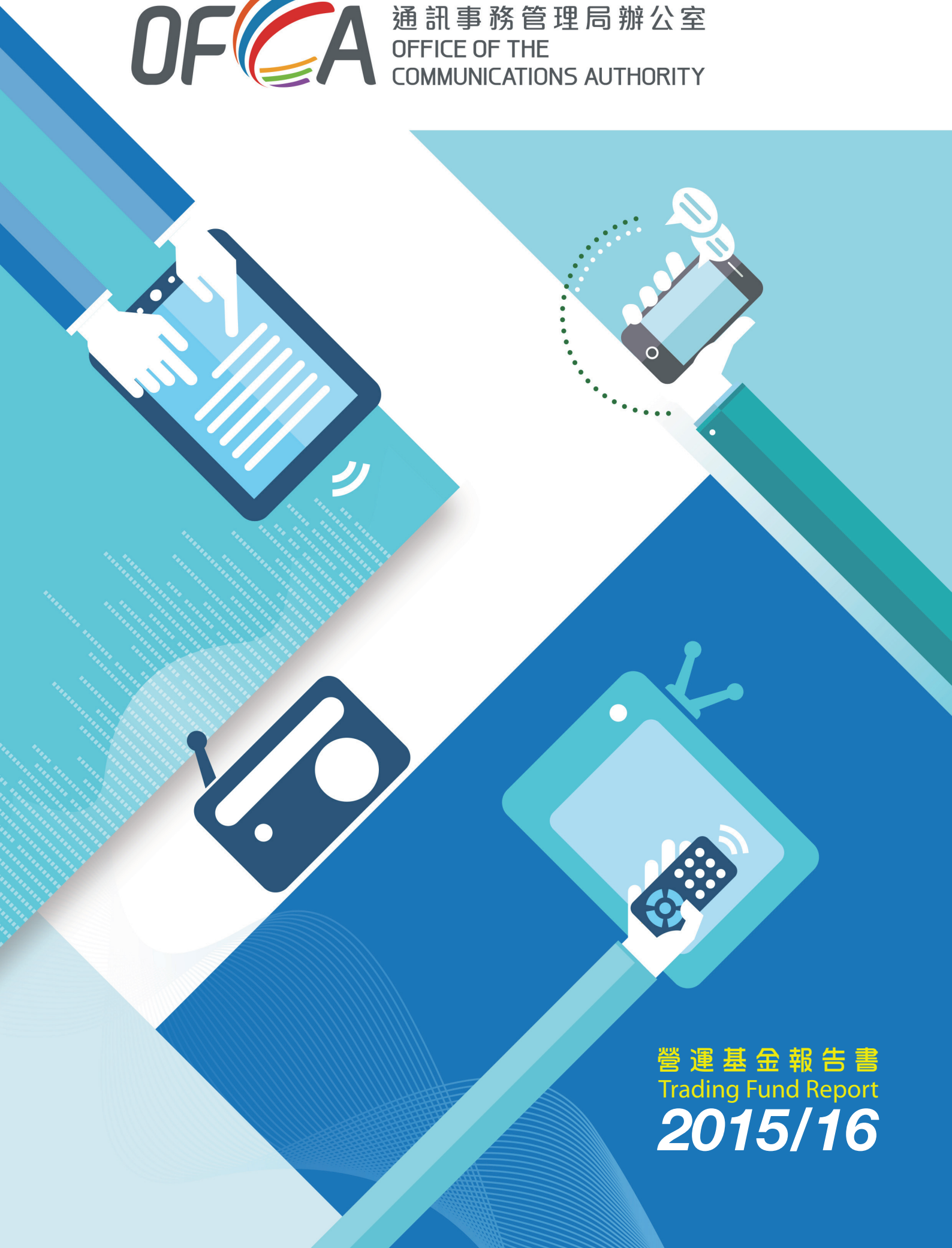




通訊事務管理局辦公室
OFFICE OF THE
COMMUNICATIONS AUTHORITY



營運基金報告書
Trading Fund Report
2015/16

目錄

Contents



第一章 Chapter 1	總監報告 Message from the Director-General	5
第二章 Chapter 2	廣播業的持續發展 Sustaining the Development of the Broadcasting Industry	13
第三章 Chapter 3	迎接電訊市場的新挑戰 Meeting the New Challenges of the Telecommunications Market	19
第四章 Chapter 4	管理無線電頻譜 保持技術優勢 Managing the Radio Spectrum and Sustaining Technical Excellence	31
第五章 Chapter 5	促進市場競爭 加強保障消費者 Facilitating Market Competition and Strengthening Consumer Protection	33
第六章 Chapter 6	對外關係與社區關係 External and Community Relations	39
第七章 Chapter 7	人力資源管理 Human Resource Management	43
第八章 Chapter 8	財務狀況 Financial Results	45
第九章 Chapter 9	附錄 Appendices	79



2015年4月1日至2016年3月31日

For the period from 1 April 2015 to 31 March 2016

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2015年4月1日至2016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）。但部分統計數字已更新至2016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 2015 to 31 March 2016. Some of the statistics have been updated to September 2016, where appropriate, to reflect the updated situation.

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.

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

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

高級管理層 Senior Management



利敏貞女士
通訊事務總監

Miss Eliza LEE

Director-General of Communications



梁仲賢先生
通訊事務副總監（電訊）

Mr Chaucer LEUNG

Deputy Director-General
(Telecommunications)



戴家珮女士
通訊事務副總監（廣播）

Ms Elizabeth TAI

Deputy Director-General
(Broadcasting)



劉光祥先生
總監顧問

Mr Danny LAU

Advisor to Director-General



鄭志強先生
助理總監（執行）
Mr C K CHENG
Assistant Director (Operations)



卓聖德先生
助理總監（規管）
Mr Sanda CHEUK
Assistant Director (Regulatory)



許靜芝女士
助理總監（市場及競爭）
Miss Elaine HUI
Assistant Director
(Market & Competition)



李若愚先生
助理總監（支援）
Mr Tony LI
Assistant Director (Support)



方菊女士
助理總監（廣播）
Miss Katy FONG
Assistant Director (Broadcasting)



陳瑞緯先生
助理總監（電影、報刊及物品管理）
Mr Eric CHAN
Assistant Director (Film, Newspaper &
Article Administration)

1 總監報告

Message from the Director-General



利敏貞女士

通訊事務總監

Miss Eliza Lee

Director-General of Communications

引言

本人欣然呈上通訊事務管理局辦公室（「通訊辦」）營運基金的第四份年報。通訊辦在2015／16年度繼續為通訊事務管理局（「通訊局」）提供專業支援，協助通訊局履行作為本港通訊業規管機構的法定職責。

近年，本港通訊市場興旺繁盛、生氣勃勃，2015／16年度亦不例外。本地流動電訊市場競爭仍然十分激烈，消

費者可以合理的價格獲得高質素的服務。現時，所有四家流動網絡營辦商均提供4G服務。2016年3月錄得的流動服務普及率超越220%，顯示流動互聯網實際上已普及全港人口。本港的固網電訊基礎建設亦為全球最先進之一，歐洲光纖到戶議會（Fibre to the Home Council Europe）公布，香港住戶連接光纖到戶／光纖到樓網絡的普及率全球排名第五。海底光纖電纜系統在香港登陸令香港的互聯網服務用戶受惠不少。根據世界經濟論壇發表的《2016年全球資訊科技報告》，香港每名用戶的國際互聯網帶寬在139個經濟體系中排名第二。此外，互聯網內容傳輸商Akamai公布，香港的連線速度平均峰值屬全球第二快。

廣播業的環境亦出現不少轉變。在亞洲電視有限公司（「亞洲電視」）的本地免費電視節目（「免費電視」）服務終止後，香港電視娛樂有限公司（「香港電視娛樂」）由2016年4月2日起，除使用固定網絡外，亦使用頻譜作為新增的傳送模式，提供其持牌免費電視服務。隨著行政長官會同行政會議（「行會」）於2016年5月31日決定向奇妙電視有限公司（「奇妙電視」）批出免費電視牌照，這家新營辦商亦將加入免費電視市場。同時，有數宗免費電視牌照申請亦在處理中。這些最新發展將對廣播業的環境帶來重大的轉變。在新的持牌服務陸續推出後，電視節目將會更多元化，觀眾亦會有更多選擇。

廣播服務

香港的電視和聲音廣播服務目前呈現不同的發展。自通訊局於2015年1月就奇妙電視的免費電視牌照申請呈交建議後，因應行會的要求，通訊辦協助通訊局跟進牌照申請的待決事項，並於2016年4月就該宗申請向行會呈交進一步建議。2016年5月31日，行會決定向奇妙電視正式批出為期12年的免費電視牌照。

與此同時，香港電視娛樂向通訊局提出申請，讓其在使用固定網絡外，亦可使用頻譜傳送其持牌免費電視服

Introduction

I am pleased to present the fourth annual report of the Office of the Communications Authority (“OFCA”) Trading Fund. In 2015/16, OFCA continued to provide professional support to the Communications Authority (“CA”) in discharging its statutory responsibilities as the regulator of the communications sector in Hong Kong.

The communications market in Hong Kong has been vibrant and dynamic in recent years, and 2015/16 was no exception. Our mobile telecommunications market remained very competitive with high quality and reasonably priced services available to consumers. All four mobile network operators are now offering 4G services. The penetration rate of mobile services exceeded 220% as at March 2016, reflecting that mobile Internet has practically achieved full population penetration. Our fixed telecommunications infrastructure is also among the most advanced, with fibre to the home/building household penetration ranked the fifth globally by the Fibre to the Home (“FTTH”) Council Europe. Hong Kong’s Internet service users benefit substantially from the submarine fibre-optic cable systems that landed here. The World Economic Forum’s Global Information Technology Report 2016 ranked Hong Kong as the second among 139 economies in international Internet bandwidth per user. Furthermore, according to the Internet content-delivery provider Akamai, Hong Kong has the second highest average peak connection speeds globally.

There have been changes to the landscape of the broadcasting sector as well. HK Television Entertainment Company Limited (“HKTVE”) started to provide its licensed domestic free television programme (“free TV”) service by using spectrum as an additional transmission means on top of a fixed network from 2 April 2016, following the cessation of the free TV service of Asia Television Limited (“ATV”). A new player is entering the free TV market following the decision of the Chief Executive in Council (“CE in C”) to grant a free TV licence to Fantastic Television Limited (“Fantastic TV”) on 31 May 2016. Meanwhile, a number of free TV licence applications are being processed. The latest developments will have a significant impact on the broadcasting landscape. The coming on stream of new licensed services will enhance programme variety and widen viewers’ choices.

Broadcasting Services

A number of developments are taking place in television and sound broadcasting services in Hong Kong. Following the submission of the CA’s recommendations on the free TV licence application of Fantastic TV in January 2015, in response to the requests of the CE in C, OFCA assisted the CA in following up on the outstanding issues of the licence application and submitting further recommendations on the application to the CE in C in April 2016. On 31 May 2016, the CE in C decided to formally grant a 12-year free TV licence to Fantastic TV.

In parallel, OFCA assisted the CA in processing the application of HKTVE to employ spectrum, on top of a fixed network, for the delivery of its licensed free TV service. Following the agreement of HKTVE to comply with all the additional conditions imposed by the CA, the CA approved in January 2016 HKTVE’s application.

On 1 April 2015, the CE in C decided not to renew ATV’s free TV licence and extended the term of its licence to 1 April 2016 in accordance with the provision of the Broadcasting Ordinance (Cap. 562) (“BO”). This is the first time in Hong Kong’s broadcasting history that an incumbent’s broadcasting licence has not been renewed. We assisted the CA in closely monitoring ATV’s operation, handling regulatory issues arising from the non-renewal of ATV’s licence in the run-up to the expiry of its licence, and facilitating the changeover of part of the broadcasting frequencies withdrawn from ATV to the new spectrum assignees, namely HKTVE and Radio Television Hong Kong (“RTHK”), in a seamless manner.

Apart from free TV services, we assisted the CA in conducting a renewal exercise in respect of the domestic



務。通訊辦協助通訊局處理有關申請，在香港電視娛樂同意遵從通訊局所施加的所有附加條件後，通訊局於2016年1月批准香港電視娛樂的申請。

2015年4月1日，行會決定亞洲電視的免費電視牌照不獲續期，並按《廣播條例》（第562章）的規定，把牌照的有效期延至2016年4月1日。這是香港廣播史上首次有現有廣播牌照不獲續期。我們一方面協助通訊局密切監察亞洲電視在其免費電視牌照屆滿前的營運狀況，並處理其牌照不予續期而引起的各項規管事宜，另一方面努力確保從亞洲電視收回的部分廣播頻譜能無縫地移交予新頻譜受配人（即香港電視娛樂及香港電台（「港台」））。

除免費電視服務外，我們協助通訊局處理香港有線電視有限公司（「有線電視」）的本地收費電視節目服務（「收費電視」）牌照續期工作。通訊局已於2016年4月就該宗牌照續期申請向行會呈交建議。

我們亦協助通訊局就香港商業廣播有限公司（「商台」）和新城廣播有限公司（「新城」）的模擬聲音廣播牌照續期事宜擬備建議，以及於2015年5月向行會呈交該等建議。經考慮包括通訊局的建議等事項後，行會於2016年3月22日決定商台和新城的模擬聲音廣播牌照續期12年。

在新免費電視牌照申請方面，通訊辦協助通訊局根據《廣播條例》及既定程序，評核其於2014年4月收到的香港電視網絡有限公司（「港視」）的申請，並於2016年1月向行會呈交通訊局的評核結果和建議。通訊辦將根據《廣播條例》及既定程序，繼續支援通訊局處理其於2015年4月收到的永升（亞洲）有限公司（「永升亞洲」）的免費電視牌照申請，以及其他牌照申請。

通訊辦繼續接獲大量關於廣播材料的投訴。在2015／16年度，通訊辦處理了近15 000宗投訴（涉及約2 000個個案），當中大多數投訴因涉及輕微違規，或有關指控並不構成違例情況，或不屬有關條例的管轄範圍，由通訊辦行使通訊局授予的權力處理。另有15個個案則由通訊局按照投訴處理程序處理。

電訊服務

在1.9至2.2吉赫頻帶內的3G頻譜的現有指配期於2016年10月屆滿，我們協助通訊局落實重新指配有關頻譜的決定。通訊辦已成立工作小組，以協調現有3G頻譜受配人與新受配人之間的頻譜交接事宜，力求減低在過渡期內對有關服務造成影響。我們的下一項主要工作，是協助通訊局重新指配在900／1 800兆赫頻帶內200兆赫的頻譜，該等頻譜的現有指配期將在2020年11月至2021年9月期間屆滿。關於建議未來路向的第一輪公眾諮詢已在2016年2月至5月期間進行；第二輪公眾諮詢計劃在2017年年初展開。通訊局會盡量在2017年年底公布就重新指配頻譜安排所作的決定，以給予業界約三年時間就頻譜指配的任何變動作好準備。

通訊辦向有興趣人士提供綜合聯絡服務，積極協助他們就新海底電纜系統在香港登陸取得所需的法定許可，以增加本港對外電訊設施的容量和服務的復原能力。本人欣然報告，有兩個新系統預定於2016年年中至2017年年中期間在香港登陸，預計可令本港的對外通訊容量增加約24%。

香港自1995年起一直採用八位電訊號碼計劃。隨着流動服務用戶不斷增加，現時可供作流動服務之用的號碼組估計可能於2018年年底耗盡。有見及此，通訊辦協助通訊局於2015年10月29日進行諮詢，就五項建議措施徵詢公眾的意見，務求透過更有效使用現行八位電訊號碼計劃，為流動服務提供額外的號碼資源。經考慮在諮詢工作中所收到的意見，通訊局於2016年6月公布決定採用全部五項建議措施，並會分階段實施該等措施。通訊辦會與業界及有關各方合作，並監察實施過程。



pay television programme service ("pay TV") licence of Hong Kong Cable Television Limited ("HKCTV"). The recommendations of the CA on this licence renewal application were submitted to the CE in C in April 2016.

We also assisted the CA in preparing and submitting to the CE in C its recommendations on the renewal of the analogue sound broadcasting licences of Hong Kong Commercial Broadcasting Company Limited ("CRHK") and Metro Broadcast Corporation Limited ("Metro") in May 2015. On 22 March 2016, having regard to, inter alia, the recommendations of the CA, the CE in C decided to renew the analogue sound broadcasting licences of CRHK and Metro for a term of 12 years.

Regarding new applications for free TV licences, OFCA assisted the CA in assessing the application of Hong Kong Television Network Limited ("HKTV"), which was received in April 2014, in accordance with the BO and established procedures, and the CA's assessment of and recommendations on the application were submitted to the CE in C in January 2016. We will continue to support the CA in processing the application of Forever Top (Asia) Limited ("Forever Top"), received in April 2015, and such other applications received in accordance with the BO and established procedures.

OFCA continued to receive a large number of complaints about broadcast materials. In 2015/16, OFCA handled nearly 15 000 complaints relating to about 2 000 cases. Using powers delegated by the CA, OFCA handled most of those cases, which involved breaches of a minor nature, or allegations which did not constitute any breach, or fell outside the remit of the relevant ordinances. The CA dealt with 15 cases in accordance with the complaint handling procedures.

Telecommunications Services

We assisted the CA in implementing its decision on the re-assignment of the 3G spectrum in the 1.9 – 2.2 GHz band upon expiry of the existing assignments in October 2016. A working group has been set up to co-ordinate the handover of spectrum between the incumbent 3G spectrum assignees and the new assignee to minimise any impact on the services during the transitional period. Our next major task is to assist the CA in the re-assignment of 200

MHz of spectrum in the 900/1800 MHz bands, with current terms of assignment expiring between November 2020 and September 2021. The first public consultation on proposed way forward was conducted from February to May 2016, and the second public consultation is planned for early 2017. The CA will endeavour to announce its decision on the arrangements for spectrum re-assignment by late 2017, giving the industry about three years to prepare for any change in spectrum assignments.

OFCA provides a single-point-of-contact service to actively facilitate interested parties to obtain the necessary statutory approvals for landing new submarine cable systems in Hong Kong, so as to increase our capacity and resilience of external telecommunications facilities. I am pleased to report that two new systems are scheduled to land in Hong Kong between mid-2016 and mid-2017, potentially increasing our external connection capacity by about 24%.

Hong Kong has since 1995 adopted an 8-digit telecommunications numbering plan. With the continuous growth in the number of mobile service subscribers, it is estimated that all the number blocks currently available for mobile services may be used up by end 2018. Against this background, OFCA assisted the CA in conducting a consultation on 29 October 2015 to solicit public views on five proposed measures with a view to making available additional number resources for mobile services through more efficient use of the existing 8-digit telecommunications numbering plan. Taking into account the views received from the consultation, the CA announced in June 2016 its decision to adopt all the five proposed measures for implementation in phases. OFCA will work with the industry and the concerned parties and monitor the implementation process.

Competition and Consumer Protection

On 14 December 2015, the Competition Ordinance (Cap. 619) ("CO"), a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors, commenced full operation. The competition provisions in the Telecommunications Ordinance (Cap. 106) ("TO") and the BO were repealed on the same day subject to transitional arrangements. Under the CO, the CA is conferred concurrent jurisdiction with the Competition Commission ("Commission") to enforce the CO in respect

促進競爭與保障消費者

《競爭條例》（第619章）已於2015年12月14日全面實施。該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。《電訊條例》（第106章）和《廣播條例》內的競爭條文已於同日在實施過渡安排下予以廢除。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，就電訊及廣播業的業務實體的行為，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》的相關條文。自2015年12月14日全面實施《競爭條例》至2016年3月31日為止，我們共接獲45宗投訴／查詢個案，當中有40宗個案已經結案而無須作進一步跟進，有五宗個案則仍在處理中。在這段期間，通訊辦亦協助通訊局根據合併守則檢視兩宗交易，而最終無須就該等交易作進一步跟進。

《商品說明條例》（第362章）的公平營商條文已於2013年7月19日生效。通訊局根據該條例獲賦予共享管轄權，與香港海關（「海關」）就廣播及電訊業的營業行為根據公平營商條文執法。在2015年4月1日至2016年3月31日期間，通訊辦處理了899宗根據《商品說明條例》提出的投訴個案，當中有820宗個案因證據不足以懷疑／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。另有19宗個案在向有關持牌人發出勸諭信指示注意《商品說明條例》的規定後結案。有一宗個案檢控成功，法庭於2016年4月14日裁定被告罪名成立。至於餘下的個案則仍在不同階段的處理中。

服務合約爭議是通訊辦所接獲的消費者投訴的主要範疇，但通訊局並無法定權力調查該等爭議。為加強對消費者在電訊服務合約方面的保障，通訊辦積極與香港通訊業聯會（本港通訊業的業界聯會）商討各項可行的改善措施。經多次商討後，香港通訊業聯會制定了屬自行規管性質的《電訊服務合約業界實務守則》（《業界守則》），而業界亦於2011年7月開始實施該守則。經考慮通訊辦根據實施《業界守則》的經驗及消費者的意見所提出的建議後，香港通訊業聯會對《業界守則》作出多項改善，經修訂的《業界守則》由2015年5月1日起生效。

《非應邀電子訊息條例》（第593章）的執行事宜

通訊辦繼續協助通訊局執行《非應邀電子訊息條例》。在2015／16年度，我們接獲1 725宗舉報，與上年度接獲的2 068宗比較，減少了約16%。在2015／16年度採取的執法行動方面，通訊辦在調查個案後，一共向商業電子訊息發送人發出了106封勸諭信、22封警告信和兩份執行通知。通訊辦亦在2016年1月就一名商業傳真訊息發送人懷疑違反向其送達的執行通知採取突擊搜查行動，並在2016年5月及7月向其提出檢控。

消費者教育

在2015／16年度，通訊辦繼續以「做個精明通訊服務用家」為主題，舉行一年一度的消費者教育活動。本人特此感謝專業資訊保安協會為五場公眾講座提供嘉賓講者，讓參加者得以向通訊業專家學習如何精明地使用通訊服務。通訊辦亦在2015／16年度繼續推展消費者教育工作，以不熟悉新科技和流動裝置的人士為對象，在23所社會服務中心舉辦社區講座。

通訊辦亦在2015／16年度為學生及一項電台節目製作社區計劃的參加者舉辦了12場講座，專題講解公眾可如何明智地選看電視節目；電視及聲音廣播服務的規管事宜；以及規管電台服務的節目標準。

對外關係

通訊辦積極參與國際及地區組織（包括國際電信聯盟（「國際電聯」）和亞太地區電信組織（「APT」））舉辦的會議，以掌握全球規管工作的最新發展，並分享我們的規管經驗。年內，通訊辦亦與美國、新加坡、廣東省、澳門及歐洲多國的規管機構會面，以交流意見和分享經驗。

of the conduct of undertakings in the telecommunications and broadcasting sectors, including merger and acquisition activities involving carrier licensees in the telecommunications sector. From the full commencement of the CO on 14 December 2015 to 31 March 2016, a total of 45 complaints/enquiries were received, with 40 cases closed without the need for further actions and five cases under processing. During the period, OFCA also assisted the CA in reviewing two transactions under the merger rule. No further action was considered necessary in respect of those transactions.

The fair trading sections of the Trade Descriptions Ordinance (Cap. 362) ("TDO") came into effect on 19 July 2013, under which the CA is conferred concurrent jurisdiction with the Customs & Excise Department ("C&ED") to enforce the fair trading sections in the broadcasting and telecommunications sectors. From 1 April 2015 to 31 March 2016, OFCA handled 899 complaint cases under the TDO, of which 820 were closed due to insufficient evidence to suspect/establish a contravention, or were outside the scope of the TDO. A further 19 cases were closed with the issue of advisory letters to the concerned licensees to draw their attention to the need to observe more closely the requirements in the TDO. One case was successfully prosecuted, with the court convicting the defendant on 14 April 2016. The remaining cases were at different stages of processing.

