意見。

方便每位香港市民更容易獲取電訊服務，是我們工作的重要一環。因應行政長官在2017年《施政報告》中宣布政府將會向電訊商提供資助，推動他們擴展其光纖網絡至位於偏遠地區的鄉村，我們正進行招標工作，以選出營辦商參與資助計劃。

通訊辦的工作並非局限於促進市場競爭和投資，消費者教育工作亦同樣重要。為此，我們在過去一年繼續推行一系

Separately, OFCA provided assistance to the CA to complete a review on the Class Licence for Offer of Telecommunications Services (CLOTS) in 2018/19. The CLOTS authorises any person meeting certain criteria or conditions to offer any telecommunications services to the general public without the establishment, operation or maintenance of any means of telecommunications. To ensure that the CLOTS licensing regime is up-to-date and that consumers are well protected, we assisted the CA in conducting a public consultation in the year. Taking into consideration the views collected, the licence conditions in CLOTS will be amended, including the introduction of a registration requirement for licensees having a customer base of 10 000 subscriptions or more. The revised CLOTS will take effect from 26 October 2019.

During the year, we also assisted the CA in completing a review of Hong Kong's public payphone service. In Hong Kong, the majority of public payphones are provided by a universal service provider under its Universal Service Obligation (USO) as prescribed in the Telecommunications Ordinance (TO). Hong Kong's exceptionally high rate of mobile service users resulted in a decline in demand for public payphone services. In June 2017, OFCA assisted the CA in conducting a review to determine the reasonable number of public payphones that should remain under the USO. After consulting all relevant stakeholders, about 35% of in-building-type public payphones and about 50% of kiosk-type public payphones were decided to be excluded from the USO.

In addition, we provided support to the Commerce and Economic Development Bureau (CEDB) in the review of the



telecommunications regulatory framework under the TO. The review aims to ensure the telecommunications regulatory framework in Hong Kong will be 5G-ready and conducive to future technology evolutions. We will continue to support the CA in providing advice to the Government in relation to any future legislative amendments to the TO having regard to the submissions received in the consultation.

Improving access to telecommunications for everyone in Hong Kong remains a key aspect of our work. Following the Chief Executive's announcement in the 2017 Policy Address that the Government would provide subsidies to telecommunications operators to extend their fibre-based networks to villages in remote areas, we are conducting a tender exercise for the selection of operators to participate in the subsidy scheme.

OFCA's work involves much more than facilitating market competition and investment. Consumer education is equally important. To this end, we continued to implement a series of publicity programmes and activities, such as a new series of TV & Radio Announcements in the Public Interest, roving exhibitions, public seminars and consumer education programmes tailor-made for schools, in the past year to enhance public awareness of smart use of communications services and assist consumers in making informed service choices.

Broadcasting Services

One of the major tasks of OFCA in 2018/19 was to support CEDB in its review of the television and sound broadcasting regulatory regimes, with the aim of modernising the regulatory framework in response to market needs and technological developments. After the review, CEDB proposed to relax certain restrictions and introduced legislative amendments to give effect to such proposals. In addition to the legislative amendments pursued by CEDB, we also assisted the CA in formulating and implementing measures to streamline certain administrative requirements.

The switching off of analogue television services (ASO) will be a major milestone for Hong Kong's broadcasting industry. In 2018/19, OFCA continued to provide advisory services to CEDB

列宣傳節目和活動，例如製作新一輯電視宣傳短片及電台宣傳聲帶、舉辦巡迴展覽、公眾講座及專為學校而設的消費者教育節目，務求提高公眾對精明使用通訊服務的認識，協助消費者明智地選擇服務。

廣播服務



通訊辦在2018／19年度的其中一項重要工作，是協助商經局檢討電視及聲音廣播規管制度，以配合市場需要及科技發展，使規管架構與時並進。檢討完成後，商經局建議放寬若干限制，並提出法例修訂，以落實該等建議。除了由商經局提出的法例修訂外，我們亦協助通訊局制訂和實施措施，以簡化部分行政程序。

終止模擬電視服務（終止模擬廣播）將是香港廣播業的一個重要里程碑。在2018／19年度，通訊辦繼續就終止模擬廣播的規劃及其後釋放頻譜作流動電訊服務用途的事宜向商經局提供意見。我們亦致力與內地當局聯絡，協調香港終止模擬廣播的目標日期，以及於終止模擬廣播後使用470－806兆赫頻帶的頻率協調安排。2019年2月11日，政府公布行政長官會同行政會議已通過落實於2020年11月30日（23時59分）終止模擬廣播的決定。終止模擬廣播後，將可騰空614－806兆赫頻帶內合共160兆赫的頻譜，用作提供流動電訊服務。

未來的主要挑戰

我們快將邁進令人雀躍的5G時代。這個新時代的來臨勢必加速通訊業的發展和推動業界創新。在未來一年，通訊辦將繼續協助通訊局指配在3.3吉赫、3.5吉赫、4.9吉赫及26／28吉赫頻帶內的頻譜，並繼續在多條頻帶內努力物色更多頻譜，用作提供5G服務。通訊辦亦會推行相關的便利措施，促使業界有效地在全港鋪設5G網絡和提供服務。我們會致力協助通訊局履行在廣播服務方面的規管職能——即堅持不懈，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。為確保我們在履行這項職責時臻完善，我們會密切留意全球科技和業界最佳做法的最新發展，並全力協助通訊局更新規管及發牌制度，務求確保該等制度可繼續鼓勵更多商業投資。對於全港市民，我們將一如既往，竭力滿足他們對優質和尖端通訊服務的需求及期望。

最後，我衷心感謝通訊局主席及全體成員在年內的指導，以及通訊辦各諮詢委員會委員和所有其他持份者所提供的寶貴意見和精闢的建議。我亦向通訊辦各位同事致謝，他們在我擔任通訊事務總監期間竭盡所能，提供全面及專業的支援。全賴他們專業實幹，盡忠職守，通訊辦方能實現去年定下的所有目標，並努力制訂未來的新目標。我們決心保持香港作為亞太區通訊樞紐的領導地位。

這是我擔任通訊事務總監的最後一份報告。藉此機會，我祝願我的繼任人梁仲賢先生工作順遂。我深信通訊辦在梁總監的領導下，將勇於迎接未來的種種挑戰。通訊辦將致力與各持份者攜手努力，再創高峰，並繼續推動香港成為全球通訊服務的先驅。



on the planning for the ASO and the subsequent release of spectrum for mobile telecommunications services. Our efforts also involved liaising with Mainland authorities on the ASO target date and post-ASO frequency coordination for use of the 470 – 806 MHz band. On 11 February 2019, the Government announced the decision as approved by the Chief Executive in Council that the ASO would proceed on 30 November 2020 (23:59 hours). A total of 160 MHz of spectrum in the 614 – 806 MHz band would be made available for the provision of mobile telecommunications services subsequent to the ASO.

Major Challenges Ahead

We are fast entering the exciting 5G era, which will undoubtedly accelerate growth and drive innovation in the communications industry. In the year ahead, OFCA will continue to assist the CA in assigning spectrum in the 3.3 GHz, 3.5 GHz, 4.9 GHz and 26/28 GHz bands, and strive to identify more spectrum in various frequency bands for the provision of 5G services. OFCA will also implement relevant facilitating measures to promote the effective rollout of 5G networks and services across Hong

Kong. We are committed to assisting the CA in performing its regulatory functions on the broadcasting front – working hard as always to strike a balance between providing a more conducive business environment to broadcasting licensees while protecting the interests of viewers. To ensure that we fulfil this role to the best of our ability, we will remain vigilant to the latest developments in global technology and industry best practices, and provide our full support to the CA in updating the regulatory and licensing regimes to ensure that they always encourage further business investment. For the community, we will uphold our commitment to meeting their needs and aspirations for quality and state-of-the-art communications services.

In closing, I wish to extend my heartiest thanks to the Chairman and all members of the CA for their guidance, as well as members of the advisory committees of OFCA and all other stakeholders for their invaluable advice and thoughtful inputs throughout the year. I would also like to thank all my colleagues in OFCA for their full and professional support throughout my tenure as the Director-General of Communications. Their expertise and dedication have enabled OFCA to fully accomplish its goals set for the last year, while tirelessly drawing up new targets for future years. We are all determined to uphold Hong Kong's position as the leading communications hub in the Asia-Pacific region.

This is my last report as the Director-General of Communications. I would like to take this opportunity to wish my successor, Mr Chaucer Leung, every success. I am confident that under his leadership, OFCA will rise to the challenges ahead. Working hand in hand with all stakeholders, OFCA is poised to scale new heights and will continue to empower Hong Kong as the frontrunner in communications services on the world stage.



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）以無線電頻譜傳送的方式，提供共七條數碼地面電視節目頻道²。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。現時，數碼地面電視傳送網絡覆蓋本港接近100%的人口。

香港的模擬電視和數碼地面電視服務均在470—806兆赫頻帶操作，該頻帶是國際電信聯盟（國際電聯）編配予世界各地主要用作提供電視廣播服務。年內，通訊辦就香港終止模擬廣播的規劃和終止模擬廣播後釋放頻譜作流動電訊服務用途的事宜向政府提供意見。通訊辦已與內地當局聯絡，協調終止模擬廣播的目標日期，以及於終止模擬廣播

後的頻率協調安排。終止模擬廣播後，無綫電視、香港電視娛樂和香港電台須把其現時位於614—806兆赫頻帶的電視頻道，遷移至470—614兆赫頻帶，從而在614—806兆赫頻帶內騰出合共160兆赫的頻譜，用作提供高增值流動電訊服務。通訊辦會繼續與內地當局協調470—806兆赫頻帶的無線電頻譜使用事宜，並會與相關廣播機構商討遷移其電視頻道的安排。

政府檢討電視及聲音廣播規管架構和通訊局簡化行政措施

在2018/19年度，通訊辦就商經局對電視及聲音廣播規管架構進行的檢討提供支援，以回應市場需要及科技發展，使規管架構與時並進。檢討完成後，商經局建議放寬對免費電視、收費電視和聲音廣播牌照所施加的跨媒體擁有權限制，以及對免費電視牌照所施加的外資控制權限制，並

² 無綫電視及香港電視娛樂使用數碼地面電視傳送網絡播放其節目頻道。另一間免費電視持牌機構奇妙電視有限公司則以固定網絡傳送的方式，提供兩條節目頻道。

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 using radio spectrum for transmission². Since the launch of DTT services in late 2007, a total of 29 transmitting stations have been constructed by phases. Currently, the overall coverage of DTT transmission networks is close to 100% of the population.

In Hong Kong, both analogue television and DTT services operate in the 470 – 806 MHz band, the frequency band allocated by the International Telecommunication Union (ITU) primarily for TV broadcasting services worldwide. During the year, OFCA provided advisory services to the Government on the planning for ASO in Hong Kong and the release of spectrum for mobile telecommunications services after ASO. OFCA liaised with the Mainland authorities on the ASO target date and post-ASO frequency coordination. After ASO, TVB, HKTVE and Radio Television Hong Kong will be required to relocate their TV



- ▲ 全面數碼電視廣播將於2020年12月1日開始。
Full digital TV broadcast will commence on 1 December 2020.

frequency channels in the 614 – 806 MHz band to the 470 – 614 MHz band, thereby making available a total of 160 MHz of spectrum in the 614 – 806 MHz band for the provision of high value-added mobile telecommunications services. OFCA will continue to coordinate with the Mainland authorities on the use of the radio spectrum in the 470 – 806 MHz band, and with the relevant broadcasters on the relocation of their TV frequency channels.

Review of Television and Sound Broadcasting Regulatory Framework by the Government and Implementation of Measures by the CA to Streamline Administrative Requirements

In 2018/19, OFCA provided support to CEDB in the latter's review of the television and sound broadcasting regulatory frameworks with the aim of modernising the regulatory framework in response to market needs and technological developments. After the review, CEDB proposed to relax cross-media ownership restrictions in relation to free television, pay television and sound broadcasting licences; and foreign control restrictions in relation to free TV licences. CEDB also proposed to remove the requirement that a free TV or sound broadcasting licensee must be a non-subsidiary company. In March 2019, CEDB introduced into the Legislative Council the Broadcasting and Telecommunications Legislation (Amendment) Bill 2019 proposing legislative amendments to give effect to the above relaxation measures.

Apart from the above legislative amendments pursued by CEDB, the CA also implemented non-legislative measures as part of the multipronged approach to facilitate the development of the broadcasting industry. In July 2018, the CA revised codes of practice to relax the regulation of indirect advertising in television programme services and to lift the prohibition on the

² TVB and HKTVE use the DTT transmission network to broadcast their programme channels. The other free TV licensee, Fantastic Television Limited, currently provides two programme channels using a fixed network for transmission.

建議取消免費電視及聲音廣播持牌機構須為非附屬公司的規定。商經局於2019年3月向立法會提交《廣播及電訊法例（修訂）條例草案》，建議提出法例修訂，以落實上述放寬措施。

除上述由商經局提出的立法建議外，通訊局亦推行多項非立法措施，以配合政府多管齊下促進廣播業發展的方向。通訊局於2018年7月修訂其業務守則，放寬電視節目服務中對間接宣傳的規管，以及取消禁止播放殯儀館及相關服務廣告的規定。以上措施有助業界增加廣告來源，並同時保障觀眾利益。此外，通訊辦協助通訊局簡化部分行政程序，進一步減輕廣播業的規管負擔。具體而言，通訊局於2019年1月簡化收費電視和聲音廣播持牌機構須向通訊局作定期匯報的要求，容許持牌機構每季（而非按現行規定每月）匯報所收集的意見／投訴，並豁免免費電視持牌機構須提交兒童節目類型和廣播時間表的規定。自2019年2月起，通訊局延長持牌機構就公眾投訴向廣播投訴委員會提交陳述的期限，由七個工作天延長至14個工作天。至於對免費電視所施加的外資控制權限制，通訊辦亦於2019年3月起實施經修改的行政安排，包括：簡化持牌機構的股東在股東大會舉行前申報表決控制權所使用的訂明表格、延長持牌機構提交申報資料的期限、以及就受限制表決控權人獲取／持有持牌機構股份提出的申請，通訊局可在獲得申請人同意後，向有關持牌機構披露申請獲得批准。

牌照管理

非本地電視節目服務牌照及其他須領牌電視節目服務牌照申請／續期申請

在2018／19年度，通訊辦處理了一宗新的非本地電視節目服務牌照申請，但該申請不獲通訊局批准。至於為香港酒店房間提供電視節目服務的其他須領牌電視節目服務的牌照，通訊辦亦處理了九宗牌照續期申請。

處理廣播投訴

通訊局不會預先審查廣播內容，而是採用投訴主導的方式，以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，通訊辦協助通訊局根據《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2018／19年度，通訊辦處理了1 504個個案（涉及3 827宗投訴）³。與2017／18年度的數字（1 866個個案，涉及4 342宗投訴）比較，本年度所處理的個案數目減少了19%，投訴宗數亦減少了12%。在所處理的個案中，有17個個案（涉及423宗投訴）轉交通訊局轄下廣播投訴委員會處理，其後並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。通訊事務總監行使通訊局授予的權力處理餘下的1 487個個案（涉及3 404宗投訴），這些個案涉及輕微違規，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）。

³ 為確保運作效率，涉及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。

broadcast of advertisements for undertakers and associated services. Such measures enable the industry to diversify their source of advertising while still safeguard viewers' interests. OFCA also assisted the CA in streamlining certain administrative requirements, thereby further easing the regulatory burdens on the broadcasting industry. Specifically, the reporting requirements were relaxed in January 2019 by allowing the licensees (pay television and sound broadcasting services) to submit reports on comments/complaints received on a quarterly basis instead of on a monthly basis, and waiving the requirement for free television licensees to submit the types and schedule of children's programmes. Furthermore, the period for broadcasting licensees to make representations to the Broadcast Complaints Committee under the CA in response to public complaints has been extended from seven working days to 14 working days with effect from February 2019. OFCA also implemented in March 2019 changes to administrative measures for enforcing foreign control restrictions applicable to free television licensees by simplifying the prescribed form for a declaration on voting control by shareholders before a general meeting, adjusting the deadlines for submission of a declaration, and disclosing to licensees the approval of applications for acquiring/holding shares by unqualified voting controllers subject to the consent of an applicant.

Licence Administration

Applications for Grant/Renewal of a Non-domestic Television Programme Service Licence and Other Licensable Television Programme Service Licences

In 2018/19, OFCA processed an application for a new non-domestic television programme service licence, which was subsequently rejected by the CA. OFCA also handled nine applications for renewal of other licensable television programme service licences for the provision of television programme services in hotel rooms in Hong Kong.

³ To ensure operational efficiency, complaints with similar allegations relating to the same issue or broadcast material are handled together and counted as a single case.

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 prevailing legislation, licence conditions and the codes of practice that it has issued. As the executive arm of the CA, OFCA assists 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 2018/19, OFCA handled 1 504 cases (involving 3 827 complaints)³, which represented a reduction of 19% in the number of cases, and a reduction of 12% in the number of complaints processed, as compared with the figures recorded in 2017/18 (1 866 cases, involving 4 342 complaints). Among those cases handled, 17 cases (423 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. The Director-General of Communications handled the remaining 1 487 cases (involving 3 404 complaints) relating 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) with powers delegated by the CA.





