



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



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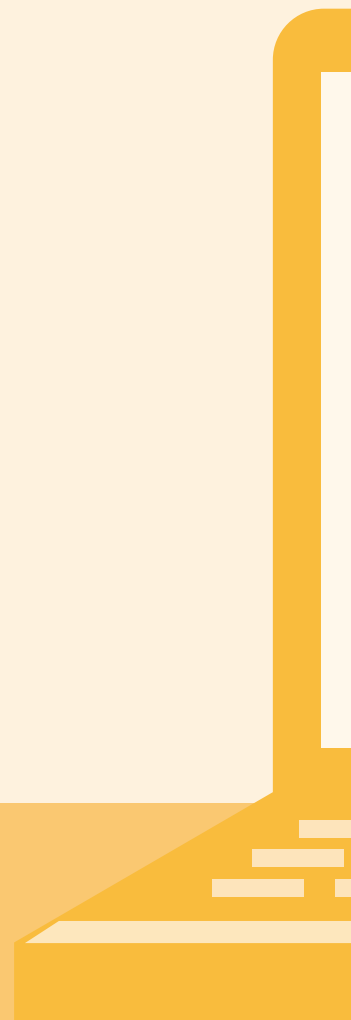
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2016年4月1日至2017年3月31日

For the period from 1 April 2016 to 31 March 2017

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2016年4月1日至2017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2017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 2016 to 31 March 2017. Some of the statistics have been updated to September 2017, where appropriate, to reflect the updated situation.

信念 VALUES

- **正直忠誠** — 保持中立、公正無私、高度透明、承擔問責、開明處事
- **專業精神** — 善用知識、處事嚴謹、確立信譽、嚴遵操守、竭盡所能
- **尊重市民、顧客及員工** — 言論自由、積極回應、關懷溝通、講求效率、重視成效
- **高瞻遠矚** — 主動進取、精益求精、與時並進
- **Integrity** - Neutrality, impartiality, transparency, accountability, openness
- **Professionalism** - Expertise, discipline, credibility, ethics, commitment
- **Respect for the Community, Clients and Staff** - Freedom of expression, responsiveness, understanding, efficiency, effectiveness
- **Foresight** - A proactive attitude, anticipation, awareness

使命 MISSION

我們致力 —

- **公眾** — 滿足社會的需要及期望
- **業界** — 營造有利於創新和投資的公平規管環境
- **經濟** — 維持香港作為區域通訊樞紐的卓越地位，以支援經濟發展
- **員工** — 維持一支團結、靈活應變的專業隊伍，締造一個表揚和獎賞傑出員工的工作環境
- **公務** — 成為具高效率、高成效的模範部門

We are committed to -

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

抱負 VISION

我們全力支持通訊事務管理局實踐其抱負，使香港擁有世界級通訊服務，以迎接資訊時代的挑戰。

To provide full support to the Communications Authority in fulfilling its vision that Hong Kong has the world-class communications services to meet the challenges of the information age.

高級管理層 Senior Management



利敏貞女士
Miss Eliza LEE

通訊事務總監
Director-General of Communications



梁仲賢先生
Mr Chaucer LEUNG

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

戴家珮女士
Ms Elizabeth TAI

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

* 利敏貞女士於2017年8月18日出任商務及經濟發展局常任秘書長(通訊及創意產業)一職。
Miss Eliza LEE assumed the post of Permanent Secretary for Commerce and Economic Development Bureau (Communications and Creative Industries) on 18 August 2017.



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Assistant Director (Operations)

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總監報告

Message from the Director-General

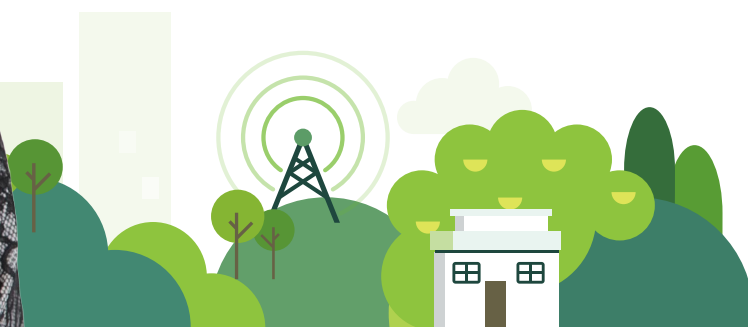


利敏貞女士

通訊事務總監

Miss Eliza Lee

Director-General of
Communications



引言

香港通訊市場在2016／17年度持續興旺繁盛、生氣勃勃。流動電訊市場競爭維持激烈，消費者可以相宜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使用長期演進(LTE)技術提供4G服務。2017年3月錄得的流動服務滲透率超越238%。根據世界經濟論壇發表的《2016年全球資訊科技報告》，香港按人口計算的流動電話服務用戶滲透率及流動網絡覆蓋在139個經濟體系中高踞首位。香港的固網電訊基礎建設在所有經濟體系中亦屬最先進之一。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排名第四。¹

在過去一年，廣播業亦有長足發展。奇妙電視有限公司(「奇妙電視」)於2017年5月14日使用固定網絡正式推出其持牌本地免費電視節目(「免費電視」)服務。連同香港電視娛樂有限公司(「香港電視娛樂」)及電視廣播有限公司(「無綫電視」)，三家持牌機構使用頻譜及／或固定網絡傳送免費電視服務，提供合共11條頻道，播放多元化的節目。

廣播服務

免費電視方面，除了奇妙電視於2017年5月14日推出免費電視服務外，通訊事務管理局(「通訊局」)於2016年1月就香港電視網絡有限公司(「港視」)的申請向行政長官會同行政會議(「行會」)提交其評核結果和建議。行會於2016年9月決定給予港視更多時間，向通訊局提交《廣播條例》(第562章)下所需資料，並邀請通訊局待港視提供所需資料後，再就其申請向行會提交建議。與港視經數輪溝通後，截至2017年3月底，通訊局仍在等候港視提交餘下的所需資料。

¹ 根據互聯網內容傳輸商 Akamai於2017年5月發表的《2017年第一季互聯網發展狀況報告》所載的資料。

Introduction

Hong Kong's communications market remained vibrant and dynamic in 2016/17. The mobile telecommunications market remained very competitive with high quality services available to consumers at affordable prices. All four mobile network operators are now offering 4G services utilising Long Term Evolution ("LTE") technology. The penetration rate of mobile services exceeded 238% as at March 2017. The World Economic Forum's Global Information Technology Report 2016 ranked Hong Kong the first among 139 economies in both mobile subscriber penetration rate and mobile network coverage. Our fixed telecommunications infrastructure is also among the most advanced in all economies, with fibre to the home/building household penetration scored the fifth globally by the Fibre to the Home ("FTTH") Council Europe. Hong Kong's Internet service users benefit substantially from the submarine 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 fourth highest average peak connection speeds globally.¹

There were also exciting developments in the broadcasting sector in the past year. Fantastic Television Limited ("Fantastic TV") formally launched its licensed domestic free television programme ("free TV") service on 14 May 2017 by using a fixed network. Together with HK Television Entertainment Company Limited ("HKTVE") and Television Broadcasts Limited ("TVB"), the three licensees, by using frequency spectrum and / or fixed network as transmission mode for the delivery of their free TV services, are providing a total of 11 channels with a wide variety of programmes.

Broadcasting Services

In respect of free TV licences, apart from the launch of the new free TV services by Fantastic TV on 14 May 2017, the Communications Authority ("CA") submitted its assessment



¹ Based on Q1 2017 State of Internet Report published by the Internet content-delivery provider Akamai in May 2017.

自2017年4月，通訊局已因應永升（亞洲）有限公司（「永升亞洲」）的要求，暫緩處理其免費電視牌照申請。永升亞洲於2017年9月獲通訊局批准成為有線寬頻通訊有限公司的主要股東，並於其後撤回其免費電視牌照申請。至於鳳凰香港電視有限公司（「鳳凰香港」）的免費電視牌照申請，通訊局於2017年8月收到鳳凰香港通知，基於商業考慮，鳳凰香港決定撤回其申請。

收費電視方面，行會於2016年12月13日批准香港有線電視有限公司（「有線電視」）的收費電視牌照續期12年。

通訊事務管理辦公室（「通訊辦」）繼續處理關於廣播材料的投訴。在2016/17年度，通訊辦處理了超過17 000宗投訴（涉及超過1 800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。有30個個案則由通訊局按照投訴處理程序處理。

電訊服務

1.9至2.2吉赫頻帶內118.4兆赫頻譜的先前指配期已於2016年10月屆滿，我們協助通訊局落實重新指配有關頻譜的安排。在所有流動網絡營辦商攜手合作下，頻譜移交於2016年10月22日零時零分順利地完成。其間，向公眾提供的流動服務並無受阻。我們的另一項主要工作，是協助通訊局重新指配在900兆赫及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。我們協助通訊局聯同商務及經濟發展局局長分別在2016年初及2017年初進行了兩輪公眾諮詢。通訊局會致力在約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出準備。

為香港進入第五代（「5G」）流動服務的世代作好準備，通訊辦協助通訊局制定工作計劃，旨在提供更多頻譜供公共流動服務於2020年及之後使用。該工作計劃於2017年3月公布，涵蓋3.4至3.6吉赫



of and recommendations on the application of Hong Kong Television Network Limited (“HKTV”) to the Chief Executive in Council (“CE in C”) in January 2016. In September 2016, the CE in C decided to give HKTV more time to submit the information required under the Broadcasting Ordinance (Cap. 562) (“BO”), and invited the CA, on receipt of the required information from HKTV, to submit further recommendations to the CE in C on HKTV’s application. After a few rounds of correspondence with HKTV, the CA was awaiting the remaining required information from HKTV as at the end of March 2017. Since April 2017, the application of Forever Top (Asia) Limited (“Forever Top”) for free TV service licence has been put on hold at the applicant’s request. Forever Top became the major shareholder of i-CABLE Communications Limited upon approval of the CA in September 2017 and withdrew its free TV licence application thereafter. As for the free TV licence application of Phoenix Hong Kong Television Limited (“Phoenix HK”), the applicant informed the CA in August 2017 that it had decided to withdraw the application due to commercial considerations.

As for the domestic pay television programme services (“pay TV”), the CE in C decided to renew the pay TV licence of Hong Kong Cable Television Limited (“HKCTV”) for a term of 12 years on 13 December 2016.

Office of the Communications Authority (“OFCA”) continued to handle complaints about broadcast materials. In 2016/17, OFCA handled more than 17 000 complaints relating to over 1 800 cases. Using the powers delegated by the CA, OFCA dealt with 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 30 cases in accordance with the complaint handling procedures.

Telecommunications Services

We assisted the CA in implementing the re-assignment of the 118.4 MHz of spectrum in the 1.9 – 2.2 GHz band upon expiry of the previous assignments in October 2016. With the collaboration of all mobile network operators, the spectrum handover took place successfully at 00 hours on 22 October 2016 without interruption to mobile services provided to the public. Another major task is to assist the

CA in the re-assignment of 200 MHz of spectrum in the 900 MHz and 1800 MHz bands, with current terms of assignments expiring between November 2020 and September 2021. We have assisted the CA and the Secretary for Commerce and Economic Development (“SCED”) to conduct two rounds of public consultation in early 2016 and early 2017 respectively. The CA will endeavour to announce its decision on the arrangements for spectrum re-assignment by around the end of 2017, giving the industry about three years to prepare for any changes in spectrum assignments.

To better prepare Hong Kong for the fifth generation (“5G”) era, OFCA assisted the CA in preparing a work plan which was promulgated in March 2017 on making available additional spectrum for public mobile services towards 2020 and beyond. Among others, the work plan covered the 3.4 – 3.6 GHz band, the 26 GHz band (24.25 – 27.5 GHz), and the 28 GHz band (27.5 – 28.35 GHz). OFCA was working with the assignees in the 26 GHz band for relocation of existing frequency assignments to other frequency bands. We also assisted the CA in exploring the change in use of the 3.4 – 3.6 GHz band from fixed satellite services to public mobile services, which involved conducting a public consultation exercise from July to September 2017, and commissioning a technical consultancy study to advise on the feasible mitigating measures for co-existence of the two services in the 3.4 – 4.2 GHz band.

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 both internal and external telecommunications facilities. A new regional system has kicked off its service in Hong Kong since October 2016. Three new regional and transcontinental systems as well as two new domestic systems are expected to commence their services between mid-2017 and 2020.

OFCA assisted the CA in conducting a consultation in 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. Having carefully considered the views and comments received from the industry and interested parties during the public consultation, the CA announced on 24 June 2016 its decision to adopt all the five

頻帶、26吉赫頻帶（24.25至27.5吉赫）及28吉赫頻帶（27.5至28.35吉赫）等。通訊辦正與現時使用26吉赫頻帶的頻譜受配人跟進，將有關頻率指配遷移到其他頻帶。我們亦協助通訊局探討把3.4至3.6吉赫頻帶從現時固定衛星服務改為作公共流動服務之用，當中涉及在2017年7月至9月進行相關的公眾諮詢，及委聘技術顧問開展研究就可行的緩解措施提供意見，使該兩項服務均能在3.4至4.2吉赫頻帶內並存。

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，以增加香港對內及對外電訊設施的容量和服務的復原能力。一個新的區域系統已由2016年10月起在香港投入服務；預計三個新的區域和洲際系統及兩個新的本地系統可於2017年年中至2020年投入服務。

通訊辦協助通訊局於2015年進行諮詢，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。經審慎考慮在公眾諮詢期間業界及有興趣人士提出的意見後，通訊局於2016年6月24日公布決定採用全部五項建議措施，並分三個階段實施。第一及第二階段措施已分別於2017年1月1日及2017年7月1日順利推行。通訊辦會繼續與業界及有關各方緊密合作，監察餘下措施在第三階段的實施過程。

截至2016年12月31日，按《電訊條例》（第106章）全面服務責任提供予公眾使用的公眾收費電話機約有3 100個。由於流動電話愈趨普及，公眾收費電話機近年的需求因而持續減少。現時幾乎全部公眾收費電話機的營運均處虧蝕的情況，需要電訊業界透過全面服務補貼提供資助。有見及此，通訊辦自2016年下半年開始，與電訊業界商討作出檢討，以期把合資格獲得全面服務補貼的公眾收費電話機數目減少至合理水平，從而減輕電訊服務供應商的財政負擔，以及他們把有關負擔轉嫁給客戶的壓力。在敲定檢討的原則及其他細節後，通訊局於2017年6月29日公布決定展開收費電話機的檢討。通訊辦會分批接觸相關持份者，就使用率極低的公眾收費電話機從全面服務責任中剔除的做法，徵詢他們的意見。

促進競爭與保障消費者

在2016/17年度，我們共接獲74宗根據《競爭條例》（第619章）提出的投訴／查詢個案，當中72宗個案已經結案而毋須作進一步跟進，有兩宗個案則仍在處理中。年內，通訊辦亦協助通訊局根據《競爭條例》的合併守則檢視一宗交易，而最終毋須就該交易作進一步跟進。

就《商品說明條例》（第362章）方面，在2016/17年度，通訊辦處理了457宗根據《商品說明條例》提出的投訴，當中373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16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。至於餘下的個案則仍在不同階段的處理中。

為增加服務資訊的透明度及令消費者有更充分的認識，通訊辦由2016年11月起刊載主要家居寬頻服務供應商所採取的終止服務安排。所刊載的資料可以讓消費者更加了解不同的服務供應商現時的終止服務安排，有助減少有關事宜的爭議。

《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2016/17年度，我們接獲803宗舉報，與上年度接獲的1 725宗比較，大幅減少約53%。在2016/17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244封勸諭信和37封警告信。2017年1月，通訊辦成功檢控一名沒有遵循要求他停止再發送違反《非應邀電子訊息條例》傳真訊息的執行通知的商業傳真訊息發送人。裁判法院裁定該發送人違反執行通知的三項控罪成立。這是首宗根據《非應邀電子訊息條例》成功檢控的個案。

proposed measures for implementation in three phases. Phase 1 and Phase 2 of the measures were successfully implemented on 1 January 2017 and 1 July 2017 respectively. OFCA will continue to closely work with the industry and the parties concerned and monitor the implementation process of Phase 3 for the remaining measures.

Under the universal service obligation (“USO”) imposed in accordance with the Telecommunications Ordinance (Cap. 106) (“TO”), there were around 3 100 public payphones provided for public use as of 31 December 2016. Given the popularity of mobile phones, the demand for public payphones have waned over recent years. Almost all of the public payphones are operating at deficit, requiring subsidisation through universal service contribution (“USC”) by the telecommunications industry. In light of this, OFCA had been in consultation with the telecommunications industry since the second half of 2016 on conducting a review, with a view to reducing to a reasonable level the number of public payphones eligible for USC, thereby reducing the financial burden on telecommunications service providers and the pressure on them to pass on the burden to their customers. On 29 June 2017, after finalising the guiding principles and other details, the CA announced its decision to embark on the payphone review. OFCA will approach relevant stakeholders by groups to solicit their views on the exclusion of public payphones with extremely low usage rate from the USO.

