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廣播業的發展

Development of the Broadcasting Industry

六個數碼電視節目台轉用新發射頻率

隨着模擬電視服務於2020年11月30日終止後，通訊辦與電視廣播機構，包括電視廣播有限公司（無綫電視）、香港電視娛樂有限公司（香港電視娛樂）、香港電台（港台）及其他相關持份者緊密合作，安排了六個數碼地面電視節目台轉用500兆赫頻帶內的新發射頻率（頻道遷移），以騰出600／700兆赫頻帶內的頻譜，用作提供高增值流動電訊服務。該六個電視節目台分別為無綫電視的翡翠台81、香港電視娛樂的ViuTVsix 96及ViuTV 99，以及港台的港台電視31、港台電視32及港台電視33。



在2021年4月1日至11月30日的過渡期間，上述六個電視節目台曾同時透過現行和新頻率傳送。這個安排預留了足夠時間讓公眾及相關業內持份者調整大廈內的公共天線系統，以便繼續收看該六個電視節目台。

在頻道遷移期間，通訊辦舉辦了一系列宣傳活動，包括向物業管理公司、業主立案法團和其他管理／營運公共天線系統的人士發出通函，在公共屋邨及私人屋苑張貼海報和向住戶派發宣傳單張，以及推出電視宣傳短片和電台宣傳聲帶，從而增加公眾對有關頻道遷移和所需準備工作的認識。

截至2021年11月底，本港絕大部分使用公共天線系統的多層大廈住戶已完成系統調整，讓住戶可繼續收看該六個電視節目頻道。此外，使用自設天線的住戶（包括居於村屋、平房及唐樓的住戶），如在2021年12月1日後未能收看六個電視節目頻道的任何一個，只需要為其數碼電視接收器材重新搜台即可。

在各持份者的共同努力下，頻道遷移工作已於2021年12月1日順利完成。騰出的600／700兆赫頻帶頻譜已指配／預留用作包括5G服務的公共流動電訊服務。





Migration of Six Digital Television Programme Channels to New Transmitting Frequencies

Following the switching off of analogue television services on 30 November 2020, OFCA worked closely with television broadcasters, including Television Broadcasts Limited (TVB), HK Television Entertainment Company Limited (HKTVE), Radio Television Hong Kong (RTHK) and other relevant stakeholders to migrate six DTT programme channels to new transmitting frequencies in the 500 MHz band (Channel Migration), with a view to releasing spectrum in the 600/700 MHz bands for the provision of high value-added mobile telecommunications services. These six television programme channels were Jade 81 of TVB, ViuTVsix 96 and ViuTV 99 of HKTVE, and RTHK TV 31, RTHK TV 32 and RTHK TV 33 of RTHK.

During the transitional period from 1 April to 30 November 2021, these six television programme channels were transmitted on both the existing and new frequencies. This arrangement allowed sufficient time for the public and related industry stakeholders to carry out reconfiguration work for the common antenna broadcast distribution (CABD) systems in buildings to enable the continued reception of the six television programme channels.

In the course of the Channel Migration, OFCA launched a series of publicity programmes, including issuing circular letters to building management offices, incorporated owners of buildings and other parties maintaining/operating CABD systems; putting up posters and distributing flyers to residents of public and private housing estates; as well as launching TV and radio announcements in the public interest (APIs) in order to enhance public understanding of the Channel Migration and the necessary preparatory work.

By end-November 2021, the reconfiguration work for the vast majority of households in multi-storey buildings with CABD systems was completed, enabling the residents to continue receiving the six television programme channels. On the other hand, households using self-provided antennae, including those living in village houses, bungalows and old tenement buildings, would only need to perform channel rescanning on their digital TV receivers if they could not receive any of the six television programme channels after 1 December 2021.



With the concerted effort of the stakeholders, the Channel Migration was successfully completed on 1 December 2021. The vacated spectrum in the 600/700 MHz bands has been assigned/reserved for the provision of public mobile telecommunications services, including 5G services.



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本地免費電視節目服務牌照和聲音廣播牌照的中期檢討

在通訊辦的支援下，通訊局就香港電視娛樂、無綫電視及奇妙電視的免費電視牌照，以及香港商業廣播有限公司和新城廣播有限公司的聲音廣播牌照進行中期檢討，全面評核各機構在牌照有效期首六年的表現，包括各持牌機構有否遵守法定要求、牌照條件及業務守則的規定，以及這些機構在過去和未來六年所作的投資承諾。為收集公眾意見，通訊局已於2021年下半年進行公眾諮詢，包括進行公眾意見調查¹、舉行網上諮詢會²和專題小組討論³，並接獲社會各界460份意見。諮詢期間公眾就多類議題，如節目種類、本地製作、字幕及手語服務，以及其他有關持牌機構服務的表現提出意見。面對經營環境日趨嚴峻和網上媒體的激烈競爭，持牌機構希望政府可以調整對節目規管的要求，使業界得以持續發展。通訊局會審視持牌機構的表現，並考慮公眾和業界的意見，就持牌機構在餘下牌照限期內的牌照條件和服務要求，向行政長官會同行政會議提交建議。

牌照管理

正式批准奇妙電視申請使用頻譜作為新增的傳送模式

在2022年2月，通訊辦協助通訊局正式批准奇妙電視的申請，除了固定網絡外，亦可使用頻譜傳送其免費電視服務。通訊局信納奇妙電視已遵從局方於2021年4月給予原則上批准時所列明的各項要求，故批准有關申請。

¹ 由通訊局委託進行的意見調查共訪問了約1 600人，旨在了解市民的收看和收聽習慣有否任何轉變，並收集他們對持牌機構現行規管要求的意見。

² 通訊局在2021年9月25日首次舉辦網上公眾諮詢會以收集公眾意見，共有54名公眾人士透過網上諮詢會或電話提出意見。是次諮詢會亦在專屬網頁和港台電視32同步直播，以增加諮詢會的透明度。

