

電訊規管事務諮詢委員會
(截至2020年3月31日)

主席

卓聖德先生

通訊事務管理局辦公室通訊事務副總監 (電訊)

秘書

許靜芝小姐

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

陳君穎工程師

香港工程師學會代表

李尊仁先生

工程及科技學會香港分會代表

黃家恆先生

香港通訊業聯會代表

曾家寶先生

世紀互聯集團有限公司代表

鄭啟良先生

中國移動香港有限公司代表

吳雋文先生

中國電信國際有限公司代表

張悅賓先生

信通電話 (香港) 有限公司代表

劉加先生

2 易通網絡有限公司代表

何世衡先生

Equinix Hong Kong Limited 代表

陳國萍女士

香港寬頻網絡有限公司／香港寬頻企業方案有限公司／香港寬頻企業方案香港有限公司代表

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

Mrs Neeti JAIN

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

Telecommunications Regulatory Affairs Advisory
Committee (as at 31 March 2020)

Chairman

Mr Sanda CHEUK

Deputy Director-General (Telecommunications), OFCA

Secretary

Miss Elaine HUI

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

Ms Agnes TAN

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

Mrs Neeti JAIN

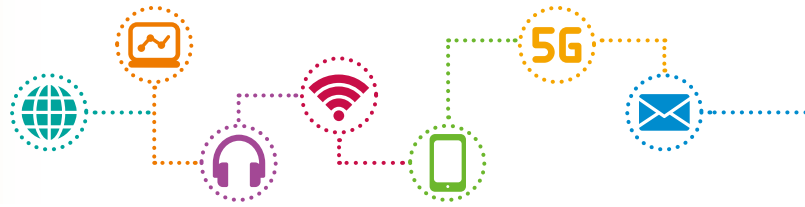
Representative of Telstra International HK Limited and Telstra International Limited

Mr Walter NGAN Hing Wah

Representative of Towngas Telecommunications Fixed Network Limited

Mr Kenneth LAU Kwai Hin

Representative of TraxComm Limited



電訊規管事務諮詢委員會 (截至2020年3月31日) (續)

謝梅鶯女士

Verizon Hong Kong Limited 代表

羅錦基先生

鄉村電話有限公司代表

郭照娟女士

Vodafone Enterprise Hong Kong Limited 代表

Mr Indarto NATA

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

服務營辦商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

簡宇廷先生

香港警務處代表

朱啟耀博士

個別委任人士

Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2020) (continued)

Ms Clareta CHIA May Yin

Representative of Verizon Hong Kong Limited

Mr Allen LAW

Representative of Village Telephone Limited

Ms Joy GUO

Representative of Vodafone Enterprise Hong Kong Limited

Mr Indarto NATA

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 KAN Yu Ting

Representative of Hong Kong Police Force

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2020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

鄧啟濂先生

通訊事務管理局辦公室高級電訊工程師（頻譜策劃）

委員

郭永賢博士

消費者委員會代表

李仲明先生

歐盟信息通訊技術委員會（港澳區）代表

潘志健博士

香港生產力促進局代表

郭偉信工程師

香港工程師學會代表

曾劍鋒博士

工程及科技學會香港分會代表

張悅賓先生

本地電訊業界組織界別代表

鄭啟良先生

中國移動香港有限公司代表

葉漢忠先生

信通電話（香港）有限公司代表

李友忠先生

香港寬頻網絡有限公司／香港寬頻企業方案有限公司／香港寬頻企業方案香港有限公司代表

孫兆文先生

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／Genius Brand Limited 代表

Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2020)

Chairman

Mr C K CHENG

Assistant Director (Operations), OFCA

Secretary

Mr Alex TANG

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 Danny LI

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

無線電頻譜及技術標準諮詢委員會
(截至2020年3月31日) (續)