Competition and Consumer Protection

In 2016/17, a total of 74 complaints/enquiries were received under the Competition Ordinance (Cap. 619) with 72 cases closed without the need for further actions and two cases under processing. During the year, OFCA also assisted the CA in reviewing one transaction under the merger rule of the Competition Ordinance. No further action was considered necessary in respect of the transaction.

As to the enforcement of the Trade Descriptions Ordinance (Cap. 362) (“TDO”), in 2016/17, OFCA handled 457 complaint cases under the TDO, of which 373 were closed due to insufficient evidence to suspect/establish a contravention, or were outside the scope of the TDO. A further 16 cases were closed with the issue of advisory letters to the licensees concerned to draw their attention to the

need to observe more closely the requirements in the TDO. The remaining cases were at different stages of processing.

To enhance service information transparency and to better inform consumers, since November 2016, OFCA has published details of service termination arrangements of major residential broadband service providers. The published information enables consumers to better understand different service providers’ existing service termination practices, which help reduce disputes over such matters.

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

OFCA continued to assist the CA in the enforcement of UEMO. In 2016/17, there were 803 reports, representing a significant decline of about 53% as compared to 1 725 reports received in the previous year. Regarding the enforcement actions taken in 2016/17, OFCA issued a total of 244 advisory letters and 37 warning letters to the senders of commercial electronic messages after investigations. In January 2017, OFCA instituted the first successful prosecution against a commercial facsimile sender in relation to suspected contravention of an enforcement notice, demanding him to stop sending further facsimile messages in contravention of the UEMO. The sender was convicted of three offences of contravention of the enforcement notice in the Magistrates Court.

Consumer Education

OFCA continued to organise the annual consumer education campaign under the theme “Smart Use of Communications Services” to relay various consumer messages to the public through a variety of programmes and activities. In order to keep a constant touch with the public and strengthen our educational efforts in promoting the smart use of communications services, a new Facebook Fan Page named “Communications Master • OFCA” was launched in November 2016. Updated consumer messages and information have been regularly disseminated through this social media channel to maintain our close communications with the public.

消費者教育

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，透過多種不同的節目及活動向公眾傳達各項消費者訊息。為了與公眾保持聯繫，加強推廣精明使用通訊服務的教育工作，我們於2016年11月推出名為「通訊達人·通訊辦」的新Facebook專頁。我們會透過這個社交媒體渠道，定期發布最新的消費者訊息及資訊，與公眾保持緊密聯繫。

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，通訊辦亦與內地、南韓、新加坡及澳門的規管機構會面，以交流意見和分享經驗。

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。展望未來，就廣播服務方面，我們會繼續協

助通訊局處理免費電視牌照申請，監察新推出的免費電視服務及履行規管職能。電訊服務方面，我們會密切留意國際間的發展，並積極與業界商討，以物色可供編配的新頻譜和考慮重新編配現正使用的頻帶，務求為引進5G流動服務作好準備，滿足社會對流動帶寬日增的需求。通訊辦亦會一如以往，繼續留意科技及市場的發展，包括物聯網平台及服務，並支援通訊局更新及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。

結語

這是我作為通訊事務總監呈交的最後一份報告。由2017年8月18日起，我已出任商務及經濟發展局常任秘書長（通訊及創意產業）。

藉此機會，我衷心感謝通訊辦全體同事在我任內的大力支持。有賴他們專業進取、克盡己職，通訊辦得以克服過往的種種挑戰，提供高水準的服務。我祝願我的繼任人王天予女士及全體通訊辦同事順利應付未來的挑戰，續創佳績。



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 with its counterparts from the Mainland, South Korea, Singapore and Macao to exchange views and share its experience.

Major Challenges Ahead

The communications sector is characterised by rapidly evolving technologies, market developments and service innovation. Looking ahead, we will continue to assist the CA in handling free TV licence applications, monitoring the roll-out of new free TV services, and performing regulatory functions on the broadcasting front. On the telecommunications front, we will stay alert of international developments and engage in active discussion with the industry to identify new spectrum allocations, and consider re-allocation of frequency bands in use to pave way for the introduction of 5G mobile services and meet the ever-

increasing demand for mobile bandwidth. As always, OFCA will continue to keep track of technology and market developments, including new Internet of Things platforms and services, and provide support to the CA in updating and streamlining the existing regulatory and licensing regimes to ensure that they are conducive to business innovation and investment.

Closing Remarks

This is the last report I present as the Director-General of Communications. Starting from 18 August 2017, I have assumed the post of Permanent Secretary for Economic and Commerce Development (Communications and Creative Industries).

I would like to take this opportunity to extend my heartfelt thanks to the staff at OFCA for their unwavering support throughout my tenure. Their professionalism and dedication have enabled OFCA to overcome challenges in the past years and maintain a high-level performance. I wish my successor, Miss Agnes Wong, and all staff members of OFCA every success in meeting the challenges ahead and continuing to excel.

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

重新指配本地免費電視節目服務的廣播頻譜

隨着香港亞洲電視(「亞視」)的免費電視牌照在2016年4月1日屆滿，通訊局在2016年4月1日後撤銷指配予亞視的所有廣播頻率(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)。

由2016年4月2日起，通訊局把從亞視收回的半條多頻網數碼頻道指配予香港電視娛樂有限公司(「香港電視娛樂」)，讓其提供數碼地面電視服務。另外半條多頻網數碼頻道的頻譜受配人為電視廣播有限公司(「無綫電視」)。

為減低模擬免費電視節目選擇減少對觀眾的影響，香港電台(「港台」)於2016年4月2日獲指配兩組模擬頻道，在亞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。

擴大數碼地面電視的覆蓋範圍

免費電視持牌機構負責建設傳送網絡，提供覆蓋全港的數碼地面電視服務。自數碼地面電視服務於2007年年底在本港推出後，共有29個發射站逐步建成。在通訊辦的支援下，免費電視持牌機構繼續努力擴大數碼地面電視傳送網絡的覆蓋範圍。在2016年11月至2017年1月期間，有三個發射站的發射功率已經增強，以進一步改善長洲、大嶼山及元朗的數碼地面電視服務接收情況。現時，數碼地面電視傳送網絡至少覆蓋本港99%的人口，與模擬電視服務的覆蓋率相若。

新推出的本地免費電視節目服務

香港電視娛樂

香港電視娛樂由2016年3月31日起使用固定網絡，並由4月2日起同時使用頻譜提供其持牌免費電視服務。根據其免費電視牌照規定，香港電視娛樂在2016年3月31日推出一條24小時粵語頻道，以及在2017年3月31日推出一條17小時英語頻道。



The Development of Digital Terrestrial Television Services

Re-assignment of Broadcasting Spectrum for Domestic Free Television Programme Services

Following the expiry of Asia Television Limited's ("ATV") free TV licence on 1 April 2016, 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) were withdrawn after 1 April 2016.

Starting from 2 April 2016, HK Television Entertainment Company Limited ("HKTVE") was assigned half of the digital multiplex of the MFN withdrawn from ATV for delivery of its digital terrestrial television ("DTT") service. The spectrum assignee of the other half of the MFN multiplex is Television Broadcasts Limited ("TVB").

To mitigate the impact arising from a reduction of analogue free TV programme choices on the viewing public, Radio Television Hong Kong ("RTHK") was assigned 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.

Extending DTT Coverage

Free TV licensees are responsible for the construction of transmission network to deliver their DTT services throughout Hong Kong. Since the launch of DTT services in late 2007, a total of 29 transmitting stations have been constructed by phases. With OFCA's support, the free TV licensees continued their efforts to extend coverage of their DTT transmission network. Between November 2016 and January

2017, the transmitting power of three of the stations was increased to further improve the reception of DTT services in Cheung Chau, Lantau Island and Yuen Long. Currently, the DTT transmission network has achieved an overall coverage of at least 99% of the population, which is on a par with that of the analogue TV services.

Roll-out of New Domestic Free Television Programme Services

HKTVE

HKTVE started to provide its licensed free TV service by using a fixed network from 31 March 2016; and by spectrum as well from 2 April 2016. In accordance with its free TV licence, HKTVE launched a 24-hour Chinese channel on 31 March 2016, and a 17-hour English channel on 31 March 2017.

Fantastic TV

On 31 May 2016, the CE in C decided to formally grant a 12-year free TV licence to Fantastic TV, under which it is required to deliver via a fixed network a Chinese channel by 30 May 2017 and an English channel by 30 May 2018.

In June 2016, Fantastic TV applied to the CA to use spectrum, on top of a fixed network, to transmit its licensed free TV service. In line with the programme requirements imposed on and the investment commitments made by the other two spectrum-based free TV licensees (viz. TVB and HKTVE), the CA advised Fantastic TV of similar requirements with which it should comply in order to ensure that Fantastic TV, if permitted by the CA to use spectrum as an additional transmission means, would operate on a level playing field as the other spectrum-based free TV licensees. After rounds of exchanges, Fantastic TV indicated in January 2017 that its focus at that time was to launch the free TV service by using a fixed network. The CA has put on hold the processing of Fantastic TV's application as per its request. We stand ready to assist the CA to resume the processing work of Fantastic TV's application as and when it is ready to resurrect

奇妙電視

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。根據牌照規定，奇妙電視須以固定網絡在2017年5月30日或之前推出一條粵語頻道，及在2018年5月30日或之前推出一條英語頻道。

2016年6月，奇妙電視向通訊局提出申請，讓其除了可使用固定網絡外，亦可使用頻譜傳送其持牌免費電視服務。通訊局以使用頻譜傳送服務的另外兩家免費電視持牌機構（即無綫電視及香港電視娛樂）須遵守的節目規定及投資承諾為基準，要求奇妙電視遵守相若的規定，以確保奇妙電視如獲通訊局批准使用頻譜為新增傳送模式，將與其他使用頻譜傳送服務的免費電視持牌機構在公平的環境下營運。經多輪商討後，奇妙電視在2017年1月表示暫時會專注以固定網絡推出免費電視服務。通訊局應奇妙電視的要求，暫緩處理其申請。待奇妙電視可就指配頻譜的附加條件與通訊局重啟商討時，我們會協助通訊局繼續處理有關申請。

奇妙電視於2017年5月14日正式推出其粵語頻道，透過有線電視的固定網絡傳送節目訊號。有線電視的固定網絡覆蓋超過230萬個住戶。使用有線電視的大廈內同軸電纜分配系統的樓宇，其住戶可隨時接收奇妙電視的免費電視服務。至於本身裝有大廈內同軸電纜分配系統的樓宇，當有

關系統與有線電視網絡互連後，住戶便可接收奇妙電視的服務。

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。

在2016／17年度，我們處理了1 856個個案（涉及17 078宗投訴）¹。與2015／16年度的數字（1 999個個案，涉及14 992宗投訴）比較，本年度所處理的個案數目減少了7%，投訴宗數則增加了14%²。當中，有30個個案（涉及519宗投訴）轉交通訊局轄下廣播投訴委員會處理，並在其後提交通訊局審議和裁決。經由通訊局審議的投訴個案詳情，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1 826個個案（涉及16 559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）。

¹ 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。

² 在2016／17年度所處理的投訴宗數較2015／16年度為多，主要原因是在2016／17年度一個涉及無綫電視J5台播出的部分新聞節目只提供簡體中文字幕及／或只以普通話播放的投訴個案涉及超過13 000宗投訴。

the discussion with the CA on the additional requirements pertinent to spectrum assignment.

Fantastic TV formally launched its Chinese channel on 14 May 2017. Signals of the programmes are delivered through the fixed network operated by Hong Kong Cable Television Limited (“HKCTV”). HKCTV’s fixed network has a home pass of more than 2.3 million. Residents of buildings with in-building coaxial cable distribution systems (“IBCCDS”) installed by HKCTV can readily receive Fantastic TV’s free TV services. For buildings with their own IBCCDS, residents can receive Fantastic TV’s services through interconnection of their IBCCDS with HKCTV’s network.

Handling of Broadcast Complaints

The CA does not pre-censor broadcast content. Instead, it adopts a complaint-driven approach to ensure that broadcast content complies with 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 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 2016/17, we handled 1 856 cases (17 078 complaints)¹, which represented a decline of 7% in the number of cases, and an increase of 14% in the number of complaints processed², as compared with the figures recorded in 2015/16 (1 999 cases and 14 992 complaints). Among them, 30 cases (519 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’s website. Under powers delegated by the CA, the Director-General of Communications handled the remaining 1 826 cases (16 559 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 (i.e. the substance of the complaints did not involve a contravention of the relevant legislation, licence conditions or codes of practice).

Licence Administration

Applications for Domestic Free Television Programme Services Licences

Up to March 2017, the CA received three applications for free TV licences – from HKT in April 2014, Forever Top in April 2015 and Phoenix HK in May 2016. In January 2016, the CA submitted to the CE in C its assessment of and recommendations on HKT’s free TV licence application.

¹ To ensure operational efficiency, complaints with similar allegations against the same issue or broadcast material are handled together and counted as a single case.

² The increase in the number of complaints processed in 2016/17 as compared to 2015/16 was mainly attributed to a complaint case against the provision of simplified Chinese subtitles only and / or the use of Putonghua in some news programmes broadcast on the J5 Channel of TVB which gave rise to over 13 000 complaints in 2016/17.

牌照管理

本地免費電視節目服務牌照的申請

截至2017年3月，通訊局收到三宗分別由港視於2014年4月、永升亞洲於2015年4月及鳳凰香港於2016年5月提出的免費電視牌照申請。通訊局於2016年1月就港視的免費電視牌照申請向行會提交其評核結果及建議。行會於2016年9月同意通訊局的建議，決定給予港視更多時間，向通訊局提交《廣播條例》下所需資料，並邀請通訊局待港視提供所需資料後，再就其申請向行會提交建議。通訊局於行會作出決定後，已於2016年9月提醒港視盡快向通訊局提交相關資料。港視於2016年11月作出回應，向通訊局提交部分補充資料。通訊局在審視有關資料後，於2016年12月要求港視盡快提供其餘所需資料供通訊局審核。截至2017年3月底，通訊局仍在等待港視提供相關資料。

因應永升亞洲的要求，通訊局自2017年4月起暫緩處理其申請。永升亞洲於2017年9月獲通訊局批准成為有線寬頻通訊有限公司的主要股東，並在其後撤回其免費電視牌照申請。

至於鳳凰香港的免費電視牌照申請，通訊局於2017年8月收到鳳凰香港通知，基於商業考慮，鳳凰香港決定撤回其申請。

本地收費電視節目服務牌照續期的申請

我們協助通訊局就有線電視的收費電視牌照續期事宜擬備建議，以及於2016年4月向行會提交該等建議。經全面評核有線電視過往的表現並考慮公眾的意見後，通訊局建議有線電視的收費電視牌照續期12年，由2017年6月1日至2029年5月31日。行會於2016年12月13日決定批准有線電視的牌照續期。

非本地及其他須領牌電視節目服務牌照續期的申請

在報告期內，我們亦協助通訊局處理了六宗非本地及其他須領牌電視節目服務牌照續期的申請，有關申請獲通訊局批准。它們包括：

- (a) Auspicious Colour Limited的非本地電視節目服務牌照續期申請；以及
- (b) 酒店置業有限公司、Cityability Limited、豐鴻投資有限公司³、康得思酒店（香港）有限公司及恩雨之聲有限公司的其他須領牌電視節目服務牌照續期的申請，為香港酒店房間提供電視節目服務。



³ 通訊局於2016年7月批准豐鴻投資有限公司（「豐鴻投資」）的其他須領牌電視節目服務牌照續期的申請。其後，豐鴻投資於2017年3月向通訊局申請批准終止其牌照。在獲通訊局批准後，豐鴻投資的牌照由2017年3月31日起終止。

In September 2016, the CE in C agreed with the CA's recommendations and decided to give HKTV more time to submit the information required under the BO, and invited the CA, on receipt of the required information from HKTV, to submit further recommendations to the CE in C on HKTV's application. Following the CE in C's decision, the CA reminded HKTV in September 2016 to submit the required information to the CA as soon as practicable. In response, HKTV submitted some supplementary information to the CA in November 2016. Having examined the relevant information, the CA requested HKTV in December 2016 to submit the remaining required information as soon as practicable for examination by the CA. As at the end of March 2017, the CA was awaiting the relevant information from HKTV.

Since April 2017, the application of Forever Top has been put on hold at the applicant's request. Upon the CA's approval in September 2017, Forever Top became the major shareholder of i-CABLE Communications Limited. Forever Top withdrew its free TV licence application thereafter.

As for the free TV licence application of Phoenix HK, the applicant informed the CA in August 2017 that it had decided to withdraw the application due to commercial considerations.

Applications for Renewal of a Domestic Pay Television Programme Service Licence

We assisted the CA in preparing and submitting to the CE in C its recommendations on the renewal of the pay TV licence of HKCTV in April 2016. Having conducted a comprehensive review of HKCTV's past performance, and taking into account the views of the public, the CA recommended that the pay TV licence of HKCTV should be renewed for a term of 12 years from 1 June 2017 to 31 May 2029. The CE in C decided on 13 December 2016 to renew the licence of HKCTV.