積極準備迎接5G時代

在多條頻帶提供5G頻譜

隨着全球及區域層面劃一5G頻譜編配的工作完成，以及商用5G設備和消費者產品開始推出，市場預期商用5G服務將於2020年內面世。憑藉高速、大容量、超可靠、大規模連接和低時延等超卓的技術特性，5G服務將革新流動服務用戶的使用體驗。業界普遍預期，5G將為各種商業服務和智慧城市的應用開闢巨大發展潛力。

在2018年5月至9月期間，通訊辦協助通訊局聯同商經局局長分別就3.5吉赫頻帶、26吉赫及28吉赫頻帶、3.3吉赫以及4.9吉赫頻帶的頻譜編配、指配安排和相關頻譜使用費事宜，進行了三次公眾諮詢。經全面考慮在公眾諮詢期間收到的所有看法和意見，商經局局長和通訊局在2018年12月13日發布了三份聯合聲明，公布他們分別就上述頻帶內的頻譜編配和指配安排及相關頻譜使用費所作的決定。

扼要言之，在上述多條頻帶內額外供應的約4 500兆赫頻譜由2019年4月起可用作提供5G服務。在所有這些頻譜中，由於高頻帶頻譜供應充足，故在26吉赫及28吉赫頻

帶內4 100兆赫的頻譜以行政方式推出市場；在3.3吉赫、3.5吉赫及4.9吉赫頻帶內合共380兆赫的頻譜，由於很可能有競爭性需求，將於2019年最後一季以拍賣方式指配。

重新編配3.5吉赫頻帶

3.5吉赫頻帶現正用於固定衛星服務。通訊局決定由2020年4月起重新編配該頻帶予流動服務。一如2018年3月28日發出的《通訊局聲明》所載，為了讓在同一頻帶和相鄰頻帶操作的現有衛星站和未來的流動基站並存，因此必須在重新編配安排的生效日期前實施相關緩解措施。

有關緩解措施包括在遙測、追蹤及控制在軌持牌衛星的現有衛星地球站（遙測、追蹤及控制站）一帶設立限制區。為回應流動業界對限制區的關注，通訊辦於2018年6月在轄下的無線電頻譜及技術標準諮詢委員會成立了一個工作小組，研究在限制區內設置在3.5吉赫頻帶內操作的無線電基站的技術安排。工作小組成員為相關持份者，包括流動網絡營辦商、遙測、追蹤及控制站的營辦商、香港科技园和香港應用科技研究院的代表。工作小組研究不同的緩解措施和進行實地測試，以核實有關措施是否能讓限制區

Active Preparations for the 5G Era

Making 5G Spectrum Available in Multiple Frequency Bands

With the global and regional harmonisation of 5G spectrum allocations and the start of supply of commercial 5G equipment and consumer products, the market expects commercial 5G services to be available at some time in 2020. 5G services will revolutionise the mobile user experience empowered by its excellent technical capabilities for high speed, high capacity, high reliability, massive connectivity, and low latency communications. It is widely expected that 5G will open up vast potential for various commercial and smart city applications.

Between May and September 2018, OFCA assisted the CA in conducting three separate joint public consultations with SCED in relation to frequency allocation, assignment arrangements and the related spectrum utilisation fee (SUF) for the spectrum in the 3.5 GHz band, 26 GHz and 28 GHz bands, 3.3 GHz and 4.9 GHz bands. Having thoroughly considered all the views and comments received in the public consultations, SCED and the CA promulgated three joint statements on 13 December 2018 to announce their respective decisions on the frequency allocation and assignment arrangements for the spectrum in these frequency bands, as well as the related SUF.



In gist, an additional total amount of about 4 500 MHz of spectrum in multiple frequency bands has been made available starting from April 2019 for the provision of 5G services. Among the total, 4 100 MHz of spectrum in the 26 GHz and 28 GHz bands are put to the market by way of administrative assignment in view of the ample supply of spectrum in the high frequency

bands. 380 MHz of spectrum in the 3.3 GHz, 3.5 GHz and 4.9 GHz bands will be assigned by way of auction in the last quarter of 2019 as there are likely to be competing demands.

Re-allocation of the 3.5 GHz Band

At present, the 3.5 GHz band is being used for fixed satellite services. The CA has decided to re-allocate the band to mobile services starting from April 2020. As set out in the CA Statement issued on 28 March 2018, to enable the co-existence of the existing satellite stations and future mobile stations operating in the same and adjacent bands, relevant mitigating measures should be adopted before the effective date of the re-allocation.

Among others, restriction zones will be set up around the existing satellite earth stations for telemetry, tracking and control of the licensed satellites in orbit (TT&C stations). To address the concern raised by the mobile industry on the restriction zones, OFCA established a working group in June 2018 under its Radio Spectrum and Technical Standards Advisory Committee to study technical arrangements for the deployment of radio base stations operating in the 3.5 GHz band within the restriction zones. The working group comprises relevant stakeholders including representatives of mobile network operators, operators of the TT&C stations, Hong Kong Science and Technology Park, and Hong Kong Applied Science and Technology Research Institute. The working group explored different mitigating measures and conducted field trials to verify the feasibility of such measures to allow controlled co-existence of the TT&C stations and radio base stations inside the restriction zones. The CA endorsed a report submitted by the working group with recommended guidelines on the implementation of mitigating measures for CA's consideration in June 2019. Relevant information and requirements have been included in the Information Memorandum for the auction of the spectrum in the 3.5 GHz band.

Assignment of the Spectrum in 26 GHz and 28 GHz Bands

Among the 4 100 MHz of spectrum in the 26 GHz and 28 GHz bands, 3 700 MHz of spectrum has been set aside as non-shared spectrum for the provision of large scale public mobile services. OFCA invited applications for administrative spectrum

內的遙測、追蹤及控制站和無線電基站在特定的情況下並存。通訊局已於2019年6月通過工作小組提交予通訊局考慮的報告，包括實施緩解措施的建議指引。相關資料和規定已載於有關3.5吉赫頻帶頻譜拍賣的《資訊備忘錄》內。

指配26吉赫及28吉赫頻帶內的頻譜

在26吉赫及28吉赫頻帶內4 100兆赫的頻譜當中，有3 700兆赫的頻譜已預留作非共用頻譜，以提供大規模公共流動服務。通訊辦於2018年12月邀請有興趣人士提交該兩條頻帶頻譜的行政指配申請，最終接獲現有流動網絡營辦商提交共三份申請。2019年3月，通訊辦決定根據三名申請人的申請向各人要約指配400兆赫的頻譜。每名申請人均於2019年4月獲發綜合傳送者牌照，以獲指配頻譜用作提供大規模5G服務。

通訊辦已經在26吉赫及28吉赫頻帶內預留400兆赫的頻譜，並會以按地區劃分的共用模式指配，以供在各指定地點（例如大學校園、工業邨、機場、科技園等）提供地區性無線寬頻服務。有關共用安排可促進創新5G和智慧城市應用的發展。

600兆赫及700兆赫頻帶

通訊局計劃在終止模擬廣播後，於2021年內在600兆赫（617–698兆赫）及700兆赫（703–803兆赫）頻帶內騰出最多160兆赫的頻譜，用作提供室內公共流動服務，當中700兆赫頻帶內的20兆赫頻譜可供戶外使用。與內地當局進一步協調後，700兆赫頻帶內或會有更多頻譜可供5G服務作戶外使用。

供5G使用的新頻帶

通訊辦會繼續致力選定更多頻譜，以支持香港發展5G服務。通訊辦尤其會密切留意於2019年年底舉行的世界無線電通信大會的結果，包括在24.25吉赫至86吉赫之間確定用於5G服務的頻帶。屆時，通訊局會視乎市場需求，考慮向業界提供這些新確定的頻譜。

推動業界進行5G技術和應用測試

為協助業界作好準備，推出5G服務，通訊局截至2019年3月31日，向流動網絡營辦商及設備供應商合共發出了25個測試許可證，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。

便利5G網絡鋪設

流動網絡營辦商在香港推展5G服務，將需設置較以往幾代流動服務更多的無線電基站。為便利5G網絡迅速和有效地鋪設，通訊辦於2019年3月推行先導計劃，開放超過1 000個合適的政府場所予流動網絡營辦商裝設無線電基站，並簡化相關審批程序。通訊辦已成立專責小組，負責在有關事宜上協調流動網絡營辦商與相關政府部門，並發出《在選定政府場地安裝無線電基站先導計劃的申請須知》，闡釋該計劃下的相關原則、要求和簡化的申請及審批程序。該計劃廣受業界歡迎，截至2019年6月底，流動網絡營辦商已選定293和672個政府場所，將分別於2019年年底及2020年前裝設無線電基站。通訊辦將參照所得的經驗於2019年年底檢討該計劃，以期把計劃擴展至其他合適的政府場所。

通訊辦亦一直與業界緊密合作，物色適合設置無線電基站的街道裝置及設施，例如公眾收費電話亭、巴士站上蓋等；並與相關政府部門協調，以便利營辦商為於這些街道裝置及設施裝設無線電基站進行技術測試，以及制訂相關申請程序和訂定審批要求。

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無須經人手操作而能自動產生、交換和處理數據。通訊局在2017年12月就使用920–925兆赫共用頻帶提供無線物聯網平台及服務設立了新牌照制度，至今已發出三個無線物聯網牌照。另一方面，現有流動網絡營辦商亦可使用根據綜合傳送者牌照獲指配的頻譜，採用流動

assignment in the two bands in December 2018, and a total of three applications from incumbent MNOs were received. In March 2019, OFCA decided to offer the assignment of 400 MHz of spectrum to each of the three applicants as per their applications. A Unified Carrier Licence (UCL) was granted to each of them in April 2019 to effect the assignment of spectrum for the provision of large scale 5G services.

400 MHz of spectrum in the 26 GHz and 28 GHz bands is set aside and will be assigned on a geographically shared basis for providing localised wireless broadband services in different specified locations such as university campuses, industrial estates, the airport and technology parks, etc. Such a sharing arrangement will facilitate the development of innovative 5G and smart city applications.

600 MHz and 700 MHz Bands

The CA plans to make available a maximum of 160 MHz of spectrum in the 600 MHz (617 – 698 MHz) and 700 MHz (703 – 803 MHz) bands after ASO for the provision of indoor public mobile services within 2021, including 20 MHz spectrum in the 700 MHz band for outdoor use. More spectrum in the 700 MHz band may be used for outdoor use by 5G services upon further coordination with the Mainland authorities.

New Frequency Bands for 5G

OFCA will continue its efforts in identifying more spectrum to support the development of 5G services in Hong Kong. In particular, OFCA will keep in view the outcome of the World Radiocommunication Conference to be convened in end 2019 on, among others, identification of frequency bands between 24.25 GHz and 86 GHz for 5G services. Subject to market demand, the CA will then consider making available this newly identified spectrum to the industry.

Facilitating the Industry to Conduct Trials for 5G Technologies and Applications

To better prepare for the launch of 5G services, as of 31 March 2019, the CA had issued a total of 25 trial permits to mobile network operators and equipment vendors with temporary, free-of-charge spectrum assignment for test purposes. OFCA

welcomes applications from other interested parties for conducting further 5G trials.

Facilitating the Rollout of 5G Networks

For deployment of 5G services in Hong Kong, mobile network operators will need to establish a larger number of radio base stations as compared with previous generations of mobile services. To facilitate the expedient and effective rollout of 5G networks, OFCA has since March 2019 launched a pilot scheme to open up more than 1 000 suitable government premises for mobile network operators to install radio base stations with a streamlined approval process. OFCA has set up a dedicated team to coordinate with mobile network operators and relevant government departments on the matters concerned, and issued the “Guidance Notes for Submission of Applications under the Pilot Scheme for Installation of Radio Base Stations at Selected Government Venues” to set out the principles, requirements and streamlined procedures in respect of the applications under the scheme. The scheme has been well received by the industry. By the end of June 2019, mobile network operators had selected about 293 and 672 government premises for installation of radio base stations by end 2019 and 2020 respectively. OFCA will review the scheme in late 2019 in the light of experience gained with a view to extending the scheme to other suitable government premises.

OFCA has also been working closely with the industry to identify suitable street level furniture and facilities for the installation of radio base stations, such as at public payphone kiosks, bus passenger shelters etc., and is coordinating with relevant government departments to facilitate the conduct of technical trials, formulation of relevant procedures and sorting out of approval requirements for use of these street furniture and facilities to install radio base stations.

Facilitating Development of Wireless Internet of Things Services

Internet of Things is an emerging technology that enables the provision of communications platforms and services for interconnected devices to generate, exchange and consume data with minimal human intervention. Since the creation of a

技術（例如窄頻帶物聯網）提供無線物聯網服務。隨着綜合傳送者牌照下引入的新無線物聯網裝置收費由2019年1月31日起生效，每個在該牌照下運作的無線物聯網裝置的收費大幅調低至二元，與無線物聯網牌照下的收費水平相同。通訊辦會繼續支援通訊局促進無線物聯網服務在香港的發展，以及使該服務的供應具競爭性。



重新指配在900兆赫及1800兆赫頻帶內的頻譜

在900兆赫頻帶內50兆赫的頻譜及在1800兆赫頻帶內150兆赫的頻譜的現有指配期將分別於2021年1月及9月屆滿。四名現有頻譜受配者於2018年9月獲賦予優先權，各獲暫定指配20兆赫的頻譜。至於餘下120兆赫的頻譜亦已於2018年12月舉行的拍賣中，由該四名現有頻譜受配者以總額60億元的頻譜使用費成功投得。連同透過優先權以行政方式重新指配1800兆赫頻帶頻譜所涉及的43.2億元頻譜使用費，頻譜受配者須就為期15年的新指配期繳付合共103.2億元的頻譜使用費。

為確保有關頻譜於2021年移交時可順利過渡，通訊辦於2019年5月成立技術工作小組，當中包括所有現有及新頻譜受配者的代表，以協調重新配置現有網絡及／或鋪設新網絡基礎建設的相關技術安排。

政府進行電訊規管架構檢討

在2018／19年度，通訊辦支援商經局檢討《電訊條例》下的電訊規管架構，以迎接5G及物聯網科技的來臨，並便利業界營商。通訊辦會繼續就商經局所進行的電訊規管架構檢討，以及因應檢討期間收到的持份者意見而將會對《電訊條例》作出的法例修訂，為通訊局提供所需支援。同時，通訊辦亦會協助通訊局引入各種簡化的行政措施，以進一步便利業界營運。

檢討要約提供電訊服務類別牌照制度

通訊局依據《電訊條例》第8(1)(aa)條設立的類別牌照授權任何符合牌照內訂明的準則或條件的人士，在沒有設置、操作或維持任何電訊設備的情況下向公眾要約提供電訊服務。鑑於新科技面世，加上市場參與者採用新的業務模式和營商手法，通訊辦協助通訊局在2019年1月進行公眾諮詢，收集公眾對通訊局建議更新類別牌照相關條件（包括對客戶羣較大的類別牌照持有人引入登記規定）的看法和意見。經考慮在公眾諮詢期間收到的看法和意見，通訊局在2019年4月26日發出聲明，公布決定更改類別牌照條件，以加強對類別牌照持有人的規管，為消費者提供更佳保障。

為了讓現時的類別牌照持有人有充足時間對業務系統及程序作出所需的調整以符合規定，經修訂的類別牌照將由2019年10月26日起生效，而新增的登記規定則由經修訂的類別牌照生效日期起計另加三個月的寬限期，即由2020年1月26日起執行。

下調電訊牌照費

通訊辦協助通訊局，聯同商經局局長就調低根據《電訊條例》發出的五類牌照的牌照費，以及在綜合傳送者牌照下

new licensing regime for the provision of Wireless Internet of Things (WIoT) platforms and services using the shared frequency band of 920 – 925 MHz by the CA in December 2017, three WIoT licences have been issued. On the other hand, the existing mobile network operators may also provide WIoT services by adopting mobile technology such as Narrowband Internet of Things with the use of their frequency spectrum assigned under the UCL. With the introduction of a new WIoT device fee under the UCL effective from 31 January 2019, any WIoT device operated under the UCL is subject to a much reduced level of \$2 for each WIoT device, which is set at the same level as the fee under the WIoT Licence. OFCA will continue to support the CA to facilitate the development and competitive supply of WIoT services in Hong Kong.

Re-assignment of Frequency Spectrum in the 900 MHz and 1800 MHz Bands

The current assignments of 50 MHz of spectrum in the 900 MHz band and 150 MHz of spectrum in the 1800 MHz band will expire in January and September 2021 respectively. Provisional assignments of 20 MHz of spectrum have been made to each of the four incumbent spectrum assignees through the offer of a right of first refusal in September 2018. Auction for the remaining 120 MHz of spectrum was conducted in December 2018 and the spectrum was successfully auctioned off to the four incumbent spectrum assignees at a total SUF of \$6 billion. Together with the SUF for the spectrum in the 1800 MHz band re-assigned administratively through the right of first refusal at \$4.32 billion, the spectrum assignees are required to pay a total SUF of \$10.32 billion for the new 15-year term of assignments.

To ensure a seamless transition when the spectrum is changed over in 2021, OFCA convened a technical working group in May 2019 comprising representatives of all the incumbent and new spectrum assignees, to coordinate the relevant technical arrangements to reconfigure their existing networks and/or roll out additional network infrastructures.

