



通訊事務管理局
COMMUNICATIONS
AUTHORITY



2023-24

ANNUAL REPORT 年報



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CHAPTER

1

Vision and Mission



VISION

Our vision is that Hong Kong has the world-class communications services to meet the challenges of the information age.



Fostering an environment that supports a vibrant communications sector to enhance Hong Kong's position as a communications hub in the region;

Encouraging innovation and investment in the communications market; and

Promoting competition and adoption of best practices in the communications market for the benefit of the industry and consumers.



MISSION

CHAPTER **2**

Chairman's Message

It is my great pleasure and honour to present this report of the Communications Authority (the Authority), which provides a detailed account of the tasks undertaken by the Authority for the year ending 31 March 2024 and the challenges ahead.



A VIBRANT BROADCASTING MARKET

The broadcasting sector in Hong Kong continues to be vibrant and versatile, with 15 free-to-air digital television channels and 14 radio channels provided by various commercial broadcasters and the public service broadcaster, Radio Television Hong Kong (RTHK), as well as over 700 local and overseas television channels in various languages available through free-to-air terrestrial and satellite reception or pay television services. Hong Kong is also situated at a strategic location for uplinking satellite television services to the Asia Pacific region, currently with nine non-domestic television programme service (non-domestic TV) licensees providing around 150 satellite television channels for audience in the Asia Pacific region.

One of the major tasks of the Authority in 2023/24 was to conduct a review of its broadcasting codes of practice (CoPs) along the direction of refining the regulatory regime to facilitate the broadcasting licensees to meet the challenges of the rapidly evolving business environment while protecting the interests of the community at large. The Authority completed the review and the amended CoPs took effect in December 2023, relaxing the regulatory regime in terms of sponsorship and indirect advertising, and transmission of programmes/channels acquired from reputable sources in the Mainland, etc. in a bid to reduce compliance costs and to facilitate new revenue streams. The amended CoPs also stipulated requirements for broadcasting licensees to safeguard national security in their broadcasting services in compliance with the National Security Law (NSL). The Authority will continue to keep in view the developments of the broadcasting sector, and strive to provide a more flexible and conducive environment for the continued development of the broadcasting industry.



CHAPTER

2

Chairman's Message

RAPID GROWTH OF THE TELECOMMUNICATIONS MARKET

Hong Kong's telecommunications market continued to flourish over the past year. By March 2024, the number of mobile service subscriptions reached 25.3 million and over 99% of them were subscriptions of the third generation (3G), fourth generation (4G) and fifth generation (5G) mobile services. Further to the commercial launch of 5G services since 1 April 2020, 5G mobile service subscriptions reached almost 6.9 million in March 2024, representing a mobile service subscriber penetration rate¹ of 91.5%. Mobile network operators (MNOs) and mobile virtual network operators (MVNOs) were offering 4G and 5G services at affordable prices. In March 2024, the monthly mobile data usage further surged to 217 615.5 Terabytes, representing 1.3 times of the monthly usage over the same period in 2023. The monthly mobile data usage per capita rose to 28 748.9 Megabytes in March 2024, compared with 22 279.5 Megabytes in March 2023, representing a 29.0% increase. We expect that 5G services will further boost mobile data usage with the new range of innovative services and applications empowered by 5G. The Authority will continue to introduce necessary measures to facilitate the robust development of the mobile services market.



¹ Calculation of mobile subscriber penetration rate does not include machine type connections.

MAJOR TASKS AND CHALLENGES IN THE COMING YEAR

On the broadcasting front, licence renewal of major licensees will be a key area of work in the coming years. In preparation for the upcoming licence renewal exercise, the Authority is conducting a public opinion survey to track the evolving viewing and listening habits of the public, so that the Authority can better factor these in when processing possible licence renewal applications by major broadcasters. The survey is expected to be completed by the end of 2024.

On the telecommunications front, the Authority will conduct two spectrum auctions in November 2024. One is to re-assign 20 MHz of spectrum in the 850/900 MHz band and 90 MHz of spectrum in the 2.3 GHz band. The other will assign a total of 400 MHz of spectrum in the 6/7 GHz band. The auctions target to increase the supply of suitable spectrum to foster further development of 5G and other mobile communications services. Further, the Authority launched the second round administrative assignment of the remaining 2 500 MHz of non-shared spectrum in the 26 GHz and 28 GHz bands (26/28 GHz band) for application by the industry in February 2024 to facilitate the continuous development of 5G and other mobile communications services.

The work that lies ahead will be as diverse and challenging as before. The Authority will continue to do its utmost to foster a conducive environment to support the communications sector.

I would like to extend my gratitude to members of the Authority for their commitment and insightful contribution throughout the year, and to former members and my predecessors for the achievements they made over the years. I would also like to thank colleagues of the Office of the Communications Authority (OFCA) for their dedication and professionalism in supporting the work of the Authority.

CHAPTER **3**

Members of the Communications Authority

(April 2023 – March 2024)



Chairman,
Ms Winnie TAM Wan-chi,
SBS, SC, JP
Communications Authority



Vice-Chairman,
Miss Eliza LEE Man-ching, JP
*Permanent Secretary for Commerce
and Economic Development*

Members



Prof Karen CHAN
Ka-yin, JP



Prof Vincent LAU
Kin-nang



Mr Simon WONG
Kwong-yeung, MH



Dr Hubert CHAN
Chung-yee, JP



Ms Amy FUNG
Dun-mi, MH, JP



Mr Patrick LAW
Fu-yuen



Prof LEUNG
Siu-fai, MH



Mr Nicholas CHAN
Hiu-fung, MH, JP



Mr Michael HUI
Wah-kit, BBS,
MH, JP

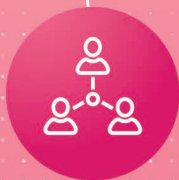


Mr Chaucer LEUNG
Chung-yin, JP
*Director-General of
Communications*

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CHAPTER

Role and Functions of the Communications Authority



THE COMMUNICATIONS AUTHORITY

To meet the regulatory challenges brought about by rapid technological advancements and media convergence, the Authority was established on 1 April 2012 under the Communications Authority Ordinance (Cap. 616) (CAO) as an independent statutory body and took over fully the functions and powers of the former Telecommunications Authority and Broadcasting Authority. Its role is to regulate the broadcasting and telecommunications industries in Hong Kong in accordance with the CAO, the Broadcasting Ordinance (Cap. 562) (BO), the Telecommunications Ordinance (Cap. 106) (TO), and the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391) (B(MP)O). It shares concurrent jurisdiction with the Customs and Excise Department (C&ED) in enforcing the fair trading sections of the Trade Descriptions Ordinance (Cap. 362) (TDO), and with the Competition Commission (Commission) in enforcing the Competition Ordinance (Cap. 619) (CO) in the telecommunications and broadcasting sectors. It also has a role to regulate the sending of commercial electronic messages (CEMs) in accordance with the Unsolicited Electronic Messages Ordinance (Cap. 593) (UEMO).



The Authority performs the following functions:

- (a) Advisory Function to the Secretary for Commerce and Economic Development (SCED) and the Chief Executive in Council (CE in C)**
- tendering advice to SCED on any legislation, legislative proposals and regulatory policies relating to telecommunications, broadcasting, anti-spamming or activities connected with the telecommunications or broadcasting sectors;
 - making recommendations to the CE in C on applications for and renewal of domestic free television programme service (free TV) licences, domestic pay television programme service (pay TV) licences and sound broadcasting licences;

CHAPTER

4

Role and Functions of the Communications Authority

(b) Unified Regulator of the Communications Sector

- granting and renewing non-domestic TV licences and other licensable television programme service (other licensable TV) licences;
- preparing and revising CoPs setting programme, advertising and technical standards for television and radio;
- dealing with complaints about broadcasting issues and imposing sanctions on the broadcasting operators for contravening the various provisions and requirements;
- handling the licensing, financial monitoring and regulation of broadcasting licensees in Hong Kong;
- granting and renewing telecommunications licences;
- managing and administering the radio frequency spectrum and the telecommunications numbers;
- developing technical standards and conducting broadcasting/telecommunications equipment testing in line with international best practices, and ensuring satisfactory performance of the certification bodies in carrying out certification and testing against the prescribed technical standards;
- facilitating fixed network operators (FNOs) to access buildings to install in-building telecommunications facilities for the conveyance of telecommunications and broadcasting services;
- dealing with complaints about telecommunications services and imposing sanctions on telecommunications operators for contravening the various provisions and requirements;
- handling the licensing, financial monitoring and regulation of telecommunications licensees in Hong Kong;

(c) Competition Authority of the Communications Sector

- enforcing the CO in respect of the conduct of undertakings operating in the telecommunications and broadcasting sectors;

(d) Unfair Trade Practices in the Communications Sector

- enforcing the fair trading sections of the TDO in relation to the commercial practices of licensees for the provision of telecommunications or broadcasting services under the TO or BO; and

(e) UEMO

- enforcing the UEMO on the sending of CEMs.

ORGANISATION

Members of the Authority (except the Director-General of Communications (DG Com) who is an ex-officio member) are appointed by the Chief Executive of the Hong Kong Special Administrative Region. During the period from April 2023 to March 2024, there were a total of 12 members (comprising 10 non-official members, including the Chairman, and two public officers, viz. the Permanent Secretary for Commerce and Economic Development and DG Com).

The Authority has appointed three committees to assist it in discharging part of its major duties:

- the *Broadcast Complaints Committee*;
- the *Broadcast Codes of Practice Committee*; and
- the *Telecommunications Affairs Committee*.

CHAPTER

4

Role and Functions of the Communications Authority



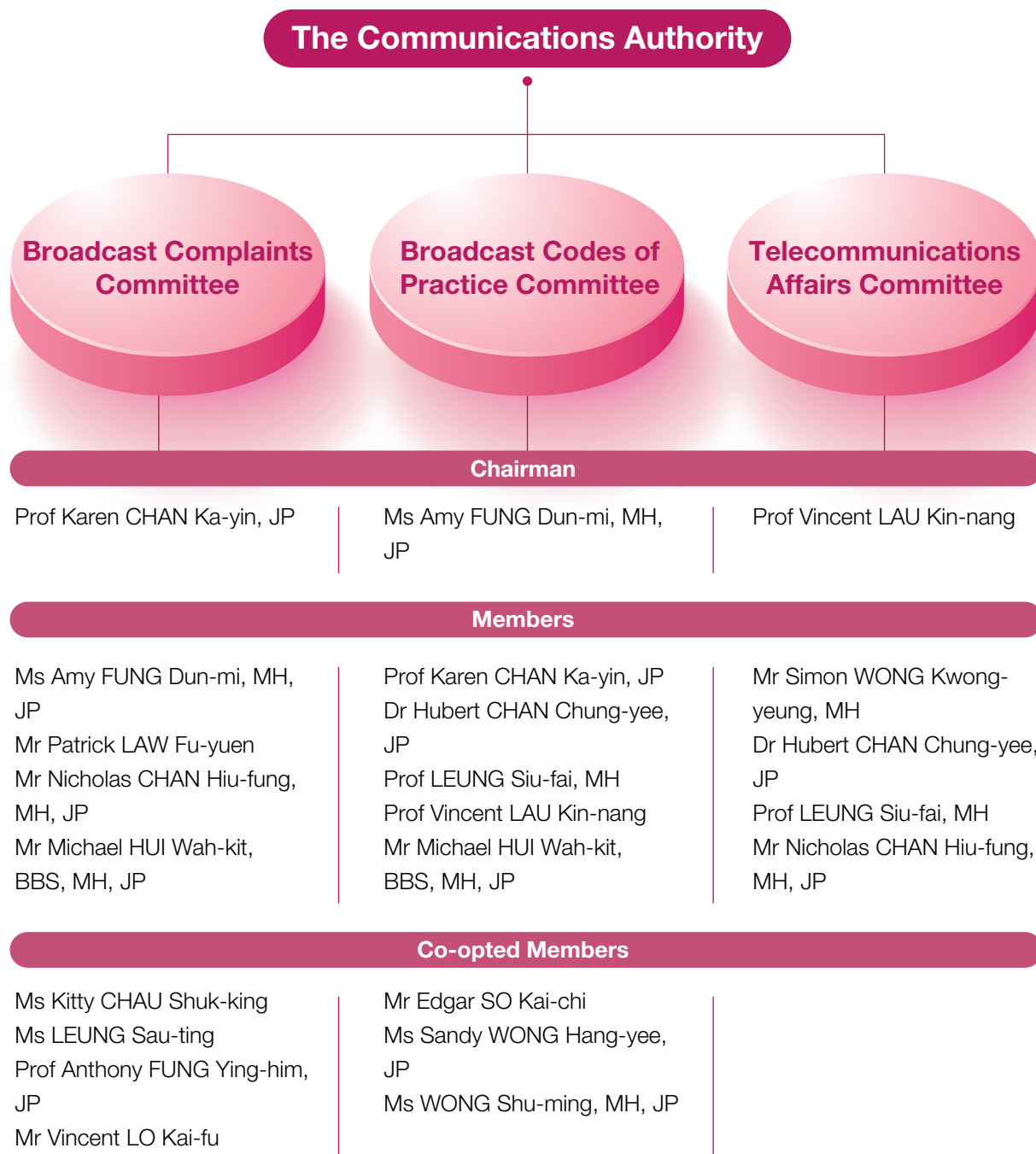
The **Broadcast Complaints Committee** is responsible for considering complaints about broadcasting issues and making recommendations to the Authority regarding such complaints. During the period from April 2023 to March 2024, it comprised five Authority members and four co-opted non-official members.

The **Broadcast Codes of Practice Committee** is responsible for keeping the television and radio broadcasting standards under regular review and amending the CoPs when necessary. During the period from April 2023 to March 2024, it comprised six Authority members and three co-opted members.

The **Telecommunications Affairs Committee** is responsible for offering advice and reporting to the Authority on telecommunications matters. During the period from April 2023 to March 2024, it comprised five Authority members.

The **Office of the Communications Authority** serves as the executive arm and secretariat of the Authority.

Organisation Chart (1 April 2023 – 31 March 2024)





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CHAPTER

Overview of Major Developments in the Communications Market





BROADCASTING

5.1 An Overview of the Developments in the Broadcasting Market

5.1.1 Number of Licensees and Channels

Television Programme Services

As at March 2024, there were a total of 13 TV licensees, including three free TV licensees, one pay TV licensee and nine non-domestic TV licensees. They provided 360 television channels², of which about 50 non-domestic TV channels were receivable in Hong Kong. An overview of the television channels provided by the commercial licensees and RTHK, the public service broadcaster, is shown in **Figure 1**.

Hong Kong implemented full digital TV broadcast on 1 December 2020. As at March 2024, the three **free TV licensees**, viz. HK Television Entertainment Company Limited (HKTVE), i-CABLE HOY Limited (i-CABLE HOY)³ and Television Broadcasts Limited (TVB), provided a total of ten digital channels in high definition television (HDTV) format, viz. “ViuTV” and “ViuTVsix” (by HKTVE), “HOY TV”, “HOY International Business Channel”⁴ and “HOY Infotainment Channel” (by i-CABLE HOY), and “Jade”, “Pearl”, “J2”⁵, “TVB News Channel” and “TVB Finance, Sports & Information Channel”⁵ (by TVB). RTHK, the public service broadcaster in Hong Kong, provided five digital channels⁶.

² Some channels were provided by more than one licensee at the same time.

³ Fantastic Television Limited was renamed as i-CABLE HOY Limited with effect from 18 January 2024.

⁴ The television channel “Hong Kong International Business Channel” was renamed as “HOY International Business Channel” with effect from 1 November 2023.

⁵ With effect from 22 April 2024, the television channels “J2” and “TVB Finance, Sports & Information Channel” were replaced by “TVB Plus” and a new television channel “Phoenix Hong Kong Channel” was launched.

⁶ The television channel “The China Global Television Network English Channel” was launched on 1 July 2023.