Applications for Renewal of Non-domestic and Other Licensable Television Programme Service Licence

During the period, we also assisted the CA in processing six applications for renewal of non-domestic and other licensable television programme service licences, which were approved by the CA. They are —

- (a) application for the renewal of non-domestic television programme service licence from Auspicious Colour Limited; and
- (b) applications for the renewal of other licensable television programme service licences from Hotel Holdings Limited, Cityability Limited, Fame Capital Investment Limited³, Cordis Hong Kong Limited and Showers of Blessing Evangelistic Ministry (Hong Kong) Limited, for the provision of television programme services in hotel rooms in Hong Kong.

³ The application of Fame Capital Investment Limited ("Fame Capital") for renewal of its other licensable television programme service licence was approved by the CA in July 2016. Subsequently, Fame Capital applied to the CA for approval for termination of its licence in March 2017. Following the CA's approval, Fame Capital's licence was terminated with effect from 31 March 2017.

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

1.9至2.2吉赫頻帶內118.4兆赫頻譜的先前指配期已於2016年10月21日屆滿。根據通訊局經兩輪公眾諮詢後制定的重新指配安排，在須重新指配的118.4兆赫的頻譜中，29.6兆赫的頻譜須於2016年10月22日易手。為協助流動網絡營辦商順利移交頻譜和減低對用戶的影響（如有的話），通訊辦於2015年3月成立所有相關流動網絡營辦商均參與的技術工作小組，以協調有關重新指配頻譜的技術事宜和安排。通過技術工作小組的努力及所有相關營辦商的合作，是次因重新指配頻譜而引致的頻譜移交已於2016年10月22日零時零分順利及無縫地完成，令公眾人士繼續享用暢通無阻的流動服務。

重新指配在900兆赫及1800兆赫頻帶內的頻譜

在900兆赫及1800兆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1800兆赫頻帶內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。計及在該兩個頻帶內現時未被指配的1.4兆赫頻譜，合共有200兆赫的頻譜須要指配或重新指配。

通訊局聯同商務及經濟發展局局長於2016年2月至5月進行了第一輪公眾諮詢，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看法和意見。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。為期三個半月的諮詢結束後，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。

經詳細考慮第一輪公眾諮詢所收到的看法和意見，以及外聘顧問就各個重新指配頻譜方案對服務質素可能造成的影響進行技術研究的結果，通訊局認為有充分理據採納行政指配兼市場主導的混合模式，並就此作進一步諮詢。該模式建議賦予四家現有頻譜受配者優先權，以獲重新指配1800兆赫頻帶內80兆赫的頻譜（或所有須考慮的頻譜的40%），即每家20兆赫頻譜，從而確保在港鐵範圍內的4G服務及全港的2G服務得以延續；並建議把餘下在900兆赫及1800兆赫頻帶內合共120兆赫的頻譜（或所有須考慮的頻譜的60%）以拍賣方式重新指配。通訊局聯同商務及經濟發展局局長於2017年2月14日展開第二輪公眾諮詢。為期三個半月的諮詢於2017年5月24日結束，通訊辦共收到22份意見書。通訊辦會繼續支援通訊局詳細檢視在第二輪諮詢所收集到的意見書，以期採用一個最能達至重新指配頻譜四個目標的安排，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。

通訊局和商務及經濟發展局局長計劃約在2017年年底公布就重新指配900兆赫及1800兆赫頻帶內200兆赫頻譜及相關頻譜使用費的安排所作的決定，讓業界有約三年時間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，公布決定把綜合傳送者牌照下每100個顧客接駁點的接駁費用由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）下每100個移動電台須繳付的移動電台費用由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

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

The previous term of assignment of 118.4 MHz of spectrum in the 1.9 – 2.2 GHz band expired on 21 October 2016. According to the re-assignment arrangement arrived at by the CA after two rounds of public consultation, 29.6 MHz out of the 118.4 MHz of spectrum re-assigned was to change hands with effect from 22 October 2016. In order to facilitate a smooth spectrum handover among the mobile network operators and to minimise service impact, if any, on users, OFCA set up a Technical Working Group in March 2015 with the participation of all relevant mobile network operators for the purpose of coordinating the technical issues and arrangements in relation to the spectrum re-assignment. Through the efforts of the Technical Working Group and the collaboration of all relevant operators, the spectrum handover arising from the spectrum re-assignment was successfully and seamlessly completed at 00 hours on 22 October 2016, and members of the public continue to enjoy smooth and uninterrupted mobile services.

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

Frequency spectrum in the 900 MHz and 1800 MHz bands is being 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. Together with 1.4 MHz of currently unassigned spectrum in the two frequency bands, a total of 200 MHz of spectrum is under consideration for assignment / re-assignment.

The CA and the SCED jointly conducted the first round of public consultation from February to May 2016 to solicit views and comments of the industry and other affected parties on the proposed arrangements for spectrum re-assignment and the related spectrum utilisation fee (“SUF”). Three options were proposed for spectrum re-assignment, namely (a) a full-fledged administratively-assigned approach; (b) a full-fledged market-based approach; and (c) a hybrid

administratively-assigned cum market-based approach. Upon the close of the three-and-a-half-month consultation, 325 submissions were received from the industry, business organisations and members of the public. There was support from different industry players for each of the three proposed re-assignment options.

Having carefully considered the views and comments received in the first round of public consultation and the findings of a technical study undertaken by an external consultant on the possible service impact arising from different spectrum re-assignment options, the CA considered that there were justifications for adopting the hybrid administratively-assigned cum market-based approach for further consultation. Under this approach, 80 MHz of the spectrum in the 1800 MHz band (or 40% of all spectrum under consideration) was proposed to be re-assigned to the four incumbent spectrum assignees through the offer of a right of first refusal to each of them for the acquisition of 20 MHz of spectrum, so as to safeguard the provision of 4G services in the Mass Transit Railway premises and the provision of territory-wide 2G services. The remaining 120 MHz of spectrum (or 60% of all spectrum under consideration) in the 900 MHz and 1800 MHz bands was proposed to be re-assigned by way of auction. The CA and the SCED jointly launched the second round of public consultation on 14 February 2017. Upon the close of the three-and-a-half-month consultation on 24 May 2017, 22 submissions were received. OFCA will continue to support the CA in reviewing the submissions received in the second consultation in detail, with a view to adopting an arrangement 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 and promotion of innovative services.

The CA and the SCED plan to promulgate their decisions on the arrangements for the re-assignment of the 200 MHz of spectrum in the 900 MHz and 1800 MHz bands and the related SUF by around the end of 2017. This will allow a lead time of about three years for the industry to prepare for any change in spectrum assignments.

和HKT」)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。原訟法庭及上訴法庭分別於2015年8月及2016年5月作出裁決，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。香港電話和HKT其後向終審法院提出上訴，有關程序仍在進行中。

實施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，以及八位電訊號碼計劃內的號碼數量有限，如不採取紓緩措施，可供編配作流動服務之用的八位號碼預計最早可能在2018年耗盡。有見及此，通訊辦協助通訊局進行諮詢，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。經審慎考慮業界及有興趣人士的看法和意見後，通訊辦協助通訊局制定將採用的措施和分三個階段實施該等安排的安排，並於2016年6月24日公布通訊局的決定。為確保順利及適時實施該等措施，通訊辦一直與業界緊密合作，並與相關營辦商跟進其網絡及系統所需作出的改動。在有關各方的合作和努力下，該等措施的第一及第二階段已分別於2017年1月1日及2017年7月1日順利推行，措施的第三階段亦將於2021年7月1日展開。當分三個階段推行的五項措施全部實施後，將合共提供額外1 572萬個號碼以編配作流動服務之用。現行八位號碼計劃的使用期預計可延長至2029年或更後。



檢討根據全面服務責任提供的公眾收費電話機數目

截至2016年12月31日，全面服務責任所涵蓋的公眾收費電話機約有3 100個。固定和流動服務供應商須按《電訊條例》第35B條設立的全面服務補貼制度，分擔在全面服務責任下提供公眾收費電話機所需的費用。在2014年，電訊業界所提供的公眾收費電話機補貼額為港幣2,160萬元。

香港的流動電話普及率高，市民幾乎完全依賴流動電話打出電話或發送即時訊息，公眾收費電話機近年的需求因而持續減少，在全面服務責任下的公眾收費電話機幾乎完全無利可圖。根據2014年和2015年的數據，約56%的公眾收費電話機每日平均收入不多於港幣一元。

基於上述背景，通訊辦自2016年下半年開始，與電訊業界商討作出檢討，以期把合資格獲得全面服務補貼的公眾收費電話機數目減少至合理水平，從而減低業界把須承擔的全面服務補貼費用透過調整服務收費轉嫁給固定和流動服務用戶的壓力。在敲定檢討的原則及其他細節後，通訊局於2017年6月29日公布決定展開檢討。通訊辦會分批接觸相關持份者，就每日平均收入不多於港幣一元的公眾收費電話機從全面服務責任中剔除的做法，徵詢他們的意見。整項檢討預計於2019年年底完成。

廣播類流動電視服務的規管

2014年1月，獲授權提供廣播類流動電視服務（「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，擬將原本採用的中國移動多媒體廣播（「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

Reduction of Telecommunications Licence Fees

In November 2012, the CA and the SCED issued a joint statement to promulgate their decisions 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 of First Instance and the Court of Appeal ruled in favour of the CA and the SCED, and dismissed the JR application in August 2015 and May 2016 respectively. PCCW and HKT subsequently appealed to the Court of Final and the process is ongoing.

Implementation of Measures for More Efficient Use of the 8-digit Numbering Plan

Since 1995, Hong Kong has adopted an 8-digit telecommunications numbering plan. In light of the persistently high demand for mobile service numbers and the finite amount of numbers in the 8-digit telecommunications numbering plan, it was forecast that the 8-digit numbers available for allocation to mobile services would be used up by as early as 2018 if no mitigation measures were taken. Against this background, OFCA assisted the CA in conducting a consultation 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. Having carefully considered views and comments from the industry and interested parties, OFCA supported the CA in finalising the measures to be adopted and the arrangements to implement the respective

measures in three phases, with promulgation of the CA’s decision on 24 June 2016. To ensure the smooth and timely implementation of the measures, OFCA has been closely working with the industry and following up with the operators concerned in respect of the implementation of the necessary changes to their networks and systems. With the collaboration and efforts of all parties involved, Phases 1 and 2 of the measures were successfully implemented on 1 January 2017 and 1 July 2017 respectively. Phase 3 of the measures will be launched on 1 July 2021. Following full implementation of the five measures in three phases, a total of 15.72 million additional numbers will become available for allocation to mobile services. They are expected to be able to cope with the demand growth up to at least 2029.

Review of the Number of Public Payphones under the Universal Service Obligation (“USO”)

There were around 3 100 public payphones covered by the USO as at 31 December 2016. Public payphones under the USO are funded by fixed and mobile service providers under the universal service contribution (“USC”) scheme set up pursuant to section 35B of the TO. The telecommunications industry contributed HK\$21.6 million for the cost of providing public payphones in 2014.

With the high level of mobile phone penetration in Hong Kong, the general public relies almost entirely on mobile phones for making calls or sending instant messages, and the demand for public payphones has waned over recent years with almost all of them unprofitable under the USO. Based on the data of 2014 and 2015, about 56% of the public payphones had an average revenue of not more than HK\$1 per day.

Against the above background, OFCA had been in consultation with the telecommunications industry since the second half of 2016 on conducting a review, with a view to reducing the number of public payphones eligible for USC to a reasonable level, thereby reducing the level of USC borne by the industry and accordingly the pressure for operators to pass on the USC to subscribers of fixed and mobile services



條例》規管。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。原訟法庭於2015年9月29日裁定通訊辦勝訴（「法庭判決」），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的替代建議，即使用數字視頻廣播—地面2制式（「DVB-T2」）提供流動電視服務（「申請」）。經與通訊辦多輪書信往來及討論後，港視於2017年6月提交最終的技術建議書，列述詳細的技術安排，以確保香港流動電視網絡所提供的流動電視服務會恪守法庭判決及《廣播條例》和《電訊條例》的相關法定要求。

經仔細審視該技術建議書後，通訊局批准有關申請，並於2017年7月13日向香港流動電視網絡發出經修訂的流動電視牌照，授權香港流動電視網絡可把獲指配的8兆赫頻譜所使用的傳送制式更改為DVB-T2制式之下的T2 Lite版本，並按照其經修訂的流動電視牌照所訂明的新訂／經修訂條件及技術參數提供服務。

通訊局及通訊辦將繼續協助香港流動電視網絡提供恪守

法庭判決及《廣播條例》和《電訊條例》相關法定要求的流動電視服務。

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」，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，是消費者在使用本地服務或置身香港以外使用漫遊服務時，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月起公布一系列供業界採用的預防措施，包括容許用戶選擇取消個別服務、設立收費上限、為各類根據用量收費的流動服務設立用量上限，以及向用量達到預定水平或啟動漫遊數據服務的用戶發出提示短訊。

through adjustments to service charges. On 29 June 2017, after finalising the guiding principles and other details, the CA announced its decision to embark on the payphone review. OFCA will approach relevant stakeholders by groups to solicit their views on the exclusion of public payphones with an average revenue of not more than HK\$1 per day from the USO. It is expected that the entire review will be completed by end 2019.

Regulation of Broadcast-type Mobile TV Services

In January 2014, Hong Kong Mobile Television Network Limited (“HKMTV”), the licensee holding the UCL (“Mobile TV Licence”) which authorised it to provide broadcast type mobile TV services (“Mobile TV Services”), indicated to OFCA its proposal to switch from the original China Mobile Multimedia Broadcasting (“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 would 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. HKTV and HKMTV applied to the court for leave to apply for a JR of OFCA’s position. The Court of First Instance handed down its judgment (“Court Judgement”) 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 alternative proposal of using the Digital Video Broadcasting – Terrestrial 2 (“DVB-T2”) transmission standard for the provision of its Mobile TV Services (“Application”). After rounds of correspondence and discussion with OFCA, HKTV submitted a finalized technical proposal in June 2017, setting out the detailed technical arrangements to ensure that the Mobile TV Services provided by HKMTV would be in strict compliance with the Court Judgment and the relevant statutory requirements under the BO and the TO.

Having carefully reviewed the technical proposal, the CA approved the Application and issued on 13 July 2017 to HKMTV an amended Mobile TV Licence, authorising HKMTV to change its transmission standard to the T2 Lite profile under DVB-T2 standard using the 8 MHz of spectrum assigned and in accordance with the new/amended conditions and technical parameters stipulated in the amended Mobile TV Licence.

The CA and OFCA will continue to facilitate HKMTV to provide its Mobile TV Services in strict compliance with the Court Judgment and the relevant statutory requirements under the BO and the TO.

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 outside Hong Kong.

To address this problem, OFCA has promulgated a series of preventive measures for the industry since May 2010. These measures include allowing customers to opt out of individual services; setting a charge ceiling; setting a usage cap for all kinds of usage-based mobile services; and alerting customers through short messages when their pre-determined usage threshold is reached, or when their roaming data usage is triggered.

為增加相關服務資訊的透明度，通訊辦已在網站公布個別營辦商所採取的措施，並定期更新資料。除推行這些措施外，通訊辦亦舉辦一系列消費者教育活動，以加深消費者對流動數據服務的認識和了解。通訊辦亦在網站提供數據用量計算機，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2015年的289宗減至2016年的156宗，按年下降46%。

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》，規管服務供應商實施其公平使用政策的情況。這份強制指引自2012年2月起已經生效。

2016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，包括下載和上傳速度、網絡時延、封包遺失和抖動。除桌面和手提電腦用戶外，採用iOS和Android作業系統的智能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，以進一步加強系統的測試能力和表現。現時，測試系統可讓桌面電腦用戶及iOS和Android系統流動裝置用戶分別進行高達每秒1 000 兆比特及450兆比特的速度測試。

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）獎」優異證書。自推出服務至2017年3月為止，系統已進行超過7 200萬次測試。

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，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》。經修訂的《業界守則》由2015年5月1日起生效。

To increase the transparency of the relevant service information, OFCA has published measures implemented by individual operators on its website and provided regular updates. On top of these measures, OFCA has organised a series of consumer education programmes to enhance consumers' awareness and knowledge of mobile data services. OFCA has also posted a data usage calculator on its website, 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 289 cases in 2015 to 156 cases in 2016, representing a year-on-year decrease of 46%.

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 the way service providers should implement their FUP. The mandatory guidelines have been in effect since February 2012.

In 2016, 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 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 450 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 2017, more than 72 million tests were performed under the system.