Review of the Telecommunications Regulatory Framework by the Government

In 2018/19, OFCA provided support in the review of the telecommunications regulatory framework under the TO, which was conducted by CEDB with a view to embracing the arrival of 5G and Internet of Things technologies and facilitating the trade. OFCA will continue to provide necessary support to the CA in relation to the review of the telecommunications regulatory framework conducted by the CEDB and any future legislative amendments to the TO having regard to stakeholders' views received in the exercise. In parallel, OFCA will provide support to the CA in respect of the introduction of various streamlined administrative measures with the aim of further facilitating the operation of the industry.

Review of the Class License Regime for Offer of Telecommunications Services

CLOTS created by the CA pursuant to section 8(1)(aa) of the TO authorises any person meeting the criteria or conditions set out therein to offer any telecommunications services to the general public without establishment, operation or maintenance of any means of telecommunications. In view of the emergence of new technologies and the adoption of new business models and commercial practices by market players, OFCA assisted the CA in conducting a public consultation in January 2019 so as to solicit views and comments from the public on its proposals to update the relevant conditions of the CLOTS, including the introduction of a registration requirement for CLOTS licensees serving a large customer base. Taking into account views and comments received therein, the CA issued a statement on 26 April 2019 to promulgate its decision to vary the conditions in the CLOTS with a view to enhancing regulatory oversight and providing better consumer protection.

To allow existing CLOTS licensees sufficient time to make necessary adjustments to their business systems and procedures for compliance, the revised CLOTS will take effect from 26 October 2019, while the newly introduced registration requirement will further be subject to a three-month grace period after the effective date, i.e. by 26 January 2020.

引入一項無線物聯網新收費項目以促進無線物聯網服務發展的建議，進行公眾諮詢。該諮詢於2018年6月至8月進行。

經審慎考慮在諮詢期間收到的看法及意見，通訊局與商經局局長於2018年10月聯合公布決定推行調低費用及在綜合傳送者牌照下引入無線物聯網收費項目的建議。綜合傳送者牌照下每100個顧客接駁點的顧客接駁費用由700元調低至500元；用於提供公共無線電傳呼服務的公共無線電通訊服務牌照和服務營辦商牌照（第三類服務）（流動虛擬網絡營辦商）的移動電台費用由每組100個移動電台收費700元調低至500元。至於移動無線電系統移動電台牌照和專用移動無線電系統牌照，每個移動電台的牌照費由270元調低至220元。

新牌照費在《2018年電訊（傳送者牌照）（修訂）規例》獲通過後，已由2019年1月31日起生效。

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礎電話服務之一，由全面服務供應商按其全面服務責任提供。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。

通訊辦根據通訊局定下的指導原則進行檢討。就室內公眾收費電話機而言，諮詢場地擁有人／管理人的工作已於2018年2月完成。基於場地擁有人／管理人的意見，通訊辦決定從全面服務責任中剔除約35%（515個）室內公眾收費電話機。至於電話亭公眾收費電話機，諮詢全部18個區議會的工作已於2019年3月完成。基於區議會的意見，通訊辦決定從全面服務責任中剔除約50%（765個）電話亭公眾收費電話機。



實施擴展光纖網絡至偏遠地區鄉村資助計劃

為加快電訊商在香港的偏遠地區擴展網絡的進度，行政長官在2017年《施政報告》中宣布政府將會向電訊商提供資助，鼓勵他們擴展光纖網絡至位於偏遠地區的鄉村（資助計劃）。該資助計劃由通訊辦負責推行。

資助計劃涵蓋新界及離島九個地區235條鄉村，該等鄉村遠離固網營辦商現有光纖主幹網，村民只可選用以銅線網絡提供、速度只有每秒10兆比特或以下的寬頻服務。

立法會財務委員會已批出為數7.744億元的撥款以推行資助計劃。通訊辦正進行招標工作，以選出固網營辦商參與資助計劃。獲選的固網營辦商將會獲資助鋪設連接線路至有關鄉村的村口附近。視乎工程進度及村民的意見，獲資助鋪設的連接線路預期可由2021年起分階段擴展至有關鄉村。

固網寬頻服務的發展

隨着固網營辦商持續鋪設網絡，香港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2019年3月，香港約有271萬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

Reduction of Telecommunications Licence Fees

OFCA supported the CA in preparing a joint public consultation with the SCED on proposals to reduce the licence fees for five types of licences issued under the TO and to introduce a new fee component for WIoT under the UCL to facilitate the development of WIoT services. The consultation was conducted from June to August 2018.

Having carefully considered the views and comments received during the consultation exercise, the CA and SCED jointly promulgated their decisions in October 2018 to proceed with the fees reduction proposals and introduction of the WIoT fee component under the UCL. Customer connection fee under UCLs is reduced from \$700 to \$500 for each 100 customer connections; and mobile station fee of public radiocommunications service licences for public radio paging services and services-based operator licences (Class 3) (mobile virtual network operators) is reduced from \$700 to \$500 for each set of 100 mobile stations. For mobile radio system mobile station licences and private mobile radio system licences, the licence fee for each mobile station is reduced from \$270 to \$220.

Following the enactment of the Telecommunications (Carrier Licences) (Amendment) Regulation 2018, the new licence fees became effective on 31 January 2019.

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. The cost of providing a 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 that a review would be conducted to determine the reasonable number of public payphones that should be subject to the USO.

OFCA has since conducted the review in accordance with the guiding principles laid down by the CA. For in-building type public payphones, consultations with the owners/managers of the sites were completed in February 2018. Based on the

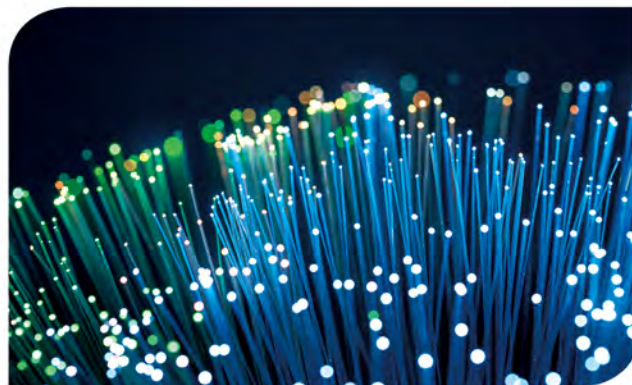
feedback from the owners/managers of the sites, OFCA decided to exclude about 35% (515) of the in-building type public payphones from the USO. For kiosk type public payphones, consultations with all 18 District Councils were completed in March 2019. Based on the feedback of the District Councils, OFCA decided to exclude about 50% (765) of the kiosk type public payphones from the USO.

Implementation of the Subsidy Scheme to Extend Fibre-based Networks to Villages in Remote Areas

To speed up the progress of extending network coverage by telecommunications companies in remote areas in Hong Kong, the Chief Executive announced in the 2017 Policy Address that the Government would provide subsidies to telecommunications operators to encourage the extension of fibre-based networks to villages in remote areas (Subsidy Scheme). OFCA has been tasked to implement the Subsidy Scheme.

The Subsidy Scheme covers 235 villages across nine districts in the New Territories and outlying islands, which are located far away from the existing fibre-based backbone networks of fixed network operators, where villagers can only choose broadband services delivered over copper-based networks at a speed of 10 Mbps or below.

A funding of \$774.4 million has been approved by the Finance Committee of the Legislative Council for the implementation of the Subsidy Scheme. OFCA is conducting a tender exercise for selection of fixed network operators to participate in the Subsidy Scheme. Selected fixed network operators will be subsidised to roll out lead-in connections to the vicinity of the entrances of



約80%的固網寬頻用戶使用速度達每秒100兆比特或以上的寬頻服務。

根據歐洲光纖到戶議會於2019年3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64個經濟體系中排名第六。

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，五個區域及洲際系統（即Pacific Light Cable Network、Hong Kong-Guam Cable System、Hong Kong-Americas Cable System、South East Asia-Japan 2 Cable System及Bay to Bay Express Cable System）和兩個本地系統（即Ultra Express Link及TKO Connect）正在興建或籌劃中，並計劃在2019年至2021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聯的協調及通知規定。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2018／19年度，通訊辦參與了四個分別與挪威、美國、日本和阿拉伯聯合酋長國有關當局舉行的衛星網絡協調會議。隨着新衛星亞太6C號於2018年發射，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2018／19年度，通訊局經諮詢無線電頻譜及技術標準諮詢委員會後，批准和發出了新訂及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2018／19年度，本地和海外認證機構簽發了550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。



the villages concerned. Depending on the works progress and views of the villagers, it is expected that the subsidised lead-in connections can be extended to the villages concerned by phases from 2021 onwards.

Development of Fixed Broadband Services

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 of March 2019 there were around 2.71 million residential and commercial fixed-broadband subscriptions, with a household penetration rate of 93%. Broadband services are now available at speeds of up to 10 Gbps. Around 80% of the fixed broadband subscriptions are supported by broadband services with speeds of 100 Mbps or above.

According to a report issued by the Fibre to the Home Council Europe in March 2019, Hong Kong ranked the sixth worldwide in fibre to home/building household penetration among the 64 economies under comparison.

Landing of New Submarine Cable Systems in Hong Kong

With the support of OFCA's single-point-of-contact service, five regional and transcontinental systems (namely, Pacific Light Cable Network, Hong Kong-Guam Cable System, Hong Kong-Americas Cable System, South East Asia-Japan 2 Cable System and Bay to Bay Express 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 2019 and 2021. 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 Hong Kong's 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 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 2018/19, OFCA participated in four satellite network coordination meetings with the administrations of Norway, the United States of America, Japan and the United Arab Emirates respectively. Following the launch of the new satellite APSTAR 6C in 2018, there are now 12 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 2018/19, one new and one revised technical standard 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 2018/19, LCBs and foreign certification bodies issued 550 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.



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，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2018年4月1日至2019年3月31日期間，通訊辦共接獲42宗根據《競爭條例》提出的投訴及／或查詢個案，當中39宗個案已經結案而無須作進一步跟進，有三宗個案則仍在處理中。

年內，通訊辦亦協助通訊局根據《競爭條例》的合併守則檢視兩宗交易。雖然通訊局認為無須就其中一宗交易作進

一步跟進，但認為另一宗關於香港寬頻有限公司於2018年8月宣布建議收購WTT Holding Corp. 的交易可能引起競爭疑慮。在這宗個案中，合併各方於2019年1月根據《競爭條例》第60條向通訊局提出承諾，以釋除通訊局的競爭疑慮，從而換取通訊局不就交易展開調查或不在競爭事務審裁處提起法律程序。通訊局認為建議承諾可釋除其競爭疑慮，並根據《競爭條例》，就其擬接受建議承諾，邀請業界及有興趣人士提出申述。經考慮所收到的申述後，通訊局認為建議承諾需作修訂，以回應申述中提出的某些事宜，並向合併各方述明其意見。其後，合併各方在2019年3月提出修訂承諾。通訊局認為修訂承諾足以有效釋除其競爭疑慮，並於2019年4月公布決定根據《競爭條例》第60條接受修訂承諾，以及不會根據《競爭條例》第39條就交易展開調查。

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。

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

The Competition Ordinance (CO) provides for a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors. Under the CO, the CA is conferred concurrent jurisdiction with the Competition Commission to enforce the CO 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 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 2018 to 31 March 2019, a total of 42 complaints and/or enquiries were received under the CO, with 39 cases closed without the need for further actions and three cases under processing.

During the year, OFCA also assisted the CA in reviewing two transactions under the merger rule of the CO. While no further action was considered necessary in respect of one of the transactions, the CA identified competition issues in the other transaction concerning the proposed acquisition of WTT Holding Corp. announced by HKBN Ltd. in August 2018. In this case, the merging parties offered commitments to the CA in January 2019 under section 60 of the CO to address the CA's competition concerns, in return for the CA not commencing an investigation or bringing proceedings in the Competition Tribunal in relation to the transaction. The CA considered the proposed commitments sufficient in addressing its competition concerns, and sought representations in accordance with the CO from the industry and interested parties regarding its proposed

acceptance of the proposed commitments. Having considered the representations received, the CA took the view that the proposed commitments would need to be revised to address certain matters raised in the representations, and communicated its views to the merging parties. The merging parties then offered a set of revised commitments in March 2019. The CA considered the revised commitments sufficient to effectively address its competition concerns. The CA announced its decision in April 2019 to accept the revised commitments under section 60 of the CO and not to commence an investigation into the transaction under section 39 of the CO.

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 a memorandum of understanding 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 2018 to 31 March 2019, OFCA handled a total of 356 complaints under the TDO. Of these cases, 303 were closed due to insufficient evidence to suspect/establish a contravention, or because they fell outside the scope of the TDO; 13 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;

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條例提供電訊服務或廣播服務有直接關連的營業行為，按《商品說明條例》的公平營商條文執法。兩個執法機關已簽訂諒解備忘錄，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2018年4月1日至2019年3月31日期間，通訊辦共處理356宗根據《商品說明條例》提出的投訴。在這些個案中，303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，13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40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》

通訊局根據《非應邀電子訊息條例》設立了分別適用於傳真訊息、短訊和預錄電話訊息的三份《拒收訊息登記冊》。除非發送人已取得電話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電話號碼。截至2019年3月，已有超過270萬個電話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電話號碼外，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。

通訊辦在2018／19年度接獲637宗懷疑違反《非應邀電子訊息條例》的舉報，較去年減少約6%。通訊辦會繼續監察各平台上的發送人遵守有關規定的情況，並理順程序，以便更有效執法。

執行條例

如通訊辦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。如通訊辦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2018／19年度，通訊辦共發出97封勸諭信和24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》，通訊局會根據該條例第38條發出執行通知，指示發送人採取措施糾正違例行為。任何人不遵從向其送達的執行通知，第一次定罪最高可處罰款十萬元。

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，以便消費者估算數據用量。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，加上通訊

and the remaining 40 cases were under processing at various stages.

Enforcement of the Unsolicited Electronic Messages Ordinance

Do-not-call Registers

The CA has established three Do-Not-Call (DNC) Registers, for facsimile messages, short messages and pre-recorded telephone messages respectively, under the Unsolicited Electronic Messages Ordinance (UEMO). Commercial electronic messages (CEMs) must not be sent to registered telephone numbers unless the senders have obtained consents from the registered users. By March 2019, more than 2.7 million telephone numbers were registered with these three DNC Registers. Apart from not sending CEMs to the registered telephone numbers on 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 2018/19, OFCA received 637 reports in relation to suspected contraventions of the UEMO, a reduction of about 6% from that of the previous year. OFCA 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, OFCA 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 that OFCA continues to receive reports against the same sender after the issuance of an advisory letter, OFCA will conduct a formal investigation and may issue a warning letter to that sender. In 2018/19, a total of 97 advisory letters and 24 warning letters were issued.

In the event of repeated contraventions by the senders of CEMs, the CA 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 an enforcement notice may be liable to a fine of up to \$100,000 on the first conviction.

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



- ▲ 通訊辦透過不同宣傳活動，推廣謹慎使用流動數據漫遊服務的消費者訊息。
OFCA promotes consumer messages on smart use of mobile data roaming services through various publicity activities.

促使通訊市場更具競爭性和更公平

Facilitating a More Competitive and Fairer Communications Market

辦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2017年的143宗減至2018年的105宗，按年下降27%。

持續實施公平使用政策指引

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。然而，消費者未必會留意到公平使用政策的實施或了解相關的條款及條件。對於使用「無限用量」服務計劃的用戶，當遇到數據用量因公平使用政策而受到限制時，更會感到不滿。

為保障消費者權益和增加服務資訊的透明度，通訊局於2011年11月發出《公平使用政策指引》，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2018/19年度，通訊辦協助通訊局處理了六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作業系統的智能電話和平板電腦用戶也可使用該測試系統。

通訊辦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5 000兆比特及1 000兆比特的速度測試。自推出服務至2019年3月為止，系統已進行超過8 700萬次測試。

消費者教育活動

通訊辦在2018年8月至2019年3月繼續舉行一年一度的消費者教育活動，透過各式各樣的節目及活動持續推行教育



- ▲ 通訊辦每年均積極舉辦消費者教育活動，增加公眾對精明使用通訊服務的認識。
OFCA actively launches consumer education campaign every year to enhance public knowledge about smart use of communications services.

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 as a tool for consumers to estimate their data usage consumption. With the implementation of the abovementioned preventive measures by mobile network operators and mobile virtual network operators as well as our on-going consumer education efforts, the number of complaints in relation to “mobile bill shock” decreased from 143 cases in 2017 to 105 cases in 2018, representing a year-on-year decrease of 27%.

Ongoing 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 individual customers, which may adversely affect the network performance and hamper other customers’ use of the service. For example, service providers may impose restrictions by lowering the network service priority or reducing the access speed for customers whose data usage has exceeded a 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 may 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 2018/19, OFCA assisted the CA in handling six 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, OFCA reviews and upgrades 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 5 000 Mbps and 1 000 Mbps respectively. From service launch to March 2019, more than 87 million tests were performed under the system.