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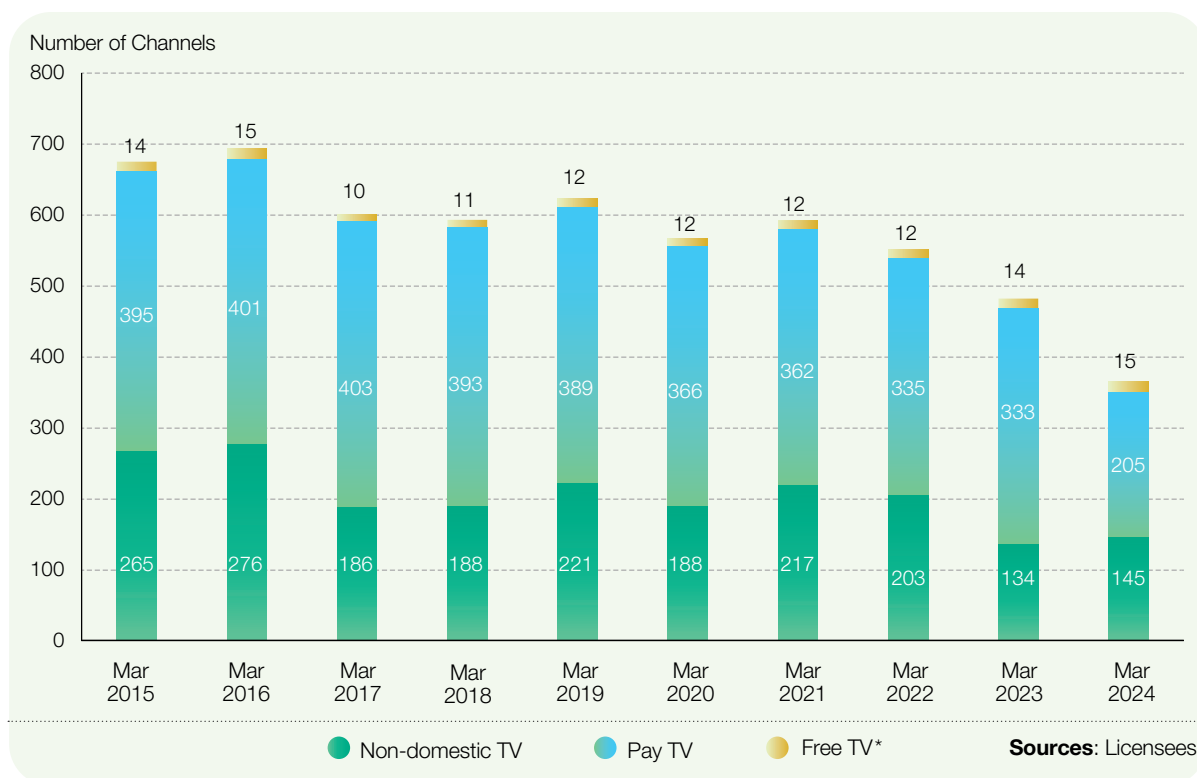
Overview of Major Developments in the Communications Market

As at March 2024, the **pay TV licensee**, viz. PCCW Media Limited (PCCW Media)⁷ provided a total of 205 pay TV channels⁸ and was offering a diverse range of local and non-local productions.

As at March 2024, there were nine **non-domestic TV licensees** providing around 150 television channels. Hong Kong viewers could receive about 50 of those channels.

During the period under review, there were 21 **other licensable TV licensees** providing television programme services in more than 50 hotels in Hong Kong.

Figure 1: Television Channels Provided by Commercial Licensees and RTHK in Hong Kong (as at 31 March 2024)



* While some free TV channels were simulcast in both analogue and digital formats during the period of 2015 to 2020, the total number of free TV channels is calculated by reference to the channels broadcast in digital format only.

In addition to satellite television channels provided by non-domestic TV licensees, Hong Kong viewers can also receive free unencrypted satellite television channels uplinked from outside Hong Kong. As at March 2024, there were around 500 free-to-air satellite television channels available for reception via the Satellite Master Antenna Television Systems in Hong Kong. A list of these channels is available at http://www.ofca.gov.hk/filemanager/ofca/en/content_295/st_smatv.pdf.

⁷ With effect from 5 September 2024, PCCW Media Limited was renamed as Now TV Limited.

⁸ Including linear channels and video-on-demand services.



Sound Broadcasting Services

During the period under review, there were two **sound broadcasting licensees**, viz. Hong Kong Commercial Broadcasting Company Limited (CRHK) and Metro Broadcast Corporation Limited (Metro). RTHK, the public service broadcaster in Hong Kong, also provided sound broadcasting service.

As at March 2024, there were a total of 14 radio channels (three by CRHK, three by Metro and eight by RTHK) providing round-the-clock sound broadcasting services to the public.



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Overview of Major Developments in the Communications Market

5.1.2 Broadcasting Revenues and Investment

Licensed broadcasting services contributed an estimated \$6.9 billion⁹ to the Hong Kong economy, which represented about 0.2% of the gross domestic product in 2023. There are two main sources of revenues for the provision of broadcasting services, viz. advertising and subscription. The incomes of free TV licensees and sound broadcasting licensees mainly come from advertising sales¹⁰. Pay TV licensee, on the other hand, derives its incomes mainly from subscription fees with advertising sales as a secondary income source.

Advertising Revenue

According to research¹¹, television and radio accounted for 11% (about \$2.7 billion) and 4% (about \$1 billion) respectively of the accumulated \$25.1 billion advertising revenues in the entertainment and media industry of Hong Kong in 2023.

In 2023, the actual advertising revenue of TVB was \$1,280 million. The actual advertising revenues of other licensees were not publicly available.

Subscription Revenue

According to the annual report of HKT Trust and HKT Limited (HKT), the holding company of PCCW Media, the turnover of its pay TV services and related services provided in Hong Kong under the “Now TV” brand was \$2.4 billion in 2023.



⁹ Source: Company reports of major broadcasting licensees providing television programme services in Hong Kong.

¹⁰ These include sales of advertising spots within programme breaks, programme/event sponsorship, product placement as well as related production fees of advertisements and tailor-made content.

¹¹ Source: PwC Global Entertainment and Media Outlook 2024-2028, www.pwc.com/outlook. All television advertising revenues are net spending excluding agency commissions, production costs and discounts.

Investment in Broadcasting Industry

Key investment projects in the television industry in recent years include the digital terrestrial broadcasting network, HDTV content and production technology, interactive television services, and regular network maintenance and upgrades that are required to maintain or expand the ever-advancing scope of services.

HKTVE, i-CABLE HOY and TVB have respectively committed to investing a total of \$2.2 billion for the six-year period from 2021 to 2027, \$1.3 billion for the six-year period from 2022 to 2028 and \$6.6 billion for the six-year period from 2022 to 2027 for the provision of free TV services. Investment commitments of HKTVE, i-CABLE HOY and TVB comprise capital expenditures and programming expenditures. As at March 2024, HKTVE, i-CABLE HOY and TVB provided 289, 504 and 831 hours of HDTV programmes per week respectively. i-CABLE HOY and TVB also provided 84 and 1 153 hours of independent local productions in their programming respectively in 2023.



As regards the pay TV market, HKT, the holding company of PCCW Media, reported in the 2023 Annual Report that the capital expenditure of the group was around \$2,273 million in 2023. Its major items of investment included property, plant and equipment, and interests in leasehold land.

On the sound broadcasting side, CRHK and Metro have committed to investing \$549 million and \$561 million respectively for the six-year period from 2022 to 2028 covering production of radio programmes and upgrading of transmission facilities and equipment in order to provide better sound quality and to enhance station coverage and efficiency of the radio production.

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Overview of Major Developments in the Communications Market

5.1.3 Programme Variety and Positive Programme Requirements

(a) Programme Variety and Diversity

Number of Broadcast Hours and Hours of Station Productions

As at March 2024, the licensees broadcast about 39 825 hours of television programmes a week. The ten digital channels of HKTVE, i-CABLE HOY and TVB provided a total of 1 631 broadcast hours per week, while the 205 channels of PCCW Media provided around 29 000 broadcast hours per week. As a public service broadcaster, RTHK provided 840 hours per week on its five digital channels. About 50 channels of non-domestic TV licensees receivable in Hong Kong provided about 9 000 broadcast hours per week.

The total broadcast hours per week provided by CRHK, Metro and RTHK as at March 2024 were 2 352.

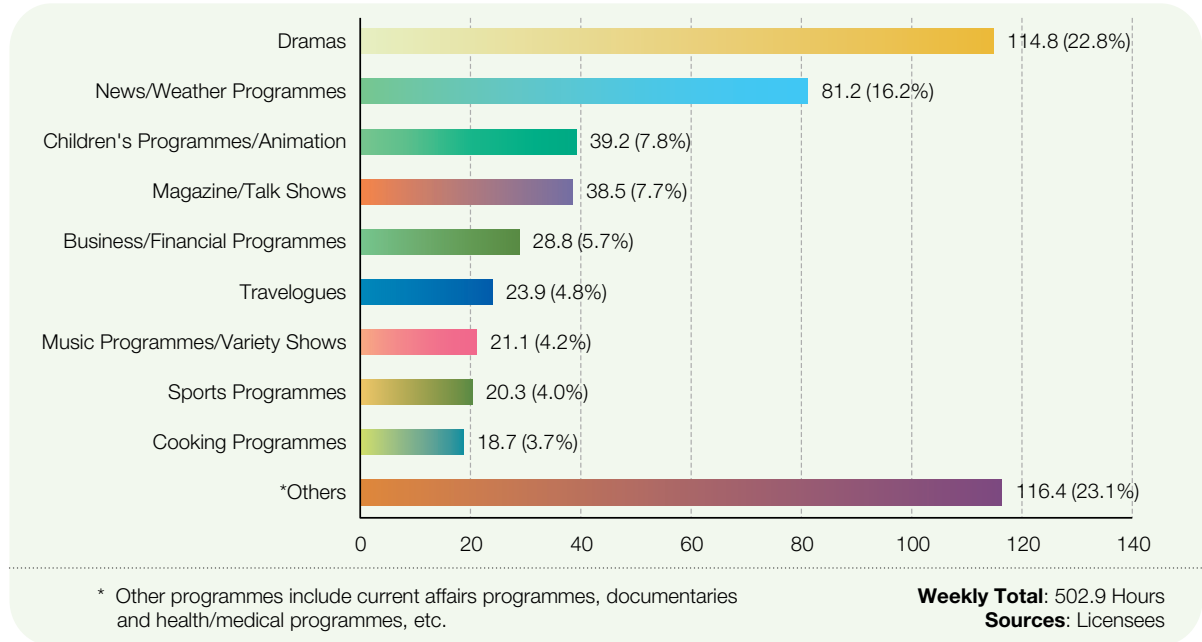


During the period under review, there were a total of 47 953 hours of station productions broadcast on HKTVE, i-CABLE HOY and TVB. Of the 205 channels provided by PCCW Media, around 20% were produced by PCCW Media itself.

*Free TV Services***Integrated Chinese and English Channels**

During the period under review, drama series (22.8%) and news/weather programmes (16.2%) continued to be the dominant programme genres on the integrated Chinese channels (viz. “HOY TV”, “Jade” and “ViuTV”). Drama series on “Jade” were mostly in-house productions; while “HOY TV”, “Jade” and “ViuTV” broadcast Mainland, Korean and Japanese drama series. In addition, children’s programmes/animation (7.8%), magazine/talk shows (7.7%), business/financial programmes (5.7%), travelogues (4.8%), music programmes/variety shows (4.2%), sports programmes (4.0%) and cooking programmes (3.7%), etc. were also broadcast on the integrated Chinese channels. The five channels provided by RTHK presented a variety of programmes to not only serve a broad spectrum of audiences, but also cater for the needs of minority interest groups.

Figure 2: Weekly Hours of Different Types of Programmes Broadcast on HOY TV, Jade and ViuTV (as at March 2024)



The integrated English channels (viz. “HOY International Business Channel”, “Pearl” and “ViuTVsix”) broadcast a wide range of programmes, including business/financial programmes (29.8%), news/weather programmes (11.9%), children’s programmes/animation (11.3%), music programmes/variety shows (8.4%), sports programmes (7.5%), documentaries (6.8%), feature films (5.4%), drama series (2.2%) and religious programmes (2.0%).

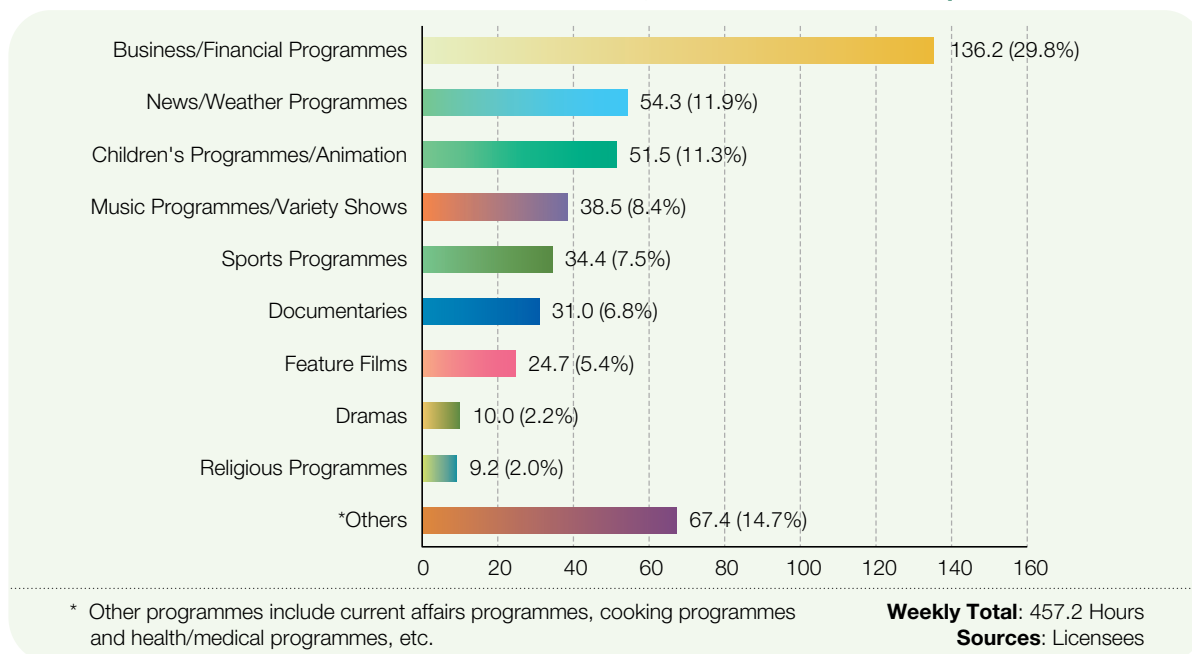


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Overview of Major Developments in the Communications Market

Figure 3: Weekly Hours of Different Types of Programmes Broadcast on HOY International Business Channel, Pearl and ViuTVsix (as at March 2024)



Thematic Channels

During the period under review, TVB provided acquired dramas, documentaries, variety shows, news, financial information programmes, etc. on “J2”¹², “TVB News Channel” and “TVB Finance, Sports & Information Channel”¹². i-CABLE HOY provided news, financial information, sports and infotainment programmes on “HOY Infotainment Channel”.



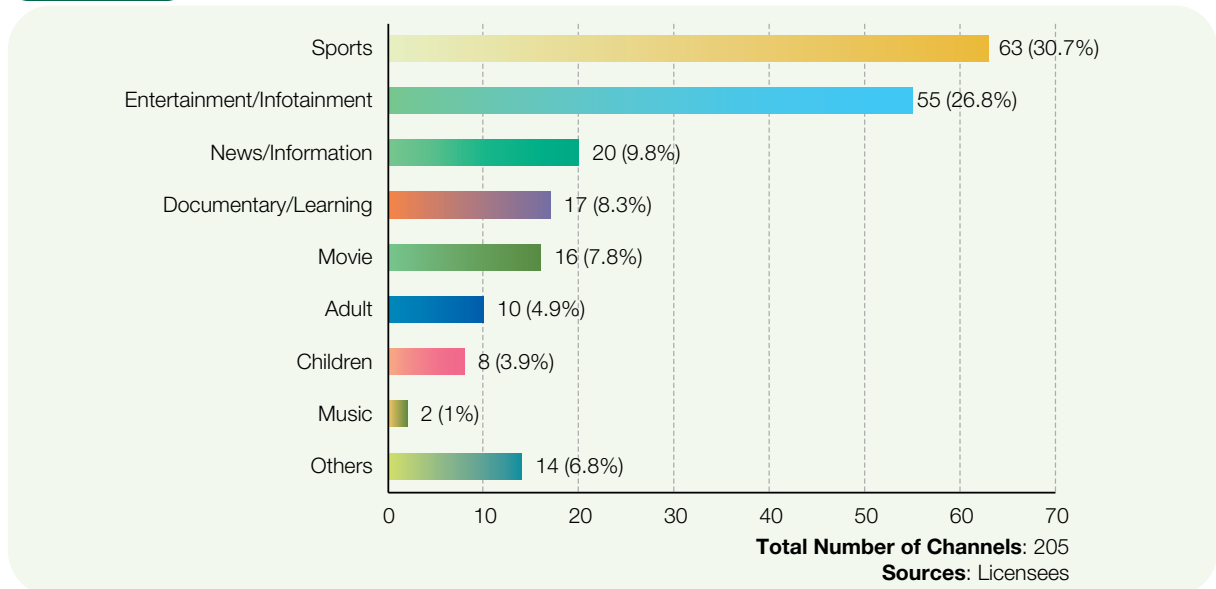
¹² Please see footnote 5.