The CA has no statutory power to investigate service contract disputes, a major area of consumer complaints received by OFCA. With a view to providing further protection to consumers in telecommunications service contracts, OFCA engaged in active discussions with the Communications Association of Hong Kong ("CAHK"), the industry association for Hong Kong's communications sector, on possible enhancement measures. Following these discussions, CAHK drew up a self-regulatory Code of Practice for Telecommunications Service Contracts ("Industry Code"), which the industry started implementing in July 2011. Taking into account OFCA's suggestions based on the implementation experience and consumers' feedback, CAHK made a number of enhancements to the Industry Code, which took effect from 1 May 2015.

Enforcement of the Unsolicited Electronic Messages Ordinance (Cap. 593) ("UEMO")

OFCA continues to assist the CA in the enforcement of UEMO. In 2015/16, there were 1 725 reports, representing a decrease of about 16% as compared to the 2 068 reports received in the previous year. Regarding the enforcement actions taken in 2015/16, OFCA issued a total of 106 advisory letters, 22 warning letters and two enforcement notices to the senders of commercial electronic messages after investigation. OFCA also mounted a raid operation against a commercial facsimile sender in January 2016, and laid charges against him in May and July 2016 in relation to suspected contravention of an enforcement notice served on him.

Consumer Education

In 2015/16, OFCA continued to run an annual consumer education campaign featuring the theme "Smart Use of Communications Services". I am grateful to the Professional Information Security Association for providing guest speakers at five public seminars, enabling the audience to learn from experts in the communications sector on how to use their communications services smartly. OFCA also expanded the reach of its consumer education efforts in 2015/16 by holding community talks in 23 social service centres, targeting those who are not well-versed with the new technologies and mobile devices.

OFCA likewise hosted 12 talks for students and participants of a community project on radio programme production in 2015/16, specifically on how the public can make informed viewing choices regarding television programme services, the regulation of television and sound broadcasting services, and the programme standards governing radio services.

External Relations

OFCA participated actively in conferences organised by international and regional organisations, including the International Telecommunication Union ("ITU") and the Asia-Pacific Telecommunity ("APT"), to keep track of the latest global regulatory developments and to share our regulatory experience. During the year, OFCA also met



未來的主要挑戰

通訊業的技術一日千里，市場發展迅速，各項服務不斷推陳出新。通訊辦須時刻留意各方面的最新發展情況，以支援通訊局全面履行其法定規管職責，2016／17年度也將如是。就廣播服務而言，我們會繼續協助通訊局處理免費電視牌照的申請；監察新持牌機構推出的免費電視服務；以及履行規管職能。就電訊服務而言，3G頻譜拍賣已經完成，我們會繼續與各流動網絡營辦商協調，就 2016 年 10 月的頻譜交接事宜作好準備。我們亦會繼續協助通訊局處理在900／1 800兆赫頻帶內200 兆赫頻譜的重新指配事宜，該等頻譜的現有指配期於2020 年至2021 年期間屆滿。鑑於通訊局已就更有效使用八位號碼計劃所採用的措施和實施措施的時間表作出決定，通訊辦會與業界及有關各方共同制定相關的實施計劃，並監察實施過程。我們亦會繼續留意科技及市場的發展，並支援通訊局精簡現行的規管及發牌制度，從而確保該等制度有利於商業創新及投資。

本人十分感謝通訊辦三個諮詢委員會全體委員就通訊辦可如何改善工作提出寶貴意見。本人亦非常慶幸能夠獲得一羣優秀能幹、專業盡責的同事的全力支持。本人期待在來年繼續與他們緊密合作，迎接未來的挑戰。

with its counterparts from the United States, Singapore, Guangdong Province, Macao, and a number of countries in Europe to exchange views and share its experience.

Major Challenges Ahead

The communications sector is characterised by rapidly evolving technologies, market developments and service introductions. OFCA needs to constantly keep itself up to date on developments on all fronts to support the CA in fully discharging its statutory regulatory responsibilities. 2016/17 will be no exception. On the broadcasting front, we will continue to assist the CA in handling free TV licence applications, monitoring new licensees in rolling out their free TV services, and performing regulatory functions. On the telecommunications front, following the 3G spectrum auction, we will continue to coordinate with the mobile network operators to prepare for the spectrum changeover in October 2016. We will also continue to assist the CA in the re-assignment of 200 MHz of spectrum in the 900/1800 MHz bands upon expiry of the existing

assignments between 2020 and 2021. Since the CA has made a decision on the measures to be adopted for more efficient utilisation of the 8-digit numbering plan and the timetable, OFCA will work out the implementation plan with the industry and concerned parties and monitor the implementation process. We will also continue to keep track of technology and market developments, and provide support to the CA in streamlining the existing regulatory and licensing regimes to ensure that they are conducive to business innovation and investment.

I am most grateful to all members of OFCA's three advisory committees for their advice on how OFCA could improve its work. I am very fortunate to have a team of highly competent and professional colleagues at OFCA who have rendered me their unfailing support. I look forward to working with them closely in the coming year to meet the challenges ahead.

2 廣播業的持續發展 Sustaining the Development of the Broadcasting Industry

數碼地面電視服務的發展

重新指配頻譜以提供本地免費電視節目服務

因應行會於2015年4月1日決定亞洲電視的免費電視牌照不獲續期，並把亞洲電視牌照的有效期延至2016年4月1日，通訊局行使《電訊條例》所賦予的權力，於2015年4月20日向亞洲電視發出通知，通訊局會由2016年4月2日起撤銷指配予亞洲電視的所有廣播頻率（包括在470至806兆赫特高頻頻段內兩組模擬頻道、一條單頻網數碼頻道和一條多頻網數碼頻道的一半容量）。

香港電視娛樂向通訊局提出申請，讓其除可使用固定網絡外，亦可使用頻譜作為新增傳送模式，來傳送其持牌免費電視服務。通訊辦協助通訊局處理有關申請，在香港電視娛樂同意遵從通訊局所施加的所有附加條件後，通訊局於2016年1月批准香港電視娛樂使用頻譜作為新增傳送模式，並於撤銷亞洲電視的廣播頻譜當日，將一條多頻網數碼頻道的一半傳輸容量指配予香港電視娛樂，讓其提供數碼地面電視服務。

為減低觀眾因模擬免費電視節目的選擇減少而受到的影響，港台於2016年4月2日獲指配兩組模擬頻道，以在亞洲電視的免費電視牌照屆滿後採用模擬制式提供電視廣播服務，直至模擬電視廣播服務終止為止（「終止模擬廣播」）。政府把終止模擬廣播的工作目標定於2020年年底，並會在2017／18年度進行檢討。

通訊辦與各有關廣播機構緊密合作，準備亞洲電視免費電視服務於2016年4月2日凌晨零時終止，安排廣播頻譜交接，以及協助港台兩條模擬電視節目頻道和香港電視娛樂一條數碼地面電視節目頻道由2016年4月2日凌晨起



傳送免費電視服務。在各廣播機構同心協力下，免費電視服務的轉換安排得以暢順地完成。

數碼聲音廣播服務的發展

數碼聲音廣播服務於2012年推出。截至2016年3月31日，兩家數碼聲音廣播持牌機構—香港數碼廣播有限公司（「DBC」）¹和新城²共提供十條數碼聲音廣播頻道，港台則提供另外五條數碼聲音廣播頻道。

數碼聲音廣播傳送網絡由七個主要發射站組成，分別位於筆架山、青山、九龍坑山、金山、飛鵝山、南丫島和歌賦山，並於2012年6月正式投入服務。三個新的數碼聲音廣播補點發射站已於2015年落成。

處理廣播投訴

通訊局不會就廣播內容作預先審查，而是採取投訴主導的方式，確保廣播內容符合現行法例、牌照條件和通訊局所發出的業務守則等規定。作為通訊局的執行部門，我們協助通訊局根據《廣播（雜項條文）條例》（第391章）的規定和通訊局的廣播投訴處理程序處理有關廣播內容的投訴。

¹ DBC於2016年8月8日申請終止其數碼聲音廣播牌照。

² 新城於2016年9月12日申請終止其數碼聲音廣播牌照。

The Development of Digital Terrestrial Television Services

Re-assignment of Spectrum for the Provision of Domestic Free Television Programme Services

Following the decision of the CE in C on 1 April 2015 not to renew the free TV licence of ATV and to extend the term of ATV's licence to 1 April 2016, the CA, in exercise of its power under the TO, gave notice to ATV on 20 April 2015 on the withdrawal, with effect from 2 April 2016, of all the broadcasting frequencies assigned to ATV (comprising two sets of analogue frequency channels, one digital multiplex of the single frequency network and half of the capacity of one digital multiplex of the multiple frequency network ("MFN") in 470 – 806 MHz of the Ultra High Frequency band).

We assisted the CA in processing HKTVE's application to employ spectrum, on top of a fixed network, as an additional transmission means for the delivery of its licensed free TV service. Following the agreement of HKTVE to comply with all the additional conditions the CA imposed, the CA approved in January 2016 HKTVE's application for using spectrum as an additional transmission means and re-assigned, from the date of withdrawal of the ATV's broadcasting frequencies, half of the capacity of the MFN to HKTVE for delivery of its digital terrestrial television ("DTT") service.

To mitigate the impact arising from a reduction of analogue free TV programme choices on the viewing public, RTHK was assigned the two sets of analogue frequency channels on 2 April 2016 to broadcast its TV services in analogue format upon expiry of ATV's free TV licence until the switching off of analogue TV broadcasting services ("analogue switch-off"). The Government's working target for analogue switch-off is end-2020, and a review will be conducted in 2017-18.

OFCA worked closely with the broadcasters concerned to plan for the cessation of ATV's free TV service at 00 Hours on 2 April 2016, the changeover of broadcasting spectrum, and the transmission of RTHK's two analogue television programme channels and HKTVE's DTT programme channel from the early hours of 2 April 2016. With broadcasters' concerted efforts, the switch-over of the free TV services took place in a seamless manner.

Development of Digital Audio Broadcasting Services

Digital Audio Broadcasting ("DAB") services were launched in 2012. As at 31 March 2016, the two DAB licensees, namely Digital Broadcasting Corporation Hong Kong Limited ("DBC")¹ and Metro², provided a total of ten DAB channels, and RTHK provided another five.

The DAB transmission network, comprising seven principal transmitting stations located at Beacon Hill, Castle Peak, Cloudy Hill, Golden Hill, Kowloon Peak, Lamma Island and Mount Gough, was officially launched in June 2012. Three new DAB gap-fillers were completed in 2015.



Handling of Broadcast Complaints

The CA does not pre-censor broadcast content, but adopts a complaint-driven approach to ensure that broadcast content complies with existing legislation, licence conditions and the codes of practice that it has issued. As the executive arm of the CA, we assist the CA in handling

¹ DBC applied for the termination of its DAB licence on 8 August 2016.

² Metro applied for the termination of its DAB licence on 12 September 2016.

在2015／16年度，我們處理了1 999個個案（涉及14 992宗投訴³。與2014／15年度的數字（2 694 個個案，涉及41 449宗投訴）比較，本年度所處理的個案數目減少了26%，投訴宗數亦減少了64%⁴。當中，有15個個案（涉及9 374宗投訴）在轉交通訊局轄下廣播投訴委員會處理後，提交通訊局審議和裁決。經由通訊局審議的投訴個案的詳情，已在通訊局網站公布。通訊事務總監根據通訊局授予的權力處理餘下的1 984個個案（涉及5 618宗投訴）。這些投訴涉及輕微違規，或其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情況。

牌照管理

本地免費電視節目服務牌照的申請

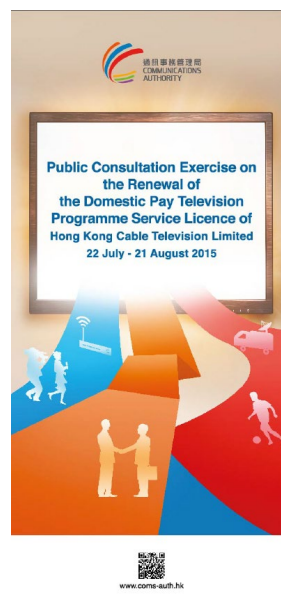
行會於2013年10月原則上批准奇妙電視的免費電視牌照申請後，我們協助通訊局跟進有關牌照申請的待決事項。行會因應奇妙電視的要求，決定給予奇妙電視額外的時間，以解決所有待決事項，以及妥善回應通訊局就其申請所提出的關注，當中包括進行擬議的企業改組計劃，以確保奇妙電視符合《廣播條例》訂明的非附屬公司的規定。我們根據奇妙電視提供的補充資料，協助通訊局於2016年4月就有關牌照申請向行會呈交進一步建議。

行會經考慮包括通訊局就奇妙電視的牌照申請呈交的建議等事項後，於2016年5月向奇妙電視正式批出為期12年的免費電視牌照，以提供免費電視服務。奇妙電視須按牌照規定，在獲批牌照後12個月內（即2017年5月30日或之前）推出其第一條免費電視節目頻道。通訊辦會協助通訊局監察奇妙電視有否按照牌照規定推出免費電視服務。

截至2016年3月，通訊局收到兩宗分別由港視於2014年4月和永升亞洲於2015年4月提出的免費電視牌照申請。通訊辦根據法定要求及既定程序，協助通訊局評審港視的免費電視牌照申請，並於2016年1月向行會呈交評審結果及通訊局的建議。通訊辦會繼續協助通訊局妥善及謹慎地評核永升亞洲的免費電視牌照申請，以期在切實可行的情況下盡快向行會呈交建議。

本地收費電視節目服務牌照續期的申請

有線電視的本地收費電視節目服務牌照將於2017年5月31日期滿。有線電視已於2015年5月向通訊局提交牌照續期申請。我們根據《廣播條例》及既定程序，協助通訊局全面評核有線電視的表現，包括於2015年8月進行為期一個月的公眾諮詢，以收集市民對續期申請的意見。通訊局已於2016年4月就有關牌照續期申請向行會呈交建議。



³ 為確保運作效率，針對同一事宜或廣播內容的類似指控會歸納為一個個案，以便一併處理。

⁴ 在2015／16年度所處理的投訴宗數明顯較2014／15年度的相關數字為少，原因是在2014／15年度一個涉及在無線電視和無線網絡電視有限公司播出的電視節目的投訴個案接獲超過27 000宗投訴。

complaints about broadcast materials in accordance with provisions stipulated in the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391) ("B(MP)O") and the broadcast complaint handling procedures of the CA.

In 2015/16, we dealt with 1 999 cases (14 992 complaints)³, which represented a decline of 26% in the number of cases, and a decline of 64% in the number of complaints processed⁴, as compared with the figures recorded in 2014/15 (2 694 cases and 41 449 complaints). Among these, 15 cases (9 374 complaints) were referred to the Broadcast Complaints Committee ("BCC") 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 the CA website. Under powers delegated by the CA, the Director-General of Communications handled the remaining 1 984 cases (5 618 complaints). These complaints were related 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, that is, the substance of the complaints did not involve a contravention of legislation, licence conditions or codes of practice.

Licence Administration

Applications for Domestic Free Television Programme Services Licences

Since the CE in C approved in principle the application for a free TV licence by Fantastic TV in October 2013, we had assisted the CA in taking follow-up actions on the outstanding issues of Fantastic TV's application. Upon Fantastic TV's requests, the CE in C gave it additional time to resolve all outstanding issues and satisfactorily address the concerns of the CA in relation to its application, including, among others, the proposed corporate restructuring to ensure its compliance with the non-subsidiary requirement under the BO. On the basis of the supplementary information provided by Fantastic TV, we



assisted the CA to making further recommendations on the application to the CE in C in April 2016.

Having regard to, inter alia, the CA's recommendations on the licence application of Fantastic TV, the CE in C formally granted in May 2016 a 12-year free TV licence to Fantastic TV for the provision of free TV services. Fantastic TV is required under its licence to launch its first free TV channel within 12 months after licence grant, i.e. by 30 May 2017. OFCA will assist the CA in monitoring the launch of the free TV service by Fantastic TV in accordance with its licence.

Up to March 2016, the CA received two further applications for free TV licences – from HKTV in April 2014 and Forever Top in April 2015. OFCA assisted the CA in assessing HKTV's free TV licence application in accordance with statutory requirements and established procedures and the CA's assessment and recommendations were submitted to the CE in C in January 2016. OFCA will continue to assist the CA in assessing the free TV licence application of Forever Top properly and prudently with a view to submitting its recommendations to the CE in C as soon as practicable.

Applications for Renewal of a Domestic Pay Television Programme Service Licence

The domestic pay television programme service licence of HKCTV is due to expire on 31 May 2017. HKCTV submitted

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

⁴ The significant decline in the number of complaints processed in 2015/16 in comparison with the figures in 2014/15 was attributed to a complaint case against a television programme broadcast on TVB and TVB Network Vision Limited which gave rise to over 27 000 complaints in 2014/15.

2

模擬聲音廣播牌照續期的申請

我們協助通訊局就商台和新城的模擬聲音廣播牌照續期事宜擬備建議，以及於2015年5月向行會呈交該等建議。經全面評核商台和新城過往的表現並考慮公眾的意見後，通訊局建議商台和新城的模擬聲音廣播牌照應獲續期12年，由2016年8月26日至2028年8月25日為止。行會於2016年3月22日決定批准商台和新城的牌照續期。

就一個本地免費電視節目服務牌照不獲續期而進行的跟進工作

行會於2015年4月決定亞洲電視的免費電視牌照不獲續期，並按《廣播條例》的有關規定把牌照的有效期限延至2016年4月1日。這是香港廣播史上首次有現有廣播機構的牌照不獲續期。儘管如此，亞洲電視仍有責任繼續

遵從《廣播條例》內訂明的所有相關規定，以及免費電視牌照條件，直至其牌照屆滿為止。為此，我們協助通訊局密切監察亞洲電視在其牌照屆滿前的營運狀況，以及其遵從《廣播條例》和牌照條件的情況。鑑於亞洲電視嚴重違反法例和牌照規定，通訊局已向亞洲電視施加與其違規的性質及嚴重程度相稱的懲處，包括根據《廣播條例》啟動暫時吊銷亞洲電視免費電視牌照30天的程序⁵。儘管通訊局其後基於實際的考慮，決定不繼續進行暫時吊銷牌照的程序，但通訊局已向亞洲電視清楚表明，亞洲電視屢次嚴重違規的記錄，會構成亞洲電視及在有關違規事宜發生時對亞洲電視行使控制的人士的業務記錄。通訊局日後如需評估亞洲電視及對其行使控制的人士是否符合「適當人選」的規定時，會考慮有關記錄。

⁵ 通訊局信納，亞洲電視未能(a)遵守牌照條款的規定，於2016年2月6日至2月19日期間在本港台播放詳盡新聞報道；並於2016年2月6日起，未能在國際台播放詳盡新聞報道；(b)遵守《廣播條例》下有關公司董事必須符合居港規定的要求；(c)遵從通訊局發出的指示，在通訊局訂明的限期或之前繳付欠交的免費電視牌照費的第一期費用；(d)在通訊局訂明的限期或之前繳付兩項罰款；(e)於法定限期前繳付其免費電視牌照可變動費用的暫定款額；以及(f)遵從通訊局發出的指示，在通訊局訂明的限期或之前繳付欠交的免費電視牌照可變動費用的暫定款額，因此足以構成可根據《廣播條例》暫時吊銷其牌照的理由。基於《廣播條例》下暫時吊銷牌照的程序規定，通訊局未能在亞洲電視的牌照於2016年4月1日屆滿前完成暫時吊銷牌照的程序。

its application for licence renewal to the CA in May 2015. In accordance with the BO and established procedures, we assisted the CA in carrying out a comprehensive assessment of the performance of HKCTV, including conducting a one-month public consultation exercise in August 2015 to collect public views on the renewal application. The CA's recommendations on the licence renewal application were submitted to the CE in C in April 2016.

Applications for Renewal of Analogue Sound Broadcasting Licences

We assisted the CA in preparing and submitting to the CE in C its recommendations on the renewal of the analogue sound broadcasting licences of CRHK and Metro in May 2015. Having conducted a comprehensive review of their past performance, and taking into account the views of the public, the CA recommended that the analogue sound broadcasting licences of CRHK and Metro should be renewed for a term of 12 years from 26 August 2016 to 25 August 2028. The CE in C decided on 22 March 2016 to renew the licences of CRHK and Metro.

Follow-up to Non-renewal of a Domestic Free Television Programme Service Licence

The CE in C decided in April 2015 not to renew ATV's free TV licence and to extend the term of its licence to 1 April 2016 in accordance with the requirement under the BO. This is the first time in Hong Kong's broadcasting

history that an incumbent's broadcasting licence has not been renewed. It remained, however, incumbent upon ATV to comply at all times with all applicable regulatory requirements under the BO and the conditions in its free TV licence until the expiry of its licence. In this regard, we assisted the CA in closely monitoring ATV's operation and its compliance with the BO and licence conditions in the run up to the expiry of its licence. In view of the serious breaches of the statutory and licence requirements by ATV, the CA had imposed on ATV sanctions which were commensurate with the nature and severity of its breaches, including invoking the procedures under the BO to suspend the free TV licence of ATV for a period of 30 days⁵. Notwithstanding the CA's subsequent decision not to proceed further with the licence suspension procedures due to pragmatic considerations, the CA had put ATV on clear notice that the severity and repeated nature of its breaches will form part of the business record of ATV and the persons exercising control of it at the time the breaches occurred, and may be considered by the CA on future occasions when the need arises for assessing the fitness and properness of ATV and persons exercising control of it.

⁵ The CA was satisfied that ATV's failure to (a) comply with the relevant licence requirements to broadcast comprehensive news bulletins on its Home Channel from 6 February 2016 to 19 February 2016, and on its World Channel from 6 February 2016 onwards; (b) comply with the residence requirement under the BO in respect of its directors; (c) comply with the direction issued by the CA, requiring it to pay the first installment of the outstanding licence fee of its free TV licence by the deadline stipulated by the CA; (d) pay two sets of financial penalties by the deadline stipulated by the CA; (e) pay the provisional variable fee of its free TV licence by the statutory deadline; and (f) comply with the direction issued by the CA, requiring it to pay the outstanding provisional variable fee of its free TV licence by the deadline stipulated by the CA, constituted grounds for licence suspension under the BO. Owing to the procedural requirements under the BO pertaining to licence suspension, the CA was not able to complete the procedures to suspend ATV's licence before the expiry of its licence on 1 April 2016.