Consumer Education Programmes

OFCA continued to organise the annual Consumer Education Campaign from August 2018 to March 2019 to sustain its educational effort to enhance public awareness of the smart use of communications services through an array of programmes and activities. Throughout the campaign period, six roving

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工作，務求提高公眾對精明使用通訊服務的認識。在整個活動舉行期間，通訊辦在不同地區的熱門公眾場地及購物商場舉辦了六場巡迴展覽，以有趣的遊戲及家庭活動向公眾宣傳各項實用的消費者訊息；並在政府合署、公共圖書館和學校舉辦了19場小型展覽會，向公眾推廣有關訊息。此外，通訊辦亦舉辦了四場公眾講座及15場社區講座，讓公眾了解通訊辦為迎接5G時代所作的準備工作和教育公眾如何安全使用通訊服務。學生仍是教育活動的重點對象，通訊辦在多所中小學舉辦了共40場話劇表演，接觸超過11 000名學生，向他們傳遞各項如何精明使用通訊服務的消費者訊息。另外，通訊辦亦繼續在「通訊達人·通訊辦」的Facebook專頁推廣消費者訊息，與公眾保持溝通。

在2018/19年度，通訊辦製作和推出了四套新的電視宣傳短片及電台宣傳聲帶，以提供最新的消費者訊息和加強宣傳，其中一套是關於在郊野公園的通訊方法、兩套是關於如何精明使用流動數據漫遊服務，另一套則是關於服務合約的續約須知。

繼續促進業界實施自行規管措施

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2018/19年度，該計劃共接獲54宗合資格申請，當中33宗於轉介予調解服務中心跟進前已經解決，20宗於轉介予調解服務中心後獲得圓滿解決，而有一宗個案經調解後未能解決。

為提高公眾對該計劃的認識，通訊辦舉辦了一系列宣傳活動，包括透過本地免費報章派發宣傳單張、在社交媒體平台刊出專題帖文、在網站展示橫幅廣告、投放關鍵詞搜尋廣告，以及舉辦巡迴展覽和公眾講座。通訊辦會繼續支持該計劃。



- ▲ 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.



- ▲ 通訊辦推出一系列全新電視宣傳短片，加強宣傳不同的消費者訊息。
A new series of TV Announcements are launched to strengthen the publicity of various consumer messages.

exhibitions were held at popular public venues and shopping malls located in different districts to disseminate useful consumer messages to the public through interesting games and family activities. Another 19 mini exhibitions were also held at government offices, public libraries and schools to maximise our reach to the public. In addition, four public seminars and 15 community talks were held to educate the public about OFCA's preparatory work for the 5G era, and the safe use of communications services. Students remain an important target audience. By staging a total of 40 drama performances at both primary and secondary schools, OFCA reached out to over 11 000 students to convey to them different consumer messages on how to use communications services smartly. In addition, OFCA continued to promote consumer messages on the Facebook fan page "Communications Master • OFCA" to maintain communications with the public.

In 2018/19, OFCA produced and launched four new sets of TV & Radio Announcements in the Public Interest, namely one set on communications in country parks, two sets on smart use of mobile data roaming services, and one set on points to note when renewing service contracts, to update our consumer messages and strengthen our publicity effort.

Continued Efforts to Facilitate the Implementation of Self-regulatory Measures

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 the Communications Association of Hong Kong (CAHK) with the 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.

In 2018/19, there were 54 eligible applications, 33 of which were resolved before referral to the CCSS Centre, 20 were satisfactorily settled upon referral to the CCSS Centre, and one case was not settled after mediation.

To raise public awareness of the CCSS, a series of publicity activities were conducted, including distribution of leaflets through local free newspapers, publication of featured posts on social media platforms, and website banner and keyword search advertisements, as well as roving exhibitions and public seminars. OFCA will continue to support the CCSS.



- ▲ 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 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2018／19年度，通訊辦共出席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聯、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權代表大會、國際電聯2019年世界無線電通信大會籌備會議第二次會議及國際通信協會國際規管機構論壇。通訊辦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。

與中國內地及海外政府機構交流

在2018／19年度，通訊辦接待了四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。這些代表團包括國際電聯代表團、中國工業和信息化部（工信部）無線電管理局代表團、廣東省通信管理局代表團及澳門郵電局代表團。

年內，通訊辦在深圳、廣州和北京與中國工信部無線電管理局和國家廣播電視總局舉行會議。通訊辦亦在新加坡與新加坡資訊通信媒體發展局舉行年度雙邊會議。

與傳媒及社區保持聯繫

通訊辦主動向公眾及傳媒介紹其工作。在2018／19年度，通訊辦發出了28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。通訊辦亦在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。這些措施有助通訊辦把訊息傳遞給業界和公眾，令他們更了解通訊辦的工作。

公眾教育及通訊

在2018／19年度，通訊辦為四所小學、三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」的參加者舉辦了兩場講座。通訊辦向中小學生講解香港不同類別的電視節目服務，以及觀眾可如何選看電視節目；向大學學生講解電視及聲音廣播服務的規管事宜；並向「社區參與廣播服務」的參加者講解電台服務的節目標準。

Participation in International and Regional Conferences

OFCA participates 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 2018/19, OFCA 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 Plenipotentiary Conference, Second Session of Conference Preparatory Meeting of ITU for the World Radiocommunication Conference 2019, and the IIC International Regulators Forum. OFCA 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 the Mainland of China and Overseas Authorities

In 2018/19, OFCA received four 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 ITU, a delegation from the Bureau of Radio Regulation of the Ministry of Industry and Information Technology (MIIT) of China, a delegation from the Guangdong Communications Administration, and a delegation from the Macao Post and Telecommunications Bureau.

During the year, OFCA attended meetings in Shenzhen, Guangzhou and Beijing with the Bureau of Radio Regulation of MIIT and the National Radio and Television Administration of China. OFCA also had an annual bilateral meeting in Singapore

with the Info-communications Media Development Authority of Singapore.

Media and Community Relations

OFCA proactively keeps the public and the media informed of its work. In 2018/19, OFCA issued 28 press releases on the CA's major decisions in relation to broadcasting and telecommunications regulatory issues and OFCA's major initiatives, operations and events. 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 2018/19, OFCA gave eight talks concerning broadcasting services in Hong Kong to students of four primary schools, three secondary schools and one university; and two talks to participants of the Community Involvement Broadcasting Service (CIBS). 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. 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.

Participation in Communications Activities

OFCA continued to participate in the annual "Mountaineering Safety Promotion Day" jointly organised by the Civil Aid Service and 22 other government departments and organisations in October 2018 in Tuen Mun. With the aim of promoting hiking safety, OFCA set up an exhibition booth at the event

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22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2018年10月在屯門舉行。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。

通訊辦亦繼續支持業界活動。在2018/19年度，通訊辦贊助香港通訊業聯會舉辦「香港世界電訊及資訊社會日2019」。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的最新發展。



▲ 通訊辦積極參與「山嶺活動安全推廣日」，宣傳郊野公園內的有效緊急通訊方法。

OFCA actively participates in the "Mountaineering Safety Promotion Day" to promote the use of effective emergency communication means in country parks.

諮詢委員會的工作

電訊諮詢委員會

通訊辦轄下的三個諮詢委員會，即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，以及電訊服務用戶及消費者諮詢委員會，於2012年6月成立。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2019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2018/19年度，通訊辦邀請電視及電台廣播諮詢計劃的組員在2018年3月28日至4月28日的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。此外，通訊辦與組員舉行專題小組討論會，就有關議題收集更深入的意見。

and delivered a talk to visitors to promote effective means of communication in country parks.

OFCA has also continued to support the industry's activities. In 2018/19, OFCA sponsored the World Telecommunication and Information Society Day Hong Kong 2019, an annual activity organised by the CAHK to promote the latest developments in information and communications technology to the public, especially the youth and academic communities.

The Work of Advisory Committees

Telecommunications Advisory Committees

Three advisory committees, namely 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 the general public. This helps provide a balanced representation of views on, at times, highly technical and complex issues. The term of appointment is two years.

The membership lists of the three advisory committees as of 31 March 2019 are in 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 all 18 districts of the territory. In 2018/19,

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 held from 28 March to 28 April 2018. In addition, OFCA held focus group discussions with members of the TRCS to collect their in-depth views on the subjects.



▲ 通訊辦成立三個諮詢委員會讓各界及有興趣人士就各項電訊規管措施及政策向通訊辦提供意見。

Three advisory committees under OFCA have been established to provide a regular and formal channel for various parties to advise OFCA on the telecommunications regulatory measures and policies.

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，通訊辦採取積極、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。通訊辦定期檢視組織架構，致力確保以最具效益及效率的方式運用人力資源。

截至2019年3月31日，通訊辦有458名員工，當中包括328名公務員、122名以非公務員合約條件僱用的人員，以及八名以退休後服務合約條件僱用的人員。

培訓與發展

通訊辦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。

通訊辦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2018/19年度，通訊辦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、發牌、技術培訓、檢控及調查技巧、資訊及通訊科技、管理及領導才能、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、檔案管理和國家事務研習等課程。通訊辦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。年內，接受培訓的員工有809人次，總培訓日數為628日。

自2016年起，通訊辦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2018/19年度，部門有八名員工獲頒發總監嘉許長期服務獎、25名獲頒發長期優良服務獎、三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，通訊辦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，通訊辦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，通訊辦每年均獲香港社會服務聯會頒發「同心展關懷」標誌；自2016年起，通訊辦亦獲勞工及福利局轄下的社區投資共享基金頒發「社會資本動力標誌獎」。



- ▲ 通訊辦定期舉辦各項員工活動，藉此提倡作息均衡的工作環境，同時加強員工的歸屬感。
OFCA regularly organises a variety of staff activities to advocate the importance of work-life balance and strengthen the sense of belonging among colleagues.

An Energetic and Versatile Workforce

To provide professional support to the CA in the fast-changing and ever-advancing environment of the communications industry, OFCA adopts a proactive, 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 458 staff as of 31 March 2019, comprising 328 civil servants, 122 staff employed on non-civil service contract terms, and eight staff employed on post-retirement service contract terms.

Training and Development

OFCA attaches great importance to the training and development of 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 take a holistic view on the training needs of staff and to strengthen arrangements for grooming officers with strong potential.

A variety of vocational and managerial courses and in-house training programmes were conducted in 2018/19. These included courses on competition law, law enforcement, licensing, technical training, prosecution and investigation skills, information and communications technology, management and leadership, performance management, languages,

communications, complaint handling, integrity management, occupational safety, emotional and physical wellness, records management and national studies. OFCA 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. The trainee count for the year was 809 and the training man-day count was 628.

OFCA has been accredited as a Manpower Developer by the "Employee Retraining Board" for its outstanding achievements in manpower training and development since 2016.

Awards and Commendations

In 2018/19, eight OFCA staff members received the Director-General's Commendation for Long and Valuable Service, 25 received the Long and Meritorious Service Award, and three received the Long and Meritorious Service Travel Award.

Recreational Activities and Volunteer Services

To help staff members develop a healthy lifestyle and to foster a greater sense of belonging with their co-workers, OFCA regularly organise staff recreational activities, including outings, luncheon talks, sports activities and an annual departmental dinner gathering. Staff members also participated in the Corporate Games 2018 organised by the Leisure and Cultural Services Department. To show care for the community, OFCA regularly participates in a number of volunteering and charity events. OFCA has been awarded the "Caring Organisation" logo by the Hong Kong Council of Social Service every year since 2007 and the "Social Capital Builder Logo Award" by the Community Investment and Inclusion Fund of the Labour and Welfare Bureau since 2016.

2018 / 19 年度財務狀況

1. 對通訊辦營運基金而言，2018 / 19年度是充滿挑戰的一年。年度盈利由2017 / 18年度的4,090萬港元下跌至3,080萬港元。固定資產平均淨值回報率亦由一年前的11.9%減少至-0.8%。這主要是由於營運支出增加，以及部分支出的增幅因收入增加而抵銷。
2. 全年總收入為4.997億港元，較去年的4.762億港元為高，原因是來自牌照費、向關連人士提供的服務、外匯基金存款利息和銀行存款利息的收入增加。
3. 在支出方面，2018 / 19年度總支出上升7.7%至4.689億港元，主要由於員工成本和行政開支增加。
4. 展望未來，由於5G流動通訊服務預期快將推出，短期而言，我們對本港通訊業即將進入新世代，並持續興旺蓬勃感到樂觀。通訊辦憑着克盡厥職的專業團隊，定能應付來年的種種挑戰。

Financial Results 2018/19

1. 2018/19 was a challenging year for the OFCA Trading Fund. The profit for the year fell to HK\$30.8 million from HK\$40.9 million in 2017/18. The rate of return on average net fixed assets ("ANFA") decreased to -0.8% from 11.9% a year before. This was primarily the result of increased operating expenditure and partly offset by an increase in revenue.
2. The total revenue at HK\$499.7 million was higher than the amount of HK\$476.2 million last year due to increase in revenue from licence fees and services provided to related parties as well as interest income from the placement with the Exchange Fund and bank deposits.
3. On the expenditure side, the total expenditure rose by 7.7% to HK\$468.9 million in 2018/19 mainly due to increase in staff costs and administrative expenses.
4. Looking ahead, with the anticipated launch of 5G mobile communications services, in the short term we are optimistic that the communications sector in Hong Kong will enter a new era and remain vibrant and dynamic. With a dedicated and professional team in OFCA, we are well placed to face the challenges in the coming year.

財務狀況

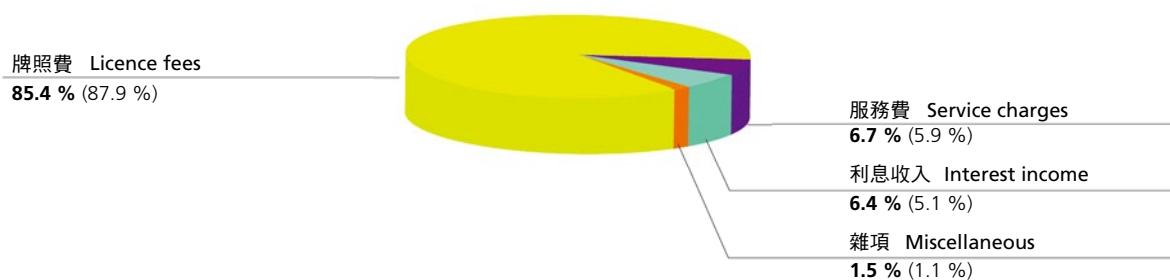
Financial Results

財務概要：

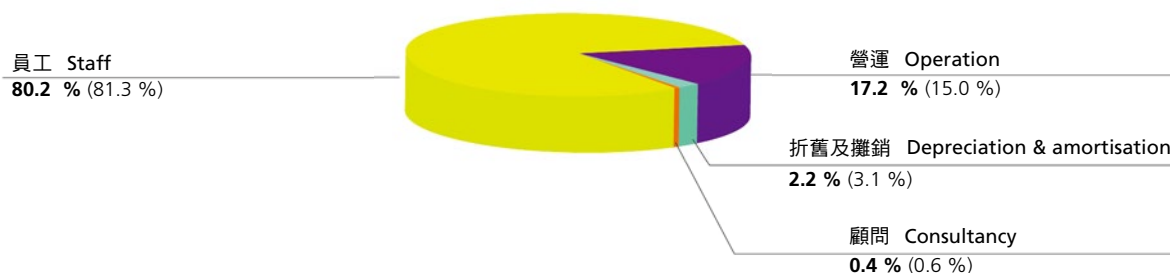
Highlights of the financial performance:

		2018/19 百萬港元 HK\$m	2017/18 百萬港元 HK\$m
收入	Revenue	499.7	476.2
支出	Expenditure	468.9	435.3
盈利	Profit	30.8	40.9
固定資產平均淨值回報	Return on ANFA	-0.8%	11.9%

收入 Revenue



支出 Expenditure



* 括號內為2017/18年度數字
In parentheses are 2017/18 figures

審計署署長報告



香港特別行政區政府
審計署

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45至80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2019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2019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 45 to 80, which comprise the statement of financial position as at 31 March 2019, 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 2019, 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。

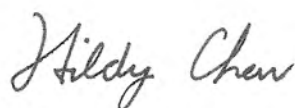
審計署署長
(署理審計署助理署長陳瑞蘭代行)

審計署
香港灣仔告士打道7號
入境事務大樓26樓

2019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.



Ms Hildy Chan
Assistant Director of Audit (Acting)
for Director of Audit

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

24 September 2019

財務報表

全面收益表

截至2019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 2019
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2019	2018
來自客戶合約之收入	Revenue from contracts with customers	4	460,888	447,129
運作成本	Operating costs	5	(468,945)	(435,287)
運作(虧損)/盈利	(Loss) / Profit from operations		(8,057)	11,842
其他收入	Other income	6	38,862	29,096
年度盈利	Profit for the year		30,805	40,938
其他全面收益	Other comprehensive income		-	-
年度總全面收益	Total comprehensive income for the year		30,805	40,938
固定資產回報率	Rate of return on fixed assets	7	-0.8%	11.9%

第49至80頁的附註為本財務報表的一部分。 The notes on pages 49 to 80 form part of these financial statements.