Pay TV Services

During the period under review, a great variety of channels were offered on pay TV services, including sports channels (30.7%), entertainment/infotainment channels (26.8%), news/information channels (9.8%), documentary/learning channels (8.3%), and movie channels (7.8%).



Figure 4: Nature of Pay TV Channels (as at March 2024)



As at March 2024, PCCW Media's "Now TV" service offered 140 linear channels and 65 video-on-demand services.

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Overview of Major Developments in the Communications Market

Sound Broadcasting

As at March 2024, CRHK operated two frequency modulation (FM) Cantonese channels, viz. “CR1” and “CR2”, and one amplitude modulation (AM) English channel, viz. “AM 864”. “CR1” mainly provided news, current affairs, financial and personal view programmes. “CR2”, targeting younger listeners, featured pop culture and music programmes. “AM864” was primarily a music channel.



Metro operated two FM Cantonese channels, viz. “Metro Finance” and “Metro Info”, and one AM English channel, viz. “Metro Plus”. “Metro Finance” provided real-time, market-moving news and information on financial markets around the world. “Metro Info” provided music and programmes on lifestyle, health, market news and other information of interest to the public. “Metro Plus” was primarily a music channel which also provided some programmes for ethnic groups including the Filipino, Indian and Thai communities in Hong Kong.

RTHK operated eight radio channels, providing Cantonese, English and Putonghua services. It offered a variety of thematic channels ranging from information to general entertainment and culture.



(b) Positive Programme Requirements



Free TV Services

Following the mid-term review of the free TV licences of HKTVE, i-CABLE HOY and TVB in 2023 (Mid-term Review), the original seven categories of positive programmes were consolidated into five categories, i.e. news, current affairs (including programmes to positively promote national education, national identity and NSL), children, young persons and “others”¹³. HKTVE, i-CABLE HOY and TVB were respectively required to broadcast at least 41.5, 41.5 and 45.5 hours of positive programmes per week¹⁴. They all met the stipulated requirements.

The reports submitted by the licensees to the Authority on positive programmes are available at https://www.coms-auth.hk/en/licensing/broadcasting/compliance_reports/index.html.

¹³ The “others” category includes documentary programmes, programmes for senior citizens, arts and culture programmes, ethnic minority programmes, medical and healthcare programmes, environment programmes, science programmes, sports programmes and civic education programmes.

¹⁴ Licensees were given the flexibility to broadcast positive programmes (other than news programmes) through any of their channels.

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Overview of Major Developments in the Communications Market

Figure 5: Broadcast of Positive Programmes on Free TV Services (as at March 2024)

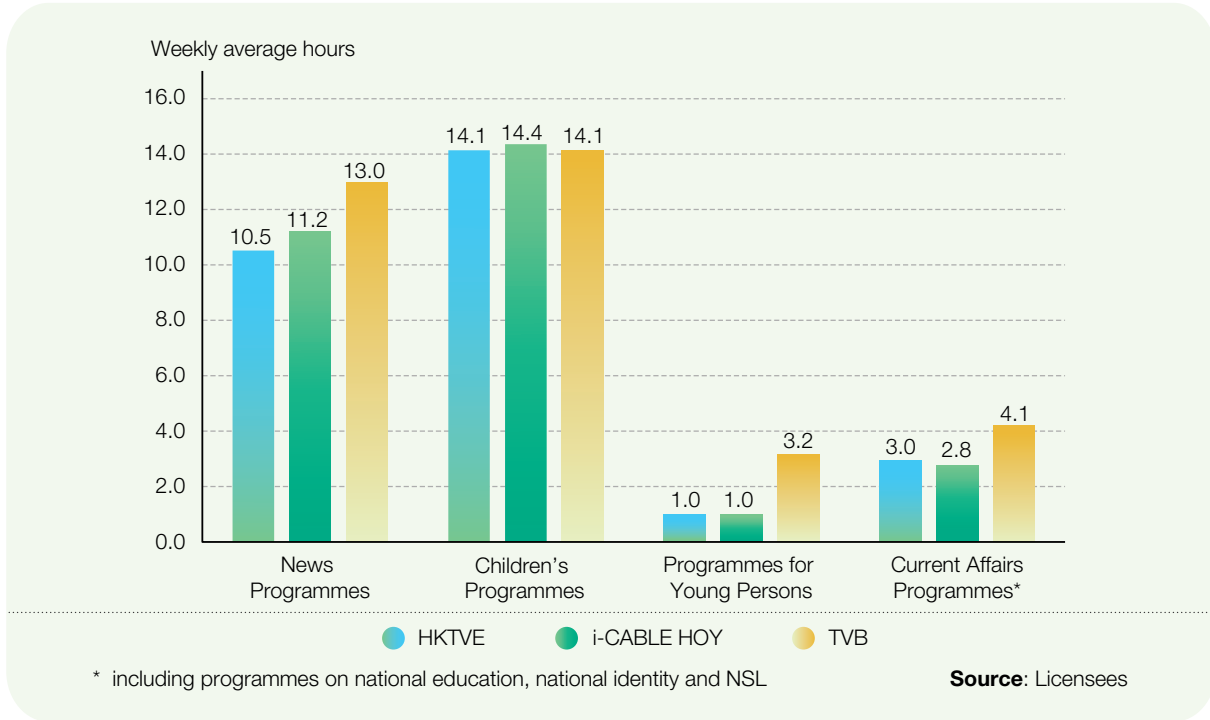
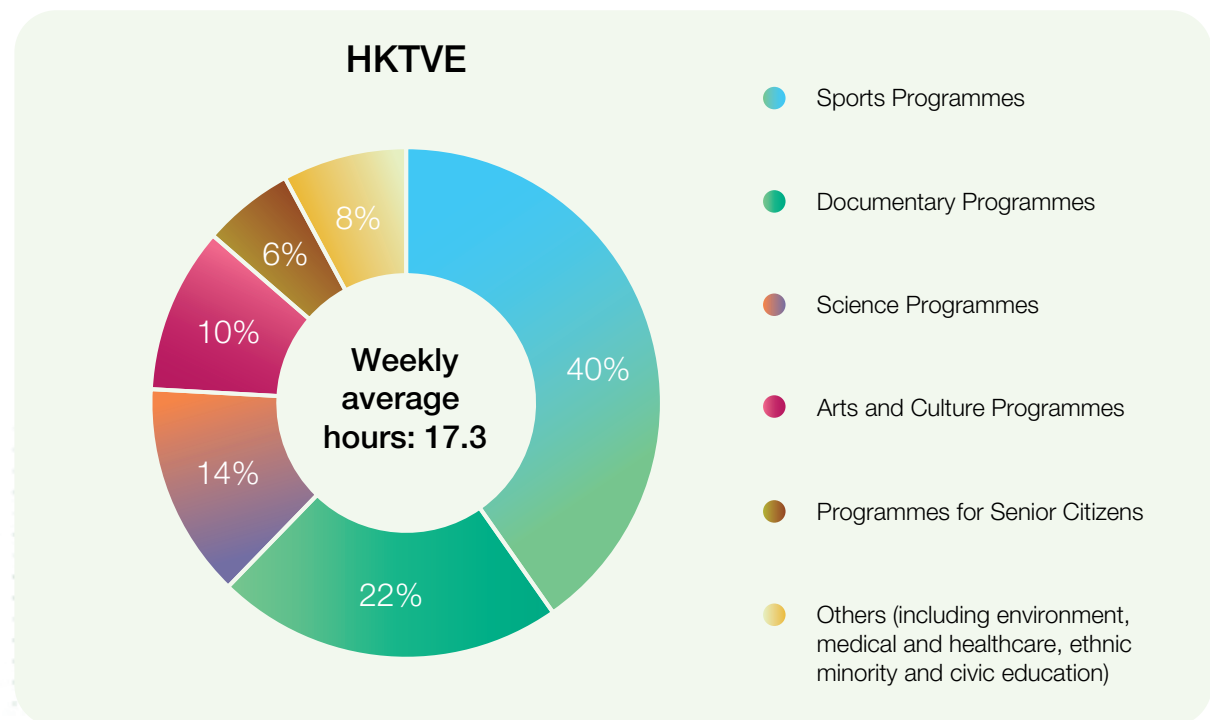
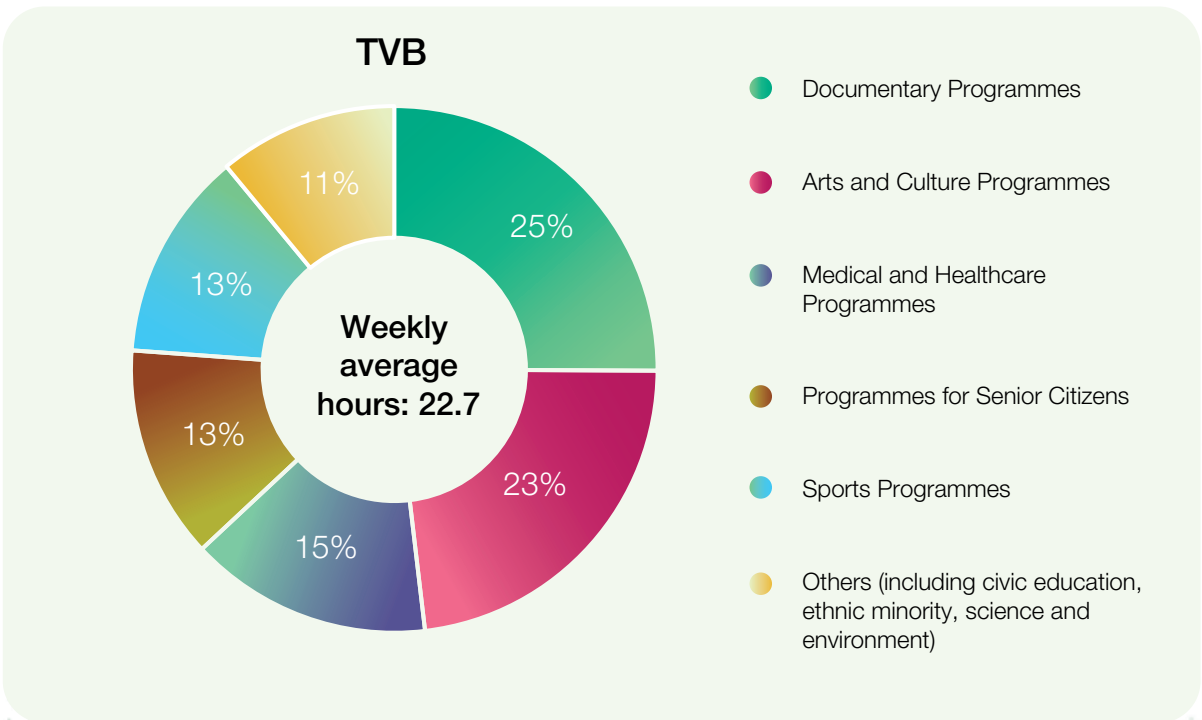
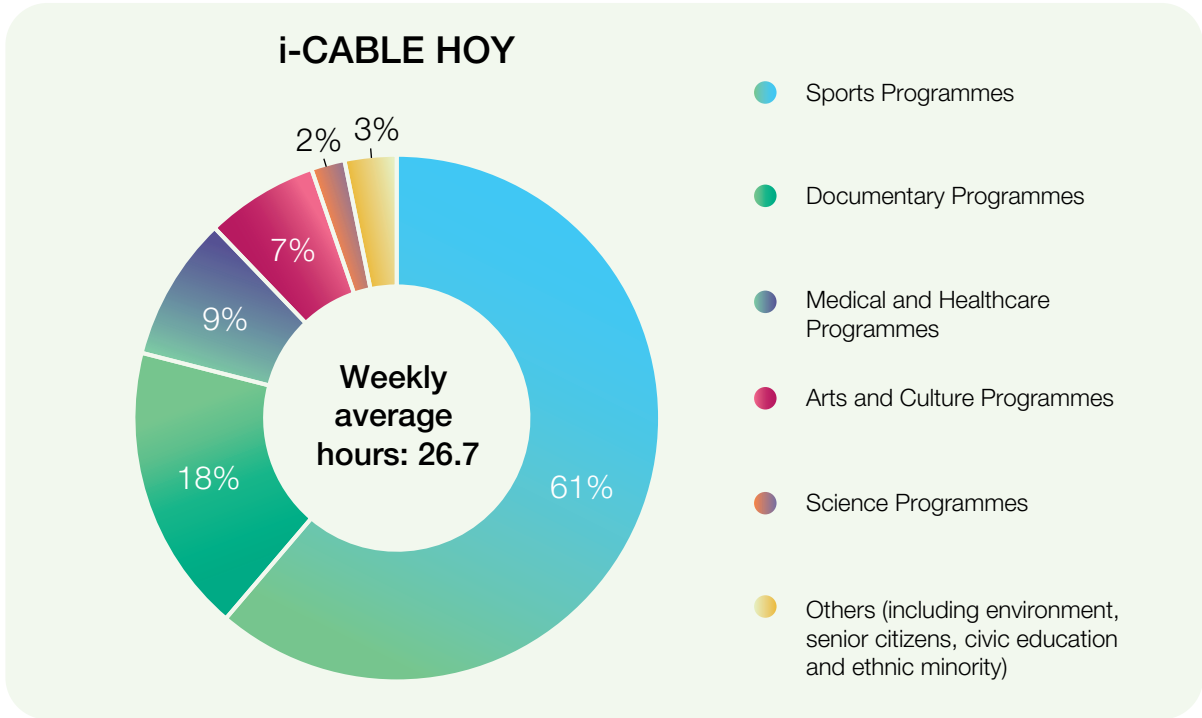


Figure 6: Broadcast of Positive Programmes under the "Others" Category on Free TV Services (as at March 2024)





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Overview of Major Developments in the Communications Market

Free TV licensees were required to provide subtitles for all news, current affairs programmes, weather programmes and emergency announcements, as well as programmes broadcast during prime time (7:00 p.m. to 11:00 p.m.) on the integrated Chinese and English channels¹⁵. On the whole, HKTVE, i-CABLE HOY, and TVB complied with the requirements on the provision of subtitles.



To meet public demand for easier access to information by persons with hearing impairment, following the Mid-term Review, the Authority issued directions requiring each of the free TV licensees to provide sign language of not less than 25 minutes duration in its Cantonese news programme each day with effect from July 2023¹⁶. Since then, HKTVE, i-CABLE HOY and TVB had provided their signed news programmes on “ViuTV”, “HOY Infotainment” and “Pearl” respectively. They all fulfilled this requirement.

Pursuant to licence requirements, HKTVE, i-CABLE HOY and TVB were required to broadcast two minutes of Announcements in the Public Interest (APIs) in every two clock hours on each channel. Also, they were required to broadcast, on a weekly basis, not more than five minutes in aggregate of publicity material for the Authority on each of the integrated Chinese and English channels¹⁷. During the period under review, HKTVE, i-CABLE HOY and TVB broadcast a total of 1 456 hours of the two types of materials.

Sound Broadcasting

Following the Mid-term Review, CRHK and Metro were each required to broadcast at least 29 hours of positive programmes¹⁸ per week under their respective licences. CRHK and Metro broadcast the required amount of positive programmes.



CRHK and Metro also fulfilled the requirements on the broadcast of one minute of APIs in each hour and not more than five minutes of publicity material for the Authority each week on each service channel. The reports submitted by the licensees to the Authority on positive programmes are available at https://www.coms-auth.hk/en/licensing/broadcasting/compliance_reports/index.html.