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2016年的425宗，在五年內下降67%。

公布家居寬頻服務供應商終止服務安排詳情

為增加服務資訊的透明度及令消費者有更充分的認識，通訊辦自2016年11月起在其網站刊載主要家居寬頻服務供應商就消費者提出終止服務申請所採取的安排。刊載的資料包括終止服務預先通知期的要求、接受終止服務的申請途徑及方式、認收及確認終止服務申請的安排，以及交還顧客設備的途徑。所刊載的資料可以讓消費者更加了解不同的服務供應商現時的終止服務安排，有助減少有關終止服務事宜的爭議。此外，通過比較不同服務供應商現時終止服務的安排，亦能協助消費者在選擇服務計劃時，因應自己的需要作出明智的決定，從而鼓勵營辦商不斷改善服務。通訊辦會定期及在服務供應商推行新措施時更新所刊載的資料，並會繼續鼓勵服務供應商檢討其終止服務安排，以作進一步的改善。

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。

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，並留意到相關投訴數字持續下跌及維持於低水平。在2016 / 17年度，我們只接獲一宗投訴，反映內容服務供應商一般遵從屬自願性質的守則，客戶亦對流動內容服務感到滿意。

鑑於過往的經驗、市場的最新情況，以及流動內容服務的投訴數字在近年持續處於低水平，香港通訊業聯會經與業界和通訊辦商討後，由2017年4月1日起簡化了守則內的自行規管安排，讓流動網絡營辦商擔當更重要的角色，以確保內容服務供應商繼續遵守守則所載的規定。在實施簡化安排後，香港通訊業聯會為處理與守則相關的事宜而成立的行政機構由2017年4月1日起停止運作。

儘管經修訂的守則採用簡化安排，所有關於保障消費者權益，以及要求內容服務供應商提供具透明度的流動內容服務價格資料的措施，在經修訂的守則內仍會維持不變。



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 in drawing up telecommunications service contracts with a view to improving transparency in the contracting process and increasing customer satisfaction, the Communications Association of Hong Kong (“CAHK”), an industry association, 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 to further enhance the Industry Code. CAHK revised the Industry Code in October 2014 following discussions with participating operators. 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 425 cases in 2016, representing a drop of 67% in five years.

Publications of the Service Termination Arrangements of Residential Broadband Service Providers

To enhance service information transparency and to better inform consumers, OFCA has since November 2016 published on its website details of the arrangements adopted by major residential broadband service providers to handle service termination requests from consumers. Information published covers the advance notice requirement, channels for accepting service termination requests and their relevant formats, arrangements to acknowledge and to confirm receipt of service termination requests, and channels for the return of customer equipment to service providers. The information will enable consumers to better understand existing practices

of different service providers, which should help reduce disputes over service termination matters. The information would also go some way towards facilitating consumers in making informed decisions on service plans that best suit their needs, by comparing the existing termination arrangements of different service providers, thereby encouraging operators to introduce improvements on an on-going basis. OFCA will update the published information periodically and as and when changes are introduced by service providers. OFCA will continue to encourage the service providers to review the service termination arrangements with a view to making further improvements.

Code for the Provision of Chargeable Mobile Content Services

To safeguard consumer interests and to 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 to obtain their clear consent before initiating the delivery and provision of MCS. They are also required to set out clearly the unsubscribing mechanism, which should be simple and convenient.

Since the adoption of the code in January 2010, OFCA has been closely monitoring its effectiveness, and noted a continued decrease in the number of related complaints, which has remained at a low level. In 2016/17, only one complaint case was received, reflecting the general compliance of CSPs with the voluntary code and satisfaction of customers with the MCS.

In light of past experiences and latest market situation, as well as the persistently low level of complaints about MCS in recent years, CAHK, in consultation with the industry and OFCA, streamlined the self-regulatory arrangements under the code from 1 April 2017 such that mobile network

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2017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

屬自願性質的「解決顧客投訴計劃」已由2015年5月1日起長期實施。該計劃以調解方式協助電訊服務供應商與其住宅／個人顧客解決雙方已陷入僵局的計帳爭議。調解服務由香港通訊業聯會成立的一個獨立調解服務中心（「調解服務中心」）提供，香港所有主要的電訊服務供應商均已自願參與。通訊辦對該計劃的支持包括贊助所需經費、按有關受理準則審核申請，以及監察計劃的表現和管治工作。

在2016／17年度，該計劃共接獲71宗合資格申請，當中41宗轉介予調解服務中心跟進前已獲得解決，26宗經調解服務中心調解後亦獲得圓滿解決，只有一宗個案未能解決。餘下的三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，包括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

在通訊辦的綜合聯絡服務協助下，新的區域海底電纜系統 Asia Pacific Gateway由2016年10月起在香港投入服務。另外，三個區域及洲際系統（即Asia Africa Europe-1，Pacific Light Cable Network及Hong Kong-Guam Cable System）及兩個本地系統（即Tseung Kwan O Express及Ultra Express Link）正在興建和籌劃階段，並預計於2017年年中至2020年投入服務。通訊辦將繼續向營辦商提供綜合聯絡服務，協助他們申請在香港興建新海底電纜系統所需的法定許可。

- ◀ 我們透過社交網絡宣傳活動讓更多人認識「解決顧客投訴計劃」。
CCSS has been promoted on social network to raise public awareness of the scheme.

operators would take up a more prominent role to ensure continual compliance with the requirements set out in the code by CSPs. Following the implementation of the streamlined arrangements, the Administrative Agency set up under CAHK to handle matters related to the code ceased operation starting from 1 April 2017.

Despite the adoption of the streamlined arrangements under the revised code, all the measures in respect of safeguarding consumer interests and provision of transparent pricing information related to MCS by CSPs remain the same in the revised code.

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 2017, seven local fixed network operators 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.

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 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

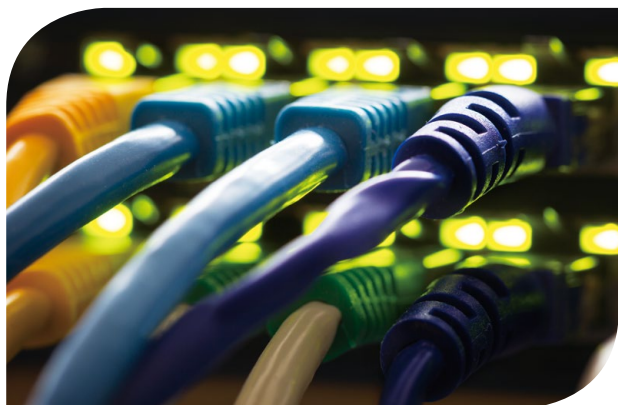
The voluntary Customer Complaint Settlement Scheme ("CCSS") has been implemented on a long term basis since 1 May 2015. The CCSS helps resolve billing disputes in deadlock between telecommunications service providers and their residential / personal customers by means of mediation. The mediation service is provided by an independent mediation service centre ("CCSS Centre") set up under CAHK with voluntary participation of all major telecommunications service providers in Hong Kong. OFCA supports the CCSS by contributing the necessary funding, vetting the CCSS applications against the acceptance criteria, and monitoring the performance and the governance of the scheme.

There were 71 eligible applications in 2016/17, 41 of which were resolved before referral to the CCSS Centre, 26 were satisfactorily settled through mediation by the CCSS Centre, and only one case was not settled. The remaining three cases were being processed by the CCSS Centre.

To raise public awareness of the CCSS, a series of publicity activities were conducted, including publication of comic strips and advertorials, as well as 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

With the support of OFCA's single-point-of-contact service, a new regional submarine cable system, namely, the Asia Pacific Gateway, has been brought into service in Hong



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，已成為香港市民日常生活的一部分。隨着固定網絡營辦商持續鋪設網絡，市民得以享用近乎覆蓋全港並採用各種技術提供的寬頻服務。截至2017年3月，香港約有263萬個住宅及商業固網寬頻用戶，住戶滲透率為93%。目前寬頻服務的速度可高達每秒10吉比特。大約82%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改善在鄉郊及偏遠地區所提供固網寬頻服務，通訊局已修訂世紀互聯集團有限公司的綜合傳送者牌照內有關網絡鋪設的規定，以便該公司可使用2.3吉赫頻帶內的無線電頻譜向至少4 000間村屋提供無線固網寬頻服務。另外，通訊局於2017年1月向鄉村電話有限公司批出新的綜合傳送者牌照。該公司的主要業務是在香港鄉郊及偏遠地區興建和營運光纖寬頻基礎設施。各固定網絡營辦商持續在鄉郊及偏遠地區建立網絡基礎設施，預計可逐步提升這些地區的固網寬頻服務選擇及質素。

根據歐洲光纖到戶議會於2017年2月發出的新聞公報，香港住戶連接光纖到戶／光纖到樓的滲透率在全球61個經濟體系中排名第五。根據互聯網內容傳輸商 Akamai 於2017年5月發布的《2017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129.5兆比特，屬全球速度最快的第四位。

Kong since October 2016. In addition, three regional and transcontinental systems (namely, the Asia Africa Europe-1, Pacific Light Cable Network and Hong Kong-Guam Cable System), as well as two domestic systems, (namely, Tseung Kwan O Express and Ultra Express Link) are being constructed and planned for putting into service between mid-2017 and 2020. OFCA will continue to provide the single-point-of-contact service to assist operators in applying for the necessary statutory approvals to construct new submarine cable systems in Hong Kong.

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 deploying various technologies. As at March 2017, there were around 2.63 million residential and commercial fixed-broadband subscribers, with a household penetration rate of 93%. Broadband services are now available at speeds of up to 10 Gbps. Around 82% 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 rural and remote areas through increased competition in the market, the CA amended the network rollout requirement under the UCL of the 21 ViaNet Group Limited for the provision of wireless fixed broadband service using radio spectrum in the 2.3 GHz band to at least 4 000 village houses. In addition, the CA granted a new UCL in January 2017 to Village Telephone Limited which focused on the construction and operation of fibre-based broadband infrastructures in rural and remote areas of Hong Kong. It is expected that the choice and quality of fixed broadband services in rural and remote areas will improve progressively through continuous rollout of the network infrastructure to those areas by various fixed network operators.

According to a press release issued by the FTTH Council Europe in February 2017, Hong Kong ranked the fifth worldwide in fibre to home/building household penetration among the 61 economies under comparison. According to the "State of the Internet 1st Quarter, 2017 Report" published by Internet content delivery provider Akamai in May 2017, Hong Kong has an average peak connection speed of 129.5 Mbps, which is the fourth highest in the world.

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2016/17年度，本地認證機構簽發了429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。

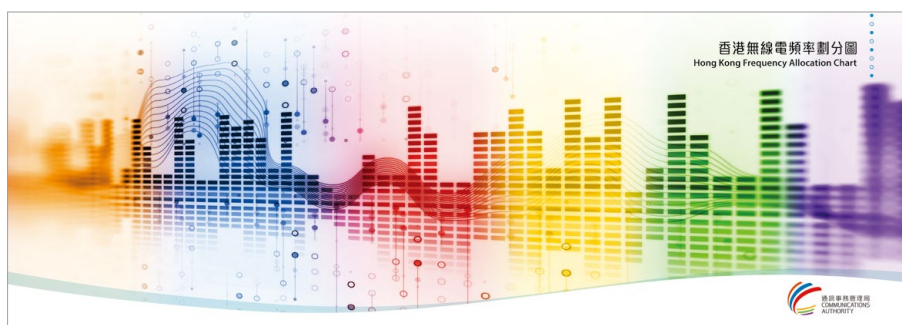
我們一直監察電訊技術標準化的國際發展趨勢，並更新本地技術標準，以滿足業界和公眾的需要。在2016/17年度，我們共發出六份有關技術標準化事宜的文件諮詢業界。經參考業界意見後，通訊局批准和發出了四項新訂和一項經修訂的技術標準。

大廈內同軸電纜分配系統頻道的頻率指配

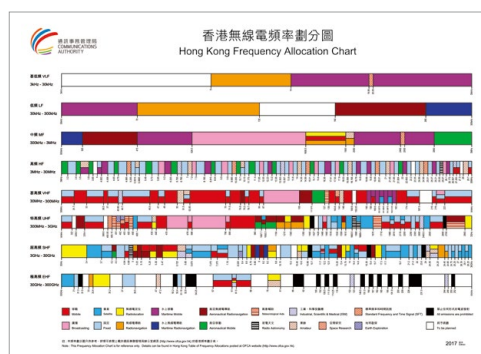
在2016/17年度，通訊辦協助通訊局處理有線電視提出使用大廈內同軸電纜分配系統頻道傳送本身的本地收費電視服務及奇妙電視的本地免費電視服務的申請。

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應用的需求，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，利便引進該等應用。在2016/17年度，通訊局就把57至66吉赫頻帶用於短程無線電通訊和把77至81吉赫頻帶用於短程汽車雷達進行公眾諮詢。諮詢結束後，通訊局於2017年1月發出兩個涵蓋該等設備售賣、管有和使用的類別牌照。



◀ 無線電頻譜是珍貴的公共資源。
Radio spectrum is a scarce public resource.



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 2016/17, the LCBs issued 429 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 2016/17, a total of six papers were issued

to consult the industry on matters related to standardisation. Taking into account views of the industry, four new and one revised technical standards were approved and issued by the CA.

Frequency Assignment of In-building Co-axial Cable Distribution System Channels (“IBCCDS channels”)

In 2016/17, OFCA assisted the CA in processing applications for the use of IBCCDS channels submitted by HKCTV for conveyance of its domestic pay TV services and the domestic free TV services provided by Fantastic TV.

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 new frequency bands timely to facilitate the introduction of these applications. In 2016/17, the CA conducted public consultations on the use of the 57-66 GHz and 77-81 GHz bands for short-range radiocommunications and short-range automotive radar applications respectively. Following consultation, the CA issued two class licences in January 2017 covering the sale, possession and use of such equipment.

規劃頻譜以引進5G流動服務

無線電頻譜是稀有的公眾資源，對提供公共流動服務來說必不可缺。為應付業界對用作提供公共流動服務的頻譜的需求，並讓香港能夠作好準備，以適時推出5G服務，香港有需要於2020年及之後提供更多頻譜作公共流動服務之用。

在2016/17年度，通訊辦協助通訊局於2017年3月公布工作計劃，當中闡明會在26吉赫頻帶（24.25至27.5吉赫）、28吉赫頻帶（27.5至28.35吉赫）及3.4至3.6吉赫頻帶提供更多頻譜等事項。

由於部分26吉赫頻帶在香港用於固定鏈路，通訊辦正研究把現時於26吉赫頻帶的頻率指配遷移到其他頻帶。28吉赫頻帶除編配作固定衛星上傳鏈路之用外，並未作其他用途，可在適當時間推出作公共流動服務之用。

3.4至3.6吉赫頻帶現時編配和用於固定衛星下行鏈路。這段頻帶現時獲全球多個經濟體系考慮編配作流動服務用途。鑑於3.4至3.6吉赫頻帶用作提供公共流動服務帶來的潛在影響，通訊辦協助通訊局在2017年7月就使用3.4至3.6吉赫頻帶提供公共流動服務的安排展開公眾諮詢。此外，通訊辦亦會委聘顧問研究緩解無線電干擾的可行措施，令衛星服務與流動服務可在3.4至4.2吉赫頻帶內並存。

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信聯盟（「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。



Spectrum Planning for the Introduction of 5G Mobile Services

Radio spectrum, a scarce public resource, is essential for the provision of public mobile services. In order to cope with the industry's spectrum demand for the provision of public mobile services, and to better prepare Hong Kong for the timely launch of 5G services, there is a need for Hong Kong to make available additional spectrum for public mobile services towards 2020 and beyond.

In 2016/17, OFCA assisted the CA in issuing a work plan in March 2017 on, among others, making available additional spectrum in the 26 GHz band (24.25-27.5 GHz), 28 GHz band (27.5-28.35 GHz) and the 3.4-3.6 GHz band.

As part of the 26 GHz band has been used for fixed links in Hong Kong, OFCA has been working on relocation of existing frequency assignments in the 26 GHz band to other frequency bands. The 28 GHz band is not utilised other than allocation for fixed satellite uplinks and can be timely released for public mobile services.

The 3.4-3.6 GHz band, which is currently allocated and used for fixed satellite downlinks, is being considered by

many economies in the world for allocation to mobile service. Having considered the potential impact brought by the use of the 3.4-3.6 GHz band for public mobile services, OFCA assisted the CA in launching a public consultation in July 2017 on using the 3.4-3.6 GHz band for public mobile services. In addition, OFCA will also commission a consultancy study on the feasible radio interference mitigating measures to enable the co-existence of satellite and mobile services within the 3.4-4.2 GHz band.

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 International Telecommunication Union ("ITU"). Following the launch of a new satellite APSTAR 9 in 2015, there are 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

處理和調查電訊與廣播業的競爭投訴及 電訊業的合併與收購個案

《競爭條例》為跨行業的競爭法例，旨在禁止各行業從事反競爭行為。根據《競爭條例》，通訊局與競爭事務委員會（「競委會」）獲賦予共享管轄權，就在電訊及廣播業營運的業務實體的行為，包括涉及電訊業傳送者牌照持有人的合併與收購活動，執行《競爭條例》。《競爭條例》於2015年12月14日全面實施後，《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。

根據通訊局與競委會簽訂的諒解備忘錄（「備忘錄」），對於屬於共享管轄權範圍內的事宜，通訊局一般會擔任主導機關。如某些事宜既涉及屬於共享管轄權的範圍，又涉及不屬於共享管轄權的範圍，通訊局與競委會將因應個別情況，討論和協定處理有關事宜的最佳做法。

在2016年4月1日至2017年3月31日期間，我們共接獲74宗根據《競爭條例》提出的投訴及／或查詢個案，當中72宗個案已經結案而毋須作進一步跟進，有兩宗個案則仍在處理中。年內，我們亦協助通訊局根據《競爭條例》的合併守則檢視一宗交易，而最終毋須就該交易作進一步跟進。

無綫電視對《廣播條例》中的上訴機制及通訊局就無綫電視涉嫌違反《廣播條例》競爭條文的投訴所作的裁決提出司法覆核。在原訟法庭於2016年1月就該司法覆核作出裁決後，通訊局於2016年2月向上訴法庭提出上訴。我們會繼續協助通訊局就上訴作出所需準備。

處理和調查有關電訊與廣播業不良營商 手法的投訴

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

除香港海關負責執法外，通訊局同時獲賦予共享管轄權，就《電訊條例》和《廣播條例》下的持牌人作出與根據相關條例提供電訊服務或廣播服務有直接關連的營業行為，按《商品說明條例》的公平營商條文執法。兩個執法機關已簽訂備忘錄，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2016年4月1日至2017年3月31日期間，通訊辦共處理457宗根據《商品說明條例》提出的投訴。在這些個案中，有373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16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。餘下的68宗個案則仍在不同階段的處理中。

《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2016年4月1日至2017年3月31日期間，通訊辦根據《電訊條例》第7M條的規定，協助通訊局處理了兩宗投訴個案，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2017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

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

The Competition Ordinance provides for a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors. Under the Competition Ordinance, the CA is conferred concurrent jurisdiction with the Competition Commission to enforce the Competition Ordinance 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 when the Competition Ordinance commenced full operation on 14 December 2015.