財務報表

財務狀況表

於2019年3月31日

(以港幣千元位列示)

Financial Statements

Statement of Financial Position

as at 31 March 2019

(Expressed in thousands of Hong Kong dollars)

		附註 Note	2019	2018
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	8	133,254	134,783
無形資產	Intangible assets	9	3,432	1,562
外匯基金存款	Placement with the Exchange Fund	10	510,322	487,880
			647,008	624,225
流動資產	Current assets			
應收帳款及其他應收款項	Trade and other receivables	11, 12(a)	120,191	3,445
應收外匯基金存款利息	Interest receivable from placement with the Exchange Fund		3,649	5,534
其他應收利息	Other interest receivable		3,640	711
銀行存款	Bank deposits		520,900	713,500
現金及銀行結餘	Cash and bank balances		5,432	3,218
			653,812	726,408
流動負債	Current liabilities			
應付帳款及其他應付款項	Trade and other payables		21,062	17,832
僱員福利撥備	Provision for employee benefits	13	12,739	9,324
應付關連人士帳款	Amounts due to related parties	19	31,960	29,525
遞延收入	Deferred income	12(b)	114,699	203,097
			180,460	259,778
流動資產淨值	Net current assets		473,352	466,630
總資產減去流動負債	Total assets less current liabilities		1,120,360	1,090,855
非流動負債	Non-current liabilities			
僱員福利撥備	Provision for employee benefits	13	86,217	87,517
淨資產	NET ASSETS		1,034,143	1,003,338
資本與儲備	CAPITAL AND RESERVES			
營運基金資本	Trading fund capital	14	212,400	212,400
發展儲備	Development reserve	15	690,165	690,165
保留盈利	Retained earnings	16	131,578	100,773
			1,034,143	1,003,338

梁仲賢

通訊事務管理局辦公室

營運基金總經理

2019年9月24日

Chaucer Leung

General Manager,

Office of the Communications Authority Trading Fund

24 September 2019

第49至80頁的附註為本財務報表的一部分。 The notes on pages 49 to 80 form part of these financial statements.

財務報表

Financial Statements

權益變動表

Statement of Changes in Equity

截至2019年3月31日止年度
(以港幣千元位列示)

for the year ended 31 March 2019
(Expressed in thousands of Hong Kong dollars)

		2019	2018
年初結餘	Balance at beginning of year	1,003,338	962,400
年度總全面收益	Total comprehensive income for the year	30,805	40,938
年終結餘	Balance at end of year	1,034,143	1,003,338

財務報表

Financial Statements

現金流量表

截至2019年3月31日止年度
(以港幣千元位列示)

Statement of Cash Flows

for the year ended 31 March 2019
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2019	2018
營運項目之現金流量			
運作(虧損)/盈利		(8,057)	11,842
雜項收入		6,967	206
出售/註銷物業、設備及器材的虧損		15	20
物業、設備及器材折舊		9,440	12,382
無形資產攤銷		926	995
應收帳款及其他應收款項(增加)/減少		(116,744)	15,426
應付帳款及其他應付款項增加/(減少)		1,656	(22,320)
應付關連人士帳款增加		1,668	2,006
遞延收入(減少)/增加		(88,398)	31,210
僱員福利撥備增加/(減少)		2,115	(1,796)
已付名義利得稅		-	(2,197)
營運項目(所用)/所得現金淨額		(190,412)	47,774
投資項目之現金流量			
外匯基金存款(增加)/減少		(22,442)	416,286
原有期限為三個月以上的銀行存款減少/(增加)		211,000	(497,100)
購置物業、設備及器材及無形資產		(8,368)	(1,393)
出售/註銷物業、設備及器材所涉開支		(15)	(3)
已收利息		30,851	24,877
投資項目所得/(所用)現金淨額		211,026	(57,333)
現金及等同現金的增加/(減少)淨額		20,614	(9,559)
年初的現金及等同現金		11,718	21,277
年終的現金及等同現金	17	32,332	11,718

第49至80頁的附註為本財務報表的一部分。 The notes on pages 49 to 80 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)、《非應邀電子訊息條例》(第593章)、《商品說明條例》(第362章)和《競爭條例》(第619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), as well as the Trade Descriptions Ordinance (Cap. 362) and the Competition Ordinance (Cap. 619), and to perform any function under or by virtue of any Ordinance. The Fund, which is under the policy portfolio of the Commerce and Economic Development Bureau of the Government of the Hong Kong Special Administrative Region (the Government), supports the principal activities of the CA, as follows:

- (a) licensing and regulating telecommunications services and broadcasting services;
- (b) managing Hong Kong's radio frequency spectrum;
- (c) providing advisory, planning and support services on telecommunications, broadcasting, anti-spamming matters to the Government;
- (d) overseeing technical standards and representing the Government on international affairs;
- (e) enforcing the UEMO; and
- (f) ensuring the enforcement of fair trading practices and fair competition in relation to telecommunications and broadcasting sectors.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策

(a) 符合準則聲明

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

香港會計師公會頒布了若干新增及經修訂的香港財務報告準則並於本會計期首次生效或可供提前採納。營運基金因首度採納其中適用的準則而引致在本財務報表反映的本會計期及前會計期的會計政策的改變（如有）載於附註3。

(b) 編製財務報表的基礎

本財務報表的編製基礎均以原值成本法計量。

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

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies

(a) Statement of compliance

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

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption for the current accounting period of the Fund. Note 3 provides information on the changes, if any, in accounting policies resulting from initial application of these developments to the extent that they are relevant to the Fund for the current and prior accounting periods reflected in these financial statements.

(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 judgments, 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 judgments about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(b) 編製財務報表的基礎 (續)

該等估計及其所依據的假設會作持續檢討。如修訂只影響本會計期，會在作出修訂的期內確認，但如影響本期及未來的會計期，有關修訂便會在該期及未來期間內確認。

營運基金在實施會計政策方面並不涉及任何關鍵的會計判斷。無論對未來作出的假設，或在報告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。

截至2018年3月31日止年度的若干比較數字已重新分類，以配合本年度營運基金財務報表的呈報方式。

(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

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Notes to the Financial Statements

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

2. Significant accounting policies (continued)

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

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

There are no critical accounting judgments 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 reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities in the next year.

Certain comparative figures for the year ended 31 March 2018 have been reclassified to conform to the current year's presentation of the Fund's financial statements.

(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

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)

(i) 物業、設備及器材 (續)

- 設備及器材，包括電訊與廣播設備、電腦系統、傢具、裝置及車輛。

折舊是按照各物業、設備及器材的估計可使用年期，在減去其估計剩餘值，再以直線法攤銷其成本值。有關的可使用年期如下：

- 被列為融資租賃的土地 按租約剩餘年期計算
- 位於租賃土地的房產 按剩餘租賃年期及可使用年期兩者中的較短者計算
- 設備 5至12年
- 電腦系統 5年
- 傢具及裝置 5年
- 車輛 5年

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

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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)

(i) Property, plant and equipment (continued)

- plant and equipment, including telecommunications and broadcasting equipment, computer systems, furniture, fixtures and motor vehicles.

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, on a straight-line basis over their estimated useful lives as follows:

- | | |
|---|--|
| - Land classified as held under a finance lease | over the unexpired term of lease |
| - Buildings situated on leasehold land | over the shorter of the unexpired term of lease and their useful lives |
| - Equipment | 5 to 12 years |
| - Computer systems | 5 years |
| - Furniture and fixtures | 5 years |
| - Motor vehicles | 5 years |

Gains or losses arising from the disposal of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the asset and are recognised in the statement of comprehensive income on the date of disposal.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(c) 固定資產 (續)

(ii) 無形資產

無形資產包括購入的電腦軟件牌照及已資本化的電腦軟件程式開發成本值。如電腦軟件程式在技術上可行，而營運基金有足夠資源及有意完成開發工作，有關的開發費用會被資本化。資本化費用包括直接工資及物料費用。無形資產按成本值扣除累計攤銷及任何減值虧損列帳（附註2(d)）。

無形資產的攤銷按5年至12年的資產估計可使用年期以直線法列入全面收益表。

(d) 固定資產的減值

固定資產（包括物業、設備及器材和無形資產）的帳面值在報告日評估，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金額時，則有關減值虧損會在全面收益表內確認。資產的可收回金額為其公平值減出售成本與使用值兩者中的較高者。

(e) 金融資產與金融負債

(i) 初始確認及計量

營運基金的金融資產包括外匯基金存款、應收帳款及其他應收款項、應收利息、銀行存款和現金及銀行結餘。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(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 reporting date 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.

(e) Financial assets and financial liabilities

(i) Initial recognition and measurement

The Fund's financial assets comprise placement with the Exchange Fund, trade and other receivables, interest receivables, bank deposits, and cash and bank balances.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(e) 金融資產與金融負債 (續)

(i) 初始確認及計量 (續)

營運基金的金融負債包括應付帳款及其他應付款項、僱員福利撥備及應付關連人士帳款。

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。在初始確認時，金融資產及金融負債按公平值計量，再加上或減去因購買金融資產或產生金融負債而直接引致的交易成本。

(ii) 由2018年4月1日起的分類及其後的計量

在採納香港財務報告準則第9號「金融工具」(附註3(a))後，營運基金將其所有金融資產分類為其後以實際利率法按攤銷成本值計量，因為有關金融資產以收取合約現金流量為目的的業務模式而持有，且合約現金流量僅為所支付的本金及利息。金融資產的虧損備抵帳根據附註2(e)(v)所述的預期信貸虧損模型計量。

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)

(i) Initial recognition and measurement (continued)

The Fund's financial liabilities comprise trade and other payables, provision for employee benefits and amounts due to related parties.

The Fund recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument. At initial recognition, financial assets and financial liabilities are measured at fair value plus or minus transaction costs that are directly attributable to the acquisition of the financial assets or the issue of the financial liabilities.

(ii) Classification and subsequent measurement from 1 April 2018

After the adoption of HKFRS 9 "Financial Instruments" (note 3(a)), the Fund classifies all financial assets as subsequently measured at amortised cost using effective interest method, on the basis that they are held within a business model whose objective is to hold them for collection of contractual cash flows and the contractual cash flows represent solely payments of principal and interest. The measurement of loss allowances for financial assets is based on the expected credit loss model as described in note 2(e)(v).

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) 由2018年4月1日起的分類及其後的計量 (續)

實際利率法是計算金融資產或金融負債的攤銷成本值，以及攤分和確認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資產或金融負債在有效期間內的預計現金收支，折現成該金融資產的帳面總值或該金融負債的攤銷成本值所適用的貼現率。營運基金在計算實際利率時，會考慮該金融工具的所有合約條款以估計預期的現金流量，但不考慮預期的信貸虧損。有關計算包括與實際利率相關的所有支付予或收取自合約各方的費用、交易成本及所有其他溢價或折讓。

營運基金將其所有金融負債分類為其後採用實際利率法按攤銷成本值計量的項目。

營運基金僅在管理某金融資產的業務模式出現變動時，才會將有關資產重新分類。金融負債不作重新分類。

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) Classification and subsequent measurement from 1 April 2018 (continued)

The effective interest method is a method of calculating the amortised cost of a financial asset or a financial liability and of allocating and recognising the interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial asset or financial liability to the gross carrying amount of the financial asset or to the amortised cost of the financial liability. When calculating the effective interest rate, the Fund estimates the expected cash flows by considering all contractual terms of the financial instrument but does not consider the expected credit losses. The calculation includes all fees paid or received between parties to the contract that are an integral part of the effective interest rate, transaction costs and all other premiums or discounts.

The Fund classifies all financial liabilities as subsequently measured at amortised cost using effective interest method.

The Fund reclassifies a financial asset when and only when it changes its business model for managing the asset. A financial liability is not reclassified.

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)

(iii) 2018年4月1日前的分類及其後的計量

根據香港會計準則第39號「金融工具：確認及計量」，營運基金的金融資產為非衍生金融資產，它們具有固定或可以確定支付金額，但在活躍市場並沒有報價，而營運基金亦無意將之持有作交易用途。此類金融資產被營運基金列作貸款及應收帳款，採用實際利率法按攤銷成本值扣除任何減值虧損（如有）列帳（附註2(e)(vi)）。

2018年4月1日前營運基金的金融負債的分類及其後計量與2018年4月1日起的相同（附註2(e)(ii)）。

(iv) 註銷確認

當從金融資產收取現金流量的合約權利屆滿時，或該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)

(iii) Classification and subsequent measurement prior to 1 April 2018

Under HKAS 39 "Financial Instruments: Recognition and Measurement", the Fund's financial assets, which were non-derivative financial assets with fixed or determinable payments that were not quoted in an active market and which the Fund had no intention of trading, were classified as loans and receivables and were carried at amortised cost using the effective interest method less impairment losses, if any (note 2(e)(vi)).

The classification of the Fund's financial liabilities and their subsequent measurement prior to 1 April 2018 were the same as those from 1 April 2018 (note 2(e)(ii)).

(iv) 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。)

2. 主要會計政策 (續)

(e) 金融資產與金融負債 (續)

(v) 2018年4月1日起金融資產的減值

自採納香港財務報告準則第9號 (附註3(a)) 後，營運基金就按攤銷成本值計量的金融資產 (應收帳款除外) 採用由三個階段組成的方法計量預期信貸虧損，並確認相應的虧損備抵帳及減值虧損或撥回，而預期信貸虧損的計量基礎取決於自初始確認以來的信貸風險變化：

第一階段：12個月預期信貸虧損

若就自初始確認以來，金融工具的信貸風險並無大幅增加，永久預期信貸虧損中反映在報告日後12個月內可能發生的違約事件引致的預期信貸虧損的部分予以確認。

第二階段：永久預期信貸虧損—非信貸減值

若自初始確認以來，金融工具的信貸風險大幅增加，但並非信貸減值，永久預期信貸虧損 (反映在金融工具的預期有效期內所有可能發生的違約事件引致的預期信貸虧損) 予以確認。

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)

(v) Impairment of financial assets from 1 April 2018

After the adoption of HKFRS 9 (note 3(a)), the Fund applies a three-stage approach to measure expected credit losses on financial assets (other than trade receivables) measured at amortised cost and to recognise the corresponding loss allowances and impairment losses or reversals, with the change in credit risk since initial recognition determining the measurement bases for expected credit losses:

Stage 1: 12-month expected credit losses

For financial instruments for which there has not been a significant increase in credit risk since initial recognition, the portion of the lifetime expected credit losses that represent the expected credit losses that result from default events that are possible within the 12 months after the reporting date are recognised.

Stage 2: Lifetime expected credit losses – not credit impaired

For financial instruments for which there has been a significant increase in credit risk since initial recognition but that are not credit impaired, lifetime expected credit losses representing the expected credit losses that result from all possible default events over the expected life of the financial instrument are recognised.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(e) 金融資產與金融負債 (續)

(v) 2018年4月1日起金融資產的減值 (續)

第三階段：永久預期信貸虧損－信貸減值

若金融工具已視作信貸減值，永久預期信貸虧損予以確認，利息收入則採用實際利率按攤銷成本值而非帳面總值計算。

應收帳款的虧損備抵帳一直按等同於永久預期信貸虧損的金額計量。

如何釐定信貸風險大幅增加

在每個報告日，營運基金藉比較金融工具於報告日及於初始確認日在餘下的預期有效期內出現違約的風險，以評估金融工具的信貸風險有否大幅增加。有關評估會考慮以往數據及質素的資料，以及具前瞻性的資料。若發生一項或多於一項對某金融資產的估計未來現金流量有不利影響的事件，該金融資產會被評定為應作出信貸減值。

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)

(v) Impairment of financial assets from 1 April 2018 (continued)

Stage 3: Lifetime expected credit losses – credit impaired

For financial instruments that have become credit impaired, lifetime expected credit losses are recognised and interest income is calculated by applying the effective interest rate to the amortised cost rather than the gross carrying amount.

Loss allowances for trade receivables are always measured at an amount equal to lifetime expected credit losses.

Determining significant increases in credit risk

At each reporting date, the Fund assesses whether there has been a significant increase in credit risk for financial instruments since initial recognition by comparing the risk of default occurring over the remaining expected life as at the reporting date with that as at the date of initial recognition. The assessment considers quantitative and qualitative historical information as well as forward-looking information. A financial asset is assessed to be credit impaired when one or more events that have a detrimental impact on the estimated future cash flows of that financial asset have occurred.

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)

(v) 2018年4月1日起金融資產的減值 (續)

營運基金在個別或綜合基礎上評估自初始確認以來信貸風險有否大幅增加。就綜合評估而言，金融工具按共同信貸風險特質的基準歸類，並考慮投資類別、信貸風險評級及其他相關因素。

外部信貸評級為投資級別的銀行存款被視為屬低信貸風險。其他金融工具若其違約風險低，且交易對手或借款人具備雄厚實力在短期內履行其合約現金流量責任，會被視為屬低信貸風險。此等金融工具的信貸風險會被評定為自初始確認以來並無大幅增加。

若金融資產無法收回，該金融資產會與相關虧損備抵帳撇銷。該等資產在完成所有必要程序和釐定虧損金額後撇銷。其後收回先前被撇銷的金額會在全面收益表內確認。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(e) Financial assets and financial liabilities (continued)

(v) Impairment of financial assets from 1 April 2018 (continued)

The Fund assesses whether there has been a significant increase in credit risk since initial recognition on an individual or collective basis. For collective assessment, financial instruments are grouped on the basis of shared credit risk characteristics, taking into account investment type, credit risk ratings and other relevant factors.