劉德民先生
和記電話有限公司代表

邵振強先生
環球全域電訊有限公司代表

劉宇雄先生
SmarTone Communications Limited / 數碼通電訊有限公司代表

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

陳偉文先生
香港有線電視有限公司 / 奇妙電視有限公司代表

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

林志強先生
香港商業廣播有限公司代表

高小明先生
新城廣播有限公司代表

顧星現先生
香港電台代表

張森博士
亞洲衛星有限公司代表

陳珣先生
亞太通訊衛星有限公司代表

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 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

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

何智忻先生
民航處代表

蕭偉基先生
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 (as at 31 March 2020) (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

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

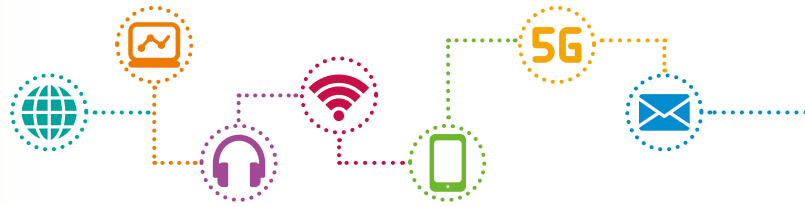
Mr Johnny SIU Choi Pai
Representative of Amateur Radio Societies as a group

Mr Joseph HO Chi Yun
Representative of Civil Aviation Department

Mr SHIU Wai Kay
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2020年3月31日)

主席

卓聖德先生
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

袁民光先生
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

陳穎官先生
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 2020)

Chairman

Mr Sanda CHEUK
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

Mr Johnny YUEN Man Kwong
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

Ms 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

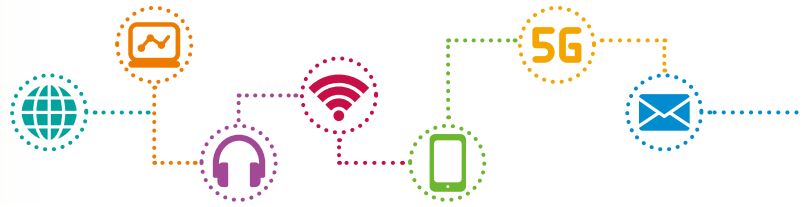
在2019／20年度，我們在全部34項服務中均達至或超越服務表現目標。2020／21年度的各項服務表現目標詳列如下。

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 2019/20, we achieved/surpassed all performance targets in our 34 job areas. The full list of our performance targets for 2020/21 are also set out in the table below.

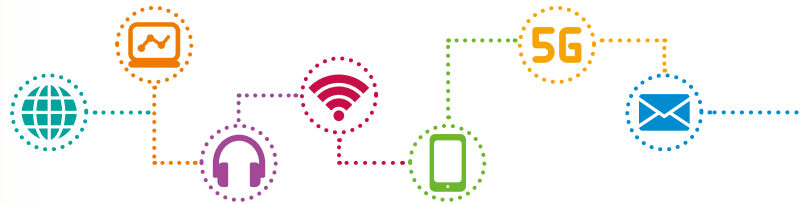
The level of service we provide is influenced to some extent by exceptional circumstances and workloads during peak periods. The following table takes these factors into account and sets out the standard service delivery times we aim to achieve for a wide range of services.

服務 (*2020年4月開始新增的項目) Services (*new item introduced in April 2020)	2019／20年度 標準處理時間 Service Delivery Standard for 2019/20	2019／20年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2019/20	2019／20年度實際平 均服務表現 Actual Average Performance in 2019/20	2020／21年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2020/21
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%	沒有申請 No application	4個月 (100%) months
處理電訊服務牌照申請／登記 Processing of Telecommunications Service Licence Applications / Registrations				
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 (98%) working days
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 (98%) working days
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 (99%) working days
其他電台 For other stations	8個工作天 working days	99%	100%	8個工作天 (99%) working days
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 (99%) working days
其他電台 For other stations	8個工作天 working days	99%	100%	8個工作天 (99%) working days
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 (99%) working days
簽發牌照 Issue of licence	8個工作天 working days	99%	100%	8個工作天 (99%) working days