Pursuant to the memorandum of understanding (“MoU”) signed by the CA and the Competition Commission, the CA will ordinarily assume the role of the lead authority for matters falling within the concurrent jurisdiction. For matters involving issues that are partly within and partly outside the concurrent jurisdiction, the CA and the Competition Commission will discuss and agree on how best to process the matter on a case-by-case basis.

From 1 April 2016 to 31 March 2017, a total of 74 complaints and/or enquiries were received under the Competition Ordinance, with 72 cases closed without the need for further actions and two cases under processing. During the year, we also assisted the CA in reviewing one transaction under the merger rule of the Competition Ordinance, and no further action was considered necessary in respect of the transaction.

Following the ruling of the Court of First Instance on TVB’s judicial review against the appeal mechanism under the BO and the CA’s decision on a complaint relating to TVB’s alleged violation of the competition provisions under the BO in January 2016, the CA filed in February 2016 its Notice of Appeal to the Court of Appeal. We continued to assist the CA in conducting the necessary preparatory work for the appeal.

Handling of and Investigations into Complaints about Unfair Trade Practices in the Telecommunications and Broadcasting Sectors

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 Customs and Excise Department to enforce the fair trading sections of the TDO in relation to the commercial practices of licensees under the TO and the BO directly connected with the provision of telecommunications and broadcasting services. The two enforcement agencies have entered into an 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 2016 to 31 March 2017, OFCA handled a total of 457 complaints under the TDO. Of these cases, 373 were closed due to insufficient evidence to suspect/establish a contravention, or because they fell outside the scope of the TDO; 16 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; and the remaining 68 cases were under processing at various stages.

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 two complaint cases under section 7M of the TO from 1 April 2016 to 31 March 2017. No case of infringement was found.

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2016/17年度共接獲803宗懷疑違反《非應邀電子訊息條例》的舉報，較去年減少約53%。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

如我們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2016/17年度，我們共發出244封勸諭信和37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十萬元。在2016/17年度，一名商業傳真訊息發送人因沒有遵循通

訊辦就其發送違反《非應邀電子訊息條例》的商業電子訊息而向其送達的執行通知，被裁判法院裁定控罪成立。

消費者教育活動

我們繼續以「做個精明通訊服務用家」為主題，在2016年8月至2017年5月期間舉行一年一度的消費者教育活動。我們在全港各區舉辦了12場巡迴展覽，透過內容豐富的展板、有趣的遊戲和親子活動，推廣各項消費者訊息。在教育活動舉行期間，我們舉辦了多場有關善用流動數據服務和保護手機個人資料的講座，包括四場與業界團體合作舉辦的公眾講座、12場以不熟悉新科技和流動裝置的人士為對象的社區講座，以及八場專為中小學生而設的學校講座。此外，我們於中小學舉辦了31場話劇表演暨小型展覽會，以推廣消費者訊息。我們亦刊印了一系列宣傳漫畫，並在雜誌登載一系列宣傳專輯，以進一步推廣相關的教育訊息。

為更方便與市民溝通，我們於2016年11月推出名為「通訊達人·通訊辦」的新Facebook專頁。我們透過這個社交媒體渠道，定期公布最新的消費者訊息，以及年度消費者教育活動下各項計劃及節目的第一手資訊。此外，Facebook專頁桌面版設有教育平台「通訊學習園地」，為中小學生提供網上學習資源，例如有關各項消費者訊息的漫畫、短片及工作紙。



▲ 通訊辦每年透過舉辦「做個精明通訊服務用家」消費者教育活動，加深公眾對精明使用通訊服務的認識。 OFCA organises the “Smart Use of Communications Services” consumer education campaign yearly to enhance public awareness of using communications services smartly.

Enforcement of the Unsolicited Electronic Messages Ordinance (“UEMO”)

Do-not-call Registers

We have established three Do-Not-Call (“DNC”) Registers for facsimile messages, short messages and pre-recorded telephone messages under the UEMO. Commercial electronic messages (“CEMs”) must not be sent to registered numbers unless the senders have obtained consent from the registered users. By March 2017, 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 2016/17, a total of 803 reports in relation to suspected contraventions of UEMO were received, a reduction of about 53% from that of the previous year. 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 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 2016/17, a total of 244 advisory letters and 37 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 2016/17, a commercial facsimile sender was convicted by the Magistrates’ Court of contravention of the enforcement notice served on him for sending CEMs in contravention of the UEMO.

Consumer Education Programmes

The annual Consumer Education Campaign (“the Campaign”) continued to be held between August 2016 and May 2017 under the theme “Smart Use of Communications Services”. Twelve roving exhibitions were held in different districts across the territory to convey various consumer messages through informative display panels, interesting games and family activities. A number of talks about smart use of mobile data services and protection of data in mobile phones were held during the Campaign period, including four public seminars organised in collaboration with an industry body, 12 community talks targeting those who are not well-versed with new technologies and mobile devices, and eight school talks tailored for primary and secondary students. In addition, 31 drama performances cum mini exhibitions were staged in primary and secondary schools for promoting our consumer messages. A series of printed advertorials in the form of comic strips and a series of magazine advertorials were also published to maximise the exposure of our educational messages.

To further facilitate our communication with the public, a new Facebook Fan page named “Communication Master • OFCA” was launched in November 2016. Updated consumer messages and first-hand information about the programmes and activities of our annual consumer education campaign were publicised regularly through this social media channel. In addition, an educational platform “Learning Corner”, which provides online learning resources like comic strips, videos and worksheets on various consumer messages which target primary and secondary students, is available on the desktop version of the Fan Page.



◀ 透過發放不同消費者資訊，「通訊達人 • 通訊辦」Facebook專頁自推出以來已吸引超過一萬名市民讚好支持。

Through sharing diversified consumer tips, the “Communications Master • OFCA” Facebook fan page has already drawn over ten thousands “Likes” since its launch.

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2016/17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、國際通信協會及非應邀通訊執法網絡。年內較大型的活動包括國際電聯世界電信展、國際電聯世界電訊標準化全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2016年10月參加國際通信協會舉辦的2016年國際規管機構論壇及年會。
OFCA attended the International Regulators Forum and Annual Conference 2016 of the International Institute of Communications in October 2016.

與內地及海外政府機構交流

在2016/17年度，我們接待了三個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。這些訪港代表團包括南韓韓國通訊委員會、澳門電信管理局，以及由內地工業和信息化部、廣東省無線電管理辦公室及深圳市無線電管理局組成的聯合代表團。

年內，我們在上海與內地工業和信息化部舉行會議，並前往新加坡與當時的新加坡資訊通信發展管理局舉行年度雙邊會議。

與傳媒及社區保持聯繫

我們主動向公眾及傳媒介紹通訊辦的工作。在2016/17年度，我們發出了31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2016/17年度，我們為五所小學、一所中學及一所大學的學生舉辦了七場有關香港廣播服務的講座；以及為「社區參與廣播服務」的參加者舉辦了四場講座。我們向中小學生講解香港不同類別的電視節目服務，以及觀眾如何選看電視節目；向大學學生講解電視及聲音廣播服務的規管事宜；並向「社區參與廣播服務」的參加者講解電台服務的節目標準。

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2016年10月在尖沙咀舉行。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。

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 2016/17, we attended a total of 21 conferences/meetings held by regional and international organisations, including the ITU, Asia-Pacific Economic Cooperation (“APEC”), APT, International Institute of Communications (“IIC”) and Unsolicited Communications Enforcement Network. The more significant events of the year were the ITU Telecom World, the ITU World Telecommunication Standardization Assembly 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 Mainland China and Overseas Authorities

In 2016/17, we received three delegations from the Mainland and overseas, and exchanged views and experiences with them on various issues relating to communications services. The delegations were from the Korea Communications Commission of South Korea, the Bureau of Telecommunications Regulations of Macao and a joint delegation from the Ministry of Industry and Information Technology, the Guangdong Provincial Radio Administration Office and the Shenzhen Radio Administration Bureau of Mainland China.

During the year, we attended a meeting in Shanghai with the Ministry of Industry and Information Technology of the Mainland, and an annual bilateral meeting in Singapore with the then Infocomm Development Authority of Singapore.

Media and Community Relations

We proactively keep the public and the media informed of our work. In 2016/17, we issued 31 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 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 2016/17, we gave seven talks concerning broadcasting services in Hong Kong to students of five primary schools, one secondary school and one university; 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



- ▲ 通訊辦經常與海外各地的同業交流有關規管事宜的意見及經驗。
OFCA keeps on exchanging views and experience on regulatory issues with overseas counterparts .



- ▲ 通訊辦持續參與「山嶺活動安全推廣日」，積極推廣宣傳郊野公園內的有效緊急通訊方法。
OFCA continues to participate in the "Mountaineering Safety Promotion Day" to promote effective use of emergency communication means in country parks.

通訊辦一直積極支持業界活動。我們在2016／17年度贊助兩項業界活動，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。

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、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2017年3月31日的委員名單見附錄B。

電視及電台廣播諮詢計劃

設立電視及電台廣播諮詢計劃的目的，是就通訊局進行有關電視及電台節目事宜的公眾諮詢收集意見。獲委任的組員來自全港18區。在2016／17年度，通訊辦與電視及電台廣播諮詢計劃的組員舉行專題小組討論會，以收集他們對免費電視服務的廣告數量及形式的意見。

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 of radio services.

Participation in Communications Activities

OFCA continued to participate in the annual “Mountaineering Safety Promotion Day” jointly organised by the Civil Aid Service and 17 other government departments and organisations in October 2016 in Tsim Sha Tsui. 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.

OFCA has always been keen to support the industry’s activities. In 2016/17, we sponsored two 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.

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, non-governmental organisations, as well as 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 2017 are at Appendix B.

Television and Radio Consultative Scheme

The role of the Television and Radio Consultative Scheme (“TRCS”) is to provide qualitative input on television and radio programming to the CA’s public consultation process. Members are appointed from the territory’s 18 districts. In 2016/17, OFCA held focus group discussions with members of the TRCS to collect their views on the quantity and forms of advertising in free TV services.

7 人力資源管理 Human Resource Management

幹勁十足、善於應變的團隊

為了在瞬息萬變、日新又新的通訊業環境下為通訊局提供專業支援，我們採取積極、具前瞻性和綜合的方式，進行人力資源管理及策略性人力規劃。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2017年3月31日，我們有448名員工，當中包括330名公務員和118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，以應付社會急速發展所帶來的各種挑戰，例如日新月異的技術，市民日益殷切的需求，以及各項措施對機構內部產生的推動力。

我們成立了培訓與發展委員會，監督通訊辦實施部門人員培訓及發展政策的情況，以全面掌握員工的培訓需要，並加強栽培具潛質人員的安排。

在2016/17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、團隊建立、工作表現管理、語言、溝通、投訴處理、誠信管理、職業安全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，以及委聘競爭經濟學的海外專家，為所負責的職務涉及《競爭條例》的員工舉辦研討會，從而確保該條例獲有效執行。接受培訓的員工有1 406人次，總培訓日數為1 229日。

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2016/17年度，通訊辦有4名員工獲頒發總監嘉許優良服務獎、6名獲頒發總監嘉許長期服務獎、23名獲得長期優良服務獎、6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，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。



- ▲ 通訊辦為員工透過舉辦各項員工活動，提醒員工工作息均衡的重要性，同時加強員工對部門的歸屬感。
OFCA organises a variety of staff activities to foster a greater sense of belonging and keep them in mind the importance of work-life balance.

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.

There were 448 staff as at 31 March 2017, comprising 330 civil servants and 118 staff 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 initiatives.

A Training and Development Committee has been established to oversee the implementation of OFCA's training and development policies for departmental officers in order to have a holistic view on the training needs of staff and to strengthen arrangements for grooming officers with strong potentials.

A variety of vocational and managerial courses and in-house training programmes were conducted in 2016/17, including courses on competition law, law enforcement, prosecution and investigation skills, information and communications technology, management and leadership, team building,



- ▲ 通訊辦的員工透過多元化的義工活動，致力肩負社會責任。
OFCA staff participated voluntary activities to shoulder social responsibilities.

performance management, languages, communications, complaint handling, integrity management, occupational safety 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 King's College London, to enhance their technical and professional skills. We also engaged overseas experts on competition economics to conduct seminars for staff whose work involved the Competition Ordinance to ensure its effective enforcement. The trainee count for the year was 1 406 and the training man-day count was 1 229.

OFCA was a Manpower Developer accredited by the "Employee Retraining Board" for its outstanding achievements in manpower training and development.

Awards and Commendations

In 2016/17, four OFCA staff members received the Director-General's Commendation for Meritorious Service, six received the Director-General's Commendation for Long and Valuable Service, 23 received the Long and Meritorious Service Award, and six received the Long and Meritorious Service Travel Award.

Recreational Activities and Volunteer Services

To help our staff members develop a healthy lifestyle and to 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 show our care for the community, we regularly participate in a number of volunteering 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

2016 / 17 年度財務狀況

1. 對通訊辦營運基金而言，2016 / 17 年度是充滿挑戰的一年。稅前盈利由2015 / 16 年度的7,660萬港元下跌至7,200萬港元。不過，由於固定資產平均淨值減少，固定資產平均淨值回報率由一年前的16.3%增加至22.3%。
2. 全年總收入為4.913億港元，較去年的5.011億港元為低，原因是外匯基金存款利息收入減少，而部分減少的收入因在一宗訴訟中收回往年的牌照費而抵銷。
3. 在支出方面，2016 / 17 年度總支出減少1.2%至4.193億港元，是因為我們在員工成本增加的情況下，不斷努力控制營運成本。
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 2016/17

1. 2016/17 was a challenging year for the OFCA Trading Fund. The profit before tax fell to HK\$72.0 million from HK\$76.6 million in 2015-16. However, with a decrease in average net fixed assets (ANFA), the rate of return on ANFA increased to 22.3% from 16.3% a year before.
2. The total revenue at HK\$491.3 million was lower than the amount of HK\$501.1 million last year due to decreased interest income from the placement with the Exchange Fund, partly offset by the recovery of previous years' licence fees in connection with a lawsuit.
3. On the expenditure side, the total expenditure dropped by 1.2% to HK\$419.3 million in 2016/17 as a result of our continued efforts to contain operating costs amidst increase in staff costs.
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.