3 迎接電訊市場的新挑戰

Meeting the New Challenges of the Telecommunications Market

重新指配在1.9 至2.2 吉赫頻帶內的頻譜

在香港1 700萬名流動服務用戶中，88%或1 470萬人使用3G及4G網絡提供的流動數據服務。3G網絡主要由在1.9至2.2吉赫頻帶內的2 x 59.2兆赫頻譜（「3G頻譜」）支援，而該頻譜於2001年10月透過拍賣指配予四家流動網絡營辦商。

3G頻譜的現有指配期將於2016年10月屆滿。通訊局於2013年11月15日公布，決定採用行政指配兼市場主導的混合方案重新指配3G頻譜，新指配期由2016年10月22日開始，為期15年。2013年11月15日，商務及經濟發展局局長亦公布根據《電訊條例》釐定重新指配頻譜的頻譜使用費的相關安排。

考慮到兩家固有3G營辦商已於2014年合併，以及通訊局收回相關頻譜的指示，餘下三家固有3G營辦商獲賦予優先權，以獲重新指配合共2 x 34.6兆赫的3G頻譜。有關頻譜使用費水平已根據2014年7月制定的附屬法例訂明。全部三家固有3G營辦商均於2014年8月接受有關要約。在有關營辦商行使優先權後，餘下2 x 24.6兆赫的3G頻譜已透過2014年12月舉行的拍賣指配予兩家固有3G營辦商及一家流動網絡營辦商。該次拍賣獲得的頻譜使用費總額為24.2億元或每兆赫4,920萬元。根據附屬

法例訂明釐定頻譜使用費的方法，透過優先權以行政方式重新指配的3G頻譜的頻譜使用費為45.7億元或每兆赫6,600萬元。因此，頻譜受配人會在2016年8月或之前，就由2016年10月22日開始為期15年的新指配期向政府繳付合共69.9億元的頻譜使用費。

在118.4兆赫的3G頻譜中，29.6兆赫經2014年12月舉行的拍賣而重新指配的3G頻譜會由2016年10月22日起易手。固有及新頻譜受配人需分別準備所需的網絡重新配置及網絡鋪設工作。為協助頻譜受配人順利交接頻譜，通訊辦於2015年3月成立技術工作小組，以討論和協調有關重新指配頻譜將採用的技術安排。所有相關流動網絡營辦商均加入該工作小組。在工作小組成員積極參與下，協調工作進展順利。通訊辦會繼續與各營辦商協調，以避免頻譜在2016年10月22日交接時影響客戶服務。

重新指配在900兆赫及1 800兆赫頻帶內的頻譜

在900兆赫及1 800兆赫頻帶內的頻譜現用於提供2G、3G及4G流動服務。在900兆赫頻帶內49.8兆赫的頻譜及在1 800兆赫頻帶內148.8兆赫的頻譜的現有指配期將於2020年11月至2021年9月期間屆滿。

通訊局聯同商務及經濟發展局局長於2016年2月3日展開公眾諮詢，就重新指配頻譜的建議安排及相關頻譜使用費，徵詢業界及其他受影響各方的觀點和意見。諮詢文件提出三個重新指配頻譜的方案，即(1)完全行政指配模式；(2)完全市場主導模式；以及(3)行政指配兼市場主導的混合模式。通訊局將會採用一個最能達至重新指配頻譜四個目標的方案，即確保客戶服務得以延續、善用頻譜、促進有效競爭，以及鼓勵投資和推廣創新服務。



Re-assignment of Frequency Spectrum in the 1.9 – 2.2 GHz Bands

Among the 17 million mobile service subscribers in Hong Kong, 88% or 14.7 million subscribe to mobile data services provided on 3G and 4G networks. The 3G network is supported primarily by 2 x 59.2 MHz of spectrum in the 1.9 to 2.2 GHz band ("3G Spectrum"), which was assigned through auction to four mobile network operators in October 2001.

The existing assignments of the 3G Spectrum will expire in October 2016. The CA announced on 15 November 2013 its decision to adopt a hybrid administratively-assigned cum market-based approach to re-assign the 3G Spectrum for a new 15-year term, starting from 22 October 2016. On 15 November 2013, the Secretary for Commerce and Economic Development ("SCED") also promulgated the related arrangements for determining the spectrum utilization fee ("SUF") of the re-assigned spectrum under the TO.

Taking into account the merger of two incumbent 3G operators in 2014 and the associated spectrum divestment direction of the CA, the remaining three incumbent 3G operators were offered the right of first refusal for re-assignment of a total of 2 x 34.6 MHz of the 3G Spectrum, the level of SUF for which was prescribed by subsidiary legislation enacted in July 2014. All three incumbent 3G operators accepted the offers in August 2014. Following the right of first refusal exercise, the remaining 2 x 24.6 MHz of the 3G Spectrum was assigned to two incumbent 3G operators and a mobile network operator through an auction conducted in December 2014. The auction fetched a total SUF of \$2.42 billion, or \$49.2 million per MHz. Based on the method for setting the SUF as prescribed by the subsidiary legislation, the SUF of the 3G Spectrum re-assigned administratively through right of first refusal stood at \$4.57 billion, or \$66 million per MHz. Therefore, SUF totalling \$6.99 billion, covering the new 15-year term of assignment commencing on 22 October 2016, would be paid by the spectrum assignees to the Government by August 2016.

29.6 MHz out of 118.4 MHz of the 3G spectrum re-assigned through the auction conducted in December 2014 would change hands with effect from 22 October 2016. The incumbents and the new spectrum assignee

need to prepare for the necessary network reconfiguration and roll-out of their networks respectively. In order to facilitate a smooth spectrum handover among the spectrum assignees, OFCA set up a Technical Working Group in March 2015 with the participation of all relevant mobile network operators to discuss and coordinate the technical arrangements to be adopted in relation to the spectrum re-assignment. With active contributions from the members of the Working Group, the coordination work is progressing smoothly. OFCA will continue to work with the operators to avoid any service impact on customers during the handover of the spectrum on 22 October 2016.

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

Frequency spectrum in the 900 MHz and 1800 MHz frequency bands is currently deployed for the provision of 2G, 3G and 4G mobile services. The existing assignments for 49.8 MHz of spectrum in the 900 MHz band and 148.8 MHz of spectrum in the 1800 MHz band will expire within the period between November 2020 and September 2021.

The CA and the SCED jointly launched a public consultation on 3 February 2016 in order to solicit the views and comments of the industry and other affected parties on the proposed arrangements for spectrum re-assignment and the related SUF. Three options were proposed for spectrum re-assignment, namely (1) a full-fledged administratively-assigned approach; (2) a full-fledged market-based approach; and (3) a hybrid administratively-assigned cum market-based approach. The CA will adopt the option that would best meet the four objectives in spectrum re-assignment, namely ensuring customer service continuity, efficient spectrum utilisation, promotion of effective competition, and encouragement of investment in and promotion of innovative services.

Upon the close of the three-and-a-half-month consultation on 18 May 2016, 325 submissions were received from the industry, business organisations and members of the public. There was support from different industry players for all three of the proposed re-assignment options. An external consultant has been engaged to carry out a technical study on any impact on service quality arising from different spectrum re-assignment scenarios. After considering the views and comments received from the first consultation as

3

為期三個半月的諮詢期於2016年5月18日結束，通訊辦共收到325份來自業界、商業機構及公眾人士的意見書。三個重新指配頻譜的建議方案各有不同的業界人士支持。通訊辦亦委託了外聘顧問就重新指配頻譜的不同情況下對服務質素的影響展開技術研究。經考慮第一輪諮詢所收到的觀點及意見和顧問研究的結果後，通訊局計劃於2017年年初進行第二輪公眾諮詢時，就重新指配頻譜提出更詳盡的建議，以期於2017年年底公布有關重新指配頻譜安排的決定，讓業界有三年時間可就頻譜指配的任何變動作出準備。

電訊牌照費下調

2012年11月，通訊局與商務及經濟發展局局長發表聯合聲明，公布決定分別把綜合傳送者牌照下每組100個的顧客接駁點的費用由800元調低至700元，以及把公共無線電通訊服務牌照（傳呼服務）和服務營辦商牌照（第三類服務）客戶使用每組100個的移動電台須繳付的費用由800元減至700元。新牌照費在完成立法程序後，已於2013年3月1日起生效。2013年2月，香港電話有限公司及Hong Kong Telecommunications (HKT) Limited（「香港電話有限公司」）就通訊局與商務及經濟發展局局長調低牌照費的決定申請提出司法覆核的許可。法庭於2013年7月向香港電話有限公司批出司法覆核申請的許可。實質聆訊於2015年6月17日至19日進行。原訟法庭於2015年8月11日作出裁決，裁定通訊局與商務及經濟發展局局長勝訴，並駁回該宗司法覆核申請。香港電話有限公司於2015年9月4日向上诉法庭提出上訴，聆訊已於2016年4月19日至20日舉行⁶。

廣播類流動電視服務的規管

廣播類流動電視服務（「流動電視服務」）自2012年2月推出以來，一直採用中國移動多媒體廣播（「CMMB」）制式作為傳送制式。2014年1月，獲授權提供流動電視服務的綜合傳送者牌照（「流動電視牌照」）持有人香港流動電視網絡有限公司（「香港流動



電視網絡」）向通訊辦表示，擬將原本採用的CMMB制式轉換為數碼地面多媒體廣播（「DTMB」）制式。

作為通訊局的執行部門，通訊辦向港視和香港流動電視網絡指出，採用DTMB制式提供流動電視服務而沒有實施有效的技術措施以防止流動電視服務於指明處所被固定接收，會令本港超過5 000個指明處所組成的觀眾接收到其流動電視服務，因而須受《廣播條例》規管。2014年4月11日，港視和香港流動電視網絡就通訊辦的立場向法庭提出司法覆核許可申請。在2014年11月26日及27日舉行實質聆訊後，原訟法庭於2015年9月29日裁定通訊辦勝訴，並駁回所有由港視和香港流動電視網絡提出的司法覆核理據。其後，港視要求通訊辦處理香港流動電視網絡提出有關採用其他傳送制式以提供流動電視服務的建議。通訊辦一直積極與港視跟進該項替代建議。通訊局及通訊辦會致力協助香港流動電視網絡提供符合相關法例和其流動電視牌照規定的流動電視服務。

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數字亦隨之而上升，情況備受消費者關注。這些投訴大多涉及流動通訊「帳單震撼」，

⁶ 上訴法庭於2016年5月17日駁回上訴申請。香港電話有限公司於2016年6月13日向終審法院提出上訴許可申請。

well as the results of the consultancy study, the CA plans to put forward a detailed proposal for spectrum re-assignment in the second round of public consultation to be conducted at early 2017, with a view to announcing its decision on the arrangements for spectrum re-assignment by end 2017. This will allow a lead time of three years for the industry to prepare for any change in spectrum assignments.

Reduction of Telecommunications Licence Fees

In November 2012, the CA and the SCED issued a joint statement that promulgated their decision to reduce the customer connection fee level of Unified Carrier Licences (“UCLs”) from \$800 to \$700 for each set of 100 customer connections, and to reduce the mobile station fee level of Public Radiocommunications Service Licences (Paging) and Services-Based Operator Licences (Class 3) from \$800 to \$700 for each set of 100 mobile stations. Following the completion of the legislative procedure, the new licence fees took effect on 1 March 2013. In February 2013, PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited (“PCCW and HKT”) applied for leave to lodge a judicial review (“JR”) against the CA and the SCED on their decisions on licence fees reduction. The Court granted leave to PCCW and HKT’s application for the JR in July 2013. The substantive hearing was held from 17 to 19 June 2015 with the judgment handed down on 11 August 2015. The Court of First Instance ruled in favour of the CA and the SCED and dismissed the JR application. PCCW and HKT lodged an appeal to the Court of Appeal on 4 September 2015 and the hearing was held from 19 to 20 April 2016⁶.

Regulation of Broadcast-type Mobile TV Services

Since the launch of broadcast-type mobile television services (“Mobile TV Services”) in February 2012, the China Mobile Multimedia Broadcasting (“CMMB”) standard has been used as the transmission standard. In January 2014, Hong Kong Mobile Television Network Limited (“HKMTV”), the licensee holding the UCL which authorised it to provide Mobile TV Services (“Mobile TV Licence”), indicated to

OFCA its proposal to switch from the original CMMB standard to the Digital Terrestrial Multimedia Broadcast (“DTMB”) standard.

As the executive arm of the CA, OFCA expressed its views to HKTV and HKMTV that Mobile TV Services using the DTMB standard without effective technical measures to prevent fixed reception by specified premises will render the Mobile TV Services available for reception by an audience of more than 5 000 specified premises in Hong Kong and hence should be subject to regulation by the BO. On 11 April 2014, HKTV and HKMTV applied to the court for leave to apply for a JR of OFCA’s positions. After the substantive hearing conducted on 26 and 27 November 2014, the Court of First Instance handed down its judgment on 29 September 2015 in favour of OFCA and dismissed all the grounds of JR brought by HKTV and HKMTV. Subsequently, HKTV requested OFCA to process HKMTV’s proposal of using an alternative transmission standard for the provision of its Mobile TV Services. Since then, OFCA has been diligently following up with HKTV in respect of its alternative proposal. The CA and OFCA will continue to facilitate HKMTV to provide its Mobile TV Services in compliance with the requirements of the relevant legislation and its Mobile TV Licence.

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, the increase in the number of consumer complaints relating to mobile broadband billing disputes has become a common concern among consumers. Many of these complaints involve “mobile bill shock”, which refers to the shock consumers experience upon receiving unexpectedly high mobile bill charges. “Mobile bill shock” is mainly caused by unintentional or inadvertent usage of mobile data services, locally or while roaming overseas.

⁶ The Court of Appeal dismissed the appeal application on 17 May 2016. PCCW and HKT lodged an application for leave to appeal to the Court of Final Appeal on 13 June 2016.

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即指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。出現流動通訊「帳單震撼」的主因，是消費者在本地或海外使用漫遊服務時，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月起向業界公布一系列供其採用的預防措施，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，以及向用量達到預定水平或正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。在推行這些措施的同時，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，消費者可使用此工具估算自己的數據用量。隨着流動網絡營辦商和流動虛擬網絡營辦商實施上述預防措施，加上我們持續推行消費者教育，有關流動通訊「帳單震撼」的投訴數字，已由2014年的615宗減至2015年的289宗，減幅為53%。



數據用量計算機有助用家估算自己每月所需的數據用量。
The data usage calculator helps users estimate the amount of data needed in a month.

公平使用政策指引的實施進度

固網及流動寬頻服務供應商為消費者提供種類繁多的服務計劃，包括「無限用量」計劃。然而，某些「無限用量」服務計劃其實受限於服務供應商所實施名為「公平使用政策」的使用限制。公平使用政策旨在防止個別用戶過度使用網絡資源，以免對網絡表現構成不良影響，妨礙其他用戶使用服務。舉例來說，對於數據用量已超出某些上限的用戶，服務供應商可能會實施限制，例如調低其使用網絡服務優先次序或減慢其數據接達速度等。可是，消費者未必會留意到公平使用政策的實施或了解相關的條款及條件。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》，以規管服務供應商應如何實施其公平使用政策。這份強制指引自2012年2月起已經生效。

2015年，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，通訊辦在網站設立了寬頻表現測試系統，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iPhone作業系統（「iOS」）和Android作業系統的智能手機和平板電腦用戶也可使用該測試系統。

我們不時檢討和提升測試系統，以進一步提升系統的測試能力和表現。現時，測試系統可讓桌面電腦用戶及iOS和Android系統流動裝置用戶分別進行高達每秒1 000 兆比特及400兆比特的速度測試。

該寬頻表現測試系統榮獲「2013香港資訊及通訊科技獎」項下的「最佳公共服務應用（網上／流動應用程式）」

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. In parallel with these measures, OFCA has organised a series of consumer-education programmes to enhance consumers' awareness and knowledge of mobile data services. OFCA has also posted a data usage calculator on its website, which serves as a tool for consumers to estimate their data usage consumption. With the implementation of the abovementioned preventive measures by mobile network operators and 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 615 cases in 2014 to 289 cases in 2015, representing a drop of 53%.

Progress of the Implementation of Fair Usage Policy Guidelines

Fixed and mobile broadband service providers offer a variety of service plans to consumers, including plans with "unlimited usage". However, certain "unlimited usage" service plans are in fact subject to usage restrictions imposed by service providers in the name of Fair Usage Policy ("FUP"). The FUP is intended to prevent excessive usage of network resources by individual customers, which may adversely affect the network performance and hamper other customers' use of the service. For example, service providers may impose restrictions by lowering the network service priority or reducing the access speed for customers whose data usage has exceeded certain threshold. Nevertheless, consumers may not be aware of the existence of the FUP or understand the relevant terms and conditions. Customers of "unlimited service" plans in particular feel aggrieved when their data usage is subject to restriction because of the FUP.

In order to protect consumer interests and enhance the transparency of service information, the CA issued a set of FUP guidelines in November 2011, governing how service providers should implement their FUP. The mandatory guidelines have been in effect since February 2012.

In 2015, 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 posted on its website 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 iPhone operating system ("iOS") and Android operating systems may also make use of the test system.

From time to time, we review and upgrade the test system to further enhance its capability and performance. Currently, it offers desktop users and users of iOS- and Android-based mobile devices speed tests of up to 1 000 Mbps and 400 Mbps respectively.

The broadband performance test system was accredited with a Certificate of Merit under the category of "Best Public Service Application (Web/Mobile Application) Award" in the "Hong Kong ICT Awards 2013". From service launch to March 2016, more than 64 million tests were performed under the system.

Continuing to Facilitate the Implementation of Self-regulatory Measures

Enhancement of the Industry Code of Practice for Telecommunications Service Contracts

In order to provide guidelines for the industry on drawing up telecommunications service contracts so as to improve transparency in the contracting process and increase customer satisfaction, CAHK, an industry association,

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式)獎」優異證書。自推出服務至2016年3月為止，系統已進行超過6 400萬次測試。

繼續促進業界實施自行規管措施

改善電訊服務合約業界實務守則

為向業界提供擬訂電訊服務合約的指引，藉以提升合約制訂過程的透明度和客戶滿意度，香港通訊業聯會（一個業界聯會）於2010年12月公布屬自行規管性質的《業界守則》，所有主要的固定和流動網絡營辦商已由2011年7月起實施該守則。

經考慮實施《業界守則》的經驗及消費者的回應後，通訊辦向香港通訊業聯會提出多項建議，以進一步改善《業界守則》。香港通訊業聯會與各參與營辦商商討後，在2014年10月修訂《業界守則》，主要修訂內容包括：

- 改善終止合約的安排，不得對客戶構成不便或涉及不合理的拖延；
- 改善延長合約期或續約時向客戶發出書面確認的安排；
- 合約須清楚列明如營辦商因未有網絡覆蓋而未能於客戶搬遷地址後繼續提供服務，所涉及的終止服務費用的計算方法或上限；
- 合約須清楚列明合約期內第一期及最後一期月費的計算方法；以及
- 鼓勵營辦商彈性推行更佳的冷靜期安排。

經修訂的《業界守則》由2015年5月1日起生效。

自2011年7月實施《業界守則》以來，有關服務合約爭議的投訴數字持續下降，由2011年的1 277宗減少至2015年的458宗，減幅超過64%。

收費流動內容服務守則

為保障消費者權益和增加有關流動內容服務價格資料的透明度，通訊辦與業界緊密合作，訂立了一份屬自願性

質的《收費流動內容服務守則》。該守則由香港通訊業聯會於2010年1月公布和實施，規管第三方內容服務供應商提供流動內容服務的手法，並設立業界自行規管計劃。守則要求所有第三方內容服務供應商為客戶提供流動內容服務前，須向他們清楚表明該服務屬於收費服務，並要得到客戶明確同意才提供服務。此外，有關供應商亦須清楚訂明簡易方便的終止訂用服務機制。

守則亦訂明成立行政機構，負責評估內容服務供應商遵從該守則規定的能力，確保他們履行承諾，並藉着處理投訴和抽查，監察他們有否遵從該守則。內容服務供應商須從行政機構獲取有關提供流動內容服務及計帳服務的合格證明書，而流動網絡營辦商只可與獲取合格證明書的內容服務供應商簽訂商業合約。截至2016年3月底，有七家內容服務供應商持有由行政機構發出的合格證明書。

自2010年1月實施《收費流動內容服務守則》後，通訊辦一直密切監察守則的成效，相關投訴數字持續錄得減幅並維持於低水平。過去一年，平均每月接獲的投訴數目不足一宗，反映內容服務供應商遵從屬自願性質的守則，客戶亦對流動內容服務感到滿意。

關於電訊服務帳單資料及收取帳款的實務守則

通訊局於2011年10月發出屬自願性質的《關於電訊服務帳單資料及收取帳款的實務守則》，旨在減少計帳爭議，並提高帳單資料的透明度。該實務守則就電訊服務帳單上所需包括的收費項目和收取帳款安排，為電訊營辦商提供指引。截至2016年3月，七家本地固定網絡營辦商和四家流動網絡營辦商已承諾遵從上述實務守則。我們已在通訊辦網站刊載消費者注意事項和所有營辦商遵從守則的情況摘要，供消費者參考。我們會繼續密切監察該實務守則的實施情況及成效。

提供流動電視服務的業界守則

根據政府在2008年12月公布並在2010年2月修訂的《香港廣播類流動電視服務發展框架》，業界須就提供本地

promulgated a self-regulatory Industry Code in December 2010, which was implemented by all major fixed and mobile network operators starting from July 2011.

Having regard to the implementation experience and consumers' feedback, OFCA made a number of suggestions to CAHK for further enhancement to the Industry Code. CAHK revised the Industry Code in October 2014 following discussions with participating operators. Major revisions include:

- improving the arrangement for contract termination so as not to cause inconvenience to customers or involve unreasonable delay;
- improving the arrangement for the provision of written confirmation for extension or renewal of contracts;
- stating clearly in the contract the calculation of the termination charge or the maximum amount involved if it is not feasible for the operators to provide service at the relocated premises due to the absence of network coverage;
- stating clearly in the contract the calculation of the first bill and the last bill within the contract term; and
- encouraging operators to implement better cooling-off period arrangements with greater flexibility.

The revised Industry Code took effect on 1 May 2015.

Since the implementation of the Industry Code in July 2011, the number of complaints related to service contract disputes has been decreasing continuously, from 1 277 cases in 2011 to 458 cases in 2015, representing a drop of more than 64%.

Code for the Provision of Chargeable Mobile Content Services

To safeguard consumer interests and increase the transparency of the pricing information related to Mobile Content Services ("MCS"), OFCA has worked closely with the industry to draw up the voluntary "Code for the Provision of Chargeable Mobile Content Services". Promulgated and put into effect by CAHK in January 2010, the code governs the practices of third-party Content Service Providers ("CSPs") in providing MCS and the establishment of an industry self-regulatory scheme. Under

the code, all third-party CSPs are required to indicate clearly to their customers the chargeable nature of the services and obtain their clear consent before initiating the delivery and provision of MCS. They are also required to set out clearly the unsubscribing mechanisms, which should be simple and convenient.

The code also provides for the establishment of an Administrative Agency ("AA"), which is responsible for assessing the capability of CSPs and securing their pledges in complying with the requirements of the code, as well as monitoring their compliance through complaint handling and random checks. A mobile network operator may only enter into a commercial contract with a CSP that has obtained a Letter of Positive Assessment ("LPA") from the AA regarding MCS delivery and billing. As at the end of March 2016, seven CSPs were holding the LPAs issued by the AA.

Since the adoption of the code in January 2010, OFCA has been closely monitoring its effectiveness, and recorded a continued decrease in the number of related complaints, which has remained at a low level. During the year under review, less than one complaint case was received on a monthly average, reflecting the compliance of CSPs with the voluntary code and satisfaction of customers with the MCS.

Code of Practice in Relation to Billing Information and Payment Collection for Telecommunications Services

In October 2011, the CA issued a voluntary code of practice entitled "Code of Practice in Relation to Billing and Payment Collection for Telecommunications Services", with a view to reducing billing disputes and enhancing the transparency of billing information. This code of practice provides guidance to telecommunications operators on chargeable items to be included in their bills, and arrangements for payment collection. As at March 2016, seven local fixed and four mobile network operators had pledged compliance with the code. We have published on our website a consumer alert as well as a summary of the compliance status of all operators for the information of consumers. We will continue to closely monitor the implementation and effectiveness of this code of practice.