¹⁵ Prior to the Mid-term Review, while the licence had already required a free TV licensee to provide subtitling in prime-time slots, the time period specified for the integrated Chinese channel (7:00 p.m. to 11:00 p.m.) was different from that for the integrated English channel (8:00 p.m. to 11:30 p.m.). In the Mid-term Review, the Authority decided to align the time periods by requiring the provision of subtitles for all programmes on the integrated Chinese and English channels to 7:00 p.m. to 11:00 p.m., with effect from July 2023.

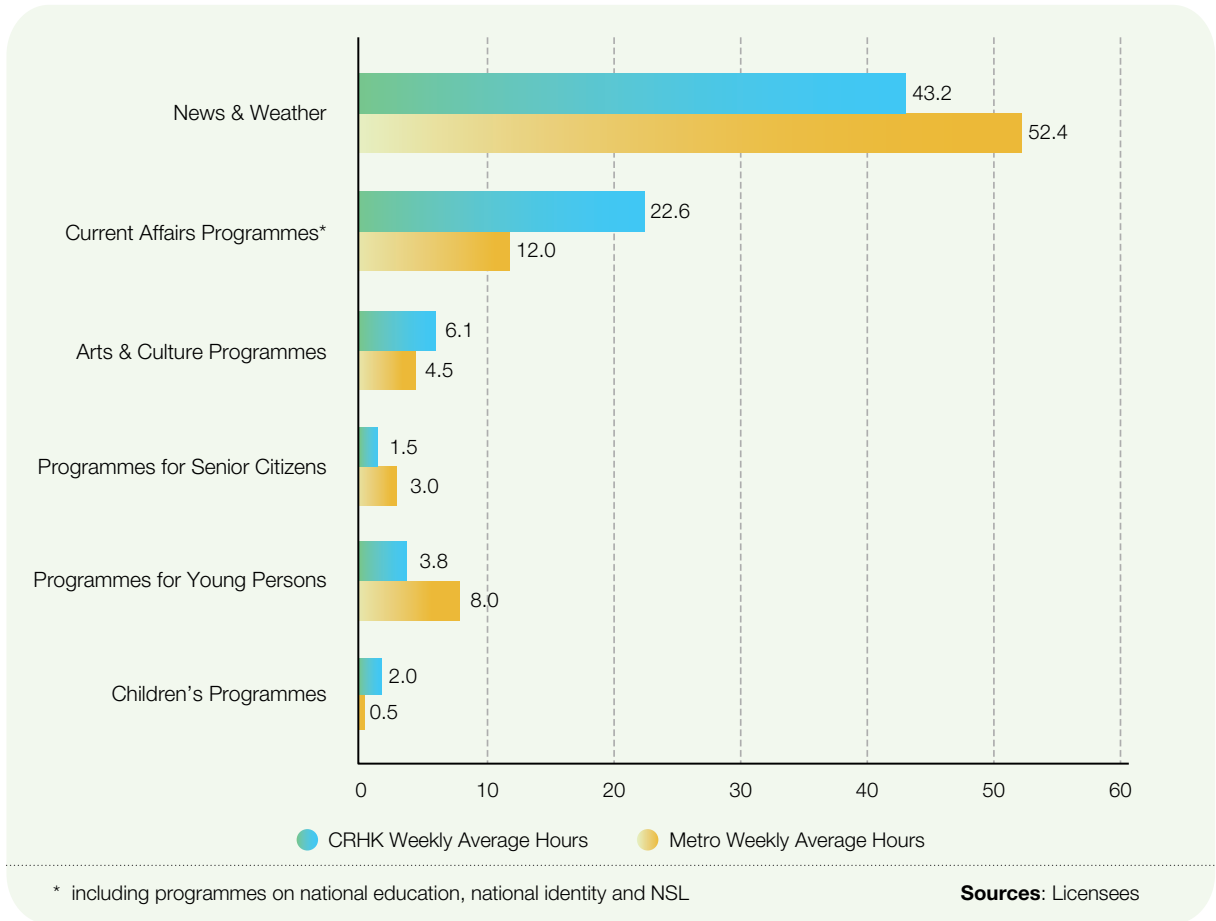
TVB was also required to provide, on its thematic channels, Chinese subtitles for all news, current affairs programmes, weather programmes and emergency announcements as well as programmes broadcast during prime time.

¹⁶ Prior to the Mid-term Review, only TVB was required under its licence to provide sign language of certain duration in its news programmes as directed by the Authority. In the Mid-term Review, the Authority decided to apply the sign language requirement to all licensees.

¹⁷ For the three thematic channels of TVB, they were required to broadcast two minutes of publicity material for the Authority per week. For the thematic channel of i-CABLE HOY, the licensee was required to comply with its commitment of broadcasting five minutes of publicity material for the Authority per week.

¹⁸ CRHK and Metro were required to broadcast news and weather programmes, current affairs programmes (including programmes on national education, national identity and NSL), arts and culture programmes, programmes for young persons, senior citizens and children, in their respective sound broadcasting services.

Figure 7: Broadcast of Positive Programmes on Sound Broadcasting Services (as at March 2024)



5.1.4 Hong Kong as a Regional Broadcasting Hub

Hong Kong is a broadcasting hub in the Asia-Pacific region. As at March 2024, there were nine non-domestic TV licensees operating in and broadcasting from Hong Kong. Altogether, they offered around 150 satellite television channels serving viewers in the Asia-Pacific region, Europe and Africa, with about 50 channels receivable in Hong Kong. A summary of the non-domestic TV services as at March 2024 is at **Annex 1**.

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Overview of Major Developments in the Communications Market

TELECOMMUNICATIONS

5.2 An Overview of the Telecommunications Market

Hong Kong has one of the most sophisticated and advanced telecommunications markets in the world. This has been an important factor in Hong Kong's development as a leading global business and financial centre. The telecommunications sector employed around 18 000 persons in 2023, whilst its gross output amounted to \$115 billion in 2022.

All sectors of Hong Kong's telecommunications market have been liberalised with no foreign ownership restrictions on telecommunications operators. The Authority's objectives are to maintain a level playing field in the open and competitive telecommunications market and to ensure that consumers get the best services available in terms of efficiency, quality and price.



5.2.1 The Telecommunications Regulatory Framework

Carrier Licences

The Authority issues carrier licences to facility-based operators, authorising them to establish and maintain telecommunications networks and facilities which may cross unleased government land and public streets, for the provision of public telecommunications services.

The unified carrier licensing framework has been implemented since 1 August 2008 as the single licensing vehicle for the provision of facility-based fixed, mobile and/or converged telecommunications services in Hong Kong.

A Unified Carrier Licence (UCL) for the provision of local fixed service authorises the licensee to establish and maintain fixed network, wireline-based or wireless-based, or a combination of both where applicable, to provide local telecommunications services between fixed points within Hong Kong. A UCL for the provision of external fixed service authorises the licensee to provide external transmissions and services operated over external facilities such as submarine cable and satellite communications systems. A UCL for the provision of mobile service enables the licensee to provide two-way communications between moving locations or between a moving location and a fixed location in Hong Kong. The issue of new UCL for the provision of mobile service is subject to the availability of radio spectrum for assignment. An operator may apply for a single UCL to provide all the above services.

As at March 2024, there were a total of 59 holders of UCL, providing local fixed services, cable-based external fixed services, non-cable-based external fixed services and/or mobile services.

Public Radiocommunications Service Licences

Services which may be authorised under the Public Radiocommunications Service (PRS) Licence include radio paging, community repeater (trunked radio) services, vehicle location information services, one way data message services, public mobile radio data services and railway signaling services.

As the provision of radiocommunications services requires the assignment of suitable operating frequencies, PRS Licences are granted only when the required radio spectrum is available.

As at March 2024, there were a total of six PRS licensees.

Services-based Operator Licences

Services-based Operators (SBOs) make use of the networks and facilities of other licensed facility-based operators for the provision of public telecommunications services, but they are not authorised to establish or maintain any telecommunications means which cross public streets or unleased government lands.

SBO licence covers three types of services, namely, Class 1 and Class 2 local voice telephony services, and Class 3 services which may include external telecommunications service, Internet access service, international value-added network service, MVNO service, private payphone service, public radio communications relay service, security and fire alarm signals transmission service, teleconferencing service and mobile communications service on board an aircraft.

As at March 2024, there were a total of 499 SBO licensees.

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Class Licences

The class licensing framework does not require any licence applications. Parties meeting the specified eligibility criteria and conditions (including any registration requirement) automatically become the class licensees, and are required to comply with the conditions set out in the relevant Class Licence as well as the TO. Currently, there are ten types of Class Licences:

- Class Licence for 6 GHz Device
- Class Licence for 60 GHz Device
- Class Licence for 79 GHz Automotive Radar
- Class Licence for Citizens Band Radio Station
- Class Licence for In-building Telecommunications Systems
- Class Licence for Medical Implant Communication System Device
- Class Licence for Short Range Device
- Class Licence for Taxi Mobile Station
- Class Licence for Offer of Telecommunications Services
- Class Licence for Provision of Public Wireless Local Area Network Services

Other Licences

Apart from the licences mentioned above, there are a number of miscellaneous licences under the purview of the Authority.

A breakdown of the types and numbers of all telecommunications licences is at **Annex 2**.

5.2.2 Developments in the Telecommunications Market and Technology Trends



Mobile Communications Services

Competition in public mobile services has always been keen. As at March 2024, four major MNOs, namely, China Mobile Hong Kong Company Limited, Hong Kong Telecommunications (HKT) Limited, Hutchison Telephone Company Limited and SmarTone Mobile Communications Limited, were providing a wide range of public mobile services.

MNOs provide second generation, 3G, 4G and 5G mobile services in Hong Kong at very affordable prices. As at March 2024, there were about 25.3 million subscriptions to mobile communications services. The mobile subscriber penetration rate reached 327.6%, one of the highest in the world, with over 99% of them being subscriptions of 3G, 4G and 5G mobile services. Further to the commercial launch of 5G services since April 2020, 5G mobile service subscriptions reached almost 6.9 million in March 2024, representing a mobile subscriber penetration rate of 91.5%. With the continued development of 5G services, increasingly higher speed of mobile communications will be supported.

With an ever growing demand for mobile data services, the monthly mobile data usage surged to 217 615.5 Terabytes in March 2024, representing 1.3 times of the monthly usage over the same period in 2023. The monthly mobile data usage per capita reached 28 748.9 Megabytes in March 2024, compared with 22 279.5 Megabytes in March 2023, representing an increase of 29.0%. The development of 5G services and innovative applications enabled by 5G will further boost mobile data usage in the future.

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Figure 8: Number of Mobile Service Subscriptions (2014 to 2023)

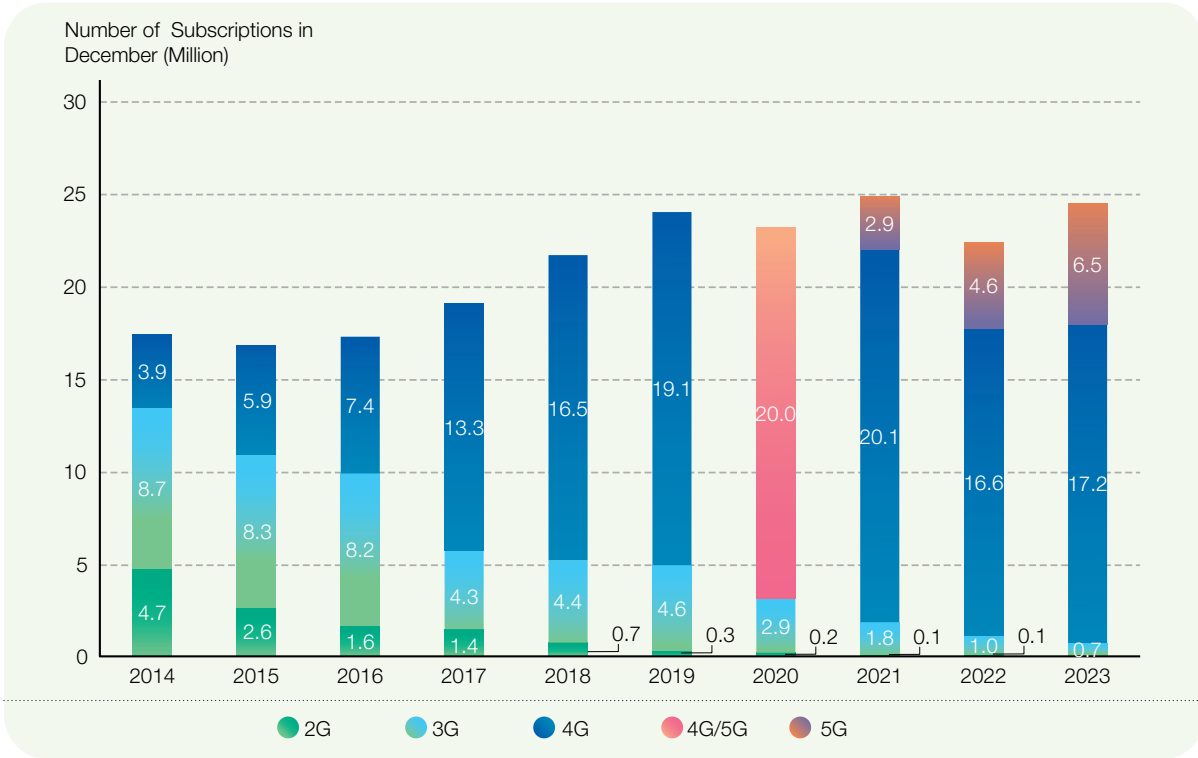


Figure 9: Mobile Service Subscriptions of Postpaid and Prepaid SIM (2014 to 2023)

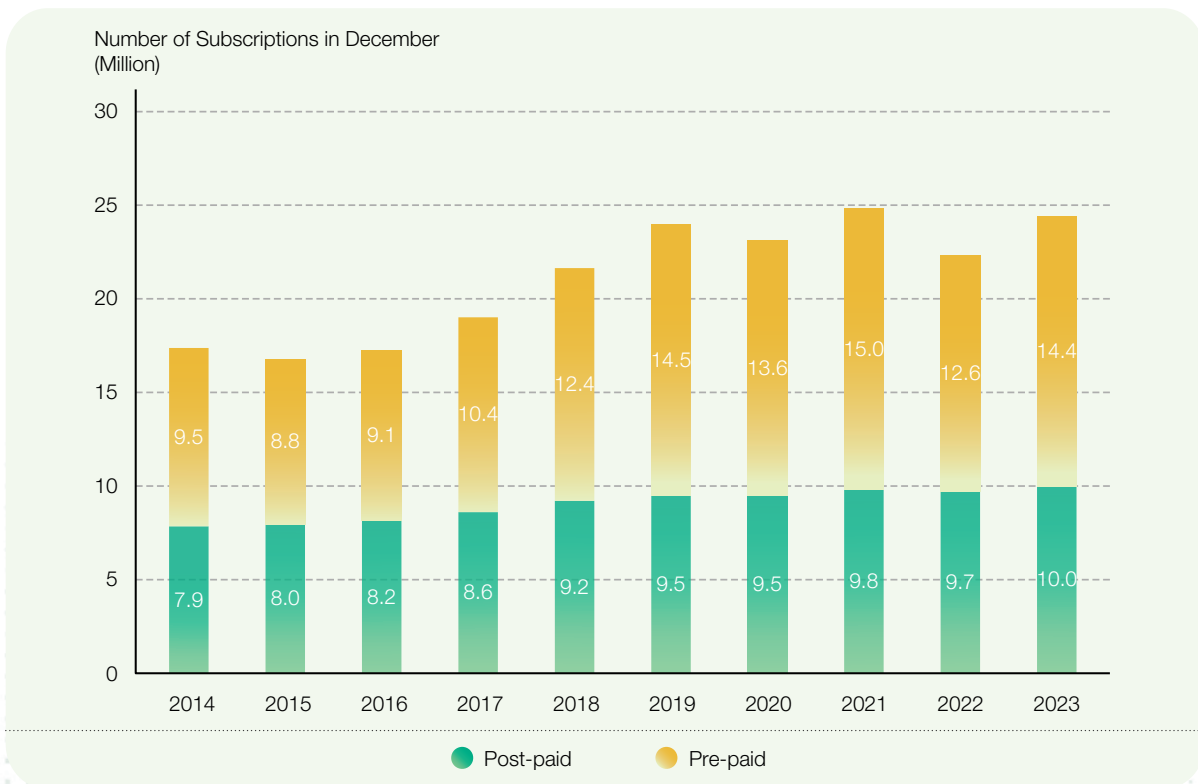
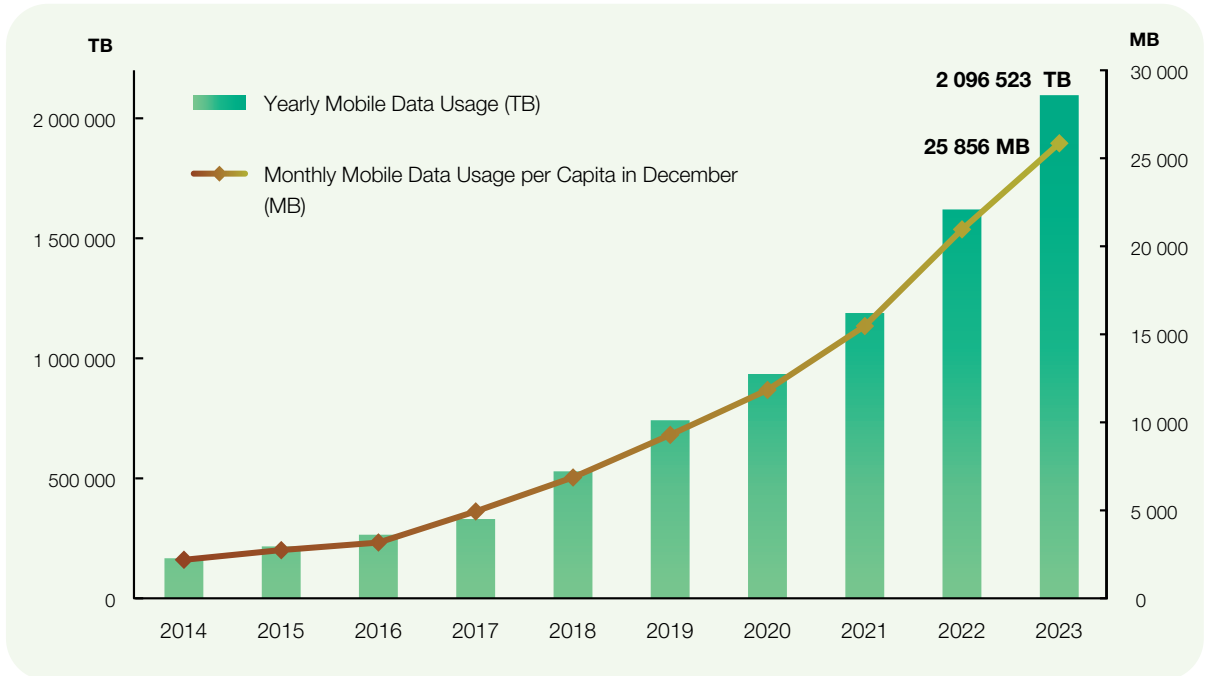


Figure 10: Mobile Data Usage (2014 to 2023)



Fixed Communications Services

The local fixed communications services market has been fully liberalised with no preset limit on the number of licences to be issued for fixed services, or deadline for submission of licence applications. Furthermore, there is no specific requirement on network roll-out and investment and licensees may provide their services according to their proposals.



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As at March 2024, there were 28 local FNOs holding UCLs for the provision of local fixed services, providing around 66 fixed lines per 100 households, one of the highest in the world. They were, in alphabetical order:

- China Mobile Hong Kong Company Limited
- China Mobile International Limited
- China Telecom Global Limited
- China Unicom (Hong Kong) Operations Limited
- ComNet Telecom (HK) Limited
- Console Connect (HK) Limited
- Easy Tone Network Limited
- HGC Global Communications Limited
- HKBN Enterprise Solutions HK Limited
- HKBN Enterprise Solutions Limited
- HKC Network Limited
- HKT Global Operation (HK) Limited
- Hong Kong Broadband Network Limited
- Hong Kong Cable Television Limited
- Hong Kong Telecommunications (HKT) Limited
- NTT Com Asia Limited
- PCCW Global (HK) Limited
- PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited
- Reach Networks Hong Kong Limited and Reach Cable Networks Limited
- SmarTone Communications Limited
- Telstra International Limited
- Towngas Telecommunications Fixed Network Limited
- TraxComm Limited
- Verizon Hong Kong Limited
- Village Telephone Limited
- VNET Group Limited
- Vodafone Enterprise Hong Kong Limited
- Xenith IG Hong Kong Limited

As at March 2024, 92.5% and 81.3% of households were able to enjoy a choice of at least two and three self-built customer access networks respectively. It is expected that the figures will keep growing as the carriers continue to roll out their networks.



Fixed Broadband Services

As at March 2024, 28 FNOs and 278 SBOs were authorised to provide broadband Internet access services in Hong Kong. With the continuous network rollout of FNOs, the Hong Kong community can enjoy nearly ubiquitous coverage of broadband networks through the deployment of various technologies including asymmetric digital subscriber line, hybrid fibre coaxial cable, fibre-to-the-building, fibre-to-the-home, etc. Broadband access to various applications and content services has become an integral part of the life of people in Hong Kong. As at March 2024, there were around 3 million residential and commercial fixed-broadband subscriptions, with the household penetration rate of around 97.2%. Broadband services are available at speeds up to 10 gigabits per second (Gbps). Around 90.1% of the fixed broadband subscriptions are supported by broadband services with speeds of 100 megabits per second (Mbps) or above. The statistics of fixed broadband subscriptions as at March 2024 and the statistics for the past ten years are shown in **Figure 11** and **Figure 12** respectively.

Figure 11: Statistics of Fixed Broadband Subscriptions (as at March 2024)

	No. of subscriptions	% share
Total no. of broadband subscriptions	2 955 410	100%
Broadband speed of 100 Mbps or above	2 662 990	90.1%
Broadband speed below 100 Mbps	292 420	9.9%
Residential	2 658 294	89.9%
Commercial	297 116	10.1%

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Figure 12: Fixed Broadband Subscriptions (2014 to 2023)*Internet of Things Services*

Internet of Things is a technology which enables the provision of communications platforms and services for interconnected devices to generate, exchange and consume data with minimal human intervention. Currently, Wireless Internet of Things (WIoT) licensees, MNOs and MVNOs are authorised to provide WIoT services. Since the creation of the WIoT licence in December 2017, four WIoT licences have been issued. With the development of new wireless technologies such as 5G mobile technologies and smart city applications, it is expected that there will be an increasing number of WIoT devices connecting to the public telecommunications networks in future.

External Telecommunications Services

The external telecommunications facilities market has been fully liberalised. As at March 2024, 41 FNOs were authorised to provide cable-based and/or non-cable-based external telecommunications facilities.

As at March 2024, there were eight cable landing stations in Hong Kong: two in Tong Fuk, three in Tseung Kwan O and the other three in Deep Water Bay, Chung Hom Kok and Cape D'Aguilar respectively, making it a major telecommunications and Internet hub in the region.

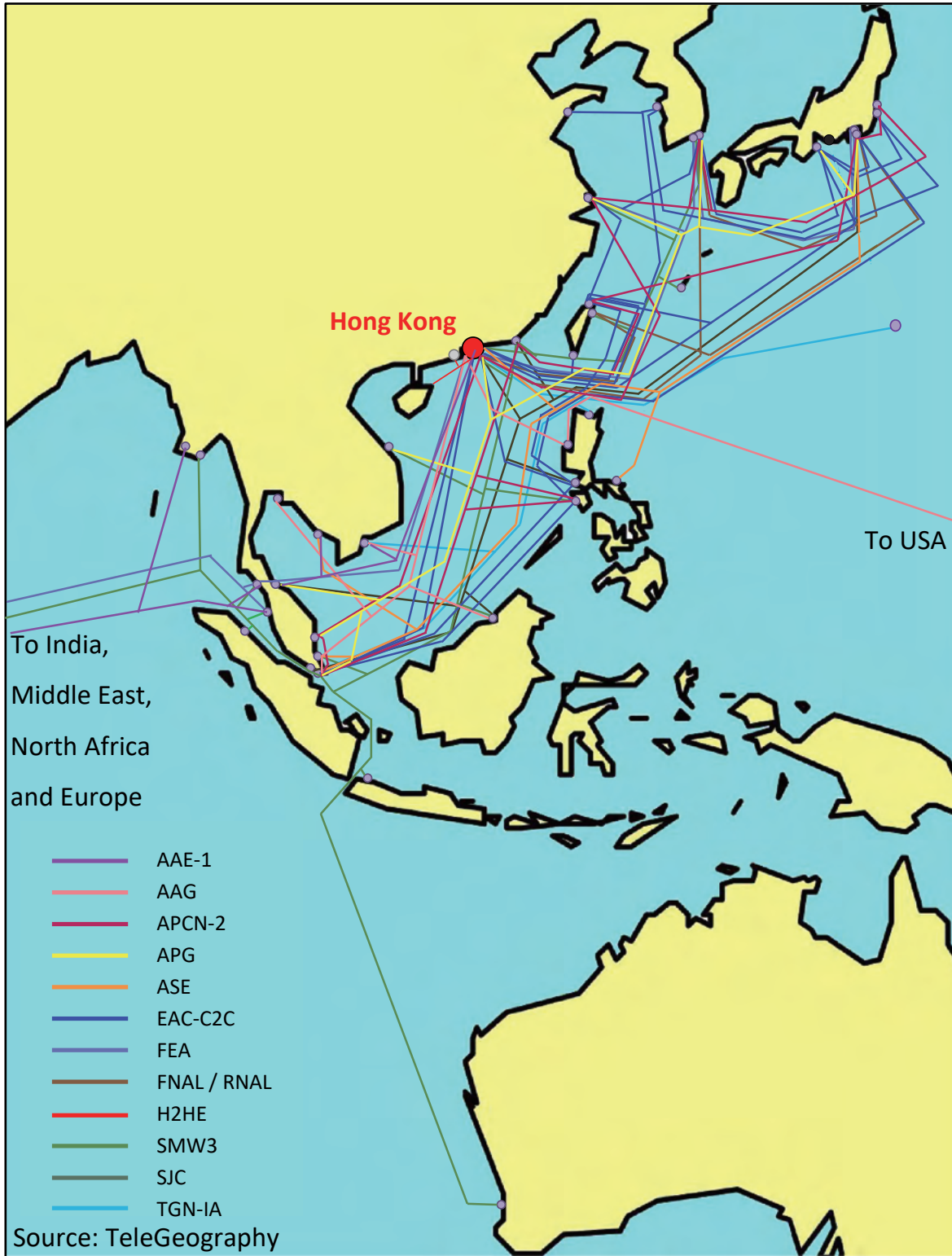
In March 2024, Hong Kong was connected to 12 regional and transcontinental submarine cable systems. They are Asia Africa Europe-1 (AAE-1), Asia-America Gateway Cable System (AAG), Asia Pacific Cable Network 2 (APCN-2), Asia Pacific Gateway (APG), Asia Submarine-Cable Express (ASE), EAC-C2C, FLAG Europe Asia (FEA), FLAG North Asia Loop (FNAL)/REACH North Asia Loop (RNAL), Hainan to Hong Kong Express (H2HE), Sea-Me-We 3 (SMW3), South-East Asia Japan Cable System (SJC) and TGN-Intra Asia Cable System (TGN-IA). As at March 2024, the total equipped external capacity exceeded 266 500 Gbps. Total external telephone traffic was 1.3 billion minutes for 2023. With the support of OFCA's single-point-of-contact service, several new regional or transcontinental submarine cable systems are under construction and scheduled to be put into service between 2024 and 2029.

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Figure 13: Submarine Cables between Hong Kong and Other Economies



Satellite Services

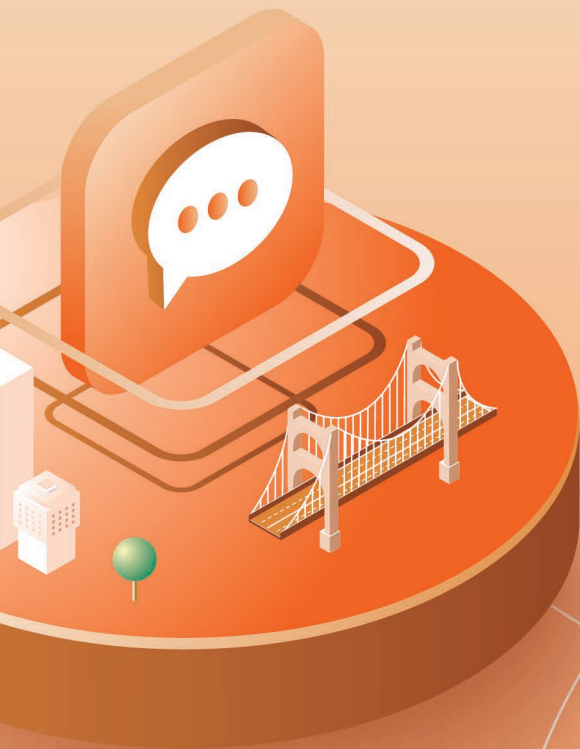
Hong Kong adopts an open sky policy in regulating the provision of satellite services. Satellite-based telecommunications and television broadcasting services are provided via a multitude of satellites in the region with more than 160 transmitting/receiving satellite antennae in earth stations operated by a number of FNOs.

Licences are required for the operation of satellites and associated facilities. As at March 2024, there were a total of nine in-orbit geostationary satellites operated by two Hong Kong companies, namely Asia Satellite Telecommunications Company Limited and APT Satellite Company Limited, which are licensed to provide satellite communications services.

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BROADCASTING

6.1 Amendments to Broadcasting Codes of Practice

With the support of OFCA, the Authority has completed the review of the CoPs, having taken into account views received from the public and the industry. In view of the increasingly challenging business environment faced by the licensees, the latest revisions provided timely relaxations to the regulatory regime of the broadcasting sector, including the regulation of programme sponsorship and indirect advertising for television and radio. The relaxations also help licensees improve their financial position by creating new revenue-generating channels, contributing to the sustainable development of the broadcasting sector.

Given the importance of safeguarding national security, the latest revision also introduced a requirement for broadcasting licensees to safeguard national security in broadcasting their programmes. The relevant provisions apply to all licensed broadcasting services.

The revised CoPs were published in the Gazette on 15 December 2023 and took effect on the same day. The Authority considered that the revised CoPs provided a more flexible and conducive operating environment for the broadcasting industry while protecting the interests of the community at large, thereby enabling the sustainable development of the industry and the provision of higher quality broadcasting services to the public.

6.2 Paving the Way for Renewal of Major Licences

Six major broadcasting licences, including three free TV licences, one pay TV licence and two sound broadcasting licences, are due to expire in 2027 and 2028.

To pave way for the upcoming licence renewal exercise, with the support of OFCA, the Authority is conducting a broadcasting service survey to track changes in the viewing and listening habits of the general public in Hong Kong. The information and statistics obtained from the survey will serve as a useful reference for the Authority in handling applications from major broadcasting licensees for renewal of their licences. It is expected that the survey will be completed by the end of 2024.

6.3 Non-Domestic and Other Licensable TV Licences

During the period under review, the Authority granted one other licensable TV licence to Rediffusion Technology Services Limited for the provision of television programme services in hotel rooms in Hong Kong. The Authority also approved the application for renewal of one non-domestic TV licence by Starbucks (HK) Limited.

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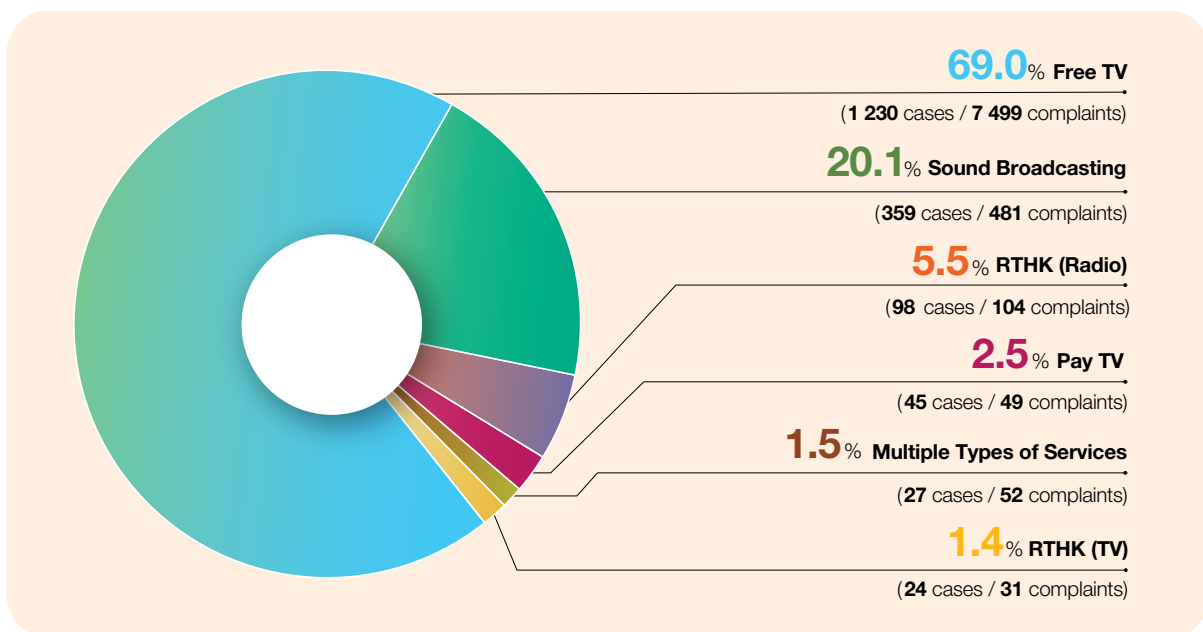
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6.4 Processing Complaints Relating to Broadcasting Services

Overview of the Complaints Processed

During the period from April 2023 to March 2024, the Authority handled 1 783 cases (involving 8 216 complaints)¹⁹ relating to the materials broadcast by broadcasters, which represented a decrease of 4.0% in the number of cases, and a significant increase of 106.2% in the number of complaints processed²⁰, as compared with the figures during the same period in the previous year (1 857 cases, involving 3 984 complaints). Breakdown of all the complaint cases by broadcasting service and broadcaster processed during the period is shown in **Figure 14** and **Figure 15** respectively.

Figure 14: Distribution of All Complaint Cases by Broadcasting Service Processed in 2023/24



¹⁹ To ensure operational efficiency, complaints with similar allegations relating to the same issue or broadcast material are grouped together for handling and counted as a single case.

²⁰ The significant increase in the number of complaints was mainly due to the fact that there was a case involving over 4 600 complaints.

Figure 15: Distribution of All Complaint Cases by Broadcaster Processed in 2023/24

Broadcasters Involved	No. of Complaint Cases	No. of Complaints Involved
TVB	1 024	7 166
HKTVE	120	177
i-CABLE HOY	77	85
Hong Kong Cable Television Limited	11	15
PCCW Media	34	34
CRHK	231	257
Metro	128	224
RTHK (TV)	24	31
RTHK (Radio)	98	104
Multiple Broadcasters	36	123
Total	1 783	8 216

Among all the complaint cases processed by the Authority, 1 777 cases (involving 8 202 complaints) were handled by DG Com under the Authority's delegated authority. These complaints relate to breaches of a minor nature, or allegations which did not constitute any breach or were outside the remit of section 11(1) of the B(MP)O (i.e. the substance of the complaints did not involve contravention of relevant legislation, licence conditions or provisions in the CoPs). The Authority dealt with six cases (involving 14 complaints). Outcomes of all the complaints processed by the Authority during this period are listed in **Figure 16**.

**Figure 16: Outcomes of All Complaint Cases Dealt with by the Authority and DG Com**

	Within Section 11(1) of B(MP)O				Outside Section 11(1) of B(MP)O DG Com	Total
	Substantiated		Unsubstantiated			
	The Authority	DG Com	The Authority	DG Com	DG Com	
No. of Cases	4	96	2	1 377	304	1 783
No. of Complaints	5	134	9	7 717	351	8 216

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Complaint Cases Dealt with by the Authority

Among the six complaint cases dealt with by the Authority, three concerned free TV services (involving four complaints, which accounted for 28.6% of the total number of complaints dealt with by the Authority). A breakdown of these complaint cases by broadcasting service is shown in **Figure 17**.

Figure 17: Breakdown of Complaint Cases Dealt with by the Authority by Broadcasting Service

Types of Broadcasting Service	No. of Complaint Cases	No. of Complaint Involved
Free TV	3	4
RTHK (TV)	2	9
RTHK (Radio)	1	1
Total	6	14



Regarding the nature of broadcast materials involved in the six complaint cases dealt with by the Authority, all of them were related to programmes. Four of them were substantiated, among which one was related to product/service sponsorship; one concerned the use of vulgar expression; one concerned fairness and right of reply and the remaining one was related to the broadcast of programme classified as “Parental Guidance Recommended” during the family

viewing hours. The Authority issued one warning, one strong advice and two pieces of advice to the broadcasters concerned. A breakdown of the decisions of the Authority on the complaints dealt with in 2023/24 is shown in **Figure 18**.

Figure 18: Decision of the Authority on Complaint Cases in 2023/24

Decision of the Authority	Broadcasters Involved			Total
	TVB	i-CABLE HOY	RTHK	
No Further Action	0	0	2	2
Advice	1	0	1	2
Strong Advice	0	1	0	1
Warning	1	0	0	1
Serious Warning	0	0	0	0
Financial Penalty	0	0	0	0
Total	2	1	3	6

TELECOMMUNICATIONS

6.5 Making Spectrum Available in Multiple Frequency Bands for 5G Services

As at March 2024, the Authority had assigned a total of 2 130 MHz of radio spectrum in various low, mid and high frequency bands, namely 700 MHz, 3.3 GHz, 3.5 GHz, 4.9 GHz, and 26/28 GHz for public mobile telecommunications use, including the provision of 5G services. Separately, 400 MHz of shared spectrum in the 26/28 GHz band was also available for assignment to other parties for use on a sharing basis for the provision of local wireless broadband services in support of innovative 5G applications. MNOs launched their commercial 5G services in Hong Kong starting from April 2020. As at March 2024, 5G coverage in Hong Kong exceeded 90% of the population, and even up to 99% in core business districts, covering all the populated districts, bustling shopping malls and mass transit railway stations.

Making Available Additional 5G Spectrum to Meet the Demand of Operators

Taking into account the outcomes of the World Radiocommunication Conference of the International Telecommunication Union held in end 2023 that the 6 425 – 7 125 MHz band has been identified for International Mobile Telecommunications (IMT) in Region 1 (Europe and Africa) and some countries in Region 2 (Americas) and Region 3 (Asia and Oceania) and the announcement of the Ministry of Industry and Information Technology of the Mainland that the whole or



part of the 6 425 – 7 125 MHz band has been identified for IMT, the Authority has arranged to relocate the relevant users of fixed links and outside broadcasting links operating in the 6 570 – 6 770 MHz and 6 910 – 7 125 MHz bands to other frequency bands with a view to making available 415 MHz of spectrum for public mobile services.

With the sustained enhancement of 5G services and the growing availability of 5G equipment and consumer products, 5G services are revolutionising mobile users' experience with excellent technical capabilities of high speed, high capacity, high reliability, massive connectivity and low latency communications. 5G technology is widely expected to continue to open up vast potential for various commercial and smart city applications.

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In addition, the Authority will closely monitor the development of new frequency bands for various radiocommunications services, including mobile services, arising from the deliberations of the international/regional standardisation bodies. Taking note of the market development, the Authority will continue to implement measures to support the development of 5G or more advanced mobile communications services, including liaison with the industry to understand their views and requirements, and the timely supply of suitable radio spectrum to the industry.

Re-assignment of Frequency Spectrum in the 2.5/2.6 GHz Band

Upon the expiry of the previous assignment in March 2024, 90 MHz of spectrum in the 2.5/2.6 GHz band was re-assigned to three MNOs following an auction held in October 2021, with the result that some of the frequency assignments in the 2.5/2.6 GHz band would be changing hands in the new 15-year term of assignments. OFCA convened a meeting of the technical working group comprising representatives of the three MNOs concerned in September 2022 to coordinate the relevant technical arrangements. Through the concerted efforts of the technical working group, 90 MHz of spectrum in the 2.5/2.6 GHz band was seamlessly handed over to the new assignees in March 2024.

Preparing for Re-assignment of Frequency Spectrum in the 850/900 MHz and 2.3 GHz bands

The current assignments of 20 MHz of spectrum in the 850/900 MHz band and 90 MHz of spectrum in the 2.3 GHz band will expire in May 2026 and March 2027 respectively. It is planned that the relevant spectrum will be used for public mobile services. Following a joint public consultation conducted by the Authority and SCED in November 2022, their respective decisions on the arrangements for re-assignment of a total of 110 MHz of spectrum in the above frequency bands as well as the related spectrum utilization fee (SUF) upon the expiry of their existing assignment term were promulgated by way of a joint statement on 2 May 2023. The Authority will re-assign the spectrum in these bands in November 2024 by way of auction.

Preparing for Assignment of Frequency Spectrum in the 6/7 GHz Band

The spectrum in the 6/7 GHz band is the largest block of the mid-band spectrum that can be made available for mobile services and 400 MHz of spectrum in the band is newly identified for the provision of public mobile services. The spectrum in the 6/7 GHz band can support Sixth Generation (6G) development. Hong Kong is among the first in the world to make available the spectrum for auction, which will help promote market development and prepare in advance for 6G development. Following a joint public consultation conducted by the Authority and SCED in July 2023, their respective decisions on the arrangements for assignment of 400 MHz of new spectrum in the 6/7 GHz band (i.e. 6 570 – 6 770 MHz and 6 925 – 7 125 MHz) as well as the related SUF were promulgated by way of a joint statement on 1 March 2024. The Authority will conduct an auction in November 2024 and assign the spectrum in the band in the first quarter of 2025.

Second Round Administrative Assignment of Frequency Spectrum in the 26/28 GHz Band

To further promote 5G development and having regard to the latest market situation, the Authority launched the second round administrative assignment of the remaining 2 500 MHz of non-shared spectrum in the 26/28 GHz band for application by the industry in February 2024.

6.6 Ensuring Availability of Space in and Access to New Buildings for Installation of Mobile Communications Facilities

The 2022 Policy Address announced that the Government will further expand the 5G network by amending legislation to ensure availability of appropriate space in new buildings for installation of mobile communication facilities. To take forward the initiative, OFCA assisted the Commerce and Economic Development Bureau (CEDB) in formulating the legislative proposal to ensure availability of reserved space in and access to new buildings for installation of mobile communications facilities by MNOs. The Telecommunications (Amendment) Bill 2023 was introduced into the Legislative Council (LegCo) in December 2023 and passed by LegCo on 21 February 2024. Under the Telecommunications (Amendment) Ordinance 2024, MNOs may be authorised by the Authority for free access to reserved space in specified buildings (including new and redeveloped commercial, industrial, residential and hotel buildings) to install and maintain mobile communications facilities. In addition, new government buildings and public housing will also follow the arrangements for installing mobile communications facilities. The arrangement will help further expand the mobile network coverage and capacity in Hong Kong. The relevant amendment took effect on 1 October 2024, of which MNOs authorised by the Authority can install and maintain mobile communications facilities in the reserved space in specified buildings with building plans approved on or after 1 April 2025.

To implement the above legislative amendments, the Authority with OFCA's assistance will issue the "Code of Practice for the Provision of Mobile Access Facilities in Specified Buildings for the Provision of Public Mobile Radiocommunications Services" (Mobile CoP), which sets out the specific requirements for developers and MNOs regarding the installation of mobile communications facilities in specified buildings. The Mobile CoP was promulgated in September 2024.

OFCA will continue to support CEDB in taking forward the proposed legislative amendments and liaise with other relevant government departments in updating the respective administrative guidelines to ensure timely implementation of the new requirements.

6.7 Facilitating the Rollout of 5G Networks

Owing to the characteristics of 5G, more radio base stations (RBSs) are required to be installed to provide reasonable 5G network coverage. To facilitate the expedient and effective rollout of 5G network, the Authority supported the Government in launching a pilot scheme in March 2019 to open up more than 1 500 suitable government premises for MNOs to install RBSs under a streamlined approval process and at a nominal rent of \$1 per year.

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OFCA has also been working closely with the industry to facilitate MNOs' installation of RBSs at sheltered bus stops and public payphone kiosks. To facilitate MNOs' access to these facilities, the Authority issued the "Guidelines on the Use of Public Payphone Kiosks for the Installation of Radio Base Stations for Provision of Public Mobile Services" and "Guidelines on the Use of Sheltered Bus Stops for the Installation of Radio Base Stations for Provision of Public Mobile Services" in April and November 2020 respectively. As at March 2024, 12 applications for installation of RBSs at sheltered bus stop were approved. Moreover, the Government will reserve available space and loading capacity at multi-functional smart lampposts in various districts for RBS installation to further expand the 5G network coverage. The four local MNOs have submitted applications to the Authority respectively for using the first batch of 5G RBSs installed at the smart lampposts, and the vetting of the applications was completed in April 2024. OFCA will continue to work with the industry and relevant government departments in identifying suitable public facilities for installation of RBSs and facilitating technical trials.



6.8 Coordinating with Relevant Organisations to Enhance 5G Network Capacity at Major Public Event Venues

The 2023 Policy Address announced that the Government will coordinate proactively with relevant organisations to enhance 5G network capacity at major public event venues. To implement the initiative, CEDB and OFCA have been proactively coordinating with MNOs, relevant venue managers and government departments to streamline the approval and installation procedures so as to facilitate prompt installation of 5G RBSs by MNOs at these venues, enhancing their 5G network capacity and ensuring smoother communications services for mobile users attending major public events at these venues.

Since April 2024, MNOs have already activated 5G RBSs and provided 5G services at Hong Kong Convention and Exhibition Centre, AsiaWorld-Expo and Victoria Park, whereas the installation of 5G RBSs at Central Harbourfront Event Space, Hong Kong Coliseum and Kai Tak Sports Park are in progress and 5G services would be in place gradually. OFCA will continue to coordinate with relevant organisations to set up mobile communications facilities at major event venues to ensure that the public and event participants can enjoy quality communications services and provide high-level telecommunications infrastructure for reinforcing Hong Kong's position as an international hub for mega events.

6.9 Facilitating the Landing of New Submarine Cable Systems in Hong Kong

Since the liberalisation of external facilities-based telecommunications market on 1 January 2000, Hong Kong has been adopting an open licensing regime i.e. there is no limit on the number of external fixed licences that the Authority will issue. Moreover, Hong Kong does not impose any foreign ownership restriction on the licensees.

As at March 2024, Hong Kong has 12 submarine cable systems, namely, AAE-1, AAG, APCN-2, APG, ASE, EAC-C2C, FEA, FNAL/RNAL, H2HE, SMW3, SJC and TGN-IA.

With the support of OFCA's single-point-of-contact service, several new regional or transcontinental submarine cable systems are under construction and scheduled to be put into service between 2024 and 2029. OFCA has been facilitating the operators to seek statutory approvals of laying and landing of new submarine cable systems in Hong Kong from relevant government departments.

6.10 Implementation of Real-name Registration Programme for SIM Cards

Pursuant to the Telecommunications (Registration of SIM Cards) Regulation (Cap. 106AI) (Registration Regulation), the Real-name Registration Programme for SIM Cards (RNR Programme) has been fully implemented since 24 February 2023, requiring that all SIM cards issued and used locally (including SIM service plans and pre-paid SIM cards) must have completed real-name registration before service activation. The Authority has issued the "Guidelines on Implementation of Real-name Registration for SIM Cards" (RNR Guidelines) to provide guidance and detailed requirements of the RNR Programme to telecommunications service providers.

Since the full implementation of the RNR Programme, OFCA has been carrying out a series of ongoing monitoring and enforcement actions to ensure that telecommunications service providers and other relevant parties comply with the requirements of the Registration Regulation and the RNR Guidelines. OFCA has been working continuously with telecommunications service providers, and reminding them to enhance their registration platforms and strengthen inspection of their registration records. Among others, they have adopted "iAM Smart" as the default registration method for Hong Kong identity card holders in completing real-name registration of pre-paid SIM cards starting from 1 October 2024.

To ensure the proper implementation of the RNR Programme, the Authority will, with the support from OFCA, continue to work with telecommunications service providers to conduct sample checks on the registration information to safeguard the integrity of the registration records. OFCA will also continue to carry out enforcement and monitoring actions, including verification of telecommunications service providers' registration platforms, ad hoc market surveillances and inspections of registration records, and continue the publicity efforts to enhance public awareness of the requirements of the RNR Programme.

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OFCA is reviewing the effectiveness of the RNR Programme and will consider enhancement initiatives taking into account operational experience and latest deception trends. The Government aims to introduce a legislative amendment proposal into LegCo in 2025 to further enhance the RNR Programme by prohibiting the re-sale of SIM cards with real-name registration completed.

6.11 Combating Fraudulent Calls and Messages

The Authority, with the support of OFCA, has been working closely with the telecommunications industry and the Hong Kong Police Force (Police) to devise and implement technical measures against fraudulent calls and messages delivered through telecommunications networks. In September 2022, OFCA, the Police and the telecommunications industry jointly established a Working Group on Tackling Fraudulent Calls and Messages by the Telecommunications Industry (Working Group) to take forward concerted efforts in combating fraudulent calls and messages from the telecommunications perspective.

The Working Group has introduced a number of measures since the fourth quarter of 2022, including (a) sending voice or text alert for calls with caller number prefixed with “+852” to alert mobile service users that the calls are from outside Hong Kong, (b) blocking transmission or delivery of calls bearing suspicious or spoofed caller identity, and (c) blocking access to suspicious websites and suspending telecommunications services of local phone numbers involved in scam cases based on information provided by the Police. As at March 2024, over 24 million voice or text alerts were sent by mobile service providers; over 3.1 million suspicious calls starting with “+852” were blocked by telecommunications operators; and access to over 9 000 websites were blocked and service of more than 2 900 local phone numbers were suspended by the telecommunications operators according to the information from the Police.

Besides, the Authority formulated a Code of Practice on Management of Scam Calls and Scam SMS by Telecommunications Service Providers, requiring mobile service providers and fixed service providers to monitor calls and SMS originating from their networks. Should call and SMS patterns of suspected phone deception be identified, the services of the relevant telephone numbers would be suspended accordingly. As at March 2024, about 590 000 local telephone numbers were suspended in accordance with the code of practice. OFCA will continue to work with the telecommunications industry and the Police to monitor and enhance the effectiveness of the measures.

6.12 Implementation of the SMS Sender Registration Scheme

To help the public verify the authenticity of SMS senders, OFCA worked with the telecommunications industry, the banking industry and the Police to establish the SMS Sender Registration Scheme (Scheme). Under the Scheme, registered senders should use Registered SMS Sender IDs with the prefix “#” to send SMS messages to local subscribers of mobile services. All other SMS messages with sender IDs containing “#” but not sent by registered senders would be blocked by the telecommunications networks.



Members of the public can easily identify whether an SMS message is from a registered sender by looking for the prefix “#” in the SMS Sender ID, thereby reducing the risk of SMS fraud. The Scheme was first implemented in the telecommunications sector on 28 December 2023, followed by banks and individual government departments in January 2024, and was further open for participation by all sectors on 21 February 2024. Major telecommunications service providers, banks, government departments, statutory bodies, companies and organisations from various sectors (e.g. public utilities, retail, education, insurance and credit finance, etc.) have joined the Scheme progressively. As at March 2024, more than 140 companies and organisations have participated in the Scheme. OFCA would continue to publicise the Scheme and invite more industries and organisations to join the Scheme.

6.13 Implementation of the Protection of Underground Telecommunications Infrastructure

Under section 18A of the TO, it is a criminal offence for any person who failed to take reasonable steps to protect or prevent damage to an underground telecommunications line when carrying out any work below ground level near the line. In this regard, the Authority issued the “Guidelines on Work near Underground Telecommunications Lines” (UTL Guidelines) to provide relevant stakeholders with practical guidance for compliance with the requirements. According to the UTL Guidelines, the working party shall appoint a competent person to carry out the detection work for the underground telecommunications lines. As at March 2024, more than 700 persons attended the relevant training courses provided by the two training institutions, namely the Hong Kong Institute of Construction and the Hong Kong Institute of Vocational Education, on the detection work and over 340 of them were registered as competent persons. The list of competent persons is published on OFCA’s website. As at March 2024, five successful prosecution cases in total were brought to with fines ordered by the Magistrates. It is anticipated that the enforcement work will continue to raise the industry awareness of the protection of underground telecommunications infrastructure.

CHAPTER

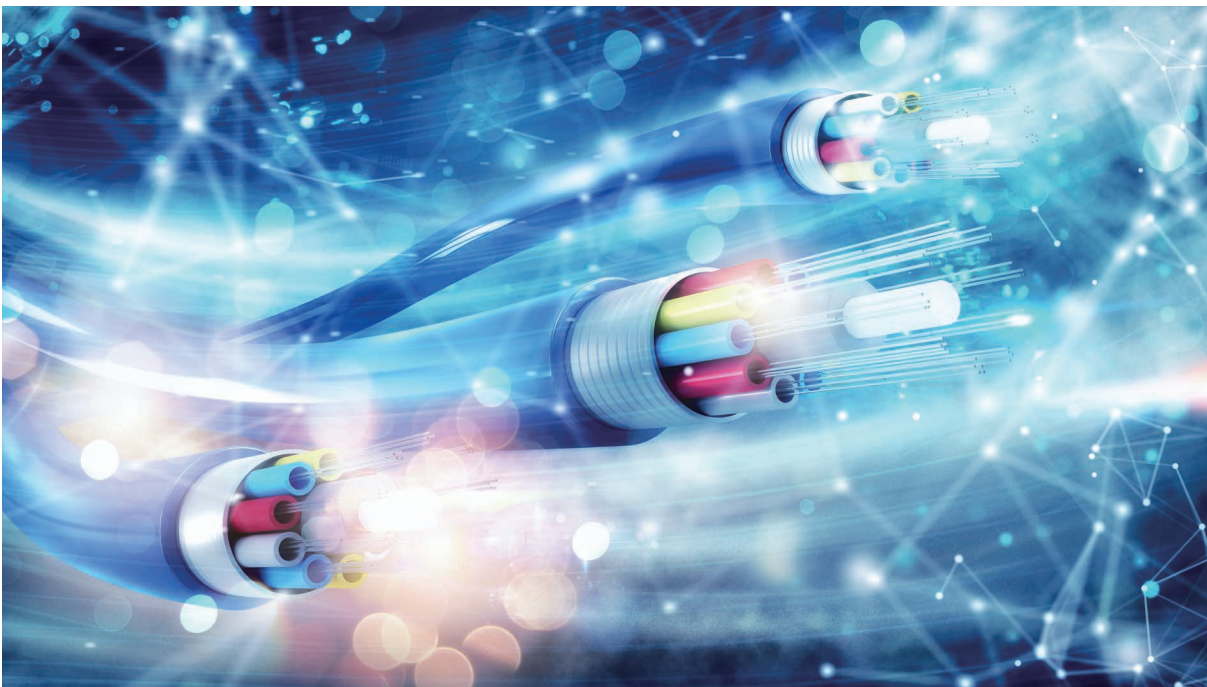
6

Review of the Communications Authority's Major Tasks

6.14 Implementation of the Labelling Scheme for Buildings with Optical Fibre Access

To promote the awareness of the public including building owners and building management offices (BMOs) on the merits of having optical fibre networks in their buildings, the Authority, supported by OFCA, has implemented the Labelling Scheme for Buildings with Optical Fibre Access since November 2022. Under the scheme, OFCA compiles and maintains a register of buildings connected with optical fibre networks based on the information provided by FNOs as well as building owners, BMOs and property developers. The register, in the form of a geographical information system, is open to public inspection on OFCA's website. The relevant building owners or BMOs are encouraged to display the designated label in their buildings indicating the availability of optical fibre networks there.

To promote the scheme, OFCA rolled out a series of publicity programmes, including launching a set of TV and radio APIs as well as setting up a thematic webpage for the scheme. As at March 2024, more than 70 500 buildings were registered under the scheme, covering 92% of living quarters in Hong Kong.



6.15 Enhancement of Licensing Regime for Four Types of Licences

In alignment with the Government's policy to improve regulatory measures with a view to enhancing the Hong Kong's competitiveness, OFCA supported the Authority to enhance the licensing regime of four types of licences, namely Ship Station Licence, Broadcast Radio Relay Station Licence, Hotel Television (Transmission) Licence and Satellite Master Antenna Television Licence, by extending the validity period of the licences from one year to two years to enhance regulatory certainty. The enhancements took effect in March 2024. OFCA will continue to assist the Authority in overseeing the operation of the enhanced licensing regime.

6.16 Review of the Charging Scheme for Spectrum Utilization Fee for Spectrum Assigned Administratively

Since its implementation on 1 January 2018, the charging scheme for the SUF for spectrum assigned administratively (SUF Charging Scheme) has encouraged spectrum users to use the spectrum assigned to them in an efficient manner and return excessive spectrum to the Authority. Over 200 links in the designated six frequency bands subject to SUF have been returned to the Authority since the introduction of the SUF Charging Scheme. As the SUF Charging Scheme is subject to review every five years, a review was conducted in 2023 and an industry consultation had been conducted. Having considered the findings of the review and the views of the stakeholders, the Authority and SCED promulgated their decisions in December 2023. The decision of the Authority is to maintain the adoption of the existing criteria to identify the frequency bands that are subject to SUF and that the prevailing six designated frequency bands should continue to be subject to SUF. Meanwhile, SCED decided to maintain the prevailing SUF levels.



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6.17 Implementation of the Universal Service Obligation

PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited has a universal service obligation (USO) under its licence conditions to serve as the universal service provider (USP) of basic telecommunications service in Hong Kong. The USO specifies that basic telecommunications service should be made reasonably available to all persons in Hong Kong, at service charges capped by the published tariffs. The USO mainly covers basic fixed voice telephony services and public payphones.

The USP is entitled to receive universal service contribution (USC) from the relevant contributing parties²¹ to recover the net cost for meeting its USO. The sharing basis of USC is based on the number of all subscriber numbers allocated to the USC contributing parties. The Authority had completed the review of USC for 2022 and the total amount of it was confirmed at \$13.9 million. After deducting the special revenue of \$1.1 million²², the USC contributing parties were required to pay the remaining USC for 2022 in the amount of \$12.8 million (or 2.7 cents per telephone number allocated per month). The Authority has advised the USP the amount of USC for 2022 that each individual USC contributing party should pay and the USP will collect the USC for 2022 directly from the USC contributing parties in 2024.

6.18 Processing Complaints Relating to Telecommunications Services

As the telecommunications market is fully liberalised and highly competitive, the Authority has adopted a light-handed regulatory approach. The Authority investigates consumer complaints against telecommunications operators if there is sufficient evidence to establish a prima facie case on possible breaches of any provisions under the TO, licence conditions or other relevant legislation which the Authority has jurisdiction to enforce, namely, TDO and CO. For other consumer complaints not involving any breach of the TO, licence conditions or other relevant legislation, it is the responsibility of the telecommunications operators to resolve the matters under complaint with their customers. The Authority will take note of their handling of the consumer complaints received and take necessary actions if any systemic issue is identified.

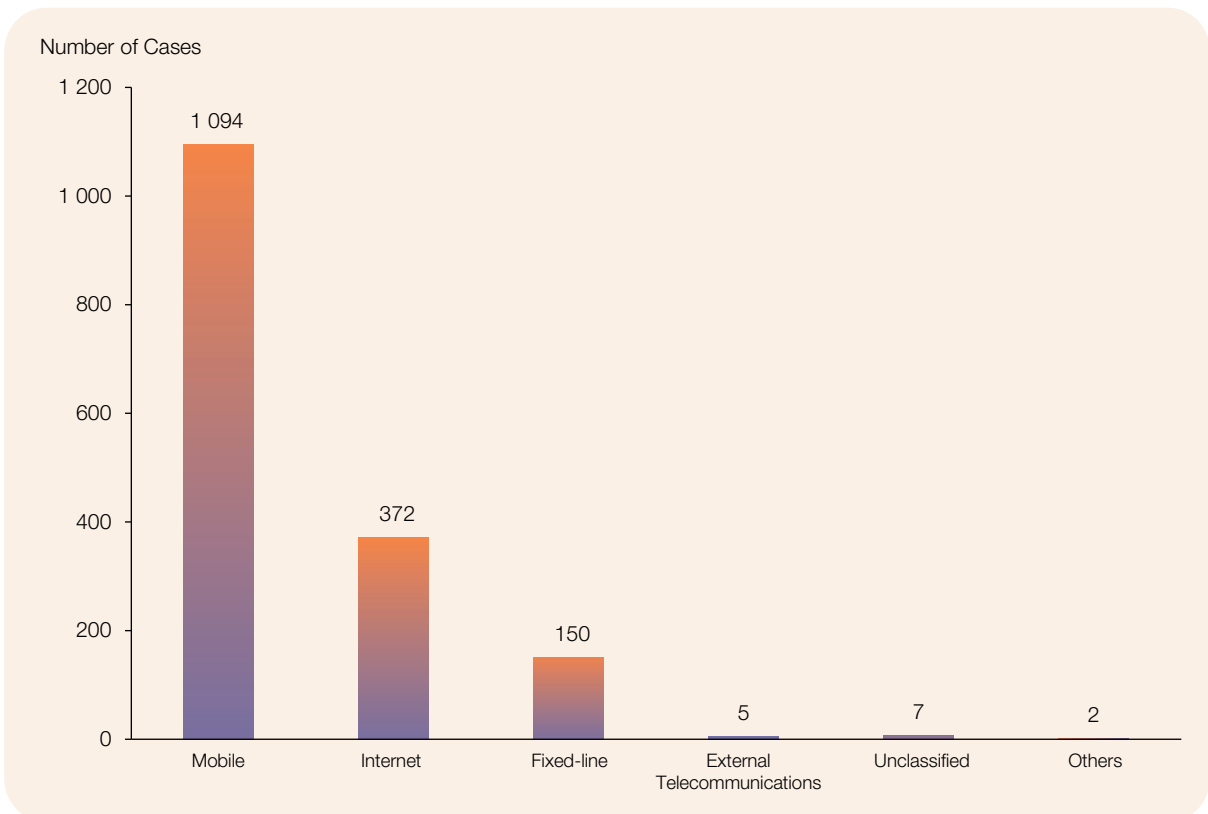
²¹ USC contributing parties include unified carrier licensees authorised to provide local fixed or mobile services and SBO licensees authorised to provide Class 1 service, Class 2 service, or Class 3 service (MVNO services only).

²² A special revenue pool has been set up whereby all unclaimed USC rebate and revenue/income/fee generated (or deemed to be generated) from using the payphone kiosks of the USP for non-public payphone purpose would be used for funding USC related activities. There was no unclaimed USC rebate in the review for 2022.

During the year under review, the Authority received a total of 1 630 consumer complaints relating to telecommunications services, representing an increase of 23.2% compared to 1 323 complaints in the previous year. Among them, 1 094 cases (67.1%) were related to mobile services, 372 cases (22.8%) were related to Internet services, 150 cases (9.2%) were related to fixed-line services and five cases (0.3%) were related to external telecommunications. On the nature of complaints, the Authority received the largest number of complaints relating to customer service quality (425 cases or 26.1%), while complaints about disputes on bills (355 cases or 21.8%) and service quality (240 cases or 14.7%) ranked second and third respectively.

Breakdown of complaint cases by types of telecommunications services and nature of complaints received by the Authority during the period are shown in **Figure 19** and **Figure 20** respectively.

Figure 19: Distribution of Complaint Cases by Types of Telecommunications Services Received by the Authority in 2023/24



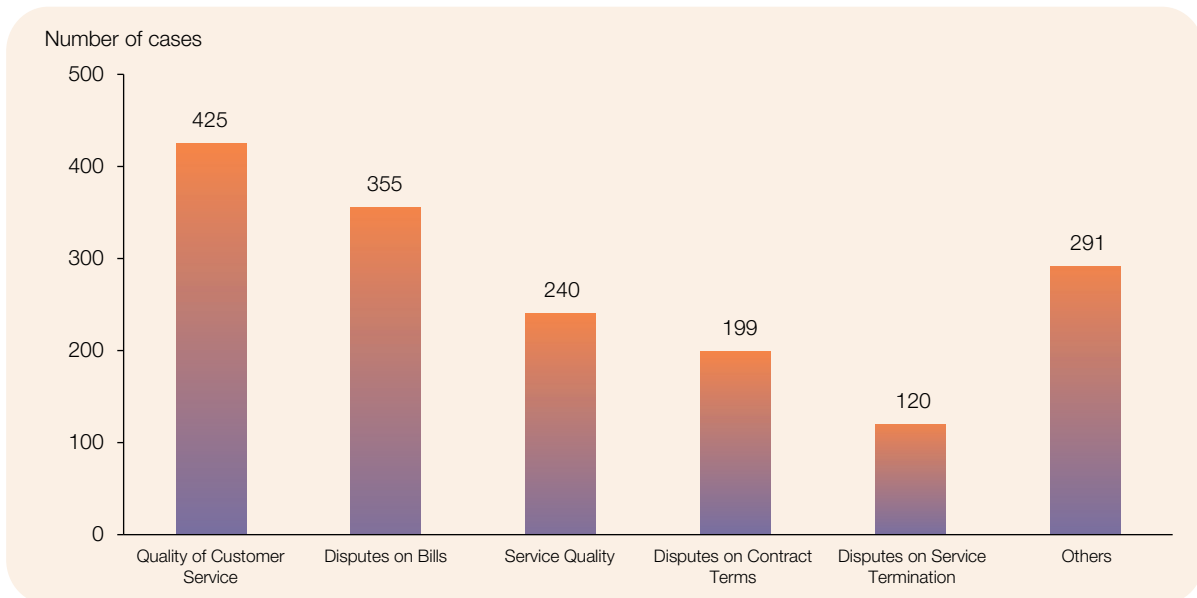
Note: Types of complaint cases grouped under “others” include cases involving non-telecommunications services bundled with Internet services.

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Figure 20: Distribution of Complaint Cases by Nature of Complaints Received by the Authority in 2023/24



Note: Types of complaint cases grouped under "others" include cases involving collection of overdue payment, porting of telecommunications numbers, refund matters, application/reactivation/suspension of telecommunications services, etc.

All the 1 630 complaint cases received were outside the Authority's jurisdiction. No case was found to be in breach of TO or licence conditions after investigation.

6.19 Strengthening Consumer Protection in the Use of Telecommunications Services

Consumer Protection Measures Adopted in the Telecommunications Industry

To safeguard consumer interests in the use of telecommunications services, OFCA takes proactive actions to implement various consumer protection measures and works with the industry to draw up and implement self-regulatory measures for addressing new consumer issues that may arise from time to time.



These measures include the voluntary Customer Complaint Settlement Scheme (CCSS) administered by the Communications Association of Hong Kong representing the industry. CCSS aims to help resolve billing disputes in deadlock between telecommunications service providers and their customers through mediation.

Other self-regulatory measures voluntarily implemented by the industry include the promulgation of the Code of Practice for Telecommunications Service Contracts to improve the clarity of provisions in the telecommunications service contracts as well as the Code for the Provision of Chargeable Mobile Content Services to govern the practices of third-party content service providers.

Other examples include implementation of mobile bill shock preventive measures as well as publication on OFCA's website details of the arrangements adopted by major residential broadband service providers to handle service termination requests from consumers.

OFCA will continue to monitor the implementation and effectiveness of the various consumer protection measures adopted and where necessary, engage the industry to seek further improvement of the existing measures or introduce new measures.

Broadband Performance Test System

Since December 2010, OFCA has been providing a broadband performance test system which enables 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.

OFCA reviews and upgrades the test system from time to time to enhance its capability and performance. Currently, it supports speed tests of up to 10 Gbps for desktop and notebook computers and up to 5 Gbps for iOS-based and Android-based mobile devices. From service launch to March 2024, more than 124 million broadband performance tests were conducted with the use of the system.

Consumer Education Programmes

In view of the rising trend of telephone scam, the Authority organised an array of consumer education programmes and activities during the year to enhance publicity and increase public awareness against telephone scams. Under the theme "Use Communications Services Smartly. Stay Vigilant against Telephone Scams.", different publicity activities including roving exhibitions, public seminars, mini exhibitions, and a promotion truck tour campaign, community and school talks, as well as roving drama performances for schools, were held to remind the public to stay vigilant of possible telephone scam. Members of the public were also encouraged to download call-filtering apps for screening suspected scam calls through these activities.

In addition, two new sets of TV and radio APIs were produced and launched during the year, namely the SMS Sender Registration Scheme and the Stay Alert and Beware of Phone Scams Tricks.

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6.20 Enforcement of the Fair Trading Sections of the Trade Descriptions Ordinance

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 Authority is conferred concurrent jurisdiction with the C&ED to enforce the fair trading sections of the TDO regarding to the commercial practices of licensees under the TO and the BO directly connected with the provision of telecommunications and broadcasting services. The two enforcement agencies have entered into a memorandum of understanding (MoU) to coordinate 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 regarding the operation of the fair trading sections.

From 1 April 2023 to 31 March 2024, the Authority handled a total of 305 complaint cases under the TDO, 259 of them were closed due to insufficient evidence to establish the occurrence of a contravention or because they fell outside the scope of the TDO. Seven cases (including one successful prosecution case against a salesperson who was convicted by the court on 24 October 2023) were closed after the Authority issued advisory letters to the licensees concerned to bring the subject matter to their attention with advice for improving their relevant commercial practices in relation to the sale, supply or promotion of telecommunications or broadcasting services to consumers. The remaining 39 cases were under processing.

6.21 Enforcement of the Competition Ordinance

The CO provides a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors. Under the CO, the Authority is conferred concurrent jurisdiction with the Commission to enforce the CO in respect of the conduct of undertakings operating in the telecommunications and broadcasting sectors, including merger and acquisition activities involving carrier licensees in the telecommunications sector.

Pursuant to the MoU signed by the Authority and the Commission, the Authority 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 Authority and the Commission will discuss and agree on the best arrangement in handling the matter on a case-by-case basis.

From 1 April 2023 to 31 March 2024, a total of 22 complaints and enquiries were received under the CO, out of which 18 cases were closed without the need for further action and four cases are being processed. During the year, two transactions were reviewed under the merger rule of the CO, and no further action was considered necessary after the review.

6.22 Enforcement of the Unsolicited Electronic Messages Ordinance

The UEMO sets out the rules about sending CEMs, including the requirements to provide accurate sender information and honour unsubscribe requests. Under the UEMO, the Authority has established three Do-Not-Call Registers (DNC Registers) to allow members of the public to register their numbers to indicate their choice of not receiving commercial facsimile messages, short messages and/or pre-recorded telephone messages. As at March 2024, more than 2.8 million telephone numbers were registered under these DNC Registers.

The Authority will continue to monitor compliance with the UEMO by CEM senders and streamline the procedures for more effective enforcement.

MAJOR REGULATORY ACTIONS

6.23 Sanctions against Broadcasting Licensees

There was no major sanction against broadcasting licensees during the reporting period.

6.24 Sanctions against Telecommunications Licensees

Billing Errors of Hong Kong Broadband Network Limited

On 9 November 2023, the Authority published its decision and imposed a financial penalty of HK\$80,000 on Hong Kong Broadband Network Limited for breaching Special Condition (SC) 9.1 of its UCL and SC 5.1 of its SBO licence during the period between January and April 2023. The said licence conditions require that the licensee shall take all reasonable steps to ensure that the billing system used in connection with their services is accurate and reliable.

6.25 Sanctions against Senders of Commercial Electronic Messages

From April 2023 to March 2024, the Authority received 688 reports on suspected contraventions of the UEMO, representing an increase of about 27% as compared to the 540 reports received in the previous year. The majority of these 688 reports was related to pre-recorded telephone messages and short messages. In dealing with these reports, the Authority would, depending on the circumstances, issue advisory letters to senders of CEMs requesting them to observe the requirements of the UEMO or issue warning letters to those involved in more serious cases. During the period under review, 48 advisory letters and six warning letters were issued. In the event of repeated contraventions by a particular sender, the Authority may issue enforcement notices pursuant to the UEMO directing the sender to take steps to remedy the contraventions. Any person who fails to comply with an enforcement notice may be liable to a fine of up to \$100,000 on the first conviction. In 2023/24, no enforcement notice was issued.

CHAPTER 7 Acknowledgement



The Communications Authority would like to express its appreciation for the cooperation and support given by the following organisations in preparing the Report:

Television Broadcasts Limited

HK Television Entertainment Company Limited

i-CABLE HOY Limited

Now TV Limited (formerly known as PCCW Media Limited)

APT Satellite TV Development Limited

Starbucks (HK) Limited

WarnerMedia Asia Pacific (HK) Limited

Sun Television Cybernetworks Enterprise Limited

Auspicious Colour Limited

Phoenix Satellite Television Company Limited

Hong Kong TV International Media Group Limited

One TV Media Global Limited

Star China Media Limited

Hong Kong Commercial Broadcasting Company Limited

Metro Broadcast Corporation Limited

PwC Hong Kong

CSM Media Research

TeleGeography

Commerce and Economic Development Bureau

Office of the Communications Authority

Information Services Department

Radio Television Hong Kong

ANNEX 1

SUMMARY OF NON-DOMESTIC TELEVISION PROGRAMME SERVICES (AS AT 31 MARCH 2024)

Licensee	Date of Launch of Service (Month.Year)	No. of Channels (No. receivable in HK)	Nature of Channels	Target Markets	Satellite
1. APT Satellite TV Development Limited	8.2000	11 (0)	General entertainment, & religious programmes	Asia-Pacific region, Middle East, Africa and Europe	Apstar 5C Apstar 7
2. Starbucks (HK) Limited	6.2000	1 (0)	Weather, sports, music and finance etc.	The Mainland	Apstar 6C
3. WarnerMedia Asia Pacific (HK) Limited (formerly known as Turner International Asia Pacific Limited)	10.1989	8 (0)	News, finance, movie, children & family programmes	Asia-Pacific region & South Asia	AsiaSat 7 Intelsat 20
4. Sun Television Cybernetworks Enterprise Limited	8.2000	1 (1)	History & culture-related documentaries	Asia-Pacific region	AsiaSat 9
5. Auspicious Colour Limited	1.2006	109 (41)	General entertainment, infotainment & music	Asia-Pacific region	AsiaSat 5 AsiaSat 7 AsiaSat 9
6. Phoenix Satellite Television Company Limited	5.2006	4 (3)	General entertainment, news & movie	Asia-Pacific region	AsiaSat 7
7. Hong Kong TV International Media Group Limited	3.2011	6 (6)	Infotainment	Asia-Pacific region	Apstar 6C
8. One TV Media Global Limited	5.2013	2 (2)	News, finance & entertainment	Asia-Pacific region	Apstar 5C
9. Star China Media Limited	1.2014	3 (2)	Music programmes, entertainment news & general entertainment	Asia-Pacific region	AsiaSat 7

ANNEX 2

TYPES AND NUMBERS OF TELECOMMUNICATIONS LICENCES (AS AT 31 MARCH 2024)

Type of Licences	Number of Licences
Aeronautical VHF Fixed Station	34
Aircraft Station	332
Amateur Station	2 680
Broadcast Radio Relay Station & Broadcast Relay Station	11
Experimental Station	69
Hotel Television (Transmission)	172
Industrial, Scientific & Medical Electronic Machine	2 270
Localised Wireless Broadband Service	1
Maritime Radio (Local Vessel)	2 029
Mobile Radio System Fixed Station	15
Mobile Radio System Mobile Station	1 209
Private Mobile Radio System	1 945
Private Radio Paging System	3
Public Radiocommunications Service	6
Radio Dealers (Unrestricted)	4 686
Radiocommunications School	7
Radiodetermination and Conveyance of Commands, Status and Data	172
Satellite Master Antenna Television	63
Self-Provided External Telecommunications System	7
Services-Based Operator of Class 1 Service and Class 2 Service ^{Note A}	22
Services-Based Operator of Class 3 Service	477
Ship Station	2 228
Space Station Carrier	10
Taxi Radiocommunications Service	12
Unified Carrier – Mobile Services ^{Note B}	13
Unified Carrier – Local/External Fixed Services ^{Note B and Note C}	53
Wide Band Link & Relay Station	44
Wireless Internet of Things	4
Total	18 574

Note A: This figure includes 20 licences which are also authorised for the provision of SBO Class 3 services.

Note B: This figure includes seven licences which are authorised to provide both fixed and mobile services.

Note C: This figure includes the three licences authorising the transmission of domestic television programme services.

ANNEX

3

GLOSSARY

In alphabetical order	Abbreviation
26 GHz and 28 GHz bands	26/28 GHz band
Amplitude Modulation	AM
Announcements in the Public Interest	API
Asia Africa Europe-1	AAE-1
Asia-America Gateway Cable System	AAG
Asia Pacific Cable Network 2	APCN-2
Asia Pacific Gateway	APG
Asia Submarine-Cable Express	ASE
Broadcasting Codes of Practice	CoPs
Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391)	B(MP)O
Broadcasting Ordinance (Cap. 562)	BO
Building Management Office	BMO
Charging Scheme for the SUF for Spectrum Assigned Administratively	SUF Charging Scheme
Chief Executive in Council	CE in C
Code of Practice for the Provision of Mobile Access Facilities in Specified Buildings for the Provision of Public Mobile Radiocommunications Services	Mobile CoP
Commerce and Economic Development Bureau	CEDB
Commercial Electronic Message	CEM
Communications Authority	The Authority
Communications Authority Ordinance (Cap. 616)	CAO
Competition Commission	Commission
Competition Ordinance (Cap. 619)	CO

ANNEX

3

In alphabetical order	Abbreviation
Customer Complaint Settlement Scheme	CCSS
Customs and Excise Department	C&ED
Director-General of Communications	DG Com
Domestic Free Television Programme Service	Free TV
Domestic Pay Television Programme Service	Pay TV
Do-Not-Call Register	DNC Register
Fifth Generation	5G
Fixed Network Operator	FNO
FLAG Europe Asia	FEA
FLAG North Asia Loop	FNAL
Fourth Generation	4G
Frequency Modulation	FM
Gigabits per second	Gbps
Guidelines on Implementation of Real-name Registration for SIM Cards	RNR Guidelines
Guidelines on Work near Underground Telecommunications Lines	UTL Guidelines
Hainan to Hong Kong Express	H2HE
High Definition Television	HDTV
HK Television Entertainment Company Limited	HKTVE
HKT Trust and HKT Limited	HKT
Hong Kong Commercial Broadcasting Company Limited	CRHK
Hong Kong Police Force	Police
i-CABLE HOY Limited	i-CABLE HOY

ANNEX

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In alphabetical order	Abbreviation
International Mobile Telecommunications	IMT
Legislative Council	LegCo
Megabits per second	Mbps
Memorandum of Understanding	MoU
Metro Broadcast Corporation Limited	Metro
Mid-term Review of the Free TV Licences of HKTVE, i-CABLE HOY and TVB in 2023	Mid-term Review
Mobile Network Operator	MNO
Mobile Virtual Network Operator	MVNO
National Security Law	NSL
Non-domestic Television Programme Service	Non-domestic TV
Office of the Communications Authority	OFCA
Other Licensable Television Programme Service	Other Licensable TV
PCCW Media Limited	PCCW Media
Public Radiocommunications Service	PRS
Radio Base Station	RBS
Radio Television Hong Kong	RTHK
REACH North Asia Loop	RNAL
Real-name Registration Programme for SIM Cards	RNR Programme
Sea-Me-We 3	SMW3
Secretary for Commerce and Economic Development	SCED
Services-based Operator	SBO

ANNEX

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In alphabetical order	Abbreviation
Sixth Generation	6G
SMS Sender Registration Scheme	Scheme
South-East Asia Japan Cable System	SJC
Special Condition	SC
Spectrum Utilization Fee	SUF
Telecommunications Ordinance (Cap. 106)	TO
Telecommunications (Registration of SIM Cards) Regulation (Cap. 106A1)	Registration Regulation
Television Broadcasts Limited	TVB
TGN-Intra Asia Cable System	TGN-IA
Third Generation	3G
Trade Descriptions Ordinance (Cap. 362)	TDO
Unified Carrier Licence	UCL
Universal Service Contribution	USC
Universal Service Obligation	USO
Universal Service Provider	USP
Unsolicited Electronic Messages Ordinance (Cap. 593)	UEMO
Wireless Internet of Things	WIoT
Working Group on Tackling Fraudulent Calls and Messages by the Telecommunications Industry	Working Group



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COMMUNICATIONS
AUTHORITY

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