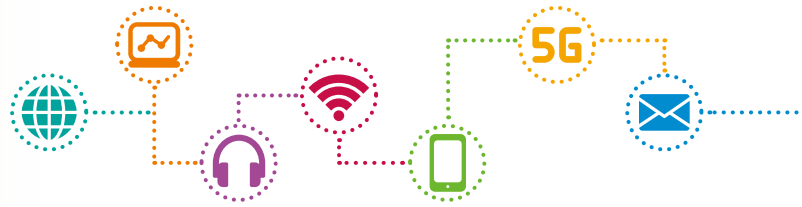
服務 (*2020年4月開始新增的項目) Services (*new item introduced in April 2020)	2019/20年度 標準處理時間 Service Delivery Standard for 2019/20	2019/20年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2019/20	2019/20年度實際平 均服務表現 Actual Average Performance in 2019/20	2020/21年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2020/21
處理電訊服務牌照申請/登記 (續) Processing of Telecommunications Service Licence Applications / Registrations (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 Radio Determination and Conveyance of Commands, Status and Data Licence	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
衛星電視共用天線牌照 Satellite Master Antenna Television Licence				
新申請 New application	11 個工作天 working days	98%	100%	11 個工作天 working days (98%)
續牌* Renewal*	—	—	—	11 個工作天 working days (98%)
船舶電台牌照 Ship Station Licence	9 個工作天 working days	99%	100%	9 個工作天 working days (99%)
業餘電台牌照 Amateur Station Licence	9 個工作天 working days	99%	100%	9 個工作天 working days (99%)
自設對外電訊系統牌照 Self-provided External Telecommunications System Licence	26 個工作天 working days	99%	100%	26 個工作天 working days (99%)
服務營辦商牌照 Services-based Operators Licence				
回覆新申請 Response to new application				
第一類及第二類服務 Class 1 & Class 2 Service(s)	14 個工作天 working days	98%	100%	14 個工作天 working days (98%)
第三類服務 Class 3 Service(s)	13 個工作天 working days	99%	100%	13 個工作天 working days (99%)
批准簽發牌照* Approval for issue of licence*	—	—	—	3 個月 months (98%)
航空器電台牌照* Aircraft Station Licence*	—	—	—	5 個工作天 ^(註A) working days ^(Note A) (98%)
無線電廣播轉播電台牌照* Broadcast Radio Relay Station Licence*	—	—	—	15 個工作天 working days (98%)

服務 (*2020年4月開始新增的項目) Services (*new item introduced in April 2020)	2019/20年度 標準處理時間 Service Delivery Standard for 2019/20	2019/20年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2019/20	2019/20年度實際平 均服務表現 Actual Average Performance in 2019/20	2020/21年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2020/21
處理電訊服務牌照申請/登記 (續) Processing of Telecommunications Service Licence Applications / Registrations (continued)				
酒店電視 (發送) 牌照 Hotel Television (Transmission) Licence				
新申請* New Application*	—	—	—	15 個工作天 (98%) working days
續牌* Renewal*	—	—	—	11 個工作天 (98%) working days
要約提供電訊服務類別牌照—登記* Class Licence for Offer of Telecommunications Services - Registration*				
提供公共無線區域網絡服務類別牌照 —登記*	—	—	—	14 個工作天 (99%) working days
Class Licence for Provision of Public Wireless Local Area Network Services - Registration*				
出口及入口許可證* Import and Export Permit*	—	—	—	於櫃檯以現金或易 辦事付款即時辦 理；以支票或繳費 靈付款需3個工作天 Immediately over counter upon payment by cash or EPS, or 3 working days by cheques or PPS (98%)
轉運通知書* Transshipment Notification*	—	—	—	即日內 (98%) Within the same day
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 (95%) working days
全球海上遇險和安全系統等值資格 證明書及簽註 GMDSS Certificate of Equivalent Competency and Endorsement	5 個工作天 working days	95%	100%	5 個工作天 (95%) working days
無線電干擾調查 Investigation of Radio Interference				
對商營服務的干擾 Interference on commercial services	在6個工作天內進行 調查 Investigation within 6 working days	96%	100%	在6個工作天內進行 調查 Investigation within 6 working days (96%)
對廣播服務的干擾 Interference on broadcasting services	在9個工作天內進行 調查 Investigation within 9 working days	96%	100%	在9個工作天內進行 調查 Investigation within 9 working days (96%)