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廣播類和串流類的流動電視服務制訂業界守則，以實施自行規管。香港通訊業聯會於2012年8月發出有關流動電視服務的業界守則。為保護兒童和維護公眾道德，該守則要求流動電視服務供應商就色情及淫褻內容實施限制收看的措施。流動電視服務供應商亦應考慮社會現時普遍接受的道德標準，並格外留意其播出的電視內容可能對兒童造成的影響。

長期實施解決顧客投訴計劃

通訊辦促使電訊業界設立屬自願性質的「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。計劃由2012年11月1日開始運作，以兩年為試驗期。有關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理工作。

在試驗計劃於2014年10月31日結束後，通訊辦就計劃的成效和市民使用計劃的情況進行檢討。由於試驗計劃的成績令人鼓舞，加上顧客對計劃有確實的需求，以及業界的正面回應，通訊辦決定支持以試驗計劃採用的機制為基礎，由2015年5月1日起長期實施該計劃。

計劃在2015年5月1日至2016年3月31日實施期間，共接獲145宗合資格申請，當中73宗在轉介予調解服務中心跟進前已獲得解決，64宗經調解服務中心調解後亦獲得圓滿解決，有四宗個案未能解決，而餘下的四宗個案則正由調解服務中心處理。

為提高市民對計劃的認識，我們舉辦了一系列宣傳活動，例如刊載漫畫和推廣專輯，以及舉辦巡迴展覽和公眾講座。通訊辦會繼續支持該計劃，以及監察計劃的成效。

協助新的海底電纜系統在香港登陸

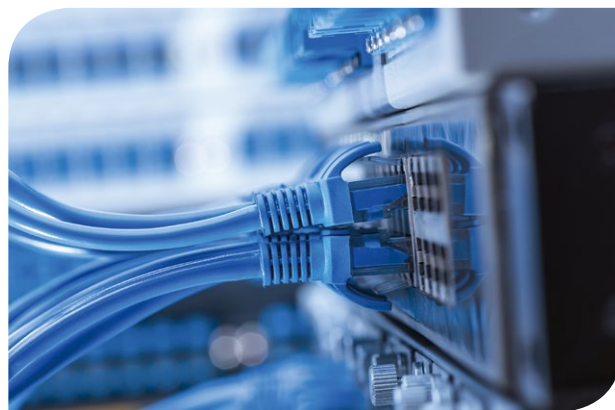
年內，通訊辦繼續向營辦商提供綜合聯絡服務，協助他們為兩個新海底電纜系統（即Asia-Pacific Gateway

及Asia Africa Europe-1）在香港登陸申請所需的法定許可。這兩個新系統預定於2016年年中至2017年年中期間在香港登陸。年內，通訊辦亦主動與其他相關政府部門商討可行的方法，以加快處理營辦商為取得在香港水域進行海底電纜系統安裝工程及緊急維修所需的法定許可而提出的申請，令有關申請程序及要求得以簡化。我們已相應更新《在香港水域進行海纜相關工作時申請所需政府執照／許可／簽證的資料便覽》，闡述簡化的申請程序及要求，並在通訊辦網站登載該便覽，以供業界參考。

固網寬頻服務的發展

透過寬頻上網使用各項應用程式及瀏覽內容，已成為本港市民日常生活的一部分。隨着固定網絡營辦商採用各種技術持續鋪設網絡，市民大眾得以享用近乎覆蓋全港的寬頻服務。截至2016年3月，本港約有235萬個住宅及商業固網寬頻用戶，住戶普及率為84%。目前寬頻服務的速度可高達每秒10吉比特。大約86%的固網寬頻用戶使用速度達每秒10兆比特或以上的寬頻服務。為透過促進市場競爭以加強在鄉郊及偏遠地區的鄉村提供固網寬頻服務，通訊局已修訂世紀互聯集團有限公司的綜合傳送者牌照，讓牌照持有人可利用2.3吉赫頻帶內的無線電頻譜，提供無線固網寬頻服務。隨着無線固定網絡鋪設至鄉郊及偏遠地區，以及有線固定網絡營辦商持續拓展網絡覆蓋範圍，預計這些地區的固網寬頻服務的選擇及質素將會逐步提升。

根據歐洲光纖到戶議會於2016年2月發出的新聞公報，香港住戶連接光纖到戶／光纖到樓的普及率與全球54



Industry Code of Practice for Provision of Mobile TV Services

According to the Framework for Development of Broadcast-type Mobile TV Services in Hong Kong, which was promulgated by the Government in December 2008 and revised in February 2010, the industry is required to develop a code of practice on the provision of Mobile TV Services, both local broadcast-type and streaming-type, for the purpose of self-regulation. In August 2012, CAHK issued a code of practice for Mobile TV Services. With a view to protecting children and public morals, the code requires Mobile TV Service providers to implement access controls for pornographic and obscene content. Mobile TV Service providers should also have regard to the prevailing standards of morality generally accepted by society, and in particular be vigilant about the likely effects of their television content on children.

Long-term Implementation of the Customer Complaint Settlement Scheme

To help resolve billing disputes in deadlock between telecommunications service providers and their residential/personal customers by means of mediation, OFCA facilitated the setting up of a voluntary Customer Complaint Settlement Scheme ("CCSS") by the telecommunications industry for a trial period of two years starting from 1 November 2012. The mediation service was provided by an independent mediation service centre ("CCSS Centre") set up under CAHK with voluntary participation of all major telecommunications service providers in Hong Kong. OFCA supported 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.

Following completion of the trial scheme on 31 October 2014, OFCA conducted a review of the effectiveness of the CCSS and its usage by the public. Having regard to the encouraging outcome of the CCSS trial, the proven demand from customers and the positive feedback from the industry, OFCA decided to support the long-term implementation of the CCSS on the basis of the framework adopted in the trial scheme. The long-term implementation of the CCSS commenced on 1 May 2015.

During the implementation period from 1 May 2015 to 31 March 2016, there were 145 eligible applications, 73 cases of which were resolved before referral to the CCSS Centre, 64 cases were satisfactorily settled through mediation by the CCSS Centre, four cases were not settled, and the remaining four cases were being processed by the CCSS Centre.

To raise public awareness of the CCSS, a series of publicity activities were conducted, such as publication of comic strips and advertorials, as well as the conduct of roving exhibitions and public seminars. OFCA will continue to support the CCSS and monitor its effectiveness.

Facilitation of the Landing of New Submarine Cable Systems in Hong Kong

During the year, OFCA continued to provide a single-point-of-contact service, assisting operators to apply for the necessary statutory approvals to land two new submarine cable systems, namely the Asia-Pacific Gateway and the Asia Africa Europe-1, in Hong Kong. These two new systems are scheduled to land in Hong Kong between mid-2016 and mid-2017. During the year, OFCA also took the initiative to discuss with other relevant Government departments on possible ways to speed up the processing of the applications for the necessary statutory approvals to carry out installation works and emergency repairs of submarine cable systems in Hong Kong waters. As a result, the application procedures and requirements concerned were simplified and streamlined. We have accordingly updated the "Information Note on Applying for Required Government Permits/Approvals/Visas to Carry out Works Related to Submarine Cable Systems within Hong Kong Waters" to set out the streamlined application procedures and requirements, and published it on OFCA's website for the industry's information.

Development of Fixed Broadband Services

Broadband access to various applications and content services has become an integral part of people's lives in Hong Kong. With the continuous network rollout of fixed network operators, the Hong Kong community is able to enjoy nearly ubiquitous coverage of broadband networks

3

個經濟體系比較，排名第五。根據互聯網內容傳輸商 Akamai 於2016年6月發布的《2016年第一季互聯網發展狀況報告》，香港的連線速度平均峰值為每秒110.3兆比特，屬全球第二快。

檢討傳送者牌照的牌照條件

隨着傳送者牌照制度多年來的演進，針對特定事項的跨行業法例或規例相繼實施，並適用於所有行業（包括電訊業）。跨行業規管制度的引入和進一步完善，已可取代根據電訊發牌制度所施加的行業特定規管，令後者變得不合適和不必要。

為消除電訊牌照持有人就特定事宜須同時受行業特定規管及跨行業法例的約束這種異常情況，通訊局與商務及經濟發展局局長在有關公眾諮詢結束後，於2015年3月10日公布決定，把五項規管道路開掘工程的特別條件及一項限制在公共建築物及樹木附加裝置的一般條件從傳送者牌照中刪除（「該決定」）。依據該決定，通訊辦發出通告函件邀請持牌人交回牌照，以刪除該等特別條件。大部分主要傳送者牌照持有人已交回牌照予通訊辦刪除有關特別條件。至於刪除該一般條件，則必須對《電訊（傳送者牌照）規例》（第106V章）作出修訂（「《修訂規例》」）。通訊辦協助商務及經濟發展局局長引入《修訂規例》，而該規例由2016年7月1日起生效。



更有效使用八位號碼計劃的措施

香港自1995年起一直採用八位電訊號碼計劃。由於社會對流動服務號碼的需求持續殷切，以及新一代流動服務（例如物聯網、第五代(5G)流動服務）將會陸續面世，流動號碼的消耗率預計在未來數年將持續高企。如不採取紓緩措施，現時可供編配作流動服務之用的八位號碼預計將於2018年年底耗盡。有見及此，通訊辦協助通訊局於2015年10月至12月進行為期兩個月的公眾諮詢，就五項建議措施徵詢公眾意見，務求透過更有效使用現行八位電訊號碼計劃，為流動服務提供額外的號碼資源。諮詢結束後，我們收到20份意見書。經審慎考慮業界及有興趣人士的看法和意見，並顧及確保有足夠的號碼資源可供使用的需要，以配合未來5G流動技術的發展，通訊辦支援通訊局落實將採用的措施和各項措施的實施計劃，以及於2016年6月公布其決定。通訊辦將會與業界及其他受影響各方合作，跟進為推行各項措施以釋放新號碼組而需對有關網絡及系統作出的改動。

deploying various technologies. As at March 2016, there were around 2.35 million residential and commercial fixed-broadband subscribers, with a household penetration rate of 84%. Broadband services are now available at speeds of up to 10 Gbps. Around 86% of fixed broadband subscribers use broadband services with a speed of 10 Mbps or above. With a view to enhancing the provision of fixed broadband services in villages in rural and remote areas through increased competition in the market, the CA has amended the unified carrier licence of the 21 ViaNet Group Limited to enable the licensee to provide wireless fixed broadband service using radio spectrum in the 2.3 GHz band. It is expected that the choice and service quality of fixed broadband services in rural and remote areas will improve progressively with the rollout of the wireless fixed network to those areas as well as the on-going expansion of coverage by the wireline fixed network operators.

According to a press release issued by the FTTH Council Europe in February 2016, Hong Kong ranked the fifth worldwide in fibre to home/building household penetration among the 54 economies under comparison. According to the “State of the Internet 1st Quarter, 2016 Report” published by Internet content delivery provider Akamai in June 2016, Hong Kong has an average peak connection speed of 110.3 Mbps, which is the second highest in the world.

Review of Licence Conditions in the Carrier Licences

Alongside the evolution of the carrier licensing regime over the past years, cross-sectoral legislation or regulation on specific matters which apply across the board to all sectors including the telecommunications sector, have come on stream. The introduction of and further enhancements to these cross-sectoral regulatory regimes over time have served to supersede the sector-specific controls imposed under the telecommunications licensing regime and rendered the latter inappropriate and unnecessary.

With a view to removing the anomaly of subjecting telecommunications licensees to both the sectoral and cross-sectoral regulatory controls on specific matters, and following a public consultation, the CA and SCED announced on 10 March 2015 their decisions to remove five special conditions (“SCs”) governing road-opening

works and one general condition (“GC”) relating to restrictions on attachment to public buildings and trees from carrier licences (“the Decisions”). Pursuant to the Decisions, OFCA issued a circular letter inviting the licence holders to return their licences to effect the corresponding removal of the SCs. Most of the major carrier licensees have already returned their licences for removal of the concerned SCs. It is necessary to introduce legislative amendments to the Telecommunications (Carrier Licences) Regulation (Cap. 106V) (“Amendment Regulation”) for the removal of the GC. OFCA provided support to the SCED in introducing the Amendment Regulation, which commenced operation from 1 July 2016.

Measures for More Efficient Utilisation of the 8-digit Numbering Plan

Since 1995, Hong Kong has adopted an 8-digit telecommunications numbering plan. With the persistently high demand for mobile service numbers, as well as the advent of future generation mobile services such as the Internet of Things and fifth generation (“5G”) mobile services, it is expected that the consumption rate of mobile numbers will be sustained in the years to come. It is forecast that the 8-digit numbers currently available for allocation to mobile services will be used up by end 2018 if no mitigation measures are taken. Against this background, OFCA assisted the CA in conducting a 2-month public consultation from October to December 2015 to solicit public views on five proposed measures with a view to making available additional number resources for mobile services through more efficient use of the existing 8-digit telecommunications numbering plan. By the close of the consultation, 20 submissions were received. Having carefully considered the views and comments from the industry and interested parties, as well as taking into account the need to ensure that adequate number resources shall be made available to cope with the development of 5G mobile technologies in the coming years, OFCA supported the CA in finalising the measures to be adopted and the implementation plan for the respective measures, and announcing its decision in June 2016. OFCA will follow up with the industry and other affected parties in respect of implementing the necessary changes to their networks and systems in relation to the new numbering blocks to be released under the respective measures.

4 管理無線電頻譜 保持技術優勢

Managing the Radio Spectrum and Sustaining Technical Excellence

管理香港電訊設備鑑定及驗證計劃

為了配合國際最佳做法，由2009年10月1日開始，原先由前電訊管理局負責的電訊設備測試和驗證服務已移交予合資格的本地測試實驗室。這些實驗室獲通訊局認可為本地認證機構，可提供全面的電訊設備測試和驗證服務。在2015／16年度，本地認證機構簽發了424份設備認證，以應付電訊設備市場的需求。

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訂下的服務質素及表現標準，我們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所指明的標準。

我們一直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，以滿足業界和公眾的需要。在2015／16年度，我們共發出三份有關技術標準化事宜的文件諮詢業界，通訊局亦批准和發出了兩項經修訂的技術標準。

大廈內同軸電纜分配系統頻道的頻率指配

在2015／16年度，通訊辦在協助通訊局進行有線電視的收費電視服務牌照續期工作時，一併協助通訊局檢討指配大廈內同軸電纜分配系統頻道予有線電視以傳送本地收費電視服務的安排。



規劃頻帶以引進新用途

為滿足業界和公眾對須使用無線電頻譜的新用途的需求，我們一直密切監察海外各地在頻譜管理和提升技術方面的發展，務求適時編配新頻帶，利便引進該等用途。在2015／16年度，我們就57至66吉赫頻帶、71至76吉赫頻帶／81至86吉赫頻帶和76至81吉赫頻帶的頻率規劃進行研究。該三段頻帶分別可供短程裝置、固定鏈路／流動服務和汽車雷達使用。

衛星網絡的頻譜和軌道位置管理

衛星頻譜和軌道位置屬有限的天然資源。我們的職責是確保在香港註冊的通訊衛星在使用該等資源時恪守國際電聯訂定的國際做法。在亞太9號衛星這枚新衛星於2015年投入服務後，共有十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。

Administration of the Hong Kong Telecommunications Equipment Evaluation and Certification Scheme

To keep pace with international best practices, commencing 1 October 2009, the testing and certification services for telecommunications equipment, which were previously provided by the then Office of the Telecommunications Authority, were transferred to qualified local testing laboratories. Laboratories accredited by the CA as local certification bodies (“LCBs”) can offer a full range of telecommunications equipment-testing and certification services. In 2015/16, the LCBs issued 424 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 prescribed by OFCA, we 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 standards prescribed by OFCA.

We constantly monitor international developments in telecommunications standardisation, and update local technical standards in order to meet the needs of the industry and the public. In 2015/16, a total of three papers were issued to consult the industry on matters related to standardisation, and two revised technical standards were approved and issued by the CA.

Frequency Assignment of In-building Co-axial Cable Distribution System Channels

In 2015/16, OFCA assisted the CA in reviewing the assignment of In-building Co-axial Cable Distribution System (“IBCCDS”) channels to HKCTV for conveyance of domestic pay TV services in conjunction with the renewal exercise of HKCTV’s pay TV service licence.

Frequency Band Planning for the Introduction of New Applications

To meet the demand of the industry and the public for new applications that require the use of radio spectrum, we constantly monitor overseas developments of spectrum management and progress of related technology advancement, with a view to allocating timely new frequency bands to facilitate the introduction of these applications. In 2015/16, we conducted study on the frequency plan for the bands 57-66 GHz, 71-76 GHz/81-86 GHz and 76-81 GHz. The three frequency bands may be used for deployment of short-range devices, fixed links/mobile services and automotive radars respectively.

Management of Spectrum and Orbital Positions for Satellite Networks

Satellite spectrum and orbital positions are limited natural resources. It is our duty to ensure that the use of these resources by communications satellites registered in Hong Kong adheres to the international practices of the ITU. Following the launch of a new satellite APSTAR 9 in 2015, there were ten satellites in orbit operated by two Hong Kong companies licensed to provide satellite communications services.

5 促進市場競爭 加強保障消費者

Facilitating Market Competition and Strengthening Consumer Protection

全面實施《競爭條例》

《競爭條例》已於2015年12月14日全面實施。該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》的相關條文。《廣播條例》和《電訊條例》內的競爭條文，已同時在實施過渡安排下予以廢除。

隨着《競爭條例》全面實施，通訊局與競委會簽訂諒解備忘錄（「備忘錄」），以協調雙方履行有共享管轄權的職能。根據通訊局與競委會在備忘錄所同意的原則，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辦法。

為了協助業界及公眾了解《競爭條例》，通訊局與競委會於2015年7月27日根據《競爭條例》共同發出六份指引，載述如何詮釋和執行三項競爭守則，以及處理投訴、進行調查和考慮豁免和豁免申請的程序。

有關處理電訊及廣播業根據《競爭條例》提出的寬待申請方面，經考慮電訊及廣播業的意見，並參考自2000年起根據《電訊條例》及《廣播條例》執行競爭條文的經驗，通訊局於2015年11月19日公布決定不會就《競爭條例》的執行，單獨或與競委會共同採納寬待政策。通訊局可根據《競爭條例》的相關條文，以及因應個別個案的實際情況，就該等通訊局與競委會有共享管轄權的個案，考慮與電訊及廣播持牌人訂立寬待協議。

我們會繼續協助通訊局在廣播及電訊業執行《競爭條例》，以及與競委會保持聯繫，以協調雙方在共享管轄權安排下履行職能。

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

自2015年12月14日全面實施《競爭條例》至2016年3月31日為止，我們共接獲45宗投訴及／或查詢個案，當中有40宗個案已經結案而無須作進一步跟進，有五宗個案則仍在處理中。在這段期間，我們亦協助通訊局根據《競爭條例》的合併守則檢視兩宗交易，而最終無須就該兩宗交易作進一步跟進。

除根據《競爭條例》處理競爭個案外，我們在2015年4月1日至2016年3月31日期間亦協助通訊局根據禁止電訊牌照持有人作出反競爭行為的《電訊條例》第7K、7L和7N條處理了五宗投訴個案，並根據禁止傳送者牌照持有人作出反競爭合併的《電訊條例》第7P條考慮了兩宗投訴個案。該等個案均在《競爭條例》實施前發生。經審慎考慮後，這些個案已經結案而無須展開調查。同期，我們協助通訊局根據禁止廣播牌照持有人作出反競爭行為的《廣播條例》第13條及14條，考慮了兩宗在《競爭條例》實施前發生的投訴個案。經審慎考慮後，這些個案已經結案而無須展開調查。

無線電視對《廣播條例》中的上訴機制及通訊局就無線電視涉嫌違反《廣播條例》競爭條文的投訴個案所作的裁決提出司法覆核，我們協助通訊局處理相關的法律程序。2016年1月29日，原訟法庭裁定在無線提出的七項司法覆核理據中，有兩項成立。該兩項司法覆核理據為：(i)根據《廣播條例》第34條向行會提出上訴的機制，違反《香港人權法案》第十條；以及(ii)在通訊局的決定的第277段中，通訊局要求無線電視中止所有相關的合約條款和政策，這與糾正無線電視的反競爭行為並不相稱。法庭撤銷了通訊局的決定。2016年2月26日，通訊局向上訴法庭提出上訴。

Full Commencement of the Competition Ordinance

The CO, a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors, commenced full operation on 14 December 2015. Under the CO, the CA is conferred concurrent jurisdiction with the 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. The competition provisions in the BO and TO were repealed simultaneously subject to transitional arrangements.

Upon full commencement of the CO, the CA and the Commission signed a memorandum of understanding ("MoU") to co-ordinate the performance of their functions on which they have concurrent jurisdiction. In accordance with the principles agreed by the CA and the Commission under the MoU, the CA will ordinarily take 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 Commission will discuss and agree on how best to process the matter on a case-by-case basis.

To assist businesses and the public to understand the CO, the CA and the Commission jointly issued under the CO six sets of guidelines on 27 July 2015 setting out how they would interpret and give effect to the three competition rules, and explaining the procedures for handling complaints, conducting investigations and considering applications for exclusions and exemptions.

In relation to handling leniency applications in respect of the telecommunications and broadcasting sectors under the CO, the CA, having considered the views received from the telecommunications and broadcasting sectors, and taking into account its experiences in enforcing the competition provisions under the TO and the BO since 2000, announced on 19 November 2015 that it would not adopt a leniency policy for its enforcement of the CO, either on its own or jointly with the Commission. The CA may, in accordance with the relevant provisions of the CO and the actual circumstances of the cases on which it has concurrent jurisdiction with the Commission, consider making leniency agreements with the telecommunications and broadcasting licensees on a case-by-case basis.

We will continue to assist the CA in enforcing the CO in the broadcasting and telecommunications sectors as well as liaising with the Commission to coordinate the performance of functions under the concurrent jurisdiction arrangement.

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

Since the full commencement of the CO on 14 December 2015 to 31 March 2016, a total of 45 complaints and/or enquiries were received, with 40 cases closed without the need for further actions and five cases under processing. During the period, we also assisted the CA in reviewing two transactions under the Merger Rule of the CO, and no further action was considered necessary in respect of these two transactions.

In addition to handling competition cases under the CO, from 1 April 2015 to 31 March 2016, we assisted the CA in processing five complaint cases under sections 7K, 7L and 7N of the TO, and two cases under section 7P of the TO, which respectively prohibit anti-competitive conduct by telecommunications licensees, and anti-competitive mergers involving carrier licensees, that took place prior to the commencement of the CO. All cases were closed after due consideration, with no investigation opened. During the same period, we assisted the CA in considering two complaint cases under sections 13 and 14 of the BO, which prohibit anti-competitive conduct by broadcasting licensees that took place prior to the commencement of the CO. After due consideration, all cases were closed, with no investigation opened.