Placements with banks with an external credit rating of investment grade are considered to have a low credit risk. Other financial instruments are considered to have a low credit risk if they have a low risk of default and the counterparty or borrower has a strong capacity to meet its contractual cash flow obligations in the near term. The credit risk on these financial instruments is assessed as not having increased significantly since initial recognition.

When a financial asset is uncollectible, it is written off against the related loss allowance. Such assets are written off after all the necessary procedures have been completed and the amount of the loss has been determined. Subsequent recoveries of amounts previously written off are recognised in the statement of comprehensive income.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(e) 金融資產與金融負債 (續)

(v) 2018年4月1日起金融資產的減值 (續)

計量預期信貸虧損

金融工具的預期信貸虧損是對該金融工具在預期有效期內的公平及經概率加權估計的信貸虧損（即所有短缺現金的現值）。短缺現金為按照合約應付予營運基金的現金流量與營運基金預期會收到的現金流量兩者間的差額。若金融資產在報告日作出信貸減值，營運基金根據該資產的帳面總值與按資產原來實際利率用貼現方式計算估計未來現金流量的現值之間的差額計量預期信貸虧損。

(vi) 2018年4月1日前金融資產的減值

金融資產的帳面值於每個報告日進行評估，以確定客觀的減值證據是否存在。若減值證據存在，減值虧損會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在全面收益表內確認。若減值虧損於其後的期間減少，而該減值虧損減少客觀上與減值虧損確認後發生的事件相關，則在全面收益表內作出回撥。

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)

(v) Impairment of financial assets from 1 April 2018 (continued)

Measurement of expected credit losses

Expected credit losses of a financial instrument are an unbiased and probability-weighted estimate of credit losses (i.e. the present value of all cash shortfalls) over the expected life of the financial instrument. A cash shortfall is the difference between the cash flows due to the Fund in accordance with the contract and the cash flows that the Fund expects to receive. For a financial asset that is credit impaired at the reporting date, the Fund measures the expected credit losses as the difference between the asset's gross carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate.

(vi) Impairment of financial assets prior to 1 April 2018

The carrying amount of financial assets was reviewed at each reporting date to determine whether there was objective evidence of impairment. If any impairment evidence existed, an impairment loss was recognised in the statement of comprehensive income as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. If in a subsequent period, the amount of such impairment loss decreased and the decrease could be linked objectively to an event occurring after the impairment loss had been recognised, the impairment loss was reversed through the statement of comprehensive income.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(f) 遞延收入

在營運基金向該客戶轉讓服務前，若客戶支付代價，或營運基金擁有無條件的權利收取該代價，會將其合約負債確認為遞延收入。當營運基金向該客戶轉讓服務並因此履行其履約責任時，便會註銷有關的遞延收入和確認收入。

(g) 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。
- (ii) 本期稅款為該年度對應課稅收入按報告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。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(f) Deferred income

If a customer pays consideration, or the Fund has an unconditional right to consideration, before the Fund transfers a service to the customer, the Fund recognises its contract liability as deferred income. The Fund derecognises the deferred income and recognises revenue when the Fund transfers the service and, therefore, satisfies its performance obligation.

(g) 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.
- (ii) Current tax was the expected tax payable on the taxable income for the year, using tax rates enacted or substantively enacted at the reporting date, and any adjustment to tax payable in respect of previous years.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(g) 名義利得稅 (續)

- (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。

遞延稅款的確認金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。該削減金額可在有足夠應課稅盈利可能出現時回撥。

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截至2018年3月31日止年度的全面收益表內確認（附註6）。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(g) Notional profits tax (continued)

- (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 reporting date. Deferred tax assets and liabilities were not discounted.

The carrying amount of a deferred tax asset was reviewed at each reporting date 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.

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 were derecognised, with corresponding income recognised in the statement of comprehensive income for the year ended 31 March 2018 (note 6).

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)

(h) 收入確認

2018年4月1日起採納香港財務報告準則第15號「來自客戶合約之收入」後(附註3(b))，營運基金在履行向客戶轉讓所承諾服務的履約責任時確認來自客戶合約的收入，款額為營運基金預期就交換該服務而有權獲得的代價金額。2018年4月1日前，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。

利息收入按實際利率法以應計方式確認。

其他收入按應計基礎確認。

(i) 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，均在僱員提供有關服務的年度支銷。

就按可享退休金條款受聘的公務員長俸負債已包括於支付予政府有關附帶福利開支中。就其他僱員向強制性公積金計劃的供款在全面收益表內支銷。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(h) Revenue recognition

From 1 April 2018, after the adoption of HKFRS 15 "Revenue from Contracts with Customers" (note 3(b)), the Fund recognises revenue from contracts with customers when it satisfies a performance obligation by transferring a promised service to a customer, at the amount of consideration to which the Fund expects to be entitled in exchange for the service. Prior to 1 April 2018, licence fees received were credited to deferred income and amortised to profit and loss over the validity period of the licences. Service income was recognised when services had been provided.

Interest income is recognised as it accrues using the effective interest method.

Other income is recognised on an accrual basis.

(i) 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.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(j) 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、其他營運基金，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。

(k) 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。非港元計算的貨幣資產及負債均以報告日的收市匯率換算為港元。所有外幣換算產生的匯兌收益和虧損在全面收益表內確認。

(l) 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金額的現金，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。

(m) 撥備及或有負債

如須就已發生的事件承擔法律或推定責任，而又可能需要付出經濟代價以履行該項責任，並能夠可靠地估計涉及的金額時，為該項在時間上或金額上尚未確定的責任撥備。

如金錢的時間價值重大，則會按預計履行該項責任所需開支的現值作出撥備。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(j) 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, other trading funds and financially autonomous bodies controlled or significantly influenced by the Government, in the ordinary course of its business.

(k) 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 reporting date. All foreign currency translation differences are recognised in the statement of comprehensive income.

(l) 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.

(m) Provisions and contingent liabilities

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

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

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(m) 撥備及或有負債 (續)

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

3. 會計政策改變

香港會計師公會頒布了若干新增或經修訂的香港財務報告準則並於本會計期生效。除以下列載因採納香港財務報告準則第9號及第15號而產生的影響外，該等新準則或修訂對營運基金的會計政策並沒有影響。

營運基金並沒有採納任何在本會計期尚未生效的新準則或詮釋（附註 22）。

(a) 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。這項準則載述確認和計量金融資產、金融負債及若干有關買賣非金融項目合約的相關規定。

營運基金已根據香港財務報告準則第9號的過渡規定，就2018年4月1日存在的既有項目追溯採納香港財務報告準則第9號，但不重列比較資料。首次採納香港財務報告準則第9號不會影響2018年4月1日的既有項目的帳面值。下文載述過往會計政策出現的改變的性質及影響。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(m) Provisions and contingent liabilities (continued)

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

3. Changes in accounting policies

The HKICPA has issued certain new or revised HKFRSs that are effective for the current accounting period. None of them impact on the accounting policies of the Fund except for the adoption of HKFRS 9 and HKFRS 15 as set out below.

The Fund has not applied any new standard or interpretation that is not yet effective for the current accounting period (note 22).

(a) HKFRS 9 "Financial Instruments"

HKFRS 9 replaces HKAS 39. It sets out the requirements for recognising and measuring financial assets, financial liabilities and some contracts to buy or sell non-financial items.

The Fund has applied HKFRS 9 retrospectively to items that existed as at 1 April 2018 in accordance with the transition requirements without restating comparative information. The carrying amounts of the items as at 1 April 2018 have not been impacted by initial application of HKFRS 9. The nature and effect of the changes to previous accounting policies are set out below.

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。)

3. 主要會計政策 (續)

(a) 香港財務報告準則第9號「金融工具」 (續)

金融資產的分類

香港財務報告準則第9號將金融資產分為三個主要類別：(i) 按攤銷成本值計量；(ii) 以公平值計入其他全面收益計量及(iii) 以公平值計入損益計量。該等類別取代香港會計準則第39號的類別，即持有至到期投資、貸款及應收帳款、可供出售金融資產，以及以公平值計入損益帳的金融資產。根據香港財務報告準則第9號，金融資產是按管理金融資產的業務模式及有關資產的合約現金流量特質而分類。

營運基金過往分類為貸款及應收帳款（按攤銷成本值列帳）的金融資產，已被重新分類為按攤銷成本值計量的金融資產（附註2(e)(ii)）。營運基金的金融資產於2018年3月31日的帳面值與2018年4月1日的帳面值相同。

金融資產的減值

香港財務報告準則第9號的「預期信貸虧損」模型取代了香港會計準則第39號的「已產生虧損」模型。預期信貸虧損模型要求持續計量與金融資產有關的信貸風險，因此會較香港會計準則第39號的「已產生虧損」會計模型更早確認預期信貸虧損。營運基金將新的預期信貸虧損模型應用於按攤銷成本值計量的金融資產（附註2(e)(v)）。首次採納新減值規定對金融資產在2018年4月1日的帳面值並無影響。

Financial Statements

Notes to the Financial Statements

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

3. Changes in accounting policies (continued)

(a) HKFRS 9 "Financial Instruments" (continued)

Classification of financial assets

HKFRS 9 classifies financial assets into three principal categories: measured at (i) amortised cost; (ii) at fair value through other comprehensive income, and (iii) at fair value through profit or loss. These supersede HKAS 39's categories of held-to-maturity investments, loans and receivables, available-for-sale financial assets and financial assets at fair value through profit or loss. The classification of financial assets under HKFRS 9 is based on the business model under which the financial asset is managed and its contractual cash flow characteristics.

The Fund's financial assets previously classified as loans and receivables (carried at amortised cost) were reclassified to financial assets measured at amortised cost (note 2(e)(ii)). The carrying amounts as at 31 March 2018 were the same as those as at 1 April 2018.

Impairment of financial assets

HKFRS 9 replaces the "incurred loss" model in HKAS 39 with the "expected credit loss" model. The expected credit loss model requires an ongoing measurement of credit risk associated with a financial asset and therefore recognises expected credit losses earlier than under the "incurred loss" accounting model in HKAS 39. The Fund applies the new expected credit loss model to the financial assets measured at amortised cost (note 2(e)(v)). The initial application of the new impairment requirements had no impact on the carrying amounts of the financial assets as at 1 April 2018.

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。)

3. 主要會計政策 (續)

(b) 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號建立確認來自客戶合約的收入及若干成本的全體框架，並取代香港財務報告準則第18號「收入」及第11號「建造合約」。香港財務報告準則第15號亦引入額外的披露規定，讓財務報表使用者了解客戶合約產生的收入及現金流量的性質、金額、時間及不確定性。

根據過渡規定，營運基金選擇僅對在2018年4月1日前尚未完成的合約追溯採用香港財務報告準則第15號，但不重新列示比較資料。首次採納香港財務報告準則第15號不會影響在2018年4月1日任何既有項目的帳面值。

相較過往的會計政策，採納香港財務報告準則第15號的收入會計政策（附註2(h)）不會影響截至2019年3月31日止年度的任何項目的帳面值。

Financial Statements

Notes to the Financial Statements

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

3. Changes in accounting policies (continued)

(b) HKFRS 15 "Revenue from Contracts with Customers"

HKFRS 15 establishes a comprehensive framework for recognising revenue and some costs from contracts with customers, replacing HKAS 18 "Revenue" and HKAS 11 "Construction contracts". HKFRS 15 also introduces additional disclosure requirements which aim to enable users of the financial statements to understand the nature, amount, timing and uncertainty of revenue and cash flows arising from contracts with customers.

In accordance with the transition requirements, the Fund has elected to apply HKFRS 15 retrospectively only to contracts that were not completed before 1 April 2018 without restating comparative information. The initial application of HKFRS 15 has not impacted the carrying amounts of any items as at 1 April 2018.

The accounting policies for revenue adopted under HKFRS 15 (note 2(h)) has not affected the amounts of any items in the year ended 31 March 2019 compared to the previous accounting policies.

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.)

4. 來自客戶合約之收入

4. Revenue from contracts with customers

		2019	2018
電訊牌照費	Telecommunications licence fees		
牌照－公共	Licences – Public	339,566	333,973
牌照－專用	Licences – Private	44,523	43,625
廣播牌照費	Broadcasting licence fees	42,888	41,204
向關連人士提供服務（附註19(a)）	Services provided to related parties (note 19(a))	33,621	28,033
雜項收入	Miscellaneous revenue	290	294
		460,888	447,129

營運基金支援通訊局實施和執行各條條例，包括《廣播條例》及《電訊條例》。營運基金在客戶合約的履約責任，主要涉及電訊服務與廣播服務的發牌和規管事宜。持牌機構須預先繳付服務費。營運基金是在提供有關服務的同時履行了履約責任，並以直線法隨時間確認服務費。

The Fund supports the CA to administer and enforce various ordinances including the Broadcasting Ordinance and the Telecommunications Ordinance. The Fund's performance obligations in contracts with customers mainly involve licensing and regulating telecommunications services and broadcasting services. A licensee is required to pay service fee in advance. The Fund satisfies its performance obligation as the service is rendered and recognises the fee over time on a straight-line basis.

至於向關連人士提供的諮詢和策劃服務與頻率指配和保護服務，營運基金是在提供有關服務的同時履行了履約責任，並按收回全部成本原則隨時間確認服務費。

For advisory and project, and frequency assignment and protection services provided to related parties, the Fund satisfies its performance obligation as the service is rendered and recognises a service fee over time on a full cost recovery basis.

5. 運作成本

5. Operating costs

		2019	2018
員工成本	Staff costs	376,218	353,908
辦公室地方成本	Accommodation costs	20,146	19,647
運作開支	Operating expenses	27,306	25,278
行政開支	Administrative expenses	32,539	19,671
顧問費	Consultancy fees	1,965	2,842
物業、設備及器材折舊	Depreciation of property, plant and equipment	9,440	12,382
無形資產攤銷	Amortisation of intangible assets	926	995
審計費用	Audit fees	405	564
		468,945	435,287

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6. 其他收入

6. Other income

		2019	2018
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	20,558	17,645
銀行存款	Bank deposits	11,335	6,532
銀行結餘	Bank balances	2	1
		31,895	24,178
註銷確認的應付名義利得稅及遞延稅款負債	Derecognition of notional profits tax payable and deferred tax liabilities	-	4,712
雜項收入（附註11）	Sundry income (note 11)	6,967	206
		38,862	29,096

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。於2017年12月27日，為數423.9萬港元的應付名義利得稅結餘及為數47.3萬港元的遞延稅款負債結餘已被註銷確認，而相關收入則在截至2018年3月31日止年度的全面收益表內確認。

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 judgment in a judicial review case concerning the Fund. According to the judgment, 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 judgment, 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. The balances of notional profits tax payable of HK\$4,239,000 and deferred tax liabilities of HK\$473,000 as at 27 December 2017 were derecognised, with corresponding income recognised in the statement of comprehensive income for the year ended 31 March 2018.

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(除特別註明外，所有金額均以港幣千元位列示。)

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。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%（2018年：5.5%）。

8. 物業、設備及器材

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7. Rate of return on fixed assets

The rate of return on fixed assets is 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. 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 (2018: 5.5%) as determined by the Financial Secretary.

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
於2018年4月1日	At 1 April 2018	220,243	58,595	43,261	48,444	5,055	375,598
添置	Additions	-	1,014	5,658	474	767	7,913
出售／註銷	Disposals	-	-	(1,733)	(24)	(559)	(2,316)
於2019年3月31日	At 31 March 2019	220,243	59,609	47,186	48,894	5,263	381,195
累計折舊	Accumulated depreciation						
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
於2018年4月1日	At 1 April 2018	98,769	51,867	38,428	47,025	4,726	240,815
年內折舊	Charge for the year	4,849	1,498	2,179	778	136	9,440
出售／註銷回撥	Written back on disposal	-	-	(1,731)	(24)	(559)	(2,314)
於2019年3月31日	At 31 March 2019	103,618	53,365	38,876	47,779	4,303	247,941
帳面淨值	Net book value						
於2019年3月31日	At 31 March 2019	116,625	6,244	8,310	1,115	960	133,254
於2018年3月31日	At 31 March 2018	121,474	6,728	4,833	1,419	329	134,783

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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	
		2019	2018
成本	Cost		
年初	At beginning of year	13,846	13,817
添置	Additions	2,796	29
出售／註銷	Disposals	(49)	-
年終	At end of year	16,593	13,846
累計攤銷	Accumulated amortisation		
年初	At beginning of year	12,284	11,289
年內攤銷	Charge for the year	926	995
出售／註銷回撥	Written back on disposal	(49)	-
年終	At end of year	13,161	12,284
帳面淨值	Net book value		
年終	At end of year	3,432	1,562

10. 外匯基金存款

10. Placement with the Exchange Fund

外匯基金存款結餘為5億1,032.2萬港元（2018年：4億8,788萬港元），其中4億8,000萬港元為本金，3,032.2萬港元（2018年：788萬港元）為在報告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。

The balance of the placement with the Exchange Fund amounted to HK\$510,322,000 (2018: HK\$487,880,000), being the principal sum of HK\$480,000,000 plus interest paid but not yet withdrawn at the reporting date of HK\$30,322,000 (2018: HK\$7,880,000). The term of the placement is six years from the date of placement, during which the amount of principal sum cannot be withdrawn.

