

立法會議員劉慧卿辦事處
Office of Emily Lau, Legislative Councillor

CB(1)2539/01-02(03)

傳真及電郵

中區政府合署西座八樓
工商及科技局局長唐英年先生

唐局長：

九月十一日，本港在八號風球高懸下，出現電訊網絡擠塞事故，很多市民無法利用固網、流動電話以及傳真與外界保持聯絡。香港作為國際金融服務中心，卻出現如此情況，實在令人感覺困擾。本人於本月十二日收到一名市民鄭先生的電郵，就此事向當局作出投訴及建議。本人亦致電與他討論，現轉達他的意見予當局參考，以避免同樣問題再次發生。

電訊管理局總監王錫基先生於事後向傳媒表示，九月十一日當天固網及流動電話的使用量，為平時的二及五倍，因此令網絡擠塞。鄭先生在聽過王先生的解釋後，仍認為當局有空間作出改善。他建議以電話分流及優先處理的方法，確保緊急電話(如 999)、重要公營部門及商業機構的電話及傳真順利運作；同時，當局亦應與業界商討，如何在現有的資源下，調節預留網絡容量 (reserve capacity)，以應付突發情況，確保商界能與外地通訊。

此外，鄭先生認為，當局開放電訊市場無疑令市民享用廉價的電訊服務，但當局須加強監察及規管，以確保電訊公司所提供的服務質素。

閣下明天將會出席立法會資訊科技及廣播事務委員會特別會議，本人希望閣下能在會上交代，當局日後在颱風襲港或緊急和突發情況時，有何改善建議及安排，以重拾市民以及國際間對香港電訊服務的信心。本人亦希望知悉其他電訊發達的地區，是否在遇到緊急事故時，亦會出現同樣的電訊網絡擠塞問題。隨函附上鄭先生的電郵，以供參考。敬希賜覆，為荷。並頌

籌祺！

劉慧卿 謹上

二零零二年九月十六日

連附件：市民鄭先生於九月十二日致本人的電子郵件
副本呈：立法會資訊科技及廣播事務委員會各委員

----- Original Message -----

From: "cheng" <mantat@pacific.net.hk>

To: <elau@hknet.com>

Sent: Thursday, September 12, 2002 6:07 PM

Subject: Hong Kong as an International Business Hub??? Telephone and Fax Line Capacity???

Dearest 劉 慧 卿議員,

Enclosed is an email complaint I sent to OFTA, Ombudsman and Consumer Council yesterday. I think the telecommunication blockage we had yesterday has already seriously damaged Hong Kong's reputation as an IT or International Business hub and threaten people's lives in needs.

Hope you can do something to help out our further weaken economy and people's well being.

Best regards,

Daniel Cheng

-----Original Message-----

From: cheng [mailto:mantat@pacific.net.hk]

Sent: Wednesday, September 11, 2002 5:29 PM

To: webmaster@ofta.gov.hk

Cc: complaints@ombudsman.gov.hk; cc@consumer.org.hk

Subject: Hong Kong an International Hub for Business??? Telephone and Fax Line Capacity???

Dear Sir/Madam,

I am a business owner dealing with export business, for I would like to express my concern and disappointment regarding our telecommunication networks during the noon hours today. Since the hosting of typhoon signal No.3, we weren't able to get access connections for proper telephone line whether on standard phone line or via mobile as well as fax line from 11:30am till 3:30pm.

From what the Office of the Telecommunications Authority has been promoting is that a deregulated telecommunication market will ensure better service standard and lower price for all consumers. But from what's been happened today, I've seen no choices could be made as all telecommunication networks seems to be incapable of handling the demand. I was trying to give a long distance call back to my China factory, but no voice tone was available on both standard phone line and mobile! I tried to send faxes back to my clients but no voice tone was available!!! I couldn't imagine what the hell was happening!!! I am really concern if anyone was having an emergency with injury or robbery during the typhoon hours could be dying or with serious injury due to their phones could not have access to any lines!!!!!!

Hong Kong seems to be promoted as an International Business Hub with all the latest telecommunication infrastructures, but I am really really disappointed that one typhoon has exposed all the problems that seriously affecting our image and lives of many people!!! For I do have factories in China, but I never experience such an unacceptable incident of having no access on phone lines!!!!!! Please note OFTA has responsibility of ensuring our telecommunication networks are capable in aligning with international standard available at anytime. If incident like 911 happened in Hong Kong, most of the needed ones could be dying without any help because the telecommunication networks won't be able to handle the capacity.

I would like to know what OFTA will be done to ensure such incident will not be happened again for public safety and Hong Kong business interest!!! Any human lives and businesses could be threaten due to OFTA's failure to monitor the telecommunication market.

I hope the above incidents will be studied carefully in a timely manner. If OFTA failed to response to such vital issues, further actions would be taken to ensure the public interests being arose. For the Ombudsman of Hong Kong SAR, please kindly assist to see how OFTA should be responsible to rectify such problems. For the Consumer Council, I hope you can assist OFTA to see if Telecommunications Service providers should be liable on the above issues.

Thank you for your attention to the above matters.

Best regards,

Daniel Cheng
Tel. : 2764 3802
Fax.: 2764 2413
Mobile.: 9108 6104

Outgoing mail is certified Virus Free.
Checked by AVG anti-virus system (<http://www.grisoft.com>).
Version: 6.0.386 / Virus Database: 218 - Release Date: 2002/9/9