

Smart Payphone Kiosk

Telecommunications Users and Consumers Advisory Committee
31 January 2024



Background

- In view of the diminishing public demand for public payphones (“PPs”), the Communications Authority conducted a review of the number of PPs under universal service obligation in 2017, and the review was completed in May 2019
- During the review, the universal service provider (i.e. “PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited”) (“HKT”) had expressed interests in revitalising its PP kiosks to smart payphone kiosks (“Smart Kiosks”) for providing other telecommunications and non-telecommunications services
- In the TUCAC meeting held on 5 December 2019, HKT introduced some information on the Smart Kiosks, including their concepts, functions and exterior design while the TUCAC members also provided suggestions to HKT for consideration
- Upon the permission of the Lands Department, HKT commenced its trial of Smart Kiosks in 2023

Smart Payphone Kiosk (Outlook)

- HKT installed two trial Smart Kiosks in [Causeway Bay](#) and [Central](#) in April and May 2023 respectively

Back

75" digital display board



Front

Running text display (Top)
13.3" touchscreen payphone
43" touchscreen e-information panel



Sides

Running text display (Top)



Smart Payphone Kiosk (Services / Functions)

Telecommunications services:

- Public payphone service
 - The call will only be charged when it is answered, and the user can make the payment within 1 minute
 - The fee is \$1 per call up to five minutes
- Free Wi-Fi service

Non-telecommunications services:

- Free USB charging service
- Free information services
 - For checking information about nearby public transportation and facilities
 - Social welfare service information provided by non-governmental organisations
 - News and weather



Smart Payphone Kiosk (Others)