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%。2019年的固定息率為每年2.9%，2018年為每年4.6%。

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 Bonds for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 2.9% per annum for the year 2019 and at 4.6% per annum for the year 2018.

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11. 應收帳款及其他應收款項

11. Trade and other receivables

		2019	2018
應收帳款	Trade receivables	119,510	7,929
減：減值虧損備抵帳	Less: allowance for impairment loss	-	(5,097)
		119,510	2,832
預付款項	Advance payments	511	460
按金及其他應收款項	Deposits and other receivables	170	153
		120,191	3,445

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:

		2019	2018
年初	At beginning of year	5,097	5,097
已回撥的未使用款額	Unused amount reversed	(5,097)	-
年終	At end of year	-	5,097

因一家有財政困難的公司欠款而引致的509.7萬港元虧損備抵帳已在營運基金收回款項後於年內回撥，相應產生的收入已列為雜項收入（附註6）。

The loss allowance of HK\$5,097,000 on an amount due from a company in financial difficulties was reversed during the year when the amount was received by the Fund, with corresponding income included under sundry income (note 6).

12. 與客戶的合約結餘

12. Contract balances with customers

(a) 應收帳款及合約資產

(a) Receivables and contract assets

向持牌機構提供的服務方面，在報告日應收帳款的結餘在附註11呈列為應收帳款。營運基金並無任何合約資產。

For services provided to licensees, the balance of receivables at the reporting date is presented as trade receivables in note 11. The Fund does not have any contract assets.

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(除特別註明外，所有金額均以港幣千元位列示。)

12. 與客戶的合約結餘 (續)

(b) 合約負債

營運基金向已繳交預付款項的持牌機構提供服務的責任，在財務狀況表內呈列為遞延收入。持牌機構須在獲發牌照時，以及其後在牌照有效期內每個發出牌照周年日繳付牌照費。不同種類的牌照有不同的有效期，由1年至15年不等。若持牌機構沒有在發出牌照周年日繳付牌照費，有關牌照可能被暫時吊銷或撤銷，而與持牌機構訂立的合約將無法執行。遞延收入結餘是指在報告日分攤至未履行（或部分未履行）履約責任的總交易價格。營運基金預期在一年內確認該等遞延收入為收入。沒有任何來自客戶合約的代價未納入交易價格。

年內遞延收入結餘的重大變動呈列如下：

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12. Contract balances with customers (continued)

(b) Contract liabilities

The Fund's obligations to provide services to licensees for which the Fund has received advance payments from the licensees are presented as deferred income in the statement of financial position. Licensees are required to pay annual licence fees upon issue of the licence, and on each anniversary thereafter during the validity period of the licences. Licence period for each type of licence varies, ranging from 1 to 15 years. When a licensee does not pay licence fee on an anniversary date, the licence may be suspended or revoked and the contract with the licensee would become unenforceable. The balances of deferred income represent the aggregate amount of the transaction price allocated to the performance obligations that are unsatisfied (or partially satisfied) at the reporting date. The Fund expects to recognise the deferred income as revenue within one year. No consideration from contracts with customers is not included in the transaction price.

Significant changes in the balances of deferred income during the year are shown below:

		2019	2018
因年初列為遞延收入結餘的款項在年內確認為收入而減少	Decrease due to recognition as revenue during the year that was included in the balances of deferred income at beginning of year	(203,097)	(171,887)
因年內收到預付款項而增加	Increase due to advance payments received during the year	114,699	203,097

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(除特別註明外，所有金額均以港幣千元位列示。)

13. 僱員福利撥備

此為在計至報告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（見附註2(i)）。

14. 營運基金資本

此為政府對營運基金的投資。

15. 發展儲備

此儲備乃用作為達致目標回報的調節機制，並減低日後增加收費的需要。

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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 reporting date (see note 2(i)).

14. Trading fund capital

This represents the Government's investment in the Fund.

15. Development reserve

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

		2019	2018
年初及年終結餘	Balance at beginning and end of year	690,165	690,165

16. 保留盈利

16. Retained earnings

		2019	2018
年初結餘	Balance at beginning of year	100,773	-
年度總全面收益	Total comprehensive income for the year	30,805	40,938
撥自擬發股息	Transferred from proposed dividend	-	59,835
年終結餘	Balance at end of year	131,578	100,773
代表：	Representing:		
政府規定的目標回報（見附註7）	Target returns required by the Government (see note 7)	25,322	17,814
其他保留盈利	Other retained earnings	106,256	82,959
		131,578	100,773

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(除特別註明外，所有金額均以港幣千元位列示。)

16. 保留盈利 (續)

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。

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於截至2018年3月31日止年度內撥回保留盈利。

17. 現金及等同現金

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16. Retained earnings (continued)

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.

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 during the year ended 31 March 2018.

17. Cash and cash equivalents

		2019	2018
現金及銀行結餘	Cash and bank balances	5,432	3,218
銀行存款	Bank deposits	520,900	713,500
		526,332	716,718
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	(494,000)	(705,000)
現金及等同現金	Cash and cash equivalents	32,332	11,718

18. 資本承擔及其他承擔

於2019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：

18. Capital commitments and other commitments

At 31 March 2019, the Fund had capital commitments, so far as not provided for in the financial statements, as stated below:

		2019	2018
已獲授權和已簽約	Authorised and contracted for	7,980	372
已獲授權但尚未簽約	Authorised but not contracted for	5,939	113
		13,919	485

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(除特別註明外，所有金額均以港幣千元位列示。)

18. 資本承擔及其他承擔 (續)

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95.4萬港元（2018年：85.5萬港元）。

19. 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1,962.8萬港元（2018年：1,403.2萬港元）的諮詢和策劃服務的收費，以及總值1,399.3萬港元（2018年：1,400.1萬港元）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2,781.8萬港元（2018年：2,530.5萬港元）；以及
- (c) 向關連人士購得的固定資產包括車輛及傢具。這些固定資產總值77.8萬港元（2018年：30.1萬港元）。

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18. Capital commitments and other commitments (continued)

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\$954,000 to the scheme (2018: HK\$855,000).

19. 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\$19,628,000 (2018: HK\$14,032,000) and frequency assignment and protection services amounting to HK\$13,993,000 (2018: HK\$14,001,000);
- (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\$27,818,000 on these services (2018: HK\$25,305,000); and
- (c) fixed assets acquired from related parties included motor vehicles and furniture. The total amount of these fixed assets amounted to HK\$778,000 (2018: HK\$301,000).

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(除特別註明外，所有金額均以港幣千元位列示。)

19. 關連人士的交易 (續)

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2019年3月31日與關連人士交易的結餘已載於財務狀況表內。

20. 或有負債

截至2019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。2018年10月，政府與通訊局決定預留營運基金於2018年3月31日的其他保留盈利8,295.9萬港元（即扣減政府規定的目標回報後保留於營運基金內的名義利得稅和股息總額（見附註16）），以待退還牌照費的申索解決後，用作退回牌照費給有關持牌機構。基於所得的法律意見，營運基金認為無法可靠地估算有關申索對整體財政的影響。

21. 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。

Financial Statements

Notes to the Financial Statements

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

19. Related party transactions (continued)

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 2019 are set out in the statement of financial position.

20. Contingent liabilities

As at 31 March 2019, 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. In October 2018, the Government and the CA decided that the other retained earnings of the Fund of HK\$82,959,000, being the total amount of notional profits tax and dividend retained in the Fund after deduction of target returns required by the Government, as at 31 March 2018 (see note 16) would be set aside for refund of licence fees to the licensees, pending resolution of the claims for restitution. The Fund considers that, based on the legal advice obtained, the overall financial effect of the claims cannot be estimated reliably.

21. 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.

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。)

21. 財務風險管理 (續)

(b) 貨幣風險

貨幣風險指金融工具的公平值或未來現金流量會因貨幣匯率變動而波動的風險。

由於營運基金絕大部分金融工具均以港元計算，故無須面對重大的貨幣風險。

(c) 信貸風險

信貸風險指金融工具的一方持有者因未能履行責任而引致另一方蒙受財務損失的風險。

營運基金的信貸風險主要取決於外匯基金存款、應收帳款及其他應收款項、應收利息、銀行存款及銀行結餘。營運基金訂有信貸風險政策，並持續監察須承擔的信貸風險。

為盡量減低信貸風險，所有定期存款均存放於香港的持牌銀行。這些金融資產被視為屬低信貸風險。虧損備抵帳按相等於12個月的預期信貸虧損的金額計量，而營運基金評定有關虧損並不重大。

按穆迪或等同指定評級分析，銀行存款及銀行結餘的信貸質素呈列如下：

Financial Statements

Notes to the Financial Statements

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

21. Financial risk management (continued)

(b) Currency risk

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in currency exchange rates.

The Fund does not have significant exposure to currency risk as substantially all of its financial instruments are denominated in Hong Kong dollars.

(c) Credit risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

The Fund's credit risk is primarily attributable to placement with the Exchange Fund, trade and other receivables, interest receivables, bank deposits and bank balances. The Fund has a credit policy in place and the exposure to these credit risks is monitored on an ongoing basis.

To minimise credit risks, all fixed deposits are placed with licensed banks in Hong Kong. These financial assets are considered to have a low credit risk. The loss allowances are measured at amounts equal to 12-month expected credit losses, which are assessed to be immaterial by the Fund.

The credit quality of bank deposits and bank balances, analysed by the ratings designated by Moody's or their equivalent, is shown below:

		2019	2018
信貸評級：	Credit rating:		
Aa1至Aa3	Aa1 to Aa3	194,130	16,417
A1至A3	A1 to A3	332,200	700,300
總計	Total	526,330	716,717

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。)

21. 財務風險管理 (續)

(c) 信貸風險 (續)

雖然其他金融資產須符合減值規定，但其預期信貸虧損輕微。

營運基金的金融資產在報告日的最高信貸風險相等於該資產的帳面值。

(d) 流動資金風險

流動資金風險指機構在履行與金融負債相關的責任時遇到困難的風險。

營運基金透過預計所需的現金款額和監測營運基金的流動資金，來管理流動資金風險，確保可以償付所有到期負債和已知的資金需求。由於營運基金擁有充裕的流動資金，其流動資金風險水平甚低。

(e) 利率風險

利率風險指因市場利率變動而引致虧損的風險。利率風險可進一步分為公平值利率風險及現金流量利率風險。

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。

Financial Statements

Notes to the Financial Statements

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

21. Financial risk management (continued)

(c) Credit risk (continued)

While other financial assets are subject to the impairment requirements, their expected credit losses were minimal.

The maximum exposure to credit risk of the financial assets of the Fund at the reporting date is equal to their carrying amounts.

(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.

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。)

21. 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2019年3月31日，在2018年和2019年的息率增加／減少50個基點(2018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255.2萬港元(2018年：243.9萬港元)。

(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。

22. 已頒布但於截至2019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2019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。

營運基金正就該等修訂、新準則及詮釋在首次採用期間預期會產生的影響進行評估。直至目前為止，營運基金得出的結論為採納該等修訂、新準則及詮釋不大可能會對營運基金的運作成果及財務狀況構成重大影響。

Financial Statements

Notes to the Financial Statements

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

21. 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 2019, a 50 basis point (2018: 50 basis point) increase / decrease in the interest rates for 2018 and 2019, with all other variables held constant, would increase / decrease the profit for the year and reserves by HK\$2,552,000 (2018: HK\$2,439,000).

(g) Fair values

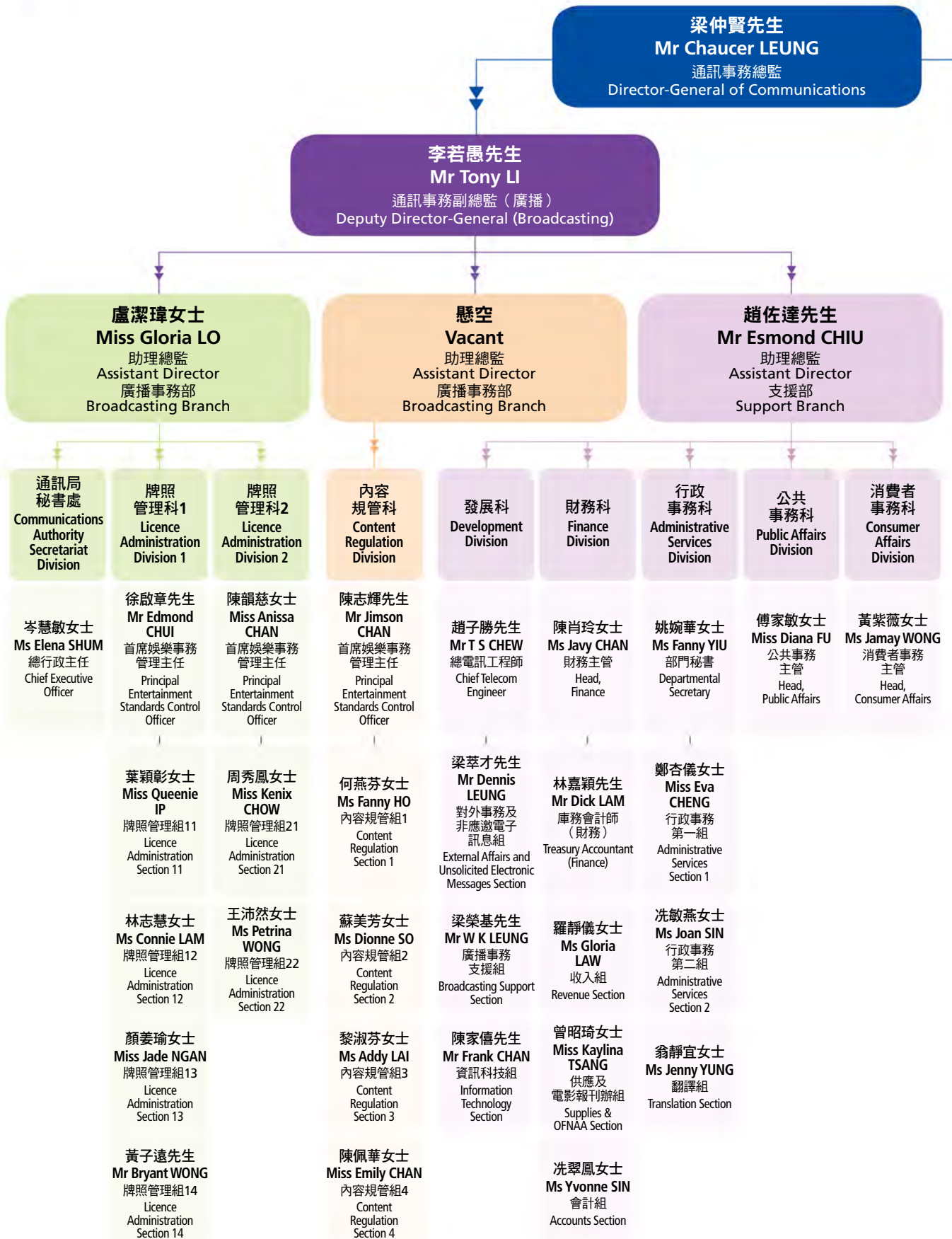
The fair values of financial instruments quoted in active markets are based on their quoted prices at the reporting date. In the absence of such quoted market prices, fair values are estimated using present value or other valuation techniques, using inputs based on market conditions existing at the reporting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

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

22. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2019

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 2019 and which have not been early adopted in these financial statements.

The Fund is in the process of making an assessment of what the impact of these amendments, new standards and interpretations expected 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 results of operations and financial position.