We assisted the CA in handling the proceedings in relation to the JR lodged by TVB against the appeal mechanism under the BO and the CA's decision on a complaint case relating to TVB's alleged violation of the competition provisions under the BO. On 29 January 2016, of the seven grounds of appeal submitted by TVB, the Court of First Instance ruled in favour of TVB on two grounds: (i) the appeal mechanism to the CE in C under section 34 of the BO is in contravention of Article 10 of the Hong Kong Bill of Rights; and (ii) paragraph 277 of the CA's decision, which required TVB to abandon all relevant contractual

5

處理和調查違反《商品說明條例》的投訴

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

除海關負責執法外，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2015年4月1日至2016年3月31日期間，通訊辦共處理899宗根據《商品說明條例》提出的投訴個案。在這些個案中，有820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，有19宗個案在通訊局向有關持牌人發出勸諭信敦促該等持牌人注意有關事宜，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；有一宗個案檢控成功（法庭於2016年4月14日裁定控罪成立）。至於餘下的59宗個案則仍在不同階段的處理中。

處理和調查有關具誤導性或欺騙性行為的電訊服務投訴

《商品說明條例》的公平營商條文於2013年7月19日生效後，禁止電訊牌照持有人作出具誤導性或欺騙性行為的《電訊條例》第7M條同時被廢除。在過渡安排下，牌照持有人在2013年7月19日前作出具誤導性或欺騙性的行為，會繼續受《電訊條例》第7M條所規管。就此而言，在2015年4月1日至2016年3月31日期間，通訊辦根據《電訊條例》第7M條的規定，協助通訊局處理了23宗投訴個案，當中並無發現違例個案。

《非應邀電子訊息條例》的執行事宜

拒收訊息登記冊

我們根據《非應邀電子訊息條例》設立了適用於傳真訊息、短訊和預錄電話訊息的三份《拒收訊息登記冊》。除非發送人已取得號碼登記使用者的同意，否則發送人不可發送商業電子訊息到已登記在登記冊上的號碼。截至2016年3月，已有超過280萬個號碼登記在三份登記冊上。除不可發送商業電子訊息予已在登記冊上登記的使用者外，商業電子訊息發送人亦須遵從《非應邀電子訊息條例》所訂明的多項發送訊息規則，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，以取消接收商業電子訊息。

在2015／16年度，接獲的懷疑違反《非應邀電子訊息條例》舉報總數為1 725宗，較去年減少了約16%。我們察覺到濫發訊息活動繼續從利用傳真和預錄電話訊息等傳統方式轉變為使用流動即時通訊應用程式發送短訊。《非應邀電子訊息條例》採用「技術中立」的原則規管商業電子訊息的發送，包括經由即時通訊應用程式發送的商業電子訊息。我們會繼續監察各平台上的發送人遵守有關規定的情況，並理順程序，以便更有效執法。

執行條例

我們如收到針對某發送人的舉報數目不超過某個數額，會發出勸諭信，要求發送人遵守《非應邀電子訊息條例》的規定。如我們收到針對某發送人的舉報數目超過該數額，或在發出勸諭信後繼續收到針對同一發送人的舉報，便會進行正式調查，並可能向有關發送人發出警告信。在2015／16年度，我們共發出106封勸諭信和22封警告信。

如發現商業電子訊息發送人持續違反該條例，我們會根據《非應邀電子訊息條例》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港幣10萬元。在2015／16年度，我們向兩名發送人發出了兩份執行通

clauses and policies, was not proportional to redress the anti-competitive act of TVB. The Court quashed the CA's decision. On 26 February 2016, the CA filed its Notice of Appeal to the Court of Appeal.

Handling of and Investigations into Complaints about Contravention of TDO

The fair trading sections of the 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 C&ED 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 MoU to co-ordinate the performance of their functions under the fair trading sections of the TDO and have issued a set of enforcement guidelines to provide guidance for traders and consumers as to the operation of the fair trading sections.

From 1 April 2015 to 31 March 2016, OFCA handled a total of 899 complaint cases under the TDO. Of these cases, 820 were closed due to insufficient evidence to suspect/establish a contravention, or because they fell outside the scope of the TDO; 19 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; one case was successfully prosecuted (with a conviction by the court on 14 April 2016) and the remaining 59 cases were under processing at various stages.

Handling of and Investigations into Telecommunications Complaints about Misleading or Deceptive Conduct

Section 7M of the TO, which prohibited misleading or deceptive conduct by telecommunications licensees, was repealed upon the commencement of the fair trading sections of the TDO on 19 July 2013. As a transitional

arrangement, a licensee engaged in misleading or deceptive conduct that took place before 19 July 2013 would continue to be regulated under section 7M of the TO. In this regard, OFCA assisted the CA in handling 23 complaint cases under section 7M of the TO from 1 April 2015 to 31 March 2016. No case of infringement was found.

Enforcement of the Unsolicited Electronic Messages Ordinance

Do-not-call Registers

Under the UEMO, we have established three Do-Not-Call ("DNC") Registers for facsimile messages, short messages and pre-recorded telephone messages. Commercial electronic messages ("CEMs") must not be sent to registered numbers unless the senders have obtained consent from the registered users. By March 2016, more than 2.8 million numbers were registered with these three DNC Registers. Apart from not sending CEMs to the registered users of the DNC Registers, senders of CEMs are also required under the UEMO to comply with a number of sending 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 sender concerned and unsubscribe from receiving their CEMs.

In 2015/16, the total number of reports received in relation to suspected contraventions of UEMO was 1 725, a reduction of about 16% from that of the previous year. We observed a continued shift of spamming activities from the traditional means of facsimile and pre-recorded voice messages to the use of mobile instant messaging applications ("IMAs") to send short messages. The UEMO adopts a "technology-neutral" principle in regulating the sending of CEMs, including CEMs sent via IMAs. We will continue to monitor the compliance situation on various platforms and streamline the procedures for more effective enforcement.

Enforcement

If the number of reports received against a sender is below a certain threshold, we will issue an advisory letter reminding the sender to observe the requirements under the UEMO. If the number of reports received against a

5



通訊辦以「做個精明通訊服務用家」為主題舉辦一系列消費者教育活動，進一步加深公眾對精明使用通訊服務的認識。

A series of consumer education programmes under the theme "Smart Use of Communications Services" were organised to further enhance public awareness of using communications services smartly.

知。2016年1月22日，我們就一名商業傳真訊息發送人懷疑違反向其送達的執行通知採取突擊搜查行動⁷。

消費者教育活動

在2015／16年度，我們繼續舉行一年一度的消費者教育活動（「教育活動」），以推廣精明使用通訊服務。是次教育活動以「做個精明通訊服務用家」為主題，在2015年8月至2016年5月期間舉行。在教育活動舉行期間，我們在不同地點舉辦了共八場展覽，透過內容豐富的展板、各項有趣的遊戲和短片，向市民宣揚實用的消費者訊息。我們亦與一個業界聯會合作舉辦五場公眾講座，由通訊業專家擔任嘉賓講者，教育公眾如何精明使用通訊服務。為與更多不同的社羣接觸，尤其是不熟悉新科技和流動裝置的人士，我們亦在教育活動舉行期

間，在社會服務中心舉辦了23場社區講座。我們又舉辦了一系列校園活動，包括巡迴話劇演出、小型展覽會，以及手機桌布設計比賽，加深學生對精明使用流動數據服務和保護手機資料的重要性的了解。在活動期間，我們到訪了20所中小學，安排超過4 000名學生觀看話劇演出。為盡量推廣相關的教育訊息，我們亦在報章印載一系列宣傳漫畫，並在公共交通工具的媒體頻道播放短片。

此外，通訊辦於年內推出了一系列以外遊人士為對象的宣傳活動，提醒他們在香港境外使用流動數據漫遊服務時須注意的事項。該等活動包括在旅遊旺季前發出新聞公報，載述消費者訊息；在香港旅遊業議會網頁刊登相關訊息；透過本港旅行社分店派發有關消費者訊息的漫畫；以及在主要出入境管制站張貼海報。

⁷ 通訊辦在2016年5月及7月向發送人提出檢控。

sender exceeds the threshold, or if we continue to receive reports against the same sender after the issuance of an advisory letter, we will conduct a formal investigation and may issue a warning letter to that sender. In 2015/16, a total of 106 advisory letters and 22 warning letters were issued.

In the event of repeated contraventions by the senders of CEMs, we may issue enforcement notices in accordance with section 38 of the UEMO, directing the senders to take steps to remedy the contraventions. Anyone who fails to comply with the enforcement notice may be liable to a fine of up to HK\$100,000 on the first conviction. In 2015/16, we issued two enforcement notices to two senders. On 22 January 2016, we mounted a raid operation against a commercial facsimile sender in relation to its suspected contravention of an enforcement notice served on him⁷.

Consumer Education Programmes

We continued to organise the annual Consumer Education Campaign (“the Campaign”) in 2015/16 to promote the smart use of communications services. The Campaign, which featured the theme “Smart Use of Communications Services”, was held from August 2015 to May 2016. During the Campaign, a total of eight exhibitions were held at different locations to convey to the community useful consumer messages through informative display panels, various fun games and short videos. In collaboration with an industry association, five public seminars hosted by guest speakers who are experts in the communications industry were also held to educate the public on how to use communications services smartly. In order to reach out to different community groups, in particular those who are not well-versed with the new technologies and mobile devices, 23 community talks were held at social service centres during the Campaign period. A series of school activities, including roving drama performances, mini exhibitions and a Wallpaper Design Competition, were organised to enhance students’ understanding of the importance of using mobile data services smartly and protecting their data in mobile phones. During the Campaign, we visited 20 primary and secondary schools, performing the drama to over 4 000 students. To maximise the exposure of our

educational messages, a series of printed advertorials in the form of comic strips were printed in newspapers, and short videos were broadcast on public transport media channels.

In addition, a series of publicity initiatives targeting outbound travellers were launched during the year to remind them of issues to which they should pay attention while using mobile data roaming services outside Hong Kong. The initiatives included issuing press releases with consumer messages before peak travelling seasons, posting messages on the website of the Travel Industry Council of Hong Kong, distributing comic strips of consumer messages through the outlets of local travel agents, and displaying posters at major immigration control points.



活動期間，通訊辦在學校舉辦了20場巡迴互動話劇表演及手機桌布設計比賽，推廣如何精明而安全地使用智能電話及好好保護電話的資料。

During the Campaign period, 20 interactive roving drama performances and a mobile phone wall paper design competition were organised at schools to promote how to use smart phones in a smart and safe manner and protect phones’ data.

⁷ Charges were laid against the sender in May and July 2016.

6 對外關係與社區關係 External and Community Relations

參與國際及地區會議

通訊辦以獨立成員或中國代表團成員的身分積極參與多個國際及地區組織的活動，並與這些組織保持緊密聯繫。

在2015／16年度，我們共出席21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」）、APT、國際通信協會及倫敦行動計劃。年內較大型的活動包括國際電聯世界無線電通信大會及其籌備工作坊、國際電聯全球監管機構專題研討會及國際通信協會國際規管機構論壇。我們將繼續參與國際電聯、亞太經合組織和APT的活動，以改善亞太區內電訊及資訊基礎建設為目標。



通訊辦於2015年10月參加國際通信協會國際規管機構論壇。OFCA attended the International Regulators Forum of the International Institute of Communications in October 2015.

與中國內地及海外政府機構交流

在2015／16年度，我們接待了五個中國內地及海外的代表團，就有關通訊服務的各項事宜與代表團交流意見及經驗。訪港代表團包括美國聯邦通信委員會、英國競爭及市場管理局、新加坡資訊通信發展管理局、新加坡媒體發展管理局，以及中國內地廣東省通信管理局。

年內，我們在深圳與中國內地工業和信息化部舉行會議，並前往澳門與澳門電信管理局舉行年度雙邊會議。

與傳媒及社區保持聯繫

我們主動向市民及傳媒介紹通訊辦的工作。在2015／16年度，我們發出了36份新聞稿，內容關於通訊局就廣播及電訊規管事宜作出的主要決定，以及通訊辦的主要措施、行動及活動。我們亦在通訊辦網站登載通訊事務總監在公開活動和業界會議上發表的演辭和簡報，這些措施有助我們把訊息傳遞給業界和公眾，令他們更了解我們的工作。

公眾教育及通訊

在2015／16年度，我們為四所小學、兩所中學及兩所大學的學生舉辦了八場有關香港廣播服務的學校講座，以及為「社區參與廣播服務」的參加者舉辦了四場講座。我們向中小學生講解香港不同類別的電視節目服務，以及觀眾可如何選看電視節目；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」的參加者講解規管電台服務的節目標準。

參與有關通訊的社區活動

通訊辦繼續參與一年一度由民眾安全服務隊聯同其他17個政府部門及機構舉辦的「山嶺活動安全推廣日」。本年度，這項活動於2015年10月在將軍澳舉行。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。



通訊辦贊助的「香港世界電訊及資訊社會日2015」有效提升青少年對資訊及通訊科技的認識。

The World Telecommunications and Information Society Day - Hong Kong 2015 sponsored by OFCA has successfully enhanced youth awareness of information and communications technology.

Participation in International and Regional Conferences

OFCA participates actively in the activities of, and maintains close contact with, a number of international and regional organisations, either as an independent member of those organisations or as part of the Chinese delegation.

In 2015/16, we attended a total of 21 conferences/meetings held by regional and international organisations, including the ITU, Asia-Pacific Economic Cooperation (“APEC”), APT, the International Institute of Communications (“IIC”) and London Action Plan. The more significant events of the year were the ITU World Radiocommunication Conference and its preparatory workshops, the ITU Global Symposium for Regulators and the IIC International Regulators Forum. We will continue to participate in the activities of the ITU, APEC and APT with the aim of improving the telecommunications and information infrastructure in the Asia-Pacific region.

Exchanges with Authorities in the Mainland of China and Overseas Administrations

In 2015/16, we received five delegations from the Mainland of China and overseas and exchanged views and experiences with them on various issues relating to communications services. The delegations were from the Federal Communications Commission of the United States, the Competition and Markets Authority of the United Kingdom, the Infocomm Development Authority of Singapore, the Media Development Authority of Singapore, and the Guangdong Communications Administration of the Mainland of China.

During the year, we attended a meeting in Shenzhen with the Ministry of Industry and Information Technology of the Mainland of China, and an annual bilateral meeting in Macao with the Bureau of Telecommunications Regulation of Macao.

Media and Community Relations

We proactively keep the public and the media informed of our work. In 2015/16, we issued 36 press releases on the CA’s major decisions in relation to broadcasting and telecommunications regulatory issues and OFCA’s major initiatives, operations or events. The speeches



通訊辦經常與海外的同業交流有關規管事宜的意見及經驗。OFCA often exchanges views and experience on regulatory issues with overseas counterparts.

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 2015/16, we gave eight talks concerning broadcasting services in Hong Kong to students of four primary schools, two secondary schools and two universities, and four talks to participants of the Community Involvement Broadcasting Service (“CIBS”). The primary and secondary students were briefed on the different categories of television programme services in Hong Kong and how audiences could make informed viewing choices. The university students were briefed on the regulation of television and sound broadcasting services. The participants of CIBS were briefed on the programme standards governing radio services.

6

通訊辦一直積極支持業界活動。我們在2015／16年度贊助兩項主要的業界活動，即「香港世界電訊及資訊社會日」及「WiFi安全話咁易計劃」。「香港世界電訊及資訊社會日」是香港通訊業聯會舉辦的周年活動，旨在向公眾（特別是年青人及學界）推廣資訊及通訊技術業界的最新發展。「WiFi安全話咁易計劃」由通訊辦及政府資訊科技總監辦公室聯合贊助，是香港無線科技商會舉辦的周年活動，旨在提升公眾對WiFi保安重要性的認識。

推廣通訊局與通訊辦的角色及職能的宣傳活動

在2015／16年度，通訊辦繼續舉辦宣傳活動，以推廣通訊局作為通訊業規管機構的角色，以及通訊辦作為通訊局的執行部門所提供的專業支援。我們於2016年1月參與由香港貿易發展局舉辦的「教育及職業博覽」，透過所設置的展覽攤位，向公眾介紹通訊局的法定職能，以及通訊辦的職責和相關的就業機會。其他活動包括為學生舉辦職業講座暨通訊辦無線電監察組參觀活動，以及與其他政府部門合作舉辦公眾講座，介紹通訊辦的工作。通訊辦亦在網站內的「OFCA全接觸」專欄告知市民通訊辦的各項活動。



通訊辦參與職業及教育博覽2016，透過展覽攤位及場內講座，讓參觀人士了解通訊辦所提供的就業機會。Through exhibition booth and career forum in the Education & Careers Expo 2016, the visitors were informed of the career opportunities offered by OFCA.

諮詢委員會的工作

電訊諮詢委員會

通訊辦於2012年6月成立了三個諮詢委員會—電訊規管事務諮詢委員會、無線電頻譜及技術標準諮詢委員會、電訊服務用戶及消費者諮詢委員會。這些委員會為業

界、電訊服務用戶及有興趣人士提供固定和正式的途徑，讓他們就各項電訊規管措施及政策的制訂和實施事宜向通訊辦提供意見。

諮詢委員會的委員來自電訊業界的不同界別、相關政府部門及非政府機構，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2016年3月31日的委員名單見附錄B。



通訊辦舉行了午餐會答謝諮詢委員會委員在過去兩年任期對通訊辦的工作的貢獻及支持。

OFCA held a lunch reception to thank for Advisory Committee Members' contributions and support to OFCA's work in the past two-year service term.

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，是就電視及電台節目事宜向通訊局進行的公眾諮詢提供意見。獲委任的組員來自全港18區。在2015／16年度，通訊辦邀請組員就有線電視本地收費電視節目服務牌照續期而舉行的公眾諮詢發表意見。

Participation in Communications Activities

OFCA continued to participate in the annual “Mountaineering Safety Promotion Day” jointly organised by the Civil Aid Service and 17 other government departments and organisations in October 2015 in Tseung Kwan O. With the aim of promoting hiking safety, OFCA set up an exhibition booth at the event and delivered a talk to visitors to promote effective means of communication in country parks.



今年，通訊辦繼續參與「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。

This year, OFCA continued to participate in the “Mountaineering Safety Promotion Day” to promote the effective use of emergency communication means in country parks.

OFCA has always been keen to support the industry’s activities. In 2015/16, we sponsored two major industry campaigns, namely the World Telecommunication and Information Society Day Hong Kong (“WTISD-HK”) and the SafeWiFi Campaign. WTISD-HK is an annual activity organised by the CAHK to promote the latest developments in information and communications technology industries to the public, especially the youth and academic communities. Co-sponsored by OFCA and the Office of the Government Chief Information Officer, the SafeWiFi Campaign is an annual event organised by the Hong Kong Wireless Technology Industry Association to promote public awareness of the importance of WiFi security.

Publicity Initiatives to Promote the Role and Functions of the CA and OFCA

Publicity initiatives to promote CA’s regulatory roles in the communications sector and the professional support given to the CA by OFCA as its executive arm continued

in 2015/16. We joined the Education & Careers Expo organised by the Hong Kong Trade Development Council in January 2016 by setting up an exhibition booth to introduce the statutory functions of the CA, and the duties of and career opportunities in OFCA to the public. Other activities included arranging student career talks cum visits to the Radio Monitoring Unit of OFCA, and public talks on the work of OFCA in cooperation with other government departments. The column “OFCA Close Up” on OFCA’s website informs the community on OFCA’s activities.

The Work of Advisory Committees

Telecommunications Advisory Committees

Three advisory committees — the Telecommunications Regulatory Affairs Advisory Committee, the Radio Spectrum and Technical Standards Advisory Committee, and the Telecommunications Users and Consumers Advisory Committee — were established under OFCA in June 2012. These committees provide a regular and formal channel for the industry, telecommunications service users and interested parties to advise OFCA on the formulation and implementation of various telecommunications regulatory measures and policies.

Members of the advisory committees are drawn from different parts of the telecommunications industry, relevant government departments and non-governmental organisations, as well as from 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 at 31 March 2016 can be found in Appendix B.

Television and Radio Consultative Scheme

The role of the Television and Radio Consultative Scheme is to provide qualitative input on television and radio programming to the CA’s public consultation process. Members are appointed from the territory’s 18 districts. In 2015/16, OFCA invited members to give their views during the public consultation exercise for the renewal of the domestic pay television programme service licence of HKCTV.

7 人力資源管理 Human Resource Management



通訊辦舉辦各項員工活動，加強員工對部門的歸屬感，並讓員工明白作息均衡的重要性。

OFCA organises a variety of staff activities to foster a greater sense of belonging and to let our staff members understand the importance of work-life balance.



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為通訊局提供專業支援，我們採取積極、具前瞻性和綜合方式，進行人力資源管理及策略性人力規劃。我們定期檢視組織架構，致力確保以最具效益及效率的方式運用人力資源。

截至2016年3月31日，我們有445名員工，當中包括330名公務員和115名以非公務員合約條件僱用的人員。

培訓與發展

我們非常重視員工的培訓和發展，致力提升他們的專業知識和能力，讓他們應付社會急速發展所帶來的各種挑戰，例如技術日新月異、市民的需求日益殷切，以及各項措施對機構內部產生的推動力。

在2015／16年度，我們為員工提供多元化的業務及管理課程和內部培訓項目，包括關於競爭法、執法、檢控及調查技巧、資訊及通訊科技、管理及領導才能、語言、溝通、誠信管理、個人資料管理和國家事務研習等課程。我們亦安排高級人員參加海外管理課程，讓他們擴闊視野，妥善裝備自己，以迎接未來的挑戰。此外，我們亦繼續資助員工參加由國際組織及海外機構（例如倫敦大學國王學院（King's College London））舉辦的課程，以提升他們的技術和專業技能。為有效執行2015年

12月全面生效的《競爭條例》，我們聘請了精通有關課題的本地及海外專家，為所負責的職務涉及該條例的員工舉辦研討會。年內，接受培訓的員工有1 048人次，總培訓日數為1 120日。

我們在2015／16年度參加了由僱員再培訓局舉辦的「僱員再培訓局 ERB人才企業嘉許計劃」。2016年3月，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2015／16年度，通訊辦有7名員工獲頒發總監嘉許優良服務獎、11名獲頒發總監嘉許長期服務獎、17名獲得長期優良服務獎、3名獲得長期優良服務公費旅行獎勵。

康樂活動與義工服務

為幫助員工建立健康的生活方式，以及加強同事間的凝聚力，我們定期舉辦員工康樂活動，包括員工旅行、午間講座、體育活動和周年聯歡晚宴；員工亦參與了由康樂及文化事務署舉辦的「工商機構運動會2016」。此外，我們亦定期參與多項義工服務和慈善活動，致力肩負社會責任，並向社區表達關懷。自2007年起，我們每年均獲香港社會服務聯會頒發「同心展關懷」標誌。



An Energetic and Versatile Workforce

To provide professional support to the CA in the fast-changing and ever-advancing environment of the communications industry, we adopt a pro-active, forward-looking and integrated approach to human resource management and strategic manpower planning. Organisational reviews are conducted regularly to ensure the most effective and efficient use of available manpower resources.

As at 31 March 2016, we had 445 staff, comprising 330 civil servants and 115 staff members employed on non-civil service contract terms.

Training and Development

We attach great importance to the training and development of our staff members and strive to enhance their professional knowledge and capabilities to deal with the challenges posed by the rapidly evolving environment, such as emerging new technologies, increasing public demands and internal driving forces arising from various business initiatives.

A variety of vocational and managerial courses and in-house training programmes were conducted in 2015/16, including courses on competition law, law enforcement, prosecution and investigation skills, information and communications technology, management and leadership, languages,

communications, integrity management, personal data management, and national studies. We arranged overseas management programmes for senior staff to broaden their exposure and prepare them for challenges ahead. We continued to sponsor staff members on courses organised by international organisations and overseas institutions, such as those provided by the King's College London, to enhance their technical and professional skills. For effective enforcement of the CO coming into full effect in December 2015, we engaged local and overseas experts on the subject to conduct seminars for staff whose work involved the CO. The trainee count for the year was 1 048 and the training man-day count was 1 120.

We participated in the "Employees Retraining Board ("ERB") Manpower Developer Award Scheme" organised by the ERB in 2015-16. In March 2016, OFCA was accredited by the ERB as a Manpower Developer for demonstrating outstanding achievements in manpower training and development.

Awards and Commendations

In 2015/16, seven OFCA staff members received the Director-General's Commendation for Meritorious Service, 11 received the Director-General's Commendation for Long and Valuable Service, 17 received the Long and Meritorious Service Award, and three received the Long and Meritorious Service Travel Award.

Recreational Activities and Volunteer Services

To help our staff members develop a healthy lifestyle and foster a greater sense of belonging with their co-workers, we regularly organise staff recreational activities, including outings, luncheon talks, sports activities and an annual departmental dinner gathering. Our staff members participated in the Corporate Games 2016 organised by the Leisure and Cultural Services Department. To shoulder our social responsibility and show our care for the community, we regularly participate in a number of volunteer and charity events. We have been awarded the "Caring Organisation" logo by the Hong Kong Council of Social Service every year since 2007.