2016 / 17 年度財務狀況

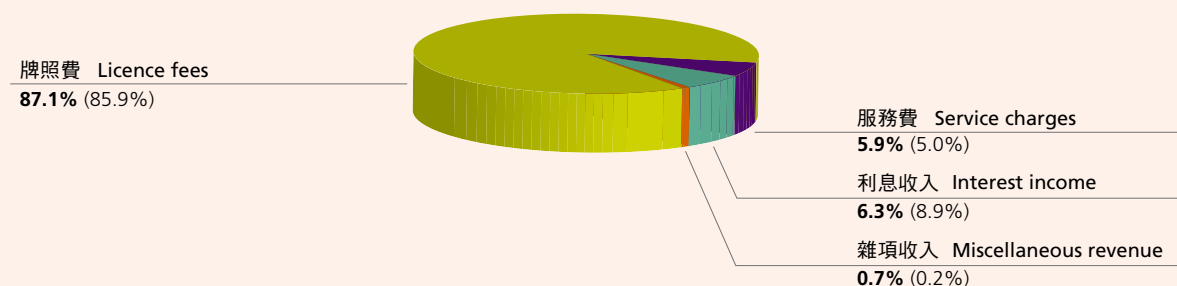
Financial Results 2016/17

財務概要：

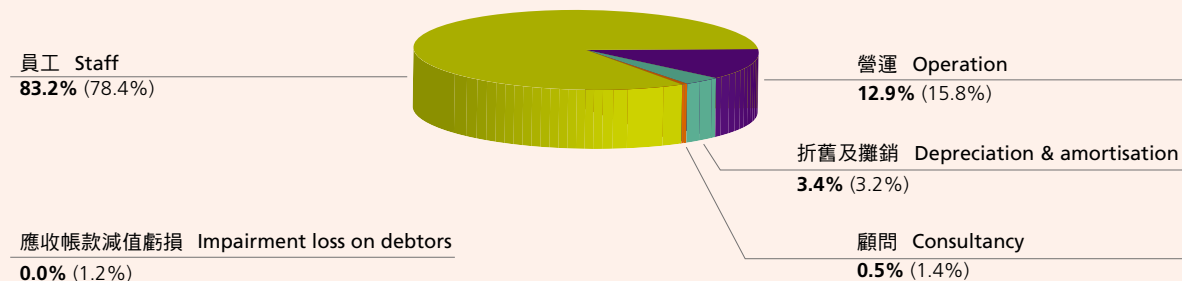
Highlights of the financial performance:

| | | 2016/17 百萬港元 HK\$'m | 2015/16 百萬港元 HK\$'m |
|------------|-------------------|---------------------------|---------------------------|
| 收入 | Revenue | 491.3 | 501.1 |
| 支出 | Expenditure | 419.3 | 424.5 |
| 稅前盈利 | Pre-tax profit | 72.0 | 76.6 |
| 擬發股息 | Proposed dividend | 59.8 | 63.8 |
| 固定資產平均淨值回報 | Return on ANFA | 22.3% | 16.3% |

收入 Revenue



支出 Expenditure



* 括號內為2015/16年度數字
In parentheses are 2015/16 figures

審計署署長報告



香港特別行政區政府
審計署

獨立審計師報告 致立法會

意見

茲證明我已審核及審計列載於第52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2017年3月31日的財務狀況表與截至該日止年度的全面收益表、權益變動表和現金流量表，以及財務報表的附註，包括主要會計政策概要。

我認為，該等財務報表已按照香港會計師公會頒布的《香港財務報告準則》真實而中肯地反映通訊事務管理局辦公室營運基金於2017年3月31日的狀況及截至該日止年度的運作成果及現金流量，並已按照《營運基金條例》（第430章）第7(4)條所規定的方式妥為擬備。

意見的基礎

我已按照《營運基金條例》第7(5)條及審計署的審計準則進行審計。我根據該等準則而須承擔的責任，詳載於本報告「審計師就財務報表審計而須承擔的責任」部分。根據該等準則，我獨立於通訊事務管理局辦公室營運基金，並已按該等準則履行其他道德責任。我相信，我所獲得的審計憑證是充足和適當地為我的審計意見提供基礎。

Report of the Director of Audit

Audit Commission
The Government of the Hong Kong Special Administrative Region

Independent Auditor's Report To the Legislative Council

Opinion

I certify that I have examined and audited the financial statements of the Office of the Communications Authority Trading Fund set out on pages 52 to 78, which comprise the statement of financial position as at 31 March 2017, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the state of affairs of the Office of the Communications Authority Trading Fund as at 31 March 2017, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance (Cap. 430).

Basis for opinion

I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of my report. I am independent of the Office of the Communications Authority Trading Fund in accordance with those standards, and I have fulfilled my other ethical responsibilities in accordance with those standards. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

審計署署長報告

通訊事務管理局辦公室營運基金總經理就財務報表而須承擔的責任

通訊事務管理局辦公室營運基金總經理須負責按照香港會計師公會頒布的《香港財務報告準則》及《營運基金條例》第7(4)條擬備真實而中肯的財務報表，以及落實其認為必要的內部控制，使財務報表不存有因欺詐或錯誤而導致的重大錯誤陳述。

在擬備財務報表時，通訊事務管理局辦公室營運基金總經理須負責評估通訊事務管理局辦公室營運基金持續經營的能力，以及在適用情況下披露與持續經營有關的事項，並以持續經營作為會計基礎。

審計師就財務報表審計而須承擔的責任

我的目標是就整體財務報表是否不存有任何因欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並發出包括我意見的審計師報告。合理保證是高水平的保證，但不能確保按審計署審計準則進行的審計定能發現所存有的任何重大錯誤陳述。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們個別或匯總起來可能影響財務報表使用者所作出的經濟決定，則會被視作重大錯誤陳述。

在根據審計署審計準則進行審計的過程中，我會運用專業判斷並秉持專業懷疑態度。我亦會：

- 識別和評估因欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險；設計及執行審計程序以應對這些風險；以及取得充足和適當的審計憑證，作為我意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕內部控制的情況，因此未能發現因欺詐而導致重大錯誤陳述的風險，較未能發現因錯誤而導致者為高；

Report of the Director of Audit

Responsibilities of the General Manager, Office of the Communications Authority Trading Fund for the financial statements

The General Manager, Office of the Communications Authority Trading Fund is responsible for the preparation of financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and section 7(4) of the Trading Funds Ordinance, and for such internal control as the General Manager, Office of the Communications Authority Trading Fund determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the General Manager, Office of the Communications Authority Trading Fund is responsible for assessing the ability of the Office of the Communications Authority Trading Fund to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting.

Auditor's responsibilities for the audit of the financial statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Audit Commission auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the Audit Commission auditing standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;

審計署署長報告

- 了解與審計相關的內部控制，以設計適當的審計程序。然而，此舉並非旨在對通訊事務管理局辦公室營運基金內部控制的有效性發表意見；
- 評價通訊事務管理局辦公室營運基金總經理所採用的會計政策是否恰當，以及其作出的會計估計和相關資料披露是否合理；
- 判定通訊事務管理局辦公室營運基金總經理以持續經營作為會計基礎的做法是否恰當，並根據所得的審計憑證，判定是否存在與事件或情況有關，而且可能對通訊事務管理局辦公室營運基金持續經營的能力構成重大疑慮的重大不確定性。如果我認為存在重大不確定性，則有必要在審計師報告中請使用者留意財務報表中的相關資料披露。假若所披露的相關資料不足，我便須發出非無保留意見的審計師報告。我的結論是基於截至審計師報告日止所取得的審計憑證。然而，未來事件或情況可能導致通訊事務管理局辦公室營運基金不能繼續持續經營；以及
- 評價財務報表的整體列報方式、結構和內容，包括披露資料，以及財務報表是否中肯反映交易和事項。

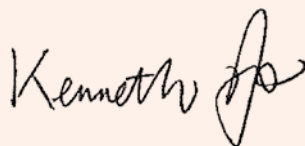
審計署署長
(審計署助理署長何作柱代行)

審計署
香港灣仔告士打道7號
入境事務大樓26樓

2017年9月25日

Report of the Director of Audit

- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Office of the Communications Authority Trading Fund's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the General Manager, Office of the Communications Authority Trading Fund;
- conclude on the appropriateness of the General Manager, Office of the Communications Authority Trading Fund's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Office of the Communications Authority Trading Fund's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Office of the Communications Authority Trading Fund to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.



Kenneth Ho
Assistant Director of Audit
for Director of Audit

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

25 September 2017

財務報表

全面收益表

截至2017年3月31日止年度
(以港幣千元位列示)

Financial Statements

Statement of Comprehensive Income

for the year ended 31 March 2017
(Expressed in thousands of Hong Kong dollars)

| | | 附註 Note | 2017 | 2016 |
|----------|--|------------|------------------|-----------|
| 營業額 | Turnover | 3 | 457,442 | 455,685 |
| 運作成本 | Operating costs | 4 | (419,303) | (424,468) |
| 運作盈利 | Profit from operations | | 38,139 | 31,217 |
| 其他收入 | Other income | 5 | 33,819 | 45,389 |
| 名義利得稅前盈利 | Profit before notional profits tax | | 71,958 | 76,606 |
| 名義利得稅 | Notional profits tax | 6 | (12,123) | (12,842) |
| 年度盈利 | Profit for the year | | 59,835 | 63,764 |
| 其他全面收益 | Other comprehensive income | | - | - |
| 年度總全面收益 | Total comprehensive income for the year | | 59,835 | 63,764 |
| 固定資產回報率 | Rate of return on fixed assets | 7 | 22.3% | 16.3% |

第56至78頁的附註為本財務報表的一部分。The notes on pages 56 to 78 form part of these financial statements.

財務報表

財務狀況表

於2017年3月31日

(以港幣千元列示)

Financial Statements

Statement of Financial Position

as at 31 March 2017

(Expressed in thousands of Hong Kong dollars)

| | | 附註 Note | 2017 | 2016 |
|------------------|---|------------|------------------|-----------|
| 非流動資產 | Non-current assets | | | |
| 物業、設備及器材 | Property, plant and equipment | 8 | 141,918 | 153,323 |
| 無形資產 | Intangible assets | 9 | 2,528 | 3,478 |
| 外匯基金存款 | Placement with the Exchange Fund | 10 | 480,000 | 875,281 |
| | | | 624,446 | 1,032,082 |
| 流動資產 | Current assets | | | |
| 應收帳款、按金及預付款項 | Debtors, deposits and advance payments | 11 | 18,871 | 2,724 |
| 應收外匯基金存款利息 | Interest receivable from placement with the Exchange Fund | | 6,242 | 7,181 |
| 其他應收利息 | Other interest receivable | | 702 | 515 |
| 外匯基金存款 | Placement with the Exchange Fund | 10 | 424,166 | - |
| 銀行存款 | Bank deposits | | 225,900 | 234,500 |
| 現金及銀行結餘 | Cash and bank balances | | 3,277 | 9,819 |
| | | | 679,158 | 254,739 |
| 流動負債 | Current liabilities | | | |
| 應付帳款及應計費用 | Creditors and accruals | | 36,252 | 25,869 |
| 僱員福利撥備 | Provision for employee benefits | 13 | 8,596 | 7,110 |
| 應付關連人士帳款 | Amounts due to related parties | 21 | 27,519 | 26,985 |
| 遞延收入 | Deferred income | 14 | 171,887 | 161,046 |
| 應付名義利得稅 | Notional profits tax payable | | 6,436 | 7,291 |
| | | | 250,690 | 228,301 |
| 流動資產淨值 | Net current assets | | 428,468 | 26,438 |
| 總資產減去流動負債 | Total assets less current liabilities | | 1,052,914 | 1,058,520 |
| 非流動負債 | Non-current liabilities | | | |
| 遞延稅款 | Deferred tax | 12 | 473 | 1,376 |
| 僱員福利撥備 | Provision for employee benefits | 13 | 90,041 | 90,815 |
| | | | 90,514 | 92,191 |
| 淨資產 | NET ASSETS | | 962,400 | 966,329 |
| 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 | 59,835 | 63,764 |
| | | | 962,400 | 966,329 |



王天予女士

通訊事務管理局辦公室
營運基金總經理
2017年9月25日

Miss Agnes Wong

General Manager,
Office of the Communications Authority Trading Fund
25 September 2017

第56至78頁的附註為本財務報表的一部分。The notes on pages 56 to 78 form part of these financial statements.

財務報表

Financial Statements

權益變動表

截至2017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 2017
(Expressed in thousands of Hong Kong dollars)

| | | 2017 | 2016 |
|---------|---|-----------------|----------|
| 年初結餘 | Balance at beginning of year | 966,329 | 974,747 |
| 年度總全面收益 | Total comprehensive income for the year | 59,835 | 63,764 |
| 年內已付股息 | Dividend paid during the year | (63,764) | (72,182) |
| 年終結餘 | Balance at end of year | 962,400 | 966,329 |

第56至78頁的附註為本財務報表的一部分。The notes on pages 56 to 78 form part of these financial statements.

財務報表

Financial Statements

現金流量表

Statement of Cash Flows

截至2017年3月31日止年度
(以港幣千元位列示)

for the year ended 31 March 2017
(Expressed in thousands of Hong Kong dollars)

| | | 附註 Note | 2017 | 2016 |
|---------------------|--|------------|-----------------|----------|
| 營運項目之現金流量 | Cash flows from operating activities | | | |
| 運作盈利 | Profit from operations | | 38,139 | 31,217 |
| 雜項收入 | Sundry income | | 2,941 | 769 |
| 出售 / 註銷物業、設備及器材的虧損 | Loss on disposal of property, plant and equipment | | 2 | 5 |
| 物業、設備及器材折舊 | Depreciation of property, plant and equipment | | 13,272 | 12,632 |
| 無形資產攤銷 | Amortisation of intangible assets | | 1,217 | 1,091 |
| 應收帳款、按金及預付款項增加 | Increase in debtors, deposits and advance payments | | (16,163) | (77) |
| 應收關連人士帳款減少 | Decrease in amounts due from related parties | | - | 330 |
| 應付帳款及應計費用增加 | Increase in creditors and accruals | | 13,982 | 3,300 |
| 應付關連人士帳款增加 | Increase in amounts due to related parties | | 555 | 1,760 |
| 遞延收入增加 / (減少) | Increase / (Decrease) in deferred income | | 10,841 | (11,425) |
| 僱員福利撥備增加 | Increase in provision for employee benefits | | 712 | 637 |
| 已付名義利得稅 | Notional profits tax paid | | (13,881) | (15,544) |
| 營運項目所得現金淨額 | Net cash from operating activities | | 51,617 | 24,695 |
| 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 | | (28,885) | (45,631) |
| 原有期限為三個月以上的銀行存款減少 | Decrease in bank deposits with original maturity over three months | | 20,000 | 51,900 |
| 購置物業、設備及器材及無形資產 | Acquisition of property, plant and equipment and intangible assets | | (5,758) | (7,344) |
| 出售物業、設備及器材所得淨收益 | Net proceeds from disposal of property, plant and equipment | | 18 | - |
| 已收利息 | Interest received | | 31,630 | 48,644 |
| 投資項目所得現金淨額 | Net cash from investing activities | | 17,005 | 47,569 |
| 融資項目之現金流量 | Cash flows from financing activity | | | |
| 已付股息 | Dividend paid | | (63,764) | (72,182) |
| 融資項目所用現金淨額 | Net cash used in financing activity | | (63,764) | (72,182) |
| 現金及等同現金的增加淨額 | Net increase in cash and cash equivalents | | 4,858 | 82 |
| 年初的現金及等同現金 | Cash and cash equivalents at beginning of year | | 16,419 | 16,337 |
| 年終的現金及等同現金 | Cash and cash equivalents at end of year | 19 | 21,277 | 16,419 |

第56至78頁的附註為本財務報表的一部分。The notes on pages 56 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。)

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。

Financial Statements

Notes to the Financial Statements

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

1. General

The Office of the Telecommunications Authority (OFTA) Trading Fund was established on 1 June 1995 under the Legislative Council Resolution passed on 10 May 1995 pursuant to sections 3, 4 and 6 of the Trading Funds Ordinance (Cap. 430). By virtue of section 25 of the Communications Authority Ordinance (CAO) (Cap. 616) which came into operation on 1 April 2012, the OFTA Trading Fund was renamed as the Office of the Communications Authority (OFCA) Trading Fund (the Fund) on the same date. The OFCA serves as the executive arm of the Communications Authority (CA), which is a statutory body set up under the CAO to administer and enforce the Broadcasting Ordinance (Cap. 562), the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391), the CAO, the Telecommunications Ordinance (Cap. 106) and the Unsolicited Electronic Messages Ordinance (UEMO) (Cap. 593), 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。)

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

(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。

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值在來年大幅修訂。

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.

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.

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2. 主要會計政策 (續)

(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：

- 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。

2. Significant accounting policies (continued)

(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:

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

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財務報表附註

(除特別註明外，所有金額均以港幣千元位列示。)

2. 主要會計政策 (續)

(c) 固定資產 (續)

(ii) 無形資產

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

無形資產的攤銷按5年至12年的資產估計可使用年期以直線法列入全面收益表。

(d) 固定資產的減值

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

如出現減值跡象，每當資產的帳面值高於可收回數額時，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。

(e) 金融資產與金融負債

(i) 初始確認

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。

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

2. Significant accounting policies (continued)

(c) Fixed assets (continued)

(ii) Intangible assets

Intangible assets include acquired computer software licences and capitalised development costs of computer software programs. Expenditure on development of computer software programs is capitalised if the programs are technically feasible and the Fund has sufficient resources and intention to complete development. The expenditure capitalised includes direct labour and cost of materials. Intangible assets are stated at cost less accumulated amortisation and any impairment losses (note 2(d)).

Amortisation of intangible assets is charged to the statement of comprehensive income on a straight-line basis over the assets' estimated useful lives of 5 to 12 years.

(d) Impairment of fixed assets

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

If any such indication exists, an impairment loss is recognised in the statement of comprehensive income whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its fair value less costs to sell and value in use.

(e) Financial assets and financial liabilities

(i) Initial recognition

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.

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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, 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)).

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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.

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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。

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.

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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

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。

其他收入按應計基礎確認。

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

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.

Other income is recognised on an accrual basis.

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2. 主要會計政策 (續)

(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。

(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。

2. Significant accounting policies (continued)

(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.

(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.

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2. 主要會計政策 (續)

(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。

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，於本會計期生效或供提前採納。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)

(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.

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).