服務 (*2020年4月開始新增的項目) Services (*new item introduced in April 2020)	2019/20年度 標準處理時間 Service Delivery Standard for 2019/20	2019/20年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2019/20	2019/20年度實際平 均服務表現 Actual Average Performance in 2019/20	2020/21年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2020/21
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 (90%) working days
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 (100%) working days
處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第 IIIA 部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴 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				
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 (98%) working days
就無須調查的個案通知投訴人有關 結果 ^(註B) （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 B) (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 (98%) weeks
就需要進行簡單調查的投訴通 知投訴人有關通訊局的裁決 ^(註B) （或如未有通訊局的裁決，則 向投訴人報告進度） Inform complainants of the CA's decision on complaints involving a straightforward investigation ^(Note B) (or report of progress to the complainant if the CA's decision is not ready)	8 個星期 weeks	98%	100%	8 個星期 (98%) weeks
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B) （或如未有通訊局的裁決，則向 投訴人報告進度） Inform complainants of the CA's decision on complaints involving a complex investigation ^(Note B) (or report of progress to the complainant if the CA's decision is not ready)	4 個月 months	98%	100%	4 個月 (98%) months

服務 (*2020年4月開始新增的項目) Services (*new item introduced in April 2020)	2019/20年度 標準處理時間 Service Delivery Standard for 2019/20	2019/20年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2019/20	2019/20年度實際平 均服務表現 Actual Average Performance in 2019/20	2020/21年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2020/21
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（關乎《電訊條例》第7Q條的投訴除外） Handling of Consumer Complaints against Telecommunications Operators (except for complaints relating to Section 7Q of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences				
詳細回覆投訴人（或如未能詳細回覆，則給予初步答覆） Full reply to complainant (or interim reply if full reply is not ready)	27 個工作天 working days	90%	100%	27 個工作天 working days (90%)
處理就《電訊條例》第7Q條提出的查詢及對營辦商作出的投訴 Handling of Enquiries and Complaints against Operators relating to Section 7Q of the Telecommunications Ordinance				
詳細回覆查詢（或如未能詳細回覆，則給予初步答覆）* For enquiries, issue full reply (or interim reply if full reply is not ready)*	—	—	—	Within 14 個工作天內 working days (90%)
詳細回覆投訴 ^(註B) （或如未能詳細回覆，則給予初步答覆）* For complaints, issue full reply ^(Note B) (or interim reply if full reply is not ready)*	—	—	—	Within 12 個星期內 weeks (90%)
處理有關營辦商懷疑違反《電訊條例》或電訊服務牌照條件的業界投訴（關乎《電訊條例》第7Q條的投訴除外） Handling of Industry Complaints against Operators (except for complaints relating to Section 7Q of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences				
完成詳細調查（或如未完成詳細調查，則向投訴人報告進度） Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	Within 45 個工作天內 working days	90%	沒有新個案 No new case	Within 45 個工作天內 working days (90%)
處理有關廣播及電訊服務持牌人懷疑違反《商品說明條例》的公平營商條文的查詢及投訴 Handling of Enquiries and Complaints against Broadcasting and Telecommunications Licensees on Suspected Contravention of the Fair Trading Sections of the Trade Descriptions Ordinance				
詳細回覆查詢（或如未能詳細回覆，則給予初步答覆）* For enquiries, issue full reply (or interim reply if full reply is not ready)*	—	—	—	Within 7 個工作天內 working days (90%)
如未能就投訴提供個案結果，則向投訴人發出個案處理進度通知 For complaints, 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%)