財務狀況 Financial Results

2015／16 年度財務狀況

1. 對通訊辦營運基金而言，2015／16 年度是充滿挑戰的一年。稅前盈利由 2014／15 年度的 8,650 萬港元下跌至 7,660 萬港元。固定資產平均淨值回報率亦由一年前的 24.2% 減少至 16.3%。這主要是由於營運支出增加，而部分支出的增幅因固定資產平均淨值減少而抵銷。
2. 全年總收入為 5.011 億港元，較去年的 4.846 億港元為高，原因是牌照費收入和外匯基金存款利息收入增加。
3. 在支出方面，2015／16 年度總支出上升 6.6% 至 4.245 億港元，主要由於員工成本和顧問費增加，以及為應收帳款項目的減值虧損進行撥備。
4. 展望未來，我們對本港通訊業持續興旺蓬勃感到樂觀。通訊辦憑着穩健的財務狀況和克盡厥職的專業團隊，定能應付來年的種種挑戰。

Financial Results 2015/16

1. 2015/16 was a challenging year for the OFCA Trading Fund. The profit before tax fell to HK\$76.6 million from HK\$86.5 million in 2014/15. The rate of return on average net fixed assets (ANFA) decreased to 16.3% from 24.2% a year before. This was primarily the result of increased operating expenditure, partly offset by a decrease in ANFA.
2. The total revenue at HK\$501.1 million was higher than the amount of HK\$484.6 million last year due to higher revenue from licence fees and increased interest income from the placement with the Exchange Fund.
3. On the expenditure side, the total expenditure rose by 6.6% to HK\$424.5 million in 2015/16 mainly due to an increase in staff costs and consultancy fees, as well as provision of impairment loss on debt items.
4. Looking ahead, we are optimistic that the communications sector in Hong Kong will remain vibrant and dynamic. With a robust financial position and a dedicated and professional team in OFCA, we are well placed to face the challenges in the coming year.

2015 / 16 年度財務狀況

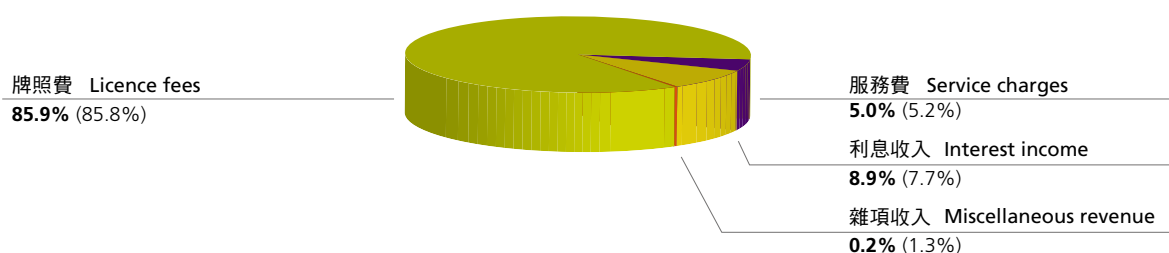
Financial Results 2015/16

財務概要：

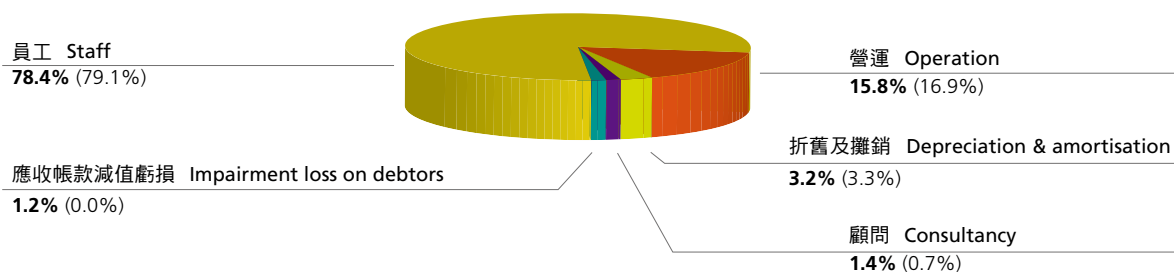
Highlights of the financial performance:

		2015/16 百萬港元 HK\$'m	2014/15 百萬港元 HK\$'m
收入	Revenue	501.1	484.6
支出	Expenditure	424.5	398.1
稅前盈利	Pre-tax profit	76.6	86.5
擬發股息	Proposed dividend	63.8	72.2
固定資產平均淨值回報	Return on ANFA	16.3%	24.2%

收入 Revenue



支出 Expenditure



* 括號內為2014/15年度數字
In parentheses are 2014/15 figures

審計署署長報告



香港特別行政區政府
審計署

獨立審計報告 致立法會

茲證明我已審核及審計列載於第49至78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2016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，以及主要會計政策概要及其他附註解釋資料。

通訊事務管理局辦公室營運基金總經理就財務報表須承擔的責任

通訊事務管理局辦公室營運基金總經理須負責按照《營運基金條例》（第430章）第7(4)條及香港財務報告準則製備真實而中肯的財務報表，及落實其認為必要的內部控制，以使財務報表不存有由於欺詐或錯誤而導致的重大錯誤陳述。

審計師的責任

我的責任是根據我的審計對該等財務報表作出意見。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。這些準則要求我遵守道德規範，並規劃和執行審計，以合理確定財務報表是否不存有任何重大錯誤陳述。

Report of the Director of Audit

Audit Commission

The Government of the Hong Kong Special Administrative Region

Independent Audit Report To the Legislative Council

I certify that I have examined and audited the financial statements of the Office of the Communications Authority Trading Fund set out on pages 49 to 78, which comprise the statement of financial position as at 31 March 2016, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

General Manager, Office of the Communications Authority Trading Fund's Responsibility 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 section 7(4) of the Trading Funds Ordinance (Cap. 430) and Hong Kong Financial Reporting Standards, 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.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

審計署署長報告

審計涉及執执行程序以獲取有關財務報表所載金額及披露資料的審計憑證。所選定的程序取決於審計師的判斷，包括評估由於欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險。在評估該等風險時，審計師考慮與該基金製備真實而中肯的財務報表有關的內部控制，以設計適當的審計程序，但並非為對基金的內部控制的效能發表意見。審計亦包括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的合適性及所作出的會計估計的合理性，以及評價財務報表的整體列報方式。

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。

意見

我認為，該等財務報表已按照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2016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7(4)條所規定的方式妥為製備。

審計署署長
(審計署助理署長劉新和代行)

審計署
香港灣仔告士打道7號
入境事務大樓26樓

2016年8月30日

Report of the Director of Audit

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the General Manager, Office of the Communications Authority Trading Fund, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

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 2016, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance.



LAU Sun-wo
Assistant Director of Audit
for Director of Audit

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

30 August 2016



財務報表

Financial Statements

全面收益表

截至2016年3月31日止年度
(以港幣千元位列示)

Statement of Comprehensive Income

for the year ended 31 March 2016
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2016	2015
營業額	Turnover	3	455,685	441,550
運作成本	Operating costs	4	(424,468)	(398,119)
運作盈利	Profit from operations		31,217	43,431
其他收入	Other income	5	45,389	43,024
名義利得稅前盈利	Profit before notional profits tax		76,606	86,455
名義利得稅	Notional profits tax	6	(12,842)	(14,273)
年度盈利	Profit for the year		63,764	72,182
其他全面收益	Other comprehensive income		-	-
年度總全面收益	Total comprehensive income for the year		63,764	72,182
固定資產回報率	Rate of return on fixed assets	7	16.3%	24.2%

第53至78頁的附註為本財務報表的一部分。The notes on pages 53 to 78 form part of these financial statements.

財務報表

Financial Statements

財務狀況表

於2016年3月31日
(以港幣千元位列示)

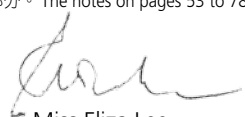
Statement of Financial Position

as at 31 March 2016
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2016	2015
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	8	153,323	159,401
無形資產	Intangible assets	9	3,478	3,030
外匯基金存款	Placement with the Exchange Fund	10	875,281	829,651
			1,032,082	992,082
流動資產	Current assets			
應收帳款、按金及預付款項	Debtors, deposits and advance payments	11	2,724	2,633
應收關連人士帳款	Amounts due from related parties	21	-	330
應收外匯基金存款利息	Interest receivable from placement with the Exchange Fund		7,181	11,251
其他應收利息	Other interest receivable		515	469
銀行存款	Bank deposits		234,500	287,000
現金及銀行結餘	Cash and bank balances		9,819	9,137
			254,739	310,820
流動負債	Current liabilities			
應付帳款及應計費用	Creditors and accruals		25,869	21,157
僱員福利撥備	Provision for employee benefits	13	7,110	6,431
應付關連人士帳款	Amounts due to related parties	21	26,985	25,870
遞延收入	Deferred income	14	161,046	172,471
應付名義利得稅	Notional profits tax payable		7,291	10,012
			228,301	235,941
流動資產淨值	Net current assets		26,438	74,879
總資產減去流動負債	Total assets less current liabilities		1,058,520	1,066,961
非流動負債	Non-current liabilities			
遞延稅款	Deferred tax	12	1,376	1,357
僱員福利撥備	Provision for employee benefits	13	90,815	90,857
			92,191	92,214
淨資產	NET ASSETS		966,329	974,747
資本與儲備	CAPITAL AND RESERVES			
營運基金資本	Trading fund capital	15	212,400	212,400
發展儲備	Development reserve	16	690,165	690,165
保留盈利	Retained earnings	17	-	-
擬發股息	Proposed dividend	18	63,764	72,182
			966,329	974,747

第53至78頁的附註為本財務報表的一部分。The notes on pages 53 to 78 form part of these financial statements.

利敏貞女士
通訊事務管理局辦公室
營運基金總經理
2016年8月30日



Miss Eliza Lee
General Manager,
Office of the Communications Authority Trading Fund
30 August 2016

財務報表

Financial Statements

權益變動表

截至2016年3月31日止年度
(以港幣千元位列示)

Statement of Changes in Equity

for the year ended 31 March 2016
(Expressed in thousands of Hong Kong dollars)

		2016	2015
年初結餘	Balance at beginning of year	974,747	981,982
年度總全面收益	Total comprehensive income for the year	63,764	72,182
年內已付股息	Dividend paid during the year	(72,182)	(79,417)
年終結餘	Balance at end of year	966,329	974,747

第53至78頁的附註為本財務報表的一部分。The notes on pages 53 to 78 form part of these financial statements.

財務報表

Financial Statements

現金流量表

截至2016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 2016
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2016	2015
營運項目之現金流量	Cash flows from operating activities		
運作盈利	Profit from operations	31,217	43,431
雜項收入	Sundry income	769	5,820
出售／註銷物業、設備及器材的虧損	Loss on disposal of property, plant and equipment	5	-
物業、設備及器材折舊	Depreciation of property, plant and equipment	12,632	12,348
無形資產攤銷	Amortisation of intangible assets	1,091	825
應收帳款、按金及預付款項增加	Increase in debtors, deposits and advance payments	(77)	(112)
應收關連人士帳款減少／(增加)	Decrease / (Increase) in amounts due from related parties	330	(330)
應付帳款及應計費用增加／(減少)	Increase / (Decrease) in creditors and accruals	3,300	(11,718)
應付關連人士帳款增加／(減少)	Increase / (Decrease) in amounts due to related parties	1,760	(2,581)
遞延收入(減少)／增加	(Decrease) / Increase in deferred income	(11,425)	9,476
僱員福利撥備增加	Increase in provision for employee benefits	637	5,800
已付名義利得稅	Notional profits tax paid	(15,544)	(15,584)
營運項目所得現金淨額	Net cash from operating activities	24,695	47,375
投資項目之現金流量	Cash flows from investing activities		
外匯基金存款增加	Increase in placement with the Exchange Fund	(45,631)	(28,830)
原有期限為三個月以上的銀行存款減少／(增加)	Decrease / (Increase) in bank deposits with original maturity over three months	51,900	(30,200)
購置物業、設備及器材及無形資產	Acquisition of property, plant and equipment and intangible assets	(7,344)	(4,785)
出售物業、設備及器材所得淨收益	Net proceeds from disposal of property, plant and equipment	-	21
已收利息	Interest received	48,644	33,698
投資項目所得／(所用)現金淨額	Net cash from / (used in) investing activities	47,569	(30,096)
融資項目之現金流量	Cash flows from financing activities		
已付股息	Dividend paid	(72,182)	(79,417)
融資項目所用現金淨額	Net cash used in financing activities	(72,182)	(79,417)
現金及等同現金的增加／(減少)淨額	Net increase / (decrease) in cash and cash equivalents	82	(62,138)
年初的現金及等同現金	Cash and cash equivalents at beginning of year	16,337	78,475
年終的現金及等同現金	Cash and cash equivalents at end of year	16,419	16,337

第53至78頁的附註為本財務報表的一部分。The notes on pages 53 to 78 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。)

Financial Statements

Notes to the Financial Statements

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

1. 總論

前立法局在1995年5月10日依據《營運基金條例》(第430章)第3、4及6條通過決議，於1995年6月1日成立電訊管理局(電訊局)營運基金。電訊局營運基金根據在2012年4月1日開始實施的《通訊事務管理局條例》(第616章)第25條的規定，於同日重新命名為「通訊事務管理局辦公室(通訊辦)營運基金」(營運基金)。通訊事務管理局(通訊局)是根據《通訊事務管理局條例》成立的法定機構，通訊辦則是通訊局的執行部門。通訊局負責實施和執行《廣播條例》(第562章)、《廣播(雜項條文)條例》(第391章)、《通訊事務管理局條例》、《電訊條例》(第106章)與《非應邀電子訊息條例》(第593章)，並根據或憑藉任何條例履行任何職能。營運基金隸屬於香港特別行政區政府(政府)的商務及經濟發展局，支援通訊局的主要業務，包括：

- (a) 電訊服務與廣播服務的發牌和規管；
- (b) 香港無線電頻譜的管理；
- (c) 就電訊、廣播及反濫發訊息事宜向政府提供諮詢、策劃和支援服務；
- (d) 監督技術標準和在國際事務上擔任政府代表；
- (e) 執行《非應邀電子訊息條例》；以及
- (f) 確保電訊業與廣播業採取公平營商手法和進行公平競爭。

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. OFCA serves as the executive arm of the Communications Authority (CA), which is a statutory body set up under the CAO to administer and enforce the Broadcasting Ordinance (Cap. 562), the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391), the CAO, the Telecommunications Ordinance (Cap. 106) and the Unsolicited Electronic Messages Ordinance (UEMO) (Cap. 593), and to perform any function under or by virtue of any Ordinance. The Fund, which is under the policy portfolio of the Commerce and Economic Development Bureau of the Government of the Hong Kong Special Administrative Region (the Government), supports the principal activities of the CA, as follows:

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

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策

(a) 符合準則聲明

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

(b) 編製財務報表的基礎

本財務報表的編製基礎均以原值成本法計量。

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

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

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.

(b) Basis of preparation of the financial statements

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

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

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

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(b) 編製財務報表的基礎 (續)

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

(c) 固定資產

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

(i) 物業、設備及器材

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

- 持有被列為融資租賃的土地及位於其上的自用物業；
- 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：

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

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

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

(c) Fixed assets

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

(i) Property, plant and equipment

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

- land classified as held under a finance lease and building held for own use situated thereon;
- 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:

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(c) 固定資產 (續)

(i) 物業、設備及器材 (續)

- | | |
|--------------|------------------------|
| - 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。

(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)）。

2. Significant accounting policies (continued)

(c) Fixed assets (continued)

(i) Property, plant and equipment (continued)

- | | |
|-------------------------------------------------|------------------------------------------------------------------------|
| - 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.

(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)).

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

2. 主要會計政策 (續)

2. Significant accounting policies (continued)

(c) 固定資產 (續)

(c) Fixed assets (continued)

(ii) 無形資產 (續)

(ii) Intangible assets (continued)

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。

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) 固定資產的減值

(d) Impairment of fixed assets

固定資產（包括物業、設備及器材和無形資產）的帳面值在每個報告期結束日評估，以確定有否出現減值跡象。

The carrying amounts of fixed assets, including property, plant and equipment and intangible assets, are reviewed at the end of each reporting period to identify any indication of impairment.

如出現減值跡象，每當資產的帳面值高於可收回數額時，則有關減值虧損會在全面收益表內確認。資產的可收回數額為其公平值減出售成本與使用值兩者中的較高者。

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) 金融資產與金融負債

(e) Financial assets and financial liabilities

(i) 初始確認

(i) Initial recognition

營運基金按最初取得資產或引致負債時的用途將金融資產及金融負債分為貸款及應收帳款，以及其他金融負債。

The Fund classifies its financial assets and financial liabilities into different categories at inception, depending on the purpose for which the assets were acquired or the liabilities were incurred. The categories are loans and receivables, and other financial liabilities.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(e) 金融資產與金融負債 (續)

(i) 初始確認 (續)

金融資產及金融負債最初按公平值計量，公平值通常相等於成交價，加上因購買金融資產或產生金融負債而直接引致的交易成本。

營運基金在成為有關金融工具的合約其中一方之日確認有關金融資產及金融負債。

(ii) 分類

貸款及應收帳款

貸款及應收帳款為有固定或可以確定支付金額，但在活躍市場沒有報價，且營運基金無意持有作交易用途的非衍生金融資產。此類項目包括應收帳款、應收關連人士帳款、應收利息、外匯基金存款、銀行存款、現金及銀行結餘。

貸款及應收帳款採用實際利率法按攤銷成本值扣除減值虧損（如有）列帳（附註2(e)(iv)）。

2. Significant accounting policies (continued)

(e) Financial assets and financial liabilities (continued)

(i) Initial recognition (continued)

Financial assets and financial liabilities are measured initially at fair value, which normally equals to the transaction prices plus transaction costs that are directly attributable to the acquisition of the financial assets or issue of the financial liabilities.

The Fund recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument.

(ii) Categorisation

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and which the Fund has no intention of trading. This category includes debtors, amounts due from related parties, interest receivable, placement with the Exchange Fund, bank deposits and cash and bank balances.

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

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(e) 金融資產與金融負債 (續)

(ii) 分類 (續)

貸款及應收帳款 (續)

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

其他金融負債

其他金融負債採用實際利率法按攤銷成本值列帳。

(iii) 註銷確認

當從金融資產收取現金流量的合約權利屆滿時，或當金融資產連同擁有權的所有主要風險及回報已被轉讓時，該金融資產會被註銷確認。

當合約指明的債務被解除、取消或到期時，該金融負債會被註銷確認。

2. Significant accounting policies (continued)

(e) Financial assets and financial liabilities (continued)

(ii) Categorisation (continued)

Loans and receivables (continued)

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

Other financial liabilities

Other financial liabilities are carried at amortised cost using the effective interest method.

(iii) Derecognition

A financial asset is derecognised when the contractual rights to receive the cash flows from the financial asset expire, or where the financial asset together with substantially all the risks and rewards of ownership have been transferred.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled, or when it expires.

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(e) 金融資產與金融負債 (續)

(iv) 金融資產的減值

貸款及應收帳款的帳面值於每個報告期結束日進行評估。如有客觀證據顯示資產減值，便會確認減值虧損。虧損金額以資產的帳面值與按資產原來實際利率用貼現方式計算預計日後現金流量的現值之間的差額計量。任何減值虧損均在損益內確認，並在備抵帳戶反映。若減值虧損於其後的期間減少，而客觀上與減值虧損確認後發生的事件相關，則在損益內作出回撥。當營運基金認為沒有實際機會收回資產，有關金額會被註銷。

(f) 名義利得稅

(i) 根據《稅務條例》(第112章)，營運基金並無稅務責任。但政府要求營運基金須向政府一般收入支付一筆款項以代替利得稅(即名義利得稅)，該款項是根據《稅務條例》的規定所計算。本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) 本期稅款為本年度對應課稅收入按報告期結束日已生效或基本上已生效的稅率計算的預計應付稅款，並包括以往年度應付稅款的任何調整。

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)

(iv) Impairment of financial assets

The carrying amounts of loans and receivables are reviewed at the end of each reporting period. An impairment loss is recognised when there is objective evidence that an asset is impaired. The amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. Any impairment loss is recognised in profit or loss and reflected in an allowance account. If in a subsequent period, the amount of such impairment loss decreases and the decrease can be linked objectively to an event occurring after the impairment loss was recognised, the impairment loss is reversed through the profit or loss. When the Fund considers that there are no realistic prospects of recovery of the asset, the relevant amounts are written off.

(f) Notional profits tax

(i) The Fund has no tax liability under the Inland Revenue Ordinance (Cap.112). However, the Government requires the Fund to pay to the General Revenue an amount in lieu of profits tax (i.e. notional profits tax) calculated on the basis of the provisions of the Inland Revenue Ordinance. Notional profits tax expense for the year comprises current tax and movements in deferred tax assets and liabilities.

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

財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(f) 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。

遞延稅款的確認數額乃根據資產及負債的帳面值的預期變現或清償方式，以報告期結束日已生效或基本上已生效的稅率計算。遞延稅款資產及負債均不作貼現計算。

遞延稅款資產的帳面值於每個報告期結束日進行檢討，倘若認為可能並無足夠應課稅盈利以實現該等稅務利益，則須將其帳面值相應削減。該削減數額可在有足夠應課稅盈利可能出現時回撥。

(g) 收入確認

- (i) 已收牌費記入遞延收入，並在牌照有效期內在損益中攤銷。服務費收入則在提供服務後被確認。利息收入採用實際利率法以應計方式確認。

2. Significant accounting policies (continued)

(f) Notional profits tax (continued)

- (iii) Deferred tax assets and liabilities arise 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 arise from unused tax losses and unused tax credits.

All deferred tax liabilities, and all deferred tax assets to the extent that it is probable that future taxable profits will be available against which the assets can be utilised, are recognised.

The amount of deferred tax recognised is measured based on the expected manner of realisation or settlement of the carrying amounts of the assets or liabilities, using tax rates enacted or substantively enacted at the end of the reporting period. Deferred tax assets and liabilities are not discounted.

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

(g) Revenue recognition

- (i) Licence fees received are credited to deferred income and amortised to profit and loss over the validity period of the licences. Service income is recognised when services have been provided. Interest income is recognised as it accrues using the effective interest method.

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) 收入確認 (續)

- (ii) 金融工具的已實現損益在有關金融工具被註銷時在全面收益表內確認。交易用途的金融工具的公平值變動，於產生的期間內列為重估損益在全面收益表內確認。

- (iii) 其他收入按應計基礎確認。

(h) 僱員福利

營運基金的僱員包括公務員及合約僱員。薪金、約滿酬金及年假開支均在僱員提供有關服務的年度內以應計基準確認入帳。就公務員而言，僱員附帶福利開支包括由政府提供予僱員的退休金及房屋福利，均在僱員提供相關服務的年度支銷。

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

(i) 關連人士

營運基金是根據《營運基金條例》成立，屬於政府轄下的一個獨立會計單位。本年內在營運基金的日常業務中曾與不同的關連人士進行交易，其中包括各決策局及政府部門、營運基金，以及受政府所控制或政府對其有重大影響力的財政自主機構。

Financial Statements

Notes to the Financial Statements

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

2. Significant accounting policies (continued)

(g) Revenue recognition (continued)

- (ii) Realised gains or losses on financial instruments are recognised in the statement of comprehensive income when the financial instruments are derecognised. Changes in fair value of trading financial instruments are recognised as revaluation gains or losses in the statement of comprehensive income in the period in which they arise.

- (iii) Other income is recognised on an accrual basis.