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(除特別註明外，所有金額均以港幣千元位列示。)

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

3. 營業額

3. Turnover

| | | 2017 | 2016 |
|---------------------|--|----------------|---------|
| 電訊牌照費 | Telecommunications licence fees | | |
| 牌照－專用 | Licences – Private | 42,307 | 41,258 |
| 牌照－公共 | Licences – Public | 330,414 | 336,343 |
| 廣播牌照費 | Broadcasting licence fees | 55,344 | 52,624 |
| 向關連人士提供服務（附註 21(a)） | Services provided to related parties (note 21(a)) | 29,069 | 25,127 |
| 雜項收入 | Miscellaneous revenue | 308 | 333 |
| | | 457,442 | 455,685 |

4. 運作成本

4. Operating costs

| | | 2017 | 2016 |
|------------|--|----------------|---------|
| 員工成本 | Staff costs | 348,846 | 332,974 |
| 辦公室地方成本 | Accommodation costs | 19,060 | 19,247 |
| 運作開支 | Operating expenses | 24,787 | 29,064 |
| 行政開支 | Administrative expenses | 9,405 | 18,023 |
| 顧問費 | Consultancy fees | 2,074 | 5,791 |
| 物業、設備及器材折舊 | Depreciation of property, plant and equipment | 13,272 | 12,632 |
| 無形資產攤銷 | Amortisation of intangible assets | 1,217 | 1,091 |
| 應收帳款減值虧損 | Impairment loss on debtors | - | 5,097 |
| 審計費用 | Audit fees | 642 | 549 |
| | | 419,303 | 424,468 |

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5. 其他收入

5. Other income

| | | 2017 | 2016 |
|-------------------|---|---------------|--------|
| 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 | 27,945 | 41,561 |
| 銀行存款 | Bank deposits | 2,933 | 3,058 |
| 銀行結餘 | Bank balances | - | 1 |
| | | 30,878 | 44,620 |
| 雜項收入 | Sundry income | 2,941 | 769 |
| | | 33,819 | 45,389 |

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:

| | | 2017 | 2016 |
|-------------|---|---------------|--------|
| 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 | 13,026 | 12,823 |
| 遞延稅款 | Deferred tax | | |
| 暫時性差異的產生及回撥 | Origination and reversal of temporary differences | (903) | 19 |
| 名義利得稅 | Notional profits tax | 12,123 | 12,842 |

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(除特別註明外，所有金額均以港幣千元位列示。)

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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:

| | | 2017 | 2016 |
|-------------------------------------|--|---------------|--------|
| 名義利得稅前盈利 | Profit before notional profits tax | 71,958 | 76,606 |
| 按香港利得稅率16.5% (2016年：16.5%) 計算的稅項 | Tax at Hong Kong profits tax rate of 16.5% (2016: 16.5%) | 11,873 | 12,640 |
| 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 | 754 | 727 |
| 非應課稅收入的稅項影響 | Tax effect of non-taxable revenue | (484) | (505) |
| 名義稅項支出 | Notional tax expense | 12,123 | 12,842 |

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%（2016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 (2016: 6.7%) as determined by the Financial Secretary.

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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 |
| 於2016年4月1日 | At 1 April 2016 | 220,243 | 54,789 | 42,665 | 48,767 | 4,921 | 371,385 |
| 添置 | Additions | - | 1,029 | 842 | - | - | 1,871 |
| 出售／註銷 | Disposals | - | (321) | (525) | (63) | - | (909) |
| 於2017年3月31日 | At 31 March 2017 | 220,243 | 55,497 | 42,982 | 48,704 | 4,921 | 372,347 |
| 累計折舊 | Accumulated depreciation | | | | | | |
| 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 |
| 於2016年4月1日 | At 1 April 2016 | 89,071 | 51,002 | 34,689 | 39,258 | 4,042 | 218,062 |
| 年內折舊 | Charge for the year | 4,849 | 969 | 2,651 | 4,255 | 548 | 13,272 |
| 出售／註銷回撥 | Written back on disposal | - | (321) | (525) | (59) | - | (905) |
| 於2017年3月31日 | At 31 March 2017 | 93,920 | 51,650 | 36,815 | 43,454 | 4,590 | 230,429 |
| 帳面淨值 | Net book value | | | | | | |
| 於2017年3月31日 | At 31 March 2017 | 126,323 | 3,847 | 6,167 | 5,250 | 331 | 141,918 |
| 於2016年3月31日 | At 31 March 2016 | 131,172 | 3,787 | 7,976 | 9,509 | 879 | 153,323 |

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9. 無形資產

9. Intangible assets

| | | 電腦軟件牌照及系統開發費用 Computer software licences and system development costs | |
|-------------|---------------------------------|--|--------|
| | | 2017 | 2016 |
| 成本 | Cost | | |
| 年初 | At beginning of year | 13,550 | 12,031 |
| 添置 | Additions | 267 | 1,545 |
| 出售／註銷 | Disposals | - | (26) |
| 年終 | At end of year | 13,817 | 13,550 |
| 累計攤銷 | Accumulated amortisation | | |
| 年初 | At beginning of year | 10,072 | 9,001 |
| 年內攤銷 | Charge for the year | 1,217 | 1,091 |
| 出售／註銷回撥 | Written back on disposal | - | (20) |
| 年終 | At end of year | 11,289 | 10,072 |
| 帳面淨值 | Net book value | | |
| 年終 | At end of year | 2,528 | 3,478 |

10. 外匯基金存款

外匯基金存款總結餘為9億416.6萬港元（2016年：8億7,528.1萬港元），其中7億港元為原有存款，2億416.6萬港元（2016年：1億7,528.1萬港元）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。

當存款於2017年5月到期時，營運基金續存4億8,000萬港元的本金，為期六年，並提取餘下2億2,000萬港元的本金和所有已入帳的利息。

外匯基金存款利息按每年1月釐定的固定息率計算。該息率為基金投資組合過往六年的平均年度投資回報，或三年期政府債券（在2016年1月1日前為三年期外匯基金債券）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%。2017年的固定息率為每年2.8%，2016年為每年3.3%。

10. Placement with the Exchange Fund

The total balance of the placement with the Exchange Fund amounted to HK\$904,166,000 (2016: HK\$875,281,000), being the original placement of HK\$700,000,000 plus interest paid of HK\$204,166,000 (2016: HK\$175,281,000) 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.

Upon maturity of the placement in May 2017, the Fund renewed the placement with a principal sum of HK\$480,000,000 for another six years. The remaining principal sum of HK\$220,000,000 and all interest paid were withdrawn.

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Government Bond (three-year Exchange Fund Notes before 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 2.8% per annum for the year 2017 and at 3.3% per annum for the year 2016.

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(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

| | | 2017 | 2016 |
|-----------|-------------------------------------|---------|---------|
| 應收帳款 | Debtors | 23,189 | 7,177 |
| 減：減值虧損備抵帳 | Less: allowance for impairment loss | (5,097) | (5,097) |
| | | 18,092 | 2,080 |
| 按金及預付款項 | Deposits and advance payments | 779 | 644 |
| | | 18,871 | 2,724 |

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:

| | | 2017 | 2016 |
|---------|----------------------------|-------|-------|
| 年初 | At beginning of year | 5,097 | - |
| 已確認減值虧損 | Impairment loss recognised | - | 5,097 |
| 年終 | At end of year | 5,097 | 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:

| | | 2017 | 2016 |
|-----------------|---|-------|-------|
| 年初結餘 | Balance at beginning of year | 1,376 | 1,357 |
| 於全面收益表內（回撥）/ 扣除 | (Credited) / Charged to statement of comprehensive income | (903) | 19 |
| 年終結餘 | Balance at end of year | 473 | 1,376 |

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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 the 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.

| | | 2017 | 2016 |
|---------|--------------------------------------|----------------|---------|
| 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

| | | 2017 | 2016 |
|---------|---|-----------------|----------|
| 年初結餘 | Balance at beginning of year | - | - |
| 年度總全面收益 | Total comprehensive income for the year | 59,835 | 63,764 |
| 擬發股息 | Proposed dividend | (59,835) | (63,764) |
| 年終結餘 | Balance at end of year | - | - |

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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（2016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% (2016: 100%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

| | | 2017 | 2016 |
|------|------------------------------|-----------------|----------|
| 年初結餘 | Balance at beginning of year | 63,764 | 72,182 |
| 已付股息 | Dividend paid | (63,764) | (72,182) |
| 擬發股息 | Dividend proposed | 59,835 | 63,764 |
| 年終結餘 | Balance at end of year | 59,835 | 63,764 |

19. 現金及等同現金

19. Cash and cash equivalents

| | | 2017 | 2016 |
|-------------------|--|------------------|-----------|
| 現金及銀行結餘 | Cash and bank balances | 3,277 | 9,819 |
| 銀行存款 | Bank deposits | 225,900 | 234,500 |
| | | 229,177 | 244,319 |
| 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 | (207,900) | (227,900) |
| 現金及等同現金 | Cash and cash equivalents | 21,277 | 16,419 |

20. 資本承擔及其他承擔

20. Capital commitments and other commitments

於2017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：

At 31 March 2017, the Fund had capital commitments, so far as not provided for in the financial statements, as stated below:

| | | 2017 | 2016 |
|-----------|-----------------------------------|--------------|------|
| 已獲授權和已簽約 | Authorised and contracted for | - | 493 |
| 已獲授權但尚未簽約 | Authorised but not contracted for | 4,928 | 60 |
| | | 4,928 | 553 |

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20. 資本承擔及其他承擔 (續)

為了在司法制度以外協助解決電訊服務供應商與其客戶之間陷入僵局的計帳爭議，香港通訊業聯會（一個業界聯會）於2012年11月設立屬自願性質的「解決顧客投訴計劃」（計劃）。按照於2015年4月30日簽訂的諒解備忘錄，營運基金將提供每年不超過200萬港元的經常撥款，以供計劃長期運作。年內，營運基金已向計劃提供121.0萬港元（2016年：187.6萬港元）。

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1,524.4萬港元（2016年：1,140.7萬港元）的諮詢和策劃服務的收費，以及總值1,382.5萬港元（2016年：1,372.0萬港元）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2,313.0萬港元（2016年：2,290.0萬港元）；以及
- (c) 向關連人士購得的固定資產包括傢具及裝置。年內，並無向關連人士購得固定資產（2016：98.3萬港元）。

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。

20. Capital commitments and other commitments (continued)

To help resolve billing disputes in deadlock between telecommunications service providers and their customers outside the judicial system, a voluntary Customer Complaint Settlement Scheme (the scheme) was set up in November 2012 by the Communications Association of Hong Kong, the industry association. By a Memorandum of Understanding signed on 30 April 2015, the Fund will provide recurrent funding for the long term operation of the scheme in the amount not exceeding HK\$2,000,000 per annum. During the year, the Fund had contributed HK\$1,210,000 to the scheme (2016: HK\$1,876,000).

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\$15,244,000 (2016: HK\$11,407,000) and frequency assignment and protection services amounting to HK\$13,825,000 (2016: HK\$13,720,000);
- (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\$23,130,000 on these services (2016: HK\$22,900,000); and
- (c) fixed assets acquired from related parties included furniture and fixtures. During the year, no fixed assets were acquired from related parties (2016: HK\$983,000).

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.

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21. 關連人士的交易 (續)

於2017年3月31日與關連人士交易的結餘已載於財務狀況表內。

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。

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

21. Related party transactions (continued)

Balances with related parties as at 31 March 2017 are set out in the statement of financial position.

22. Financial risk management

(a) Investment policy

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

(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。)

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)

(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。

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。)

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2017年3月31日，在2016和2017的息率增加 / 減少50個基點（2016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377.5萬港元（2016年：365.4萬港元）。

(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。

Financial Statements

Notes to the Financial Statements

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

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 2017, a 50 basis point (2016: 50 basis point) increase / decrease in the interest rates for 2016 and 2017, with all other variables held constant, would increase / decrease the profit for the year and reserves by HK\$3,775,000 (2016: HK\$3,654,000).

(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

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.)

23. 已頒布但於截至2017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2017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 2017

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 2017 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。

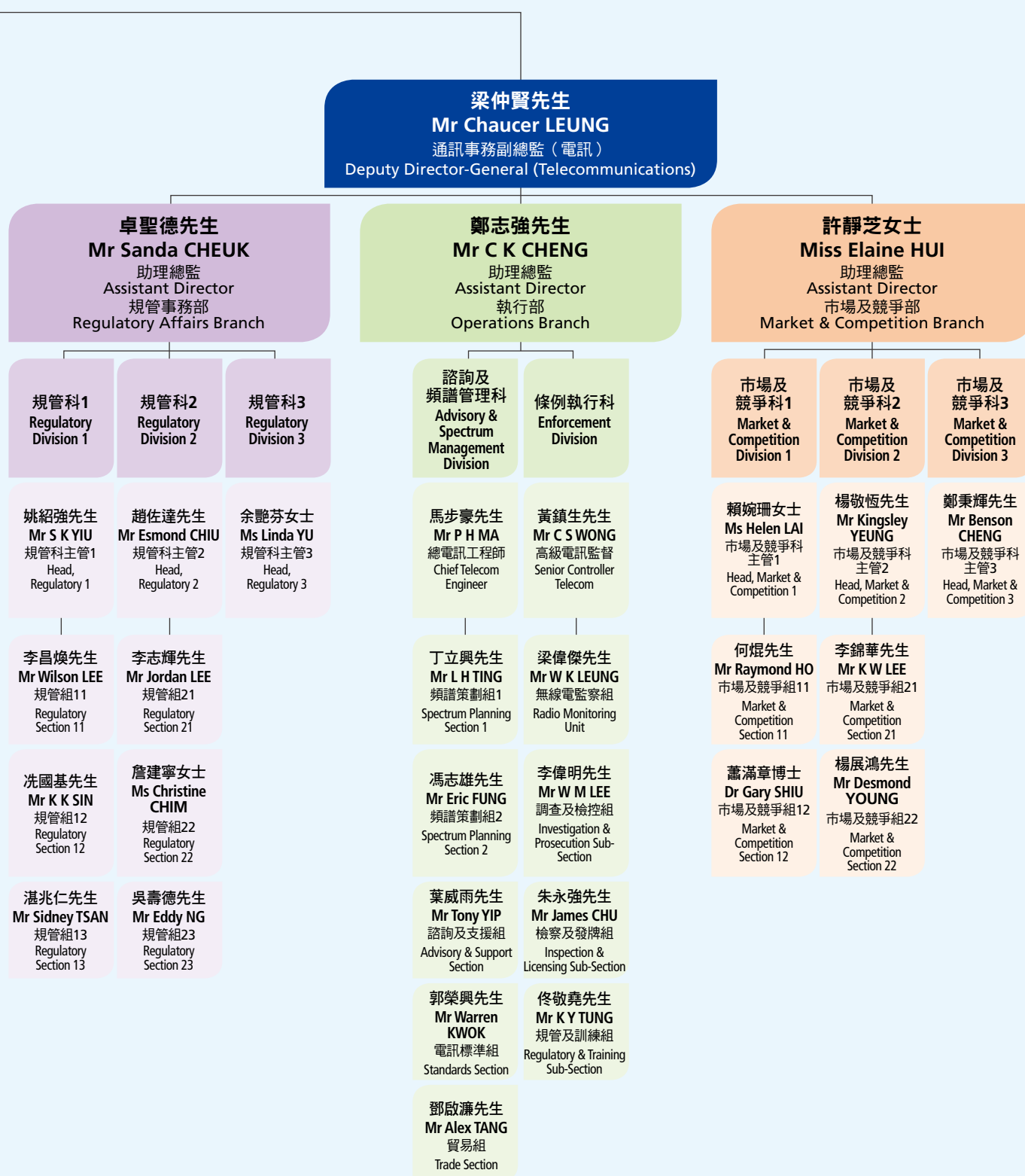
The Fund is in the process of making an assessment of what the impact of these amendments, new standards and interpretations is expected to be in the period of initial adoption. So far it has concluded that the adoption of them is unlikely to have a significant impact on the Fund's financial statements.