服務 (*2020年4月開始新增的項目) Services (*new item introduced in April 2020)	2019/20年度 標準處理時間 Service Delivery Standard for 2019/20	2019/20年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2019/20	2019/20年度實際平 均服務表現 Actual Average Performance in 2019/20	2020/21年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2020/21
處理有關廣播及電訊業界業務實體懷疑違反《競爭條例》的查詢及投訴 Handling of Enquiries and Complaints against Undertakings in the Broadcasting and Telecommunications Sectors on Suspected Contravention of the Competition Ordinance				
詳細回覆查詢 (或如未能詳細 回覆, 則給予初步答覆) * For enquiries, issue full reply (or interim reply if full reply is not ready)*	—	—	—	Within 14 個工作天內 (90%) working days
詳細回覆投訴 ^(註B) (或如未能詳細 回覆, 則給予初步答覆) * For complaints, issue full reply (Note B) (or interim reply if full reply is not ready)*	—	—	—	Within 28 個工作天內 (90%) working days
處理有關懷疑違反《非應邀電子訊息條例》的舉報 Handling of Reports on the 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 (90%) weeks
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 (90%) working days
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 (90%) working days

註A 如有關申請可轉介民航處作進一步處理, 通訊辦會發信知會申請人。

Note A OFCA will issue a letter to the applicant if its application can be referred to the Civil Aviation Department for further processing.

註B 由收到投訴人所提供足夠資料起計。

Note B Upon receipt of sufficient information from complainants.

簽發／續牌的廣播及電訊
牌照數目及徵收的牌費

(截至2020年3月31日年度內)

Broadcasting and Telecommunications Licences
Issued / Renewed and Revenue Collected

(For the year ended 31 March 2020)

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	21,916,175
本地收費電視節目服務	Domestic Pay Television Programme Service	2	10,846,830
非本地電視節目服務	Non-domestic Television Programme Service	12	751,106
其他須領牌電視節目服務	Other Licensable Television Programme Service	21	789,250
聲音廣播	Sound Broadcasting	2	9,427,305
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	37	50,750
航空器電台	Aircraft Station	393	56,662
業餘操作授權證明	Amateur ATO	797	127,587
業餘電台	Amateur Station	2,611	393,925
無線電廣播轉播電台	Broadcast Radio Relay Station	12	9,625
補發牌照	Duplicate Licence	168	9,240
考試和簽發證書	Examination & Issue of Certificate	1,866	293,775
實驗電台	Experimental Station	76	23,800
對內／對外固定服務	Fixed Internal / External Services	52	115,285,067
酒店電視（發送）	Hotel Television (Transmission)	165	663,325
入口／出口許可證	Import / Export Permit	676	101,400
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	1,644	142,820
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	3,727	30,719,659
流動服務	Mobile Services	10	178,214,800
私用無線電傳呼系統	Private Radio Paging System	4	9,675
公共無線電通訊服務	Public Radiocommunications Service	8	1,502,513
無線電商（放寬限制）	Radio Dealers (Unrestricted)	3,678	5,674,250
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	192	187,986
衛星電視共用天線	Satellite Master Antenna Television	65	5,374,863
自設對外電訊系統	Self-provided External Telecommunications System	5	4,750
服務營辦商第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	19	1,252,772
服務營辦商第三類服務	Services-based Operator of Class 3 Service	480	19,321,567
船舶電台	Ship Station	4,599	664,025
空間站傳送者	Space Station Carrier	11	1,988,500
的士無線電通訊服務	Taxi Radiocommunications Service	22	535,854
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	54	120,975
無線物聯網／地區性無線寬頻服務	Wireless Internet of Things / Localised Wireless Broadband Service	4	452,183
總數	Total	21,423	406,921,814