(h) Employee benefits

The employees of the Fund comprise civil servants and contract staff. Salaries, staff gratuities, and annual leave entitlements are accrued and recognised as expenditure in the year in which the associated services are rendered by the staff. For civil servants, staff on-costs, including pensions and housing benefits provided to the staff by the Government, are charged as expenditure in the year in which the associated services are rendered.

For civil servants employed on pensionable terms, their pension liabilities are discharged by reimbursement of the staff on-cost charged by the Government. For other staff, contributions to the Mandatory Provident Fund Scheme are charged to the statement of comprehensive income as incurred.

(i) Related parties

The Fund is a separate accounting entity within the Government established under the Trading Funds Ordinance. During the year, the Fund has entered into transactions with various related parties, including government bureaux and departments, trading funds and financially autonomous bodies controlled or significantly influenced by the Government, in the ordinary course of its business.



財務報表

財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

Financial Statements

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(j) 外幣換算

年內以外幣為單位的交易按交易日的現貨匯率換算為港元。以港元以外的貨幣為單位的貨幣資產及負債均以報告期結束日的收市匯率換算為港元。所有外幣換算差額均在全面收益表內確認。

(k) 現金及等同現金

現金及等同現金包括現金及銀行結餘，以及屬短期和流通性高的其他投資。該等投資可隨時轉換為已知數額的現金，且所涉及的價值變動風險不大，並在存入或購入時距到期日不超過三個月。

(l) 撥備及或有負債

如須就已發生的事件承擔法律或推定責任，而又可能需要付出經濟代價以履行該項責任，並能夠可靠地估計涉及的金額時，為該項在時間上或金額上尚未確定的責任撥備。如金錢的時間價值重大，則會按預計履行該項責任所需開支的現值作出撥備。

2. Significant accounting policies (continued)

(j) Foreign currency translation

Foreign currency transactions during the year are translated into Hong Kong dollars using the spot exchange rates at the transaction dates. Monetary assets and liabilities denominated in currencies other than Hong Kong dollars are translated into Hong Kong dollars using the closing exchange rate at the end of the reporting period. All foreign currency translation differences are recognised in the statement of comprehensive income.

(k) Cash and cash equivalents

Cash and cash equivalents include cash and bank balances, and other short-term, highly liquid investments that are readily convertible to known amounts of cash and subject to an insignificant risk of changes in value, having been within three months of maturity when placed or acquired.

(l) Provisions and contingent liabilities

Provisions are recognised for liabilities of uncertain timing or amount when there is a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

2. 主要會計政策 (續)

(l) 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。

(m) 新訂或經修訂的香港財務報告準則的影響

香港會計師公會已頒布了若干新訂或經修訂的香港財務報告準則，於本會計年度生效或供提前採納。適用於本財務報表所呈報的年度的會計政策，並未因該等發展而出現改變。

營運基金並沒有採納任何在本會計期尚未生效的新香港財務報告準則（附註 23）。

2. Significant accounting policies (continued)

(l) 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.

(m) Impact of new and revised HKFRSs

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption for the current accounting period. There have been no changes to the accounting policies applied in these financial statements for the years presented as a result of these developments.

The Fund has not applied any new HKFRSs that are not yet effective for the current accounting period (note 23).

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

3. 營業額

3. Turnover

		2016	2015
電訊牌照費	Telecommunications licence fees		
牌照－專用	Licences – Private	41,258	40,961
牌照－公共	Licences – Public	336,343	327,907
廣播牌照費	Broadcasting licence fees	52,624	47,105
向關連人士提供服務（附註 21(a)）	Services provided to related parties (note 21(a))	25,127	25,010
雜項收入	Miscellaneous revenue	333	567
		455,685	441,550

4. 運作成本

4. Operating costs

		2016	2015
員工成本	Staff costs	332,974	315,068
辦公室地方成本	Accommodation costs	19,247	18,421
運作開支	Operating expenses	29,064	28,725
行政開支	Administrative expenses	18,023	19,447
顧問費	Consultancy fees	5,791	2,790
物業、設備及器材折舊	Depreciation of property, plant and equipment	12,632	12,348
無形資產攤銷	Amortisation of intangible assets	1,091	825
應收帳款減值虧損	Impairment loss on debtors	5,097	-
審計費用	Audit fees	549	495
		424,468	398,119

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

5. 其他收入

5. Other income

		2016	2015
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	41,561	32,972
銀行存款	Bank deposits	3,058	4,218
銀行結餘	Bank balances	1	2
		44,620	37,192
雜項收入	Sundry income	769	5,832
		45,389	43,024

6. 名義利得稅

6. Notional profits tax

(a) 於全面收益表內扣除的名義利得稅如下：

(a) The notional profits tax charged to the statement of comprehensive income is arrived at as follows:

		2016	2015
本期稅款	Current tax		
本年度名義利得稅的撥備	Provision for notional profits tax for the year	12,823	14,689
遞延稅款	Deferred tax		
暫時性差異的產生及回撥	Origination and reversal of temporary differences	19	(416)
名義利得稅	Notional profits tax	12,842	14,273

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

6. 名義利得稅 (續)

- (b) 稅項支出與會計盈利按適用稅率計算的對帳如下：

6. Notional profits tax (continued)

- (b) The reconciliation between tax expense and accounting profit at applicable tax rate is as follows:

		2016	2015
名義利得稅前盈利	Profit before notional profits tax	76,606	86,455
按香港利得稅率16.5% (2015年：16.5%) 計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2015: 16.5%)	12,640	14,265
一次過寬減稅項	One-off tax reduction	(20)	(20)
不可扣減開支的稅項影響	Tax effect of non-deductible expenses	727	726
非應課稅收入的稅項影響	Tax effect of non-taxable revenue	(505)	(698)
名義稅項支出	Notional tax expense	12,842	14,273

7. 固定資產回報率

固定資產回報率是以總全面收益（不包括利息收入、按外匯基金存款的利息收入須繳的名義利得稅和利息支出）除以固定資產平均淨值所得的百分率。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6.7%（2015年：6.7%）。

7. Rate of return on fixed assets

The rate of return on fixed assets is calculated as total comprehensive income (excluding interest income, notional profits tax on interest income from placement with the Exchange Fund and interest expenses) divided by average net fixed assets, and expressed as a percentage. 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 6.7% per year (2015: 6.7%) as determined by the Financial Secretary.

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

8. 物業、設備及器材

8. Property, plant and equipment

		土地及 房產 Land and buildings	設備 Equipment	電腦系統 Computer systems	傢具及 裝置 Furniture and fixtures	車輛 Motor vehicles	總額 Total
成本	Cost						
於2014年4月1日	At 1 April 2014	220,243	53,520	40,235	46,789	4,921	365,708
添置	Additions	-	439	2,323	-	-	2,762
出售／註銷	Disposals	-	(25)	(1,625)	(74)	-	(1,724)
於2015年3月31日	At 31 March 2015	220,243	53,934	40,933	46,715	4,921	366,746
於2015年4月1日	At 1 April 2015	220,243	53,934	40,933	46,715	4,921	366,746
添置	Additions	-	1,100	3,361	2,106	-	6,567
出售／註銷	Disposals	-	(245)	(1,629)	(54)	-	(1,928)
於2016年3月31日	At 31 March 2016	220,243	54,789	42,665	48,767	4,921	371,385
累計折舊	Accumulated depreciation						
於2014年4月1日	At 1 April 2014	79,373	49,493	33,950	31,142	2,753	196,711
年內折舊	Charge for the year	4,849	882	1,833	4,094	690	12,348
出售／註銷回撥	Written back on disposal	-	(22)	(1,620)	(72)	-	(1,714)
於2015年3月31日	At 31 March 2015	84,222	50,353	34,163	35,164	3,443	207,345
於2015年4月1日	At 1 April 2015	84,222	50,353	34,163	35,164	3,443	207,345
年內折舊	Charge for the year	4,849	894	2,152	4,138	599	12,632
出售／註銷回撥	Written back on disposal	-	(245)	(1,626)	(44)	-	(1,915)
於2016年3月31日	At 31 March 2016	89,071	51,002	34,689	39,258	4,042	218,062
帳面淨值	Net book value						
於2016年3月31日	At 31 March 2016	131,172	3,787	7,976	9,509	879	153,323
於2015年3月31日	At 31 March 2015	136,021	3,581	6,770	11,551	1,478	159,401

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

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	
		2016	2015
成本	Cost		
年初	At beginning of year	12,031	11,311
添置	Additions	1,545	861
出售／註銷	Disposals	(26)	(141)
年終	At end of year	13,550	12,031
累計攤銷	Accumulated amortisation		
年初	At beginning of year	9,001	8,317
年內攤銷	Charge for the year	1,091	825
出售／註銷回撥	Written back on disposal	(20)	(141)
年終	At end of year	10,072	9,001
帳面淨值	Net book value		
年終	At end of year	3,478	3,030

10. 外匯基金存款

10. Placement with the Exchange Fund

外匯基金存款結餘為8億7,528.1萬港元（2015年：8億2,965.1萬港元），其中7億港元為原有存款，1億7,528.1萬港元（2015年：1億2,965.1萬港元）為報告期結束日已入帳但尚未提取的利息。該存款為期六年（由存款日起計），期內不能提取原有存款。

The balance of the placement with the Exchange Fund amounted to HK\$875,281,000 (2015: HK\$829,651,000), being the original placement of HK\$700,000,000 plus interest paid of HK\$175,281,000 (2015: HK\$129,651,000) but not yet withdrawn at the end of the reporting period. The term of the placement is six years from the date of placement, during which the amount of original placement 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，或三年期外匯基金債券（由2016年1月1日起為三年期政府債券）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%。2016年的固定息率為每年3.3%，2015年為每年5.5%。

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 Exchange Fund Notes (three-year Government Bond with effect from 1 January 2016) for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 3.3% per annum for the year 2016 and at 5.5% per annum for the year 2015.

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

11. 應收帳款、按金及預付款項

11. Debtors, deposits and advance payments

		2016	2015
應收帳款	Debtors	7,177	307
減：減值虧損備抵帳	Less: allowance for impairment loss	(5,097)	-
		2,080	307
按金及預付款項	Deposits and advance payments	644	2,326
		2,724	2,633

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:

		2016	2015
年初	At beginning of year	-	-
已確認減值虧損	Impairment loss recognised	5,097	-
年終	At end of year	5,097	-

營運基金就一家有財政困難的公司所欠的款項確認減值虧損。

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

12. 遞延稅款

12. Deferred tax

在財務狀況表內確認的遞延稅款來自多於有關折舊及攤銷的折舊免稅額。其年內變動呈列如下：

Deferred tax recognised in the statement of financial position arises from depreciation allowances in excess of the related depreciation and amortisation. The movements during the year are as follows:

		2016	2015
年初結餘	Balance at beginning of year	1,357	1,773
於全面收益表內扣除／（回撥）	Charged / (credited) to statement of comprehensive income	19	(416)
年終結餘	Balance at end of year	1,376	1,357

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

13. 僱員福利撥備

此為在計至報告期結束日就所提供的服務給予僱員年假及合約僱員約滿酬金的估計負債（另見附註2(h)）。

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

14. 遞延收入

此為將於牌照的餘下有效期攤銷的牌照費收入結餘。

14. Deferred income

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

15. 營運基金資本

此為政府對營運基金的投資。

15. Trading fund capital

This represents the Government's investment in the Fund.

16. 發展儲備

此儲備乃用作為達致目標回報的調節機制。

16. Development reserve

This is a reserve serving as a regulating mechanism to meet the target return.

		2016	2015
年初及年終結餘	Balance at beginning and end of year	690,165	690,165

17. 保留盈利

17. Retained earnings

		2016	2015
年初結餘	Balance at beginning of year	-	-
年度總全面收益	Total comprehensive income for the year	63,764	72,182
擬發股息	Proposed dividend	(63,764)	(72,182)
年終結餘	Balance at end of year	-	-

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

18. 擬發股息

向政府擬發股息是根據年度總全面收益及經財經事務及庫務局局長核准的年度營運計劃裏列出的100%目標派息率（2015年：100%）作出。

18. Proposed dividend

The proposed dividend to the Government is based on the total comprehensive income for the year and the target dividend payout ratio of 100% (2015: 100%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

		2016	2015
年初結餘	Balance at beginning of year	72,182	79,417
已付股息	Dividend paid	(72,182)	(79,417)
擬發股息	Dividend proposed	63,764	72,182
年終結餘	Balance at end of year	63,764	72,182

19. 現金及等同現金

19. Cash and cash equivalents

		2016	2015
現金及銀行結餘	Cash and bank balances	9,819	9,137
銀行存款	Bank deposits	234,500	287,000
		244,319	296,137
減：原有期限為三個月以上的銀行存款	Less: Bank deposits with original maturity beyond three months	(227,900)	(279,800)
現金及等同現金	Cash and cash equivalents	16,419	16,337

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

20. 資本承擔及其他承擔

於2016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：

20. Capital commitments and other commitments

At 31 March 2016, the Fund had capital commitments, so far as not provided for in the financial statements, as stated below:

		2016	2015
已獲授權和已簽約	Authorised and contracted for	493	101
已獲授權但尚未簽約	Authorised but not contracted for	60	1,435
		553	1,536

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187.6萬港元（2015年：140.1萬港元）。

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\$1,876,000 to the scheme (2015: HK\$1,401,000).

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. 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1,140.7萬港元（2015年：1,143.6萬港元）的諮詢和策劃服務的收費，以及總值1,372.0萬港元（2015年：1,357.4萬港元）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2,290.0萬港元（2015年：2,030.4萬港元）；以及
- (c) 向關連人士購得的固定資產包括傢具及裝置。這些資產總值98.3萬港元（2015年：無）。

由關連人士提供或向關連人士提供的服務，如同時亦向公眾提供，則按公眾應支付的金額收費；如該服務只向關連人士提供，則按全部成本收費。由關連人士供應的固定資產按全部成本收費。

於2016年3月31日與關連人士交易的結餘已載於財務狀況表內。

Financial Statements

Notes to the Financial Statements

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

21. Related party transactions

Apart from those separately disclosed in the financial statements, the other material related party transactions for the year are summarised as follows:

- (a) fees income for services provided to related parties included advisory and project services amounting to HK\$11,407,000 (2015: HK\$11,436,000) and frequency assignment and protection services amounting to HK\$13,720,000 (2015: HK\$13,574,000);
- (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\$22,900,000 on these services (2015: HK\$20,304,000); and
- (c) fixed assets acquired from related parties included furniture and fixtures. The total amount for these assets amounted to HK\$983,000 (2015: nil).

Services provided by or to related parties were charged at the rates payable by the general public where such services were also available to members of the public, or on a full cost recovery basis where such services were only available to related parties. Fixed assets supplied by related parties were charged at full cost.

Balances with related parties as at 31 March 2016 are set out in the statement of financial position.



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.)

22. 財務風險管理

(a) 投資政策

為提供額外收入來源，現金盈餘已投資於金融工具的投資組合。投資組合包括定期存款和外匯基金存款。營運基金政策規定，所有金融工具的投資應屬保本投資。

(b) 貨幣風險

貨幣風險指金融工具的公平值或未來現金流量會因貨幣匯率變動而波動的風險。

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應收帳款、銀行存款、銀行結餘和外匯基金存款。

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

為盡量減低信貸風險，所有銀行結餘和定期存款均存放於香港的持牌銀行。

(a) Investment policy

To provide an ancillary source of income, surplus cash is invested in a portfolio of financial instruments. The portfolio includes fixed deposits and placement with the Exchange Fund. It is the Fund's policy that all investments in financial instruments should be principal-protected.

(b) Currency risk

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

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

(c) Credit risk

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

The Fund's credit risk is primarily attributable to debtors, bank deposits, bank balances and placement with the Exchange Fund.

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

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

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。)

22. 財務風險管理 (續)

(c) 信貸風險 (續)

至於外匯基金存款，其相關信貸風險為低。

營運基金的金融資產的最高信貸風險相等於在報告期結束日該資產的帳面值。

(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。

Financial Statements

Notes to the Financial Statements

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

22. Financial risk management (continued)

(c) Credit risk (continued)

For the placement with the Exchange Fund, the credit risk is considered to be low.

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

(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.

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.)

22. 財務風險管理 (續)

(e) 利率風險 (續)

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。

(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2016年3月31日，在2015和2016年的息率增加／減少50個基點（2015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365.4萬港元（2015年：346.4萬港元）。

(g) 公平值

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

所有金融工具均以與其公平值相等或相差不大的金額在財務狀況表內列帳。

22. Financial risk management (continued)

(e) Interest rate risk (continued)

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.

(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 2016, a 50 basis point (2015: 50 basis point) increase / decrease in the interest rates for 2015 and 2016, with all other variables held constant, would increase / decrease the profit for the year and reserves by HK\$3,654,000 (2015: HK\$3,464,000).

(g) Fair values

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

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

財務報表

Financial Statements

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。)

Notes to the Financial Statements

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

23. 已頒布但於截至2016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2016年3月31日止年度尚未生效，亦沒有提前在本財務報表中被採納的修訂、新準則及詮釋。當中包括以下可能與營運基金有關的項目：

23. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2016

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 2016 and which have not been early adopted in these financial statements. These include the following which may be relevant to the Fund:

於以下日期或之後開始的會計期間生效
Effective for accounting periods
beginning on or after

香港財務報告準則第9號「金融工具」

HKFRS 9, Financial Instruments

2018年1月1日
1 January 2018

香港財務報告準則第15號「來自客戶合約之收入」

HKFRS 15, Revenue from
contracts with customers

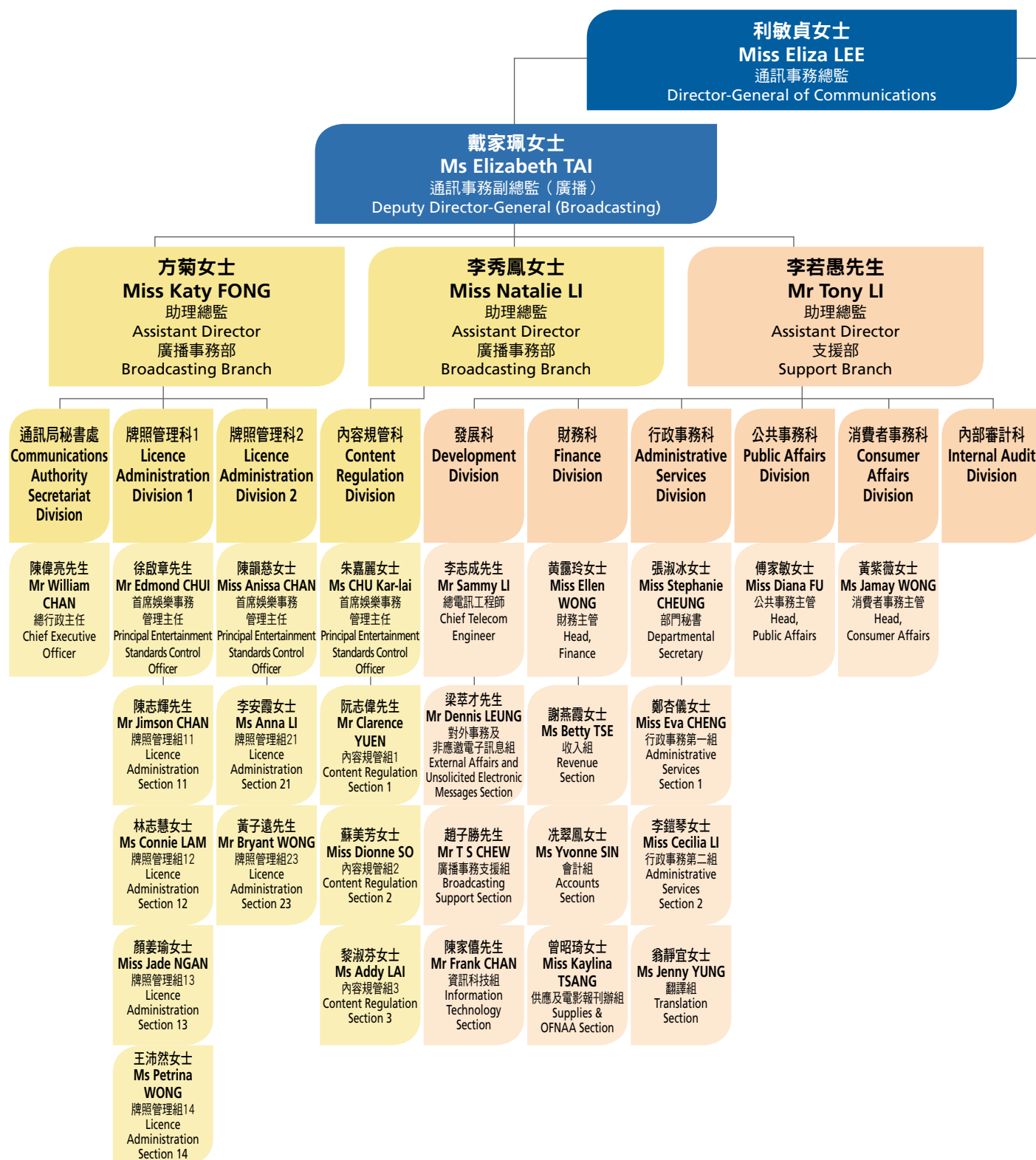
2018年1月1日
1 January 2018

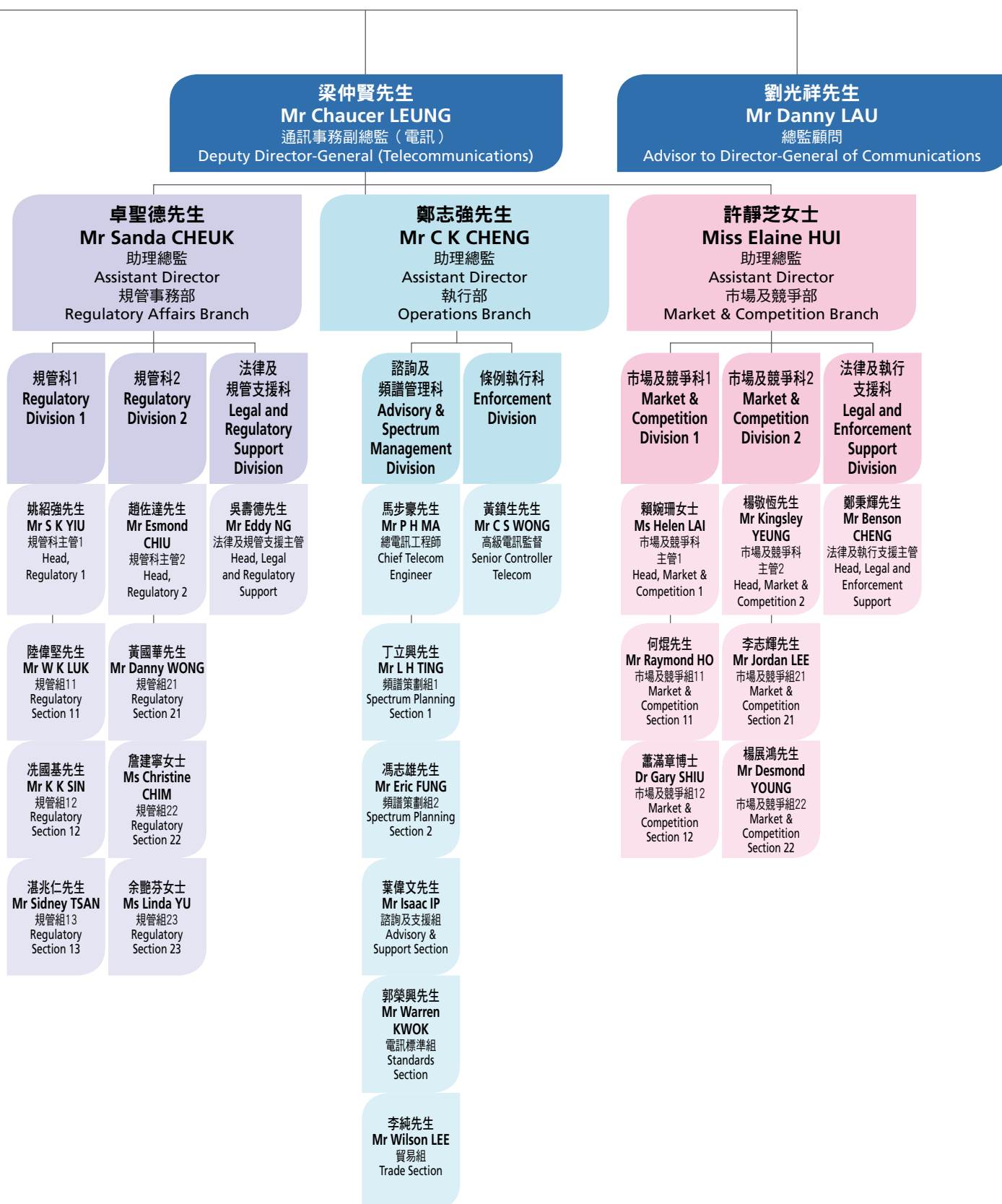
營運基金正就該等修訂、新準則及詮釋在首次採用期間預期會產生的影響進行評估。直至目前為止，營運基金得出的結論為採納該等修訂、新準則及詮釋不大可能會對營運基金的財務報表構成重大影響。

The Fund is in the process of making an assessment of what the impact of these amendments, new standards and interpretations is expected to be in the period of initial adoption. So far it has concluded that the adoption of them is unlikely to have a significant impact on the Fund's financial statements.