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附錄 A Appendix A

組織架構 (截至2017年9月30日) Organisation Chart (as at 30 September 2017)





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2017年3月31日)

Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2017)

| | |
|--|---|
| 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） | 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 Tin Yau Representative of Consumer Council |
| 趙炳權工程師、博士 香港工程師學會代表 | Ir Dr Peter Chiu Ping Kuen Representative of The Hong Kong Institution of Engineers (HKIE) |
| 馬嘉輝工程師 工程及科技學會香港分會代表 | Ir Kelvin Ma Representative of The Institution of Engineering and Technology Hong Kong (IETHK) |
| 陳錦成先生 香港通訊業聯會代表 | Mr Chan Kam Shing Representative of Communications Association of Hong Kong |
| 管紀東先生 香港無線科技商會代表 | Mr Alex Kun Representative of Hong Kong Wireless Technology Industry Association |
| 陳俊英先生 世紀互聯集團有限公司代表 | Mr Chan Chun Ying 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 Cheung Yuet Pun, Sutton Representative of ComNet Telecom (HK) Limited |
| 何世衡先生 Equinix Hong Kong Limited 代表 | Mr Ho Sai Hang, Raphael Representative of Equinix Hong Kong Limited |
| 陸國強先生 中港網絡有限公司代表 | Mr Luk Kwok Keung Representative of HKC Network Limited |
| 梁榮佳先生 香港寬頻網絡有限公司 / 香港寬頻企業方案有限公司代表 | Mr Leung Wing Kai, Richard Representative of Hong Kong Broadband Network Limited / HKBN Enterprise Solutions Limited |
| 陳偉文先生 香港有線電視有限公司代表 | Mr Chan Wai Man Representative of Hong Kong Cable Television Limited |
| 梁俊業先生 香港流動電視網絡有限公司代表 | Mr Leung Chun Ip, Simon 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 / 電訊盈科環球業務(香港)有限公司代表 | Mr Lam Peter WC Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / PCCW Global (HK) Limited |
| 黃玉興女士 和記電話有限公司 / 和記環球電訊有限公司 / Genius Brand Limited 代表 | Ms Wong Yuk Hing, Juliana Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited / Genius Brand Limited |
| 吳仕彬先生 NTT Com Asia Limited 代表 | Mr Patrick Ng Representative of NTT Com Asia Limited |
| 柯天倫先生 SmarTone Communicaitons Limited / 數碼通電訊有限公司代表 | Mr Or Tin Lun 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 Walter Ngan Representative of Towngas Telecommunications Fixed Network Limited |
| 劉貴顯先生 TraxComm Limited 代表 | Mr Kenneth Lau Representative of TraxComm Limited |
| 謝梅鶯女士 Verizon Hong Kong Limited 代表 | Ms Clareta May Yin Chia Representative of Verizon Hong Kong 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 |

電訊規管事務諮詢委員會 (截至2017年3月31日) (續)

Telecommunications Regulatory Affairs Advisory Committee (continued)

| | |
|---|--|
| 王國民先生 無綫網絡電視有限公司代表 | Mr Cliff Wong Representative of TVB Network Vision Limited |
| Ms Susana Halliday Superloop (Hong Kong) Limited 代表 | Ms Susana Halliday Representative of Superloop (Hong Kong) Limited |
| 曾志達先生 對外固定傳送者 / 綜合傳送者 (對外固定服務) 持牌 商界別代表 | Mr Tsang Chi Tat, Chris Representative of External Fixed Carrier / Unified Carrier (External Fixed Services) licensees as a group |
| 黃偉民先生 無綫電傳呼服務營辦商界別代表 | Mr Wong Wai Man Representative of Radio Paging Operators as a group |
| 陳毓才先生 服務營辦商牌照持牌商界別代表 | Mr Chan Yuk Choi, Stephen Representative of Services-Based Operators (SBO) Licensees as a group |
| 羅錦基先生 對外電訊服務營辦商界別代表 | Mr Allen Law Representative of External Telecommunications Service (ETS) Operators as a group |
| 林永澤先生 香港警務處代表 | Mr Lam Wing Chak, Fred Representative of Hong Kong Police Force |
| 陳婉華女士 個別委任人士 | Ms Chan Yuen Wah, Eva Member appointed on an ad personam basis |
| 莫兆華先生 個別委任人士 | Mr Mok Sui Wah York Member appointed on an ad personam basis |
| Dr Simpson, Andrew Ferguson 個別委任人士 | Dr Simpson, Andrew Ferguson Member appointed on an ad personam basis |
| 徐岩教授 個別委任人士 | Prof. Xu Yan Member appointed on an ad personam basis |

無線電頻譜及技術標準 諮詢委員會 (截至2017年3月31日)

Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2017)

| | |
|---|--|
| 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 鄭躍年先生 消費者委員會代表 | Members Mr Brian Cheng Yeuk Nin Representative of Consumer Council |
| 李仲明先生 歐盟信息通訊技術委員會 (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 Chi Chong Representative of Hong Kong Productivity Council |
| 郭偉信工程師 香港工程師學會代表 | Ir Wilson Kwok Wai Shun Representative of The Hong Kong Institution of Engineers |
| 李華清博士 工程及科技學會香港分會代表 | Dr Lee Wah Ching Representative of The Institution of Engineering and Technology Hong Kong |
| 張悅賓先生 本地電訊業界組織界別代表 | Mr Cheung Yuet Pun Representative of Local Industry Associations |
| 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 |
| 梁榮佳先生 香港寬頻網絡有限公司 / 香港寬頻企業方案有限公司 代表 | Mr Leung Wing Kai Richard Representative of Hong Kong Broadband Network Limited / HKBN Enterprise Solutions Limited |
| 姚家倫先生 香港流動電視網絡有限公司代表 | Mr Yiu Ka Lun, Ken Representative of Hong Kong Mobile Television Network Limited |

無線電頻譜及技術標準 諮詢委員會 (續)

Radio Spectrum and Technical Standards Advisory Committee (continued)

| | |
|---|---|
| 孫兆文先生 Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications (HKT) Limited 代表 | Mr SM Shuen Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited |
| 劉德民先生 和記電話有限公司 / 和記環球電訊有限公司 / Genius Brand Limited 代表 | Mr Lau Tak Man Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited / Genius Brand Limited |
| 黎世昌先生 SmarTone Communications Limited / 數碼通電訊有限公司代表 | Mr Lai Sai Cheong, Cyrus 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 Hung Hing Chu Representative of Licensees (Unified Carrier/ Local Fixed Carrier / local FTNS) NOT providing domestic retail fixed services as a group |
| 周立中先生 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 Chau Lap Chung Representative of Licensees (Unified Carrier/ Local Fixed Carrier / local FTNS) NOT providing domestic retail fixed services as a group |
| 陳偉文先生 香港有線電視有限公司 / 奇妙電視有限公司代表 | Mr Chan Wai Man Representative of Hong Kong Cable Television Limited / Fantastic Television Limited |
| 朱嘉遜先生 電訊盈科媒體有限公司 / 香港電視娛樂有限公司代表 | Mr Carlsson Chu Representative of PCCW Media Limited / HK Television Entertainment Limited |
| 袁敏先生 電視廣播有限公司 / 無線網絡電視有限公司代表 | Mr Yuen Man Representative of Television Broadcasts Limited / TVB Network Vision Limited |
| 林志強先生 香港商業廣播有限公司代表 | Mr Paul C K 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 Ko Siu Ming Representative of Metro Broadcast Corporation Limited |
| 朱頌君女士 香港電台代表 | Ms Chu Chung Kwan Representative of Radio Television Hong Kong |
| 張蕤先生 亞洲衛星有限公司代表 | Mr Zhang Rui Representative of Asia Satellite Telecommunications Company Limited |
| 陳珣先生 APT Satellite Company Limited 代表 | Mr Chen Xun Representative of APT Satellite Company Limited |
| 葉漢忠先生 對外固定傳送者 / 綜合傳送者 (對外固定服務) 持牌商界別代表 | Mr Ip Hon Chung, Dickson Representative of External / Fixed Carrier Licensees / Unified Carrier (External Fixed Services) Licensees as a group |
| 黃熾德先生 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 Wong Chee Tak Representative of Services-Based Operators (MVNO and ETS Operators only) as a group |
| 李文建先生 本地認證機構界別代表 | Mr Li Man Kin Representative of Local Certification Bodies as a group |
| 蕭蔡庇先生 業餘無線電會界別代表 | Mr Siu Choi Pai, Johnny Representative of Amateur Radio Societies 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 Chan Wing Yan, Diana Representative of Hong Kong Police Force |
| 黃世文博士 廉政公署代表 | Dr Wong Sai Man, Simon Representative of Independent Commission Against Corruption |
| 何浩文先生 個別委任人士 | Mr Ho Ho Man Member appointed on an ad personam basis |

電訊服務用戶及消費者 諮詢委員會 (截至2017年3月31日)

Telecommunications Users and Consumers Advisory Committee (as at 31 March 2017)

| | |
|---|--|
| 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 Nga Kum Representative of Consumer Council |
| 莊禮基先生 香港通訊業聯會代表 | Mr Chong Lai Kei Representative of Communications Association of Hong Kong (CAHK) |
| 陳利華先生 香港總商會代表 | Mr Watson Chan Representative of The Hong Kong General Chamber of Commerce |
| 姚金鴻先生 香港無線科技商會代表 | Mr Kenny Yiu Representative of Hong Kong Wireless Technology Industry Association (HKWTIA) |
| 楊全盛先生 中小型企業代表 | Mr Yeung Chuen Sing, Eric Representatives of small and medium enterprises |
| 鄭永昌先生 教育局代表 | Mr Cheng Wing Cheung Representative of Education Bureau |
| 梁淑儀女士 長者服務代表 | Ms Leung Shuk Yee, Irene Representative of the aged community |
| 鄧肇中先生 弱能人士代表 | Mr William Tang Representative of the disabled community |
| 鍾智明先生 弱能人士代表 | Mr Chung Chi Ming Representative of the disabled community |
| 楊鼎立先生 公眾人士代表 | Mr Yeung Ting Lap, Derek Emory Representative as a member of the public |
| 梁秀清女士 公眾人士代表 | Ms Leung Sau Ching, Martha Representative as a member of the public |
| 文鳳玲女士 公眾人士代表 | Ms Man Fong Leng, Florence Representative as a member of the public |
| 盧偉民先生 公眾人士代表 | Mr Lo Wai Man, Daniel Representative as a member of the public |
| 孫焯德先生 公眾人士代表 | Mr Sun Kwun Tak, Thomas Representative as a member of the public |
| 王振邦先生 公眾人士代表 | Mr Wong Chun Bong Representative as a member of the public |
| 翁珮玲女士 公眾人士代表 | Ms Yung Pui Ling Representative as a member of the public |
| 陳翠碧女士 公眾人士代表 | Ms Chan Chui Bik, Cindy Representative as a member of the public |
| 劉秀芬女士 公眾人士代表 | Miss Lau Sau Fan, Eva Representative as a member of the public |
| 黃文麗女士 公眾人士代表 | Ms Wong Man Lai, Eva Representative as a member of the public |
| 馬錦華先生 個別委任人士 | Mr Ma Kam Wah Member appointed on an ad personam basis |
| 趙善能先生 個別委任人士 | Mr Chiu Sin Nang, Kenny Member appointed on an ad personam basis |

附錄 C Appendix C

服務承諾2017/18 Performance Pledge 2017/18

在2016/17年度，我們在全部34項服務中均達至或超越服務表現目標。2017/18年度的各項服務表現目標詳列如下。

In 2016/17, we achieved/surpassed all performance targets in our 34 job areas. The full list of our performance targets for 2017/18 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.

| | 2016/17年度 標準處理時間 Service Delivery Standard for 2016/17 | 2016/17年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2016/17 | 2016/17年度 實際平均服務表現 Actual Average Performance in 2016/17 | 2017/18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 2017/18 |
|--|--|--|--|--|
| 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%) |

2016/17年度
標準處理時間
Service Delivery
Standard
for 2016/17

2016/17年度服務表現目標
(達到服務標準的百分率)
Performance Target
(% meeting service standard)
for 2016/17

2016/17年度
實際平均服務表現
Actual Average
Performance
in 2016/17

2017/18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 2017/18

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%) |

| | 2016/17年度 標準處理時間 Service Delivery Standard for 2016/17 | 2016/17年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2016/17 | 2016/17年度 實際平均服務表現 Actual Average Performance in 2016/17 | 2017/18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 2017/18 |
|--|--|--|--|--|
| 無線電干擾調查 Investigation of Radio Interference | | | | |
| 對商營服務的干擾 Interference on commercial services | 在 6 個工作天內進行調查 Investigation within 6 working days | 96% | 100% | 在 6 個工作天內進行調查 Investigation within 6 working days (96%) |
| 對廣播服務的干擾 Interference on broadcasting services | 在 9 個工作天內進行調查 Investigation within 9 working days | 96% | 100% | 在 9 個工作天內進行調查 Investigation within 9 working days (96%) |
| 處理號碼/短碼申請 Processing of Applications for Numbers/Codes | | | | |
| 指配電訊號碼及短碼 Assignment of telecommunications numbers and codes | 8 個工作天 working days | 90% | 100% | 8 個工作天 working days (90%) |
| 查核、處理和接收交回的 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 working days (100%) |
| 處理有關懷疑違反《廣播(雜項條文)條例》、《廣播條例》、《電訊條例》第 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(關乎《廣播條例》競爭條文的投訴除外) Handling of Complaints about Broadcasting Matters Involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance) | | | | |
| 給予初步答覆 Issue of an interim reply | 6 個工作天 working days | 98% | 100% | 6 個工作天 working days (98%) |
| 就無須調查的個案通知投訴人有關 結果 ^(註) (或如未有個案結果,則向 投訴人報告進度) Inform complainants of results of cases not involving an investigation ^(Note) (or report of progress to the complainant if results of cases are not ready) | 3 個星期 weeks | 98% | 99.7% | 3 個星期 weeks (98%) |

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

| | 2016/17年度 標準處理時間 Service Delivery Standard for 2016/17 | 2016/17年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2016/17 | 2016/17年度 實際平均服務表現 Actual Average Performance in 2016/17 | 2017/18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 2017/18 |
|--|--|--|--|--|
| 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（關乎《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) （或如未有通訊局的裁決，則向投訴人報告進度） Inform complainants of the Communications Authority (CA)'s decision on complaints involving a straightforward investigation ^(Note) (or report of progress to the complainant if CA's decision is not ready) | 8 個星期 weeks | 98% | 99.9% | 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) （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) (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%) |
| 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%) |

註 由收到投訴人所提供足夠資料起計。

Note Upon receipt of sufficient information from complainants.

| | 2016/17年度 標準處理時間 Service Delivery Standard for 2016/17 | 2016/17年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2016/17 | 2016/17年度 實際平均服務表現 Actual Average Performance in 2016/17 | 2017/18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 2017/18 |
|--|--|--|--|--|
| 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% | 100% | Within 10 個星期內 weeks (90%) |
| 對有關通訊辦服務的公眾查詢及投訴作出回覆 Reply to Public Enquiries and Complaints of OFCA's Services | | | | |
| 詳細回覆查詢（或如未能提供詳細回覆，則給予初步答覆） Full reply for enquiries (or interim reply if full reply cannot be provided) | Within 7 個工作天內 working days | 90% | 100% | Within 7 個工作天內 working days (90%) |
| 詳細回覆投訴（或如未完成詳細調查，則向投訴人報告進度） Full reply for complaints (or report of progress to the complainant if full investigation is not completed) | Within 15 個工作天內 working days | 90% | 100% | Within 15 個工作天內 working days (90%) |

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2017年3月31日年度內)

Broadcasting and Telecommunications Licences Issued / Renewed and Revenue Collected

(For the year ended 31 March 2017)

| 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 | 17,580,700 |
| 本地收費電視節目服務 | Domestic Pay Television Programme Service | 3 | 23,037,804 |
| 非本地電視節目服務 | Non-domestic Television Programme Service | 16 | 972,881 |
| 其他須領牌電視節目服務 | Other Licensable Television Programme Service | 24 | 949,650 |
| 聲音廣播 | Sound Broadcasting | 4 | 12,802,785 |
| 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 | 38 | 50,750 |
| 航空器電台 | Aircraft Station | 367 | 51,325 |
| 業餘操作授權證明 | Amateur ATO | 565 | 90,560 |
| 業餘電台 | Amateur Station | 2,646 | 397,412 |
| 無線電廣播轉播電台 | Broadcast Radio Relay Station | 15 | 10,625 |
| 補發牌照 | Duplicate Licence | 122 | 6,710 |
| 考試和簽發證書 | Examination & Issue of Certificate | 915 | 197,820 |
| 實驗電台 | Experimental Station | 88 | 26,775 |
| 對內/對外固定服務 | Fixed Internal / External Services | 52 | 123,714,358 |
| 酒店電視(發送) | Hotel Television (Transmission) | 164 | 624,054 |
| 入口 / 出口許可證 | Import/Export Permit | 1,450 | 217,500 |
| 工業、科學及醫學電子器材 | Industrial, Scientific & Medical Electronic Machine | 1,238 | 125,573 |
| 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 | 4,129 | 33,507,428 |
| 流動服務 | Mobile Services | 9 | 182,243,755 |
| 私用無線電傳呼系統 | Private Radio Paging System | 11 | 71,971 |
| 公共無線電通訊服務 | Public Radiocommunications Service | 9 | 1,656,442 |
| 無線電商(放寬限制) | Radio Dealers (Unrestricted) | 3,614 | 5,044,875 |
| 無線電通訊學校 | Radiocommunications School | 7 | 2,125 |
| 無線電測定以及指令、狀態及數據傳送 | Radiodetermination and Conveyance of Commands, Status and Data | 197 | 165,747 |
| 衛星電視共用天線 | Satellite Master Antenna Television | 69 | 5,269,687 |
| 自設對外電訊系統 | Self-provided External Telecommunications System | 9 | 6,813 |
| 服務營辦商第一類或第二類服務 | Services-based Operator of Class 1 or 2 Service | 17 | 1,174,836 |
| 服務營辦商第三類服務 | Services-based Operator of Class 3 Service | 502 | 15,131,838 |
| 船舶電台 | Ship Station | 3,953 | 555,362 |
| 空間站傳送者 | Space Station Carrier | 10 | 1,637,000 |
| 的士無線電通訊服務 | Taxi Radiocommunications Service | 25 | 588,883 |
| 闊頻帶鏈路中繼電台 | Wide Band Link & Relay Station | 66 | 144,300 |
| 總數 | Total | 20,339 | 428,065,344 |



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