³ 我們在2021年10月與電視及電台廣播諮詢小組成員舉行了一次專題小組討論會，以收集他們對持牌機構服務的更深入意見。

⁴ 奇妙電視的頻譜傳送服務將於2023年5月24日或之前擴展至覆蓋香港至少99%人口。



有關頻譜在指配予奇妙電視用作傳送免費電視服務後，會有助擴大其服務覆蓋範圍，最終可為更多住戶提供更多節目選擇。自2022年4月1日起，頻譜傳送服務已覆蓋香港75%的人口。奇妙電視將會擴展其服務覆蓋範圍⁴，並計劃於2022年11月24日或之前提供多一條新的電視節目頻道。

其他須領牌電視節目服務牌照續期申請

在2021/22年度，通訊辦處理了兩宗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牌照的續期申請。上述申請均獲通訊局批准。



Mid-term Review of Domestic Free Television Programme Service Licences and Sound Broadcasting Licences

With OFCA's support, the CA embarked on the mid-term review of the free television licences of HKTVE, TVB and Fantastic TV and the sound broadcasting licences of Hong Kong Commercial Broadcasting Company Limited and Metro Broadcast Corporation Limited to examine their performance during the first six years of their respective licences, including the licensees' compliance with the statutory requirements, licence conditions and codes of practice as well as their investment commitments in the past six years and the coming six years. To gauge public views, the CA conducted a public consultation exercise in the second half of 2021, including public opinion survey¹, online consultation session² and focus group discussion³. The CA received 460 submissions from members of the public. The issues raised in the consultation exercise touched upon programme variety, local productions, subtitling, sign language and other aspects of the licensees' performance. In the face of a more challenging business environment and the intensifying competition from the Internet-based media, there were calls from the licensees for adjusting programme requirements for sustainable development of the industry. Based on the assessment results of the licensees' performance and the views of the public and the industry, the CA will make recommendations regarding licence conditions and service requirements for the remaining period of the licences to the Chief Executive in Council.

¹ The opinion survey commissioned by the CA covered about 1 600 respondents. The objectives of the opinion survey are to identify any changing viewing and listening habits of the public and to gauge public views on the existing regulatory controls imposed on the licensees.

² For the first time in the CA's public consultation exercise, an online public consultation session was held on 25 September 2021 to collect views from the public, with 54 members of the public giving their views via online conferencing or by phone. To promote transparency, the session was livecast on a dedicated webpage and RTHK TV 32.

³ A focus group discussion session with members of the Television and Radio Consultative Group was conducted in October 2021 to obtain more in-depth views on the licensees' services.

⁴ Fantastic TV's spectrum-based service would be expanded to at least 99% of the Hong Kong population by 24 May 2023.

Licence Administration

Formal Approval for Fantastic TV's Application for Using Spectrum as an Additional Transmission Means

In February 2022, we assisted the CA in granting a formal approval for Fantastic TV's application to use spectrum, on top of fixed network, for transmission of its free television service. This approval was given following Fantastic TV had satisfied all the requirements set out in the CA's approval-in-principle that was issued to Fantastic TV in April 2021.

The CA noted that assigning spectrum to Fantastic TV for transmission of its free television service would enable Fantastic TV to increase its service coverage and ultimately provide additional programme choices to more households. Starting from 1 April 2022, the spectrum-based service covered 75% of the Hong Kong population. Fantastic TV will expand its service coverage⁴ and target to launch a new television programme channel by 24 November 2022.

Applications for Renewal of Other Licensable Television Programme Service Licences

In 2021/22, OFCA processed two applications for renewal of other licensable television programme service licences for the provision of television programme services in hotel rooms in Hong Kong. All of them were approved by the CA.

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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2021／22年度，通訊辦處理了1 552個個案（涉及8 575宗投訴）⁵。與2020／21年度的數字（1 964個個案，涉及19 980宗投訴）比較，本年度所處理的個案數目下跌21%⁶，而處理的投訴宗數則下跌57%⁷。在所處理的個案中，有九個個案（涉及291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1 543個個案（涉及8 284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）。

⁵ 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同一宗個案，以便一併處理。

⁶ 2021／22年度所處理的個案數目下跌，主要原因是在2020／21年度曾處理大量（超過600個）與社會動亂相關的投訴個案。

⁷ 2021／22年度所處理的投訴宗數下跌，主要原因是在2020／21年度有兩個與社會動亂相關的投訴個案，以及三個分別與無綫電視和港台播放的節目有關的投訴個案，導致所處理的投訴宗數大幅增加（總數超過9 000宗）。



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 the provisions in the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391) (B(MP)O) and the broadcast complaint handling procedures of the CA.

In 2021/22, OFCA handled 1 552 cases (involving 8 575 complaints)⁵, which represented a reduction of 21% in the number of cases⁶, and a reduction of 57% in the number of complaints processed⁷, as compared with the figures recorded in 2020/21 (1 964 cases, involving 19 980 complaints). Among those cases handled, nine cases (involving 291 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 1 543 cases (involving 8 284 complaints) relating to breaches of a minor nature, or 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 the power delegated by the CA.

⁵ 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.

⁶ The decrease in the number of complaint cases processed in 2021/22 was mainly due to the fact that a substantial number of complaint cases (over 600) concerning social unrest were processed in 2020/21.

⁷ The decrease in the number of complaints processed in 2021/22 was mainly due to the fact that in 2020/21, there were two complaint cases concerning social unrest and three complaint cases concerning programmes broadcast respectively on TVB and RTHK, which gave rise to a substantial number of complaints (over 9 000 complaints in total).