9 附錄 A Appendix A

組織架構 (截至2016年9月30日) Organisation Chart (as at 30 September 2016)





9

附錄 B Appendix B

諮詢委員會委員名單 Membership of Advisory Committees

電訊規管事務諮詢委員會 (截至2016年3月31日)

Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2016)

主席 梁仲賢先生 通訊事務管理局辦公室通訊事務副總監（電訊）	Chairman Mr Chaucer LEUNG Deputy Director-General (Telecommunications), OFCA
秘書 卓聖德先生 通訊事務管理局辦公室助理總監（規管事務）	Secretary Mr Sanda CHEUK Assistant Director (Regulatory), OFCA
委員 熊天佑博士 消費者委員會代表	Members Dr Victor HUNG Representative of Consumer Council
林瑞明工程師 香港工程師學會代表	Ir Andy LAM Representative of the Hong Kong Institution of Engineers
岑裕興先生 工程及科技學會香港分會代表	Mr Y H SHUM Representative of the Institution of Engineering and Technology Hong Kong
陳錦成先生 香港通訊業聯會代表	Mr Gilbert CHAN Representative of Communications Association of Hong Kong
楊德華先生 香港無線科技商會代表	Mr Billy YEUNG Representative of Hong Kong Wireless Technology Industry Association
李龍先生 世紀互聯集團有限公司代表	Mr Andrew LEE Representative of 21 Vianet Group Limited
鄭啟良先生 中國移動香港有限公司代表	Mr Alex CHENG Representative of China Mobile Hong Kong Company Limited
吳雋文先生 中國電信國際有限公司代表	Mr Karson NG Representative of China Telecom Global Limited
張悅賓先生 信通電話（香港）有限公司代表	Mr Sutton CHEUNG Representative of ComNet Telecom (HK) Limited
何世衡先生 Equinix Hong Kong Limited 代表	Mr Raphael HO Representative of Equinix Hong Kong Limited
陸國強先生 中港網絡有限公司代表	Mr K K LUK Representative of HKC Network Limited
楊廣翔先生 香港寬頻網絡有限公司代表	Mr Charles YEUNG Representative of Hong Kong Broadband Network Limited
于家啟先生 香港有線電視有限公司代表	Mr Simon YU Representative of Hong Kong Cable Television Limited
姚家倫先生 香港流動電視網絡有限公司代表	Mr Ken YIU Representative of Hong Kong Mobile Television Network Limited
林榮執先生 Hong Kong Telecommunications (HKT) Limited／香港電話有限公司及Hong Kong Telecommunications (HKT) Limited／Genius Brand Limited 代表	Mr Peter LAM Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited
鮑偉林先生 和記電話有限公司／和記環球電訊有限公司代表	Mr William BROWN Representative of Hutchison Global Communications Limited / Hutchison Telephone Company Limited
吳劍鴻先生 新世界電訊有限公司代表	Mr Kenneth NG Representative of New World Telecommunications Limited
Mr Patrick NG NTT Com Asia Limited 代表	Mr Patrick NG Representative of NTT Com Asia Limited
柯天倫先生 SmarTone Communications Limited／數碼通電訊有限公司代表	Mr T L OR Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
Mr Paul ABFALTER Telstra International HK Limited 及澳大利亞國際有限公司代表	Mr Paul ABFALTER Representative of Telstra International HK Limited and Telstra International Limited
顏慶華先生 名氣通電訊固網有限公司代表	Mr H W NGAN Representative of Towngas Telecommunications Fixed Network Limited
劉貴顯先生 TraxComm Limited 代表	Mr Kenneth LAU Representative of TraxComm Limited

陳國萍女士 九倉電訊有限公司代表	Ms Agnes TAN Representative of Wharf T&T Limited
Mr Paul ABFALTER 對外固網服務／固定傳送者／綜合傳送者（對外固定服務）持牌商界別代表	Mr Paul ABFALTER Representative of External FTNS / Fixed Carrier / Unified Carrier (External Fixed Services) Licensees as a group
Mr Indarto NATA 流動虛擬網絡營辦商界別代表	Mr Indarto NATA Representative of Mobile Virtual Network Operators (MVNOs) as a group
黃偉民先生 無線電傳呼服務營辦商界別代表	Mr W M WONG Representative of Radio Paging Operators as a group
羅錦基先生 服務營辦牌照持牌商界別代表	Mr Allen LAW Representative of Services-Based Operator (SBO) Licensees as a group
陳毓才先生 對外電訊服務營辦商界別代表	Mr Stephen CHAN Representative of External Telecommunications Service (ETS) Operators as a group
楊全盛先生 中小型企業代表	Mr Eric YEUNG Representative of small and medium enterprises
林永澤先生 香港警務處代表	Mr Fred LAM Representative of Hong Kong Police Force
陳婉華女士 個別委任人士	Ms Eva CHAN Member appointed on an ad personam basis
張綺雯女士 個別委任人士	Ms Y M CHEUNG Member appointed on an ad personam basis
莫兆華先生 個別委任人士	Mr York MOK Member appointed on an ad personam basis
Dr Andrew SIMPSON 個別委任人士	Dr Andrew SIMPSON Member appointed on an ad personam basis
徐岩博士 個別委任人士	Dr Y XU Member appointed on an ad personam basis

無線電頻譜及技術標準 諮詢委員會 (截至2016年3月31日)

Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2016)

主席 鄭志強先生 通訊事務管理局辦公室助理總監（執行）	Chairman Mr CHENG Chi-keung Assistant Director (Operations), OFCA
秘書 丁立興先生 通訊事務管理局辦公室高級電訊工程師（頻譜策劃）	Secretary Mr TING Lap-hing Senior Telecommunications Engineer (Spectrum Planning), OFCA
委員 鄭耀年先生 消費者委員會代表	Members Mr Brian CHENG Representative of Consumer Council
李仲明先生 歐盟信息通信技術委員會（港澳區）代表	Mr Michael LEE Representative of EU ICT Council in Hong Kong and Macau
張梓昌博士 香港生產力促進局代表	Dr Lawrence CHEUNG Representative of Hong Kong Productivity Council
李志光工程師、博士 香港工程師學會代表	Ir Dr C K LI Representative of the Hong Kong Institution of Engineers
曾劍鋒工程師、博士 工程及科技學會香港分會代表	Ir Dr K F TSANG Representative of the Institution of Engineering and Technology Hong Kong
李勁華先生 本地電訊業界組織界別代表	Mr Keith LI Representative of local industry associations as a group
鄭啟良先生 中國移動香港有限公司代表	Mr Alex CHENG Representative of China Mobile Hong Kong Company Limited
孔健發先生 香港寬頻網絡有限公司代表	Mr Kelvin HONG Representative of Hong Kong Broadband Network Limited
姚家倫先生 香港流動電視網絡有限公司代表	Mr Ken YIU Representative of Hong Kong Mobile Television Network Limited
孫兆文先生 Hong Kong Telecommunications (HKT) Limited／香港電話有限公司及Hong Kong Telecommunications (HKT) Limited／Genius Brand Limited 代表	Mr S M SHUEN Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited
劉德民先生 和記電話有限公司／和記環球電訊有限公司代表	Mr T M LAU Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited

9

無線電頻譜及技術標準 諮詢委員會 (續)

Radio Spectrum and Technical Standards Advisory Committee (continued)

吳劍鴻先生 新世界電訊有限公司代表	Mr Kenneth NG Representative of New World Telecommunications Limited
黎世昌先生 SmarTone Communications Limited / 數碼通電訊有限公司代表	Mr Cyrus LAI Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
楊玉彪先生 九倉電訊有限公司代表	Mr Bill YEUNG Representative of Wharf T&T Limited
吳雋文先生 不提供本地零售固網服務的持牌商 (包括綜合傳送者 / 本地固定傳送者 / 本地固定電訊網絡服務 (固網服務) 持牌商) 界別代表	Mr Karson NG Representative of Licensees (Unified Carrier / Local Fixed Carrier / Local FTNS) not providing domestic retail fixed services as a group
孔慶柱先生 不提供本地零售固網服務的持牌商 (包括綜合傳送者 / 本地固定傳送者 / 本地固定電訊網絡服務 (固網服務) 持牌商) 界別代表	Mr H C HUNG Representative of Licensees (Unified Carrier / Local Fixed Carrier / Local FTNS) not providing domestic retail fixed services as a group
Ms YOON Mi Hong 不提供本地零售固網服務的持牌商 (包括綜合傳送者 / 本地固定傳送者 / 本地固定電訊網絡服務 (固網服務) 持牌商) 界別代表	Ms M H YOON Representative of Licensees (Unified Carrier / Local Fixed Carrier / Local FTNS) not providing domestic retail fixed services as a group
黃樹程先生 亞洲電視有限公司代表	Mr S C WONG Representative of Asia Television Limited
于家啟先生 香港有線電視有限公司代表	Mr Simon YU Representative of Hong Kong Cable Television Limited
朱嘉遜先生 電訊盈科媒體有限公司代表	Mr Carlson CHU Representative of PCCW Media Limited
陳耀洲先生 電視廣播有限公司 / 無線網絡電視有限公司代表	Mr Y C CHAN Representative of Television Broadcasts Limited / TVB Network Vision Limited
陳卓豪先生 香港數碼廣播有限公司代表	Mr Tim CHAN Representative of Digital Broadcasting Corporation Hong Kong Limited
林志強先生 香港商業廣播有限公司代表	Mr Paul LAM Representative of Hong Kong Commercial Broadcasting Company Limited
高小明先生 新城廣播有限公司代表	Mr S M KO Representative of Metro Broadcast Corporation Limited
郭謙先生 香港電台代表	Mr Francis KWOK Representative of Radio Television Hong Kong
黃穎琪女士 亞洲衛星有限公司代表	Ms Vicky WONG Representative of Asia Satellite Telecommunications Company Limited
陳珣先生 APT Satellite Company Limited 代表	Mr X CHEN Representative of APT Satellite Company Limited
孔慶柱先生 對外固網服務 / 固定傳送者 / 綜合傳送者 (對外固定 服務) 持牌商界別代表	Mr H C HUNG Representative of External FTNS / Fixed Carrier / Unified Carrier (External Fixed Services) Licensees as a group
伍智浩先生 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 Barry NG Representative of Services-Based Operators (MVNO and ETS operators only) as a group
蕭蔡庇先生 業餘無線電會界別代表	Mr Johnny SIU Representative of Amateur Radio Societies as a group
黃偉賢先生 本地認證機構界別代表	Mr Raymond WONG Representative of Local Certification Bodies as a group
楊立基先生 民航處代表	Mr L K YEUNG Representative of Civil Aviation Department
陳詠恩女士 香港警務處代表	Ms Diana CHAN Representative of Hong Kong Police Force
黃世文博士 廉政公署代表	Dr S M WONG Representative of Independent Commission Against Corruption
魏佩儀女士 個別委任人士	Ms P Y NGAI Member appointed on an ad personam basis

電訊服務用戶及消費者 諮詢委員會 (截至2016年3月31日)

Telecommunications Users and Consumers Advisory Committee (as at 31 March 2016)

主席 梁仲賢先生 通訊事務管理局辦公室通訊事務副總監（電訊）	Chairman Mr Chaucer LEUNG Deputy Director-General (Telecommunications), OFCA
秘書 黃紫薇女士 通訊事務管理局辦公室消費者事務主管	Secretary Ms Jamay WONG Head of Consumer Affairs, OFCA
委員 葉雅琴女士 消費者委員會代表	Members Ms June IP Representative of Consumer Council
管紀東先生 香港通訊業聯會代表	Mr Alex KUN Representative of Communications Association of Hong Kong
陳利華先生 香港總商會代表	Mr Watson CHAN Representative of Hong Kong General Chamber of Commerce
方健僑博士 香港無線科技商會代表	Dr Ken FONG Representative of Hong Kong Wireless Technology Industry Association
楊全盛先生 中小型企業代表	Mr Eric YEUNG Representative of small and medium enterprises
梁淑儀女士 長者服務代表	Ms Irene LEUNG Representative of the aged community
俞斌先生 弱能人士代表	Mr B YU Representative of the disabled community
顏東鋒先生 弱能人士代表	Mr Anthony NGAN Representative of the disabled community
鄭永昌先生 教育局代表	Mr W C CHEUNG Representative of Education Bureau
梁秀清女士 公眾人士代表	Ms Martha LEUNG Representative as a member of the public
文鳳玲女士 公眾人士代表	Ms Florence MAN Representative as a member of the public
盧偉民先生 公眾人士代表	Mr Daniel LO Representative as a member of the public
孫焯德先生 公眾人士代表	Mr Thomas SUN Representative as a member of the public
王振邦先生 公眾人士代表	Mr C B WONG Representative as a member of the public
翁瓊玲女士 公眾人士代表	Ms Pauline YUNG Representative as a member of the public
楊鼎立先生 公眾人士代表	Mr Derek Emory YEUNG Representative as a member of the public
陳瑞娟女士 公眾人士代表	Ms Agnes CHAN Representative as a member of the public
黃文麗女士 公眾人士代表	Ms Eva WONG Representative as a member of the public
陳翠碧女士 公眾人士代表	Ms Cindy CHAN Representative as a member of the public
馬錦華先生 個別委任人士	Mr K W MA Member appointed on an ad personam basis
趙善能先生 個別委任人士	Mr Kenny CHIU Member appointed on an ad personam basis

9

附錄 C Appendix C

服務承諾2016/17 Performance Pledge 2016/17

在2015/16年度，我們在全部34項服務中均達至或超越服務表現目標。2016/17年度的各項服務表現目標詳列如下。

In 2015/16, we achieved/surpassed all performance targets in our 34 job areas. The full list of our performance targets for 2016/17 are also set out in the table below.

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：

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.

	2015/16年度 標準處理時間 Service Delivery Standard for 2015/16	2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16	2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16	2016/17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 2016/17
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處理廣播服務牌照申請

Processing of Broadcasting Service Licence Applications

非本地電視節目服務／其他須領牌
電視節目服務
Non-domestic Television Programme
Service/Other Licensable Television
Programme Service

4個月
months

100%

並無新個案
No new case

4個月
months

(100%)

處理電訊服務牌照申請

Processing of Telecommunications Service Licence Applications

移動無線電系統牌照

Mobile Radio System Licence

設立新系統 Establishment of a new system	38個工作天 working days	98%	100%	38個工作天 working days	(98%)
遷移／加設基地電台 Relocation / Addition of base station	32個工作天 working days	98%	100%	32個工作天 working days	(98%)
加設移動電台 Addition of mobile station					
的士電台 For stations of taxis	5個工作天 working days	99%	100%	5個工作天 working days	(99%)
其他電台 For other stations	8個工作天 working days	99%	100%	8個工作天 working days	(99%)
更換移動電台器材 Replacement of mobile station equipment					
的士電台 For stations of taxis	5個工作天 working days	99%	100%	5個工作天 working days	(99%)
其他電台 For other stations	8個工作天 working days	99%	100%	8個工作天 working days	(99%)
更換基地電台器材 Replacement of base station equipment	8個工作天 working days	99%	100%	8個工作天 working days	(99%)

	2015/16年度 標準處理時間 Service Delivery Standard for 2015/16	2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16	2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16	2016/17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 2016/17
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處理電訊服務牌照申請 (續)

Processing of Telecommunications Service Licence Applications (continued)

移動無線電系統牌照 (續)

Mobile Radio System Licence (continued)

簽發牌照 Issue of licence	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
無線電商牌照 Radio Dealers Licence	4 個工作天 working days	99%	100%	4 個工作天 working days (99%)
工業、科學及醫學電子機器牌照 Industrial Scientific and Medical Electronic Machines Licence	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
無線電測定和指令、狀態及數據 的傳達牌照 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	11 個工作天 working days	98%	100%	11 個工作天 working days (98%)
船舶電台牌照 Ship Station Licence	9 個工作天 working days	99%	100%	9 個工作天 working days (99%)
業餘電台牌照 Amateur Station Licence	9 個工作天 working days	99%	100%	9 個工作天 working days (99%)
自設對外電訊系統牌照 Self-provided External Telecommunications System Licence	26 個工作天 working days	99%	並無新個案 No new case	26 個工作天 working days (99%)
第一類及第二類服務營辦商牌照 Services-based Operator Licence – Class 1 and Class 2 Services	14 個工作天 working days	98%	100%	14 個工作天 working days (98%)
第三類服務營辦商牌照 Services-based Operator Licence – Class 3 Services	13 個工作天 working days	99%	100%	13 個工作天 working days (99%)

根據《海員培訓、發證和值班標準國際公約》處理證明書及簽註申請

Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)

全球海上遇險和安全系統證明書 及簽註 Global Maritime Distress and Safety System (GMDSS) Certificate and Endorsement	5 個工作天 working days	95%	100%	5 個工作天 working days (95%)
全球海上遇險和安全系統等值 資格證明書及簽註 GMDSS Certificate of Equivalent Competency and Endorsement	5 個工作天 working days	95%	100%	5 個工作天 working days (95%)

	2015/16年度 標準處理時間 Service Delivery Standard for 2015/16	2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16	2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16	2016/17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 2016/17
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	10 個工作天 working days	100%	100%	8 個工作天 (90%)+ working days
查核、處理和接收交回的電訊 號碼 Checking, processing and acceptance of return of telecommunications numbers	10 個工作天 working days	100%	100%	10 個工作天 (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（關於《廣播條例》競爭條文的投訴除外） Handling of Complaints about Broadcasting Matters Involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance)				
給予初步答覆 Issue of an interim reply	6 個工作天 working days	98%	100%	6 個工作天 (98%) working days
就無須調查的個案通知投訴人有關 結果 (註A) (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 A) (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

註A 由收到投訴人所提供足夠資料起計。

Note A Upon receipt of sufficient information from complainants.

+ 由2016/17年度起，處理指配電訊號碼及短碼的服務表現目標由10個工作天(100%)微調至8個工作天(90%)。
Starting from 2016/17, the performance target for handling assignment of telecommunications numbers and codes has been slightly adjusted from 10 working days (100%) to 8 working days (90%).

2015/16年度 標準處理時間 Service Delivery Standard for 2015/16	2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16	2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16	2016/17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 2016/17
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處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第IIIA部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴（關於《廣播條例》競爭條文的投訴除外）（續）

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)

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A) （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 A) (or report of progress to the complainant if CA's decision is not ready)	8 個星期 weeks	98%	99.7%	8 個星期 weeks (98%)
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A) （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 A) (or report of progress to the complainant if CA's decision is not ready)	4 個月 months	98%	100%	4 個月 months (98%)

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

Handling of Consumer Complaints against Telecommunications Operators 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%)
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處理針對營辦商關乎《電訊條例》競爭條文或具誤導性或欺騙性行為的條文的投訴

Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance

完成調查（或如未完成調查，則向投訴人報告進度） Completion of investigation (or report of progress to the complainant if investigation is not completed)	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%)
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註A 由收到投訴人所提供足夠資料起計。

Note A Upon receipt of sufficient information from complainants.

2015/16年度 標準處理時間 Service Delivery Standard for 2015/16	2015/16年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2015/16	2015/16年度 實際平均服務表現 Actual Average Performance in 2015/16	2016/17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 2016/17
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處理有關營辦商懷疑違反《電訊條例》或電訊服務牌照條件的業界投訴（關於《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）

Handling of Industry Complaints against Operators (except for complaints relating to Competition Provisions and Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences

完成詳細調查（或如未完成詳細調查，則向投訴人報告進度）
Completion of full investigation (or report of progress to the complainant if full investigation is not completed)

Within
45 個工作天內
working days

90%

並無新個案
No new case

Within
45 個工作天內
working days **(90%)**

處理有關懷疑違反《非應邀電子訊息條例》的舉報

Handling of Reports on Suspected Contravention of the Unsolicited Electronic Messages Ordinance

完成詳細調查（或如未完成詳細調查，則向投訴人報告進度）
Completion of full investigation (or report of progress to the complainant if full investigation is not completed)

Within
10 個星期內
weeks

90%

99.9%

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%)**

附錄 D

Appendix D

牌照簽發及續牌

Licences Issued and Renewed

簽發／續牌的廣播及電訊牌照 數目及徵收的牌費

(截至2016年3月31日年度內)

Broadcasting and Telecommunications Licences Issued / Renewed and Revenue Collected

(For the year ended 31 March 2016)

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	20,901,720
本地收費電視節目服務	Domestic Pay Television Programme Service	3	11,405,794
非本地電視節目服務	Non-domestic Television Programme Service	18	1,083,624
其他須領牌電視節目服務	Other Licensable Television Programme Service	24	923,850
聲音廣播	Sound Broadcasting	4	18,308,619
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	30	49,750
航空器電台	Aircraft Station	347	54,163
業餘操作授權證明	Amateur ATO	589	94,400
業餘電台	Amateur Station	2 612	396,138
無線電廣播轉播電台	Broadcast Radio Relay Station	14	10,250
補發牌照	Duplicate Licence	90	4,950
考試和簽發證書	Examination & Issue of Certificate	636	123,520
實驗電台	Experimental Station	90	27,650
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)	51	131,692,515
酒店電視(發送)	Hotel Television (Transmission)	149	612,829
入口／出口許可證	Import/Export Permit	1 207	181,050
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	976	79,906
移動無線電系統或專用移動無線電系統	Mobile Radio System or Private Mobile Radio System	4 233	32,818,520
流動服務	Mobile Services	9	181,098,958
私用無線電傳呼系統	Private Radio Paging System	12	94,463
公共無線電通訊服務	Public Radiocommunications Service	9	1,767,592
無線電商(放寬限制)	Radio Dealers (Unrestricted)	3 194	4,775,625
無線電通訊學校	Radiocommunications School	7	2,100
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	187	152,140
衛星電視共用天線	Satellite Master Antenna Television	71	5,140,550
自設對外電訊系統	Self-provided External Telecommunications System	9	6,875
服務營辦商第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	19	1,191,156
服務營辦商第三類服務	Services-based Operator of Class 3 Service	510	14,228,055
船舶電台	Ship Station	3 522	512,738
空間站傳送者	Space Station Carrier	10	1,749,833
的士無線電通訊服務	Taxi Radiocommunications Service	26	601,567
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	56	127,200
總數	Total	18 719	430,225,100



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