電訊規管事務諮詢委員會

(截至2019年3月31日)

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)

秘書

卓聖德先生

通訊事務管理局辦公室助理總監 (規管)

委員

歐陽嘉慧女士

消費者委員會代表

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何世衡先生

Equinix Hong Kong Limited 代表

梁榮佳先生

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陳偉文先生

香港有線電視有限公司代表

朱嘉文先生

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

黃玉興女士

和記電話有限公司 / Genius Brand Limited 代表

郭嘉麗小姐

環球全域電訊有限公司代表

吳仕彬先生

NTT Com Asia Limited 代表

柯天倫先生

SmarTone Communications Limited / 數碼通電訊有限公司代表

Ms Susana HALLIDAY

Superloop (Hong Kong) Limited 代表

Mr Marcus CRACHI

Telstra International HK Limited 及 澳大利亞國際有限公司代表

顏慶華先生

名氣通電訊固網有限公司代表

劉貴顯先生

TraxComm Limited 代表

謝梅蕙女士

Verizon Hong Kong Limited 代表

羅錦基先生

鄉村電話有限公司代表

Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2019)

Chairman

Mr Chaucer LEUNG

Deputy Director-General (Telecommunications), OFCA

Secretary

Mr Sanda CHEUK

Assistant Director (Regulatory), OFCA

Members

Ms Terese AU YEUNG Kar Wai

Representative of Consumer Council

Ir John CHAN Kwan Wing

Representative of The Hong Kong Institution of Engineers (HKIE)

Mr Ben LI

Representative of The Institution of Engineering and Technology Hong Kong (IETHK)

Mr Alex WONG

Representative of Communications Association of Hong Kong

Mr Tony TSANG

Representative of 21 ViaNet Group Limited

Mr Alex CHENG

Representative of China Mobile Hong Kong Company Limited

Mr Karson NG

Representative of China Telecom Global Limited

Mr Sutton CHEUNG Yuet Pun

Representative of ComNet Telecom (HK) Limited

Mr LAW Jia

Representative of Easy Tone Network Limited

Mr Raphael HO Sai Hang

Representative of Equinix Hong Kong Limited

Mr Richard LEUNG Wing Kai

Representative of Hong Kong Broadband Network Limited / HKBN Enterprise Solutions Limited

Mr CHAN Wai Man

Representative of Hong Kong Cable Television Limited

Mr Kevin CHU

Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / PCCW Global (HK) Limited

Ms Juliana WONG Yuk Hing

Representative of Hutchison Telephone Company Limited / Genius Brand Limited

Miss Katherine KWOK

Representative of HGC Global Communications Limited

Mr Patrick NG

Representative of NTT Com Asia Limited

Mr OR Tin Lun

Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited

Ms Susana HALLIDAY

Representative of Superloop (Hong Kong) Limited

Mr Marcus CRACHI

Representative of Telstra International HK Limited and Telstra International Limited

Mr Walter NGAN Hing Wah

Representative of Towngas Telecommunications Fixed Network Limited

Mr Kenneth LAU Kwai Hin

Representative of TraxComm Limited

Ms Clareta CHIA May Yin

Representative of Verizon Hong Kong Limited

Mr Allen LAW

Representative of Village Telephone Limited

電訊規管事務諮詢委員會 (續)

郭照娟女士

Vodafone Enterprise Hong Kong Limited代表

陳國萍女士

滙豐電訊有限公司代表

Mr Indarto

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

林文傑先生

對外電訊服務營辦商界別代表

陳國萍女士

服務營辦牌照持牌商界別代表

Mr Ralph RILEY

公共無線電通訊服務／無線物聯網牌照持牌商界別代表

林永澤先生

香港警務處代表

劉堅能教授

個別委任人士

朱啟耀博士

個別委任人士

Telecommunications Regulatory Affairs Advisory Committee (continued)

Ms Joy GUO

Representative of Vodafone Enterprise Hong Kong Limited

Ms Agnes TAN

Representative of WTT HK Limited

Mr Indarto

Representative of External Fixed Carrier / Unified Carrier (External Fixed Services) Licensees as a group

Mr James LAM Man Kit

Representative of External Telecommunications Services (ETS) Operators as a group

Ms Agnes TAN

Representative of Services-based Operators (SBO) Licensees as a group

Mr Ralph RILEY

Representative of Public Radiocommunications Service / Wireless Internet of Things Licensees as a group

Mr Fred LAM Wing Chak

Representative of Hong Kong Police Force

Prof Vincent LAU Kin Nang

Member appointed on an Ad Personam basis

Dr Patrick TSIE Kai Yiu

Member appointed on an Ad Personam basis

無線電頻譜及技術標準諮詢委員會 (截至2019年3月31日)

主席

鄭志強先生

通訊事務管理局辦公室助理總監（執行）

秘書

李純先生

通訊事務管理局辦公室高級電訊工程師（頻譜策劃）

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Hong Kong Telecommunications (HKT) Limited／香港電話有限公司及Hong Kong Telecommunications (HKT) Limited／PCCW Global (HK) Limited／Genius Brand Limited代表

Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2019)

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Assistant Director (Operations), OFCA

Secretary

Mr Wilson LEE

Senior Telecommunications Engineer (Spectrum Planning), OFCA

Members

Dr Keith KWOK Wing Yin

Representative of Consumer Council

Mr Michael LEE

Representative of EU ICT Council in Hong Kong and Macau

Dr Lawrence POON

Representative of Hong Kong Productivity Council

Ir Wilson KWOK Wai Shun

Representative of The Hong Kong Institution of Engineers

Dr K F TSANG

Representative of The Institution of Engineering and Technology Hong Kong

Mr Sutton CHEUNG Yuet Pun

Representative of Local Industry Associations

Mr Alex CHENG

Representative of China Mobile Hong Kong Company Limited

Mr Dickson IP Hon Chung

Representative of ComNet Telecom (HK) Limited

Mr Kenneth NG Kim Hung

Representative of Hong Kong Broadband Network Limited / HKBN Enterprise Solutions Limited

Mr SHUEN Shiu Man

Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / PCCW Global (HK) Limited / Genius Brand Limited

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劉宇雄先生 SmarTone Communications Limited / 數碼通電訊有限公司代表
徐國豪先生 滙港電訊有限公司代表
Ms Susana HALLIDAY 不提供本地零售固網服務的傳送者持牌商界別代表
孔慶柱先生 不提供本地零售固網服務的傳送者持牌商界別代表
胡筱蕊小姐 不提供本地零售固網服務的傳送者持牌商界別代表
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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 Garry KUM 電視廣播有限公司代表
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孔慶柱先生 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
陳欽志先生 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 Ralphy RILEY 公共無線電通訊服務 / 無線物聯網牌照持牌商界別代表
李金泉博士 本地認證機構界別代表
蕭蔡庇先生 業餘無線電會界別代表
何智妍先生 民航處代表
陳詠恩女士 香港警務處代表
黃世文博士 廉政公署代表
何浩文先生 個別委任人士

Radio Spectrum and Technical Standards Advisory Committee (continued)

Mr LAU Tak Man Representative of Hutchison Telephone Company Limited
Mr Michael SHIU Representative of HGC Global Communications Limited
Mr Dennis LAU Yu Hung Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
Mr Eric TSUI Representative of WTT HK Limited
Ms Susana HALLIDAY Representative of Carrier Licensees NOT Providing Domestic Retail Fixed Services as a group
Mr HUNG Hing Chu Representative of Carrier Licensees NOT Providing Domestic Retail Fixed Services as a group
Miss Sherry HU Representative of Carrier Licensees NOT Providing Domestic Retail Fixed Services as a group
Mr CHAN Wai Man Representative of Hong Kong Cable Television Limited / Fantastic Television Limited
Mr Carlson CHU Representative of PCCW Media Limited / HK Television Entertainment Limited
Mr Garry KUM Representative of Television Broadcasts Limited
Mr Paul LAM C K Representative of Hong Kong Commercial Broadcasting Company Limited
Mr KO Siu Ming Representative of Metro Broadcast Corporation Limited
Mr NGAN Sing Yin Representative of Radio Television Hong Kong
Dr ZHANG Rui Representative of Asia Satellite Telecommunications Company Limited
Mr CHEN Xun Representative of APT Satellite Company Limited
Mr HUNG Hing Chu Representative of External Fixed Carrier / Unified Carrier (External Fixed Services) Licensees as a group
Mr Vincent CHEN Representative of Services-based Operators (MVNO and ETS Operators only) as a group
Mr Ralph RILEY Representative of Public Radiocommunications Service / Wireless Internet of Things Licensees as a group
Dr LEE Kam Chuen Representative of Local Certification Bodies as a group
Mr Johnny SIU Choi Pai Representative of Amateur Radio Societies as a group
Mr Joseph HO Chi Yun Representative of Civil Aviation Department
Ms Diana CHAN Wing Yan Representative of Hong Kong Police Force
Dr Simon WONG Sai Man Representative of Independent Commission Against Corruption
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2019年3月31日)

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)

秘書
黃紫薇女士
通訊事務管理局辦公室消費者事務主管

委員
葉雅琴女士
消費者委員會代表

莊禮基先生
香港通訊業聯會代表

許涼涼女士
香港總商會代表

羅國明先生
香港無線科技商會代表

楊全盛先生
中小型企業代表

鄭永昌先生
教育局代表

鄧健華博士
長者服務代表

鄧肇中先生
弱能人士代表

鍾智明先生
弱能人士代表

陳佩怡女士
公眾人士代表

陳穎旨先生
公眾人士代表

鄭慧君女士
公眾人士代表

孔憲正先生
公眾人士代表

龔衍鳴先生
公眾人士代表

劉堅偉博士
公眾人士代表

劉佩琪女士
公眾人士代表

李穎明博士
公眾人士代表

劉秀芬女士
公眾人士代表

曾立基先生
公眾人士代表

葉維新先生
個別委任人士

樓家強先生, MH, JP
個別委任人士

Telecommunications Users and Consumers Advisory Committee (as at 31 March 2019)

Chairman
Mr Chaucer LEUNG
Deputy Director-General (Telecommunications), OFCA

Secretary
Ms Jamay WONG
Head of Consumer Affairs, OFCA

Members
Ms June IP Nga Kum
Representative of Consumer Council

Mr Ricky CHONG Lai Kei
Representative of Communications Association of Hong Kong (CAHK)

Ms Edith HUI
Representative of The Hong Kong General Chamber of Commerce

Mr Roy LAW
Representative of Hong Kong Wireless Technology Industry Association (HKWTIA)

Mr Eric YEUNG Chuen Sing
Representatives of Small and Medium Enterprises

Mr CHENG Wing Cheung
Representative of Education Bureau

Dr Jonathan TANG Kin Wa
Representative of the Aged Community

Mr William TANG
Representative of the Disabled Community

Mr CHUNG Chi Ming
Representative of the Disabled Community

Ms CHAN Pui Yi
Representative as a Member of the Public

Mr CHAN Wing Tsz
Representative as a Member of the Public

Ms CHENG Wai Kwan
Representative as a Member of the Public

Mr HUNG Hin Ching
Representative as a Member of the Public

Mr KUNG Yin Ming
Representative as a Member of the Public

Dr LAU Kin Wai
Representative as a Member of the Public

Ms Katy LAU
Representative as a Member of the Public

Dr Mary LEE Wing Ming
Representative as a Member of the Public

Miss Eva LAU Sau Fan
Representative as a Member of the Public

Mr Richard TSANG Lap Ki
Representative as a Member of the Public

Mr IP Wai Sun
Member appointed on an Ad Personam basis

Mr LAU Ka Keung, MH, JP
Member appointed on an Ad Personam basis

在2018/19年度，我們在全部35項服務中均達至或超越服務表現目標。2019/20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 2018/19, we achieved/surpassed all performance targets in our 35 job areas. The full list of our performance targets for 2019/20 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.

	2018/19年度 標準處理時間 Service Delivery Standard for 2018/19	2018/19年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2018/19	2018/19年度 實際平均服務表現 Actual Average Performance in 2018/19	2019/20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 2019/20
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%	100%	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%)
簽發牌照 Issue of licence	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)

	2018/19年度 標準處理時間 Service Delivery Standard for 2018/19	2018/19年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2018/19	2018/19年度 實際平均服務表現 Actual Average Performance in 2018/19	2019/20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 2019/20
處理電訊服務牌照申請 (續) Processing of Telecommunications Service Licence Applications (continued)				
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 Telecommunication 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%	並無新個案 No new case	5 個工作天 working days (95%)

	2018/19年度 標準處理時間 Service Delivery Standard for 2018/19	2018/19年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2018/19	2018/19年度 實際平均服務表現 Actual Average Performance in 2018/19	2019/20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 2019/20
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、處理和接受退還的 電訊號碼 Checking, processing and acceptance of return of telecommunications numbers	10 個工作天 working days	100%	100%	10 個工作天 working days (100%)
處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第III A部、廣播牌照條款或條件、或廣播 業務守則的廣播事宜投訴（關乎《廣播條例》競爭條文的投訴除外） Handling of Complaints about Broadcasting Matters involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance)				
給予初步答覆 Issue of an interim reply	6 個工作天 working days	98%	100%	6 個工作天 working days (98%)
就無須調查的個案通知投訴人有關結果 ^(註) (或如未有個案結果，則向投訴人報告 進度) Inform complainants of results of cases not involving an investigation ^(Note) (or report of progress to the complainant if results of cases are not ready)	3 個星期 weeks	98%	100%	3 個星期 weeks (98%)
就需要進行簡單調查的投訴通知投訴人有 關通訊事務管理局（通訊局）的裁決 ^(註) (或如未有通訊局的裁決，則向投訴人 報告進度) Inform complainants of the Communications Authority (CA)'s decision on complaints involving a straightforward investigation ^(Note) (or report of progress to the complainant if CA's decision is not ready)	8 個星期 weeks	98%	99.4%	8 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.

2018/19年度 標準處理時間 Service Delivery Standard for 2018/19	2018/19年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2018/19	2018/19年度 實際平均服務表現 Actual Average Performance in 2018/19	2019/20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 2019/20		
<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III A部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴（關於《廣播條例》競爭條文的投訴除外）（續）</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>處理針對營辦商關於《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>	初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation	80%	並無新個案 No new case	初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation	(80%)
<p>處理有關營辦商懷疑違反《電訊條例》或電訊服務牌照條件的業界投訴（關於《電訊條例》競爭條文和具誤導性或欺騙性行為的條文的投訴除外）</p> <p>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</p>					
<p>完成詳細調查（或如未完成詳細調查，則向投訴人報告進度）</p> <p>Completion of full investigation (or report of progress to the complainant if full investigation is not completed)</p>	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%)

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

2018/19年度 標準處理時間 Service Delivery Standard for 2018/19	2018/19年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2018/19	2018/19年度 實際平均服務表現 Actual Average Performance in 2018/19	2019/20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 2019/20
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 Handling of Complaints against Broadcasting and Telecommunications Licensees on Suspected Contravention of the Fair Trading Sections of the Trade Descriptions Ordinance			
如未能提供個案結果，則向投訴人發出個案處理進度通知* Issue case progress to the complainant if the case result is not ready*	確認接獲投訴後 3個月內 Within 3 months upon acknowledgement of receipt of the complaint	90%	100%
			確認接獲投訴後 3個月內 Within 3 months upon acknowledgement of receipt of the complaint (90%)
處理有關懷疑違反《非應邀電子訊息條例》的舉報 Handling of Reports on Suspected Contravention of the Unsolicited Electronic Messages Ordinance			
完成詳細調查(或如未完成詳細調查，則向投訴人報告進度) Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	Within 10 個星期內 weeks	90%	100%
			Within 10 個星期內 weeks (90%)
對有關通訊辦服務的公眾查詢及投訴作出回覆 Reply to Public Enquiries and Complaints of OFCA's Services			
詳細回覆查詢(或如未能提供詳細回覆，則給予初步答覆) Full reply for enquiries (or interim reply if full reply cannot be provided)	Within 7 個工作天內 working days	90%	100%
			Within 7 個工作天內 working days (90%)
詳細回覆投訴(或如未完成詳細調查，則向投訴人報告進度) Full reply for complaints (or report of progress to the complainant if full investigation is not completed)	Within 15 個工作天內 working days	90%	100%
			Within 15 個工作天內 working days (90%)

* 這是2018年10月開始的項目。
This is a new item introduced in October 2018.

簽發／續牌的廣播及電訊牌照 數目及徵收的牌費

(截至2019年3月31日年度內)

Broadcasting and Telecommunications Licences Issued / Renewed and Revenue Collected

(For the year ended 31 March 2019)

牌照種類	Type of Licences	發牌／續牌數目 No. of Licences Issued / Renewed	港元 HK\$
廣播牌照			
Broadcasting Licences			
本地免費電視節目服務	Domestic Free Television Programme Service	3	20,973,679
本地收費電視節目服務	Domestic Pay Television Programme Service	2	11,125,235
非本地電視節目服務	Non-domestic Television Programme Service	14	807,500
其他須領牌電視節目服務	Other Licensable Television Programme Service	22	829,500
聲音廣播	Sound Broadcasting	2	9,152,723
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	31	51,000
航空器電台	Aircraft Station	374	54,738
業餘操作授權證明	Amateur ATO	789	126,240
業餘電台	Amateur Station	2,605	396,000
無線電廣播轉播電台	Broadcast Radio Relay Station	13	11,938
補發牌照	Duplicate Licence	183	10,065
考試和簽發證書	Examination & Issue of Certificate	1,770	297,905
實驗電台	Experimental Station	82	25,475
對內／對外固定服務（包括用作傳送電視節目）	Fixed Internal / External Services (including for Transmission of Television Programme)	50	125,333,549
酒店電視（發送）	Hotel Television (Transmission)	162	650,721
入口／出口許可證	Import / Export Permit	753	112,950
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	1,509	137,253
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	3,856	34,453,255
流動服務	Mobile Services	8	186,982,710
私用無線電傳呼系統	Private Radio Paging System	5	18,612
公共無線電通訊服務	Public Radiocommunications Service	8	1,566,100
無線電商（放寬限制）	Radio Dealers (Unrestricted)	3,786	5,572,375
無線電通訊學校	Radiocommunications School	6	1,800
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	205	182,200
衛星電視共用天線	Satellite Master Antenna Television	64	4,921,600
自設對外電訊系統	Self-provided External Telecommunications System	7	5,688
服務營辦商第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	21	1,362,593
服務營辦商第三類服務	Services-based Operator of Class 3 Service	492	17,908,744
船舶電台	Ship Station	4,370	647,052
空間站傳送者	Space Station Carrier	12	2,287,000
的士無線電通訊服務	Taxi Radiocommunications Service	24	557,950
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	52	136,400
無線物聯網	Wireless Internet of Things	3	269,600
總數	Total	21,285	426,977,150



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

通訊事務管理局辦公室

Office of the Communications Authority

地址 Address : 香港灣仔皇后大道東213號胡忠大廈29樓
29/F Wu Chung House, 213 Queen's Road East
Wan Chai, Hong Kong

查詢熱線 Enquiry Hotline : 2961 6333

網址 Website : www.ofca.gov.hk