



Arrangements on the Registration of True Identity for the Use of Mainland numbers in Single-Card-Multiple-Numbers Services

OFCA's Follow-up Actions and Advice to Consumers

Telecommunications Users and Consumers Advisory Committee

1 December 2016

Single-Card-Multiple-Numbers (“SCMN”) Services

- SCMN (including One-Card-Two-Numbers) Services
 - Enable customers to use a single SIM card supporting multiple mobile numbers for use in several places (e.g. Hong Kong and the Mainland)
 - Such services are regulated under the Telecommunications Ordinance (“TO”) in Hong Kong
 - Mainland mobile numbers are number resources of the Mainland, the use of which is subject to the requirements imposed by the Mainland’s operators or relevant authorities from time to time

SCMN Services and the Registration of True Identity

- For compliance with the relevant regulations in the Mainland, it is noted that some local operators need to collect by phase the personal information of their SCMN customers (both prepaid and post-paid) and to obtain their consent to transfer the information to the Mainland's operators or relevant authorities
 - The personal information to be collected may include customer name, type of identity document (e.g. Home Entry Permit) and the identity document number, etc
 - The collection and transfer of personal information are regulated under the TO and other relevant laws of Hong Kong
 - The aforementioned arrangements do not affect the use of Hong Kong mobile numbers in SCMN services

OFCA's Follow-up Actions

Urge operators to make proper arrangements in order to minimise the impact on customers

Operators are required to obtain the customer's consent before disclosing his/her information, which form of consent shall be approved by the CA

Publish relevant information to remind consumers to take timely and necessary actions

Remind operators of their duty to observe the requirements under applicable laws and industry code of practice

Urge Operators to Make Proper Arrangements

- OFCA has urged concerned operators to make all the necessary arrangements to minimise the impact on customers, including
 - Notifying their customers properly
 - allowing customers to have sufficient time to decide whether to provide the requested information and give consent to the transfer of such information for the purpose of registration of true identity
- Operators have already started notifying affected SCMN customers of the registration arrangements by phase



Approve the Form of Consent

- To assist customers with the registration, some operators would collect the customers' personal information and seek their consent for transfer of such information to the Mainland's operators / relevant authorities
- The licence condition stipulates that operators shall not disclose information of customers except with their consent, which form of consent shall be approved by the CA (except for the prevention or detection of crime etc)
- Operators shall state clearly in the form of consent, the personal data to be collected, the purpose of such collection, and the parties to whom the personal data so collected would be transferred, etc



Requirements under Applicable Laws and Industry Code of Practice

- When collecting and disclosing personal data, operators shall observe the requirements under applicable laws, including the Personal Data (Privacy) Ordinance (Cap. 486)
- If a concerned operator has pledged compliance with the Code of Practice for Telecommunications Service Contracts (“Industry Code”), the registration arrangement shall also comply with the requirements of the Industry Code



Announcement to the Public

- OFCA published a Consumer Alert on its website to promulgate the relevant information to the public
- Remind consumers to take heed of the notification by their local operators and take timely and necessary actions
- Explain to consumers that their Hong Kong mobile numbers are unaffected



The screenshot shows the OFCA website with a navigation menu on the left and a main content area on the right. The main content area features a blue header with the text "CONSUMER FOCUS" and a sub-header "Consumer Alert on Single-Card-Multiple-Numbers ("SCMN")/One-Card-Two-Numbers ("1C2N") Services with the offer of Mainland mobile numbers". The main text explains that local operators are providing SCMN/1C2N services, which allow subscribers to use a single SIM card for multiple local mobile numbers in Hong Kong, the Mainland, and Macau. It advises subscribers to be aware of the requirements imposed by those operators or authorities outside Hong Kong. A section titled "For compliance with the relevant regulation in the Mainland, it is noted that some local operators need to collect by phases the personal information of their SCMN/1C2N subscribers (both pre-paid and post-paid) and to obtain their consent to transfer the information to mobile operators or the relevant authorities in the Mainland in order to enable them to continue the use of the Mainland mobile numbers. If subscribers do not provide the required information or give their consent about transfer of such information by the specified deadlines, use of the Mainland mobile numbers may be suspended." Another section states that subscribers should take heed of the notification by local operators and take timely and necessary actions. The date "7 October 2016" is visible at the bottom of the page.

Advice to Consumers (1)



Consumers who wish to continue using their Mainland mobile numbers should take heed of the notification by their local operators and take timely and necessary action



If consumers choose not to provide the personal information or continue the SCMN service subscription, they may contact their local operators direct for other arrangements



Consumers can still use roaming services in the Mainland and should make sure that they understand any charges as well as other terms and conditions thereof before using such services



Advice to Consumers (2)



If consumers have any query regarding the registration, they should contact their local operators as soon as possible



For suspected breaches of any licence conditions of the telecommunications licence or relevant ordinances (e.g. Telecommunications Ordinance, Trade Description Ordinance, etc), consumers may lodge a complaint with the CA against the local operator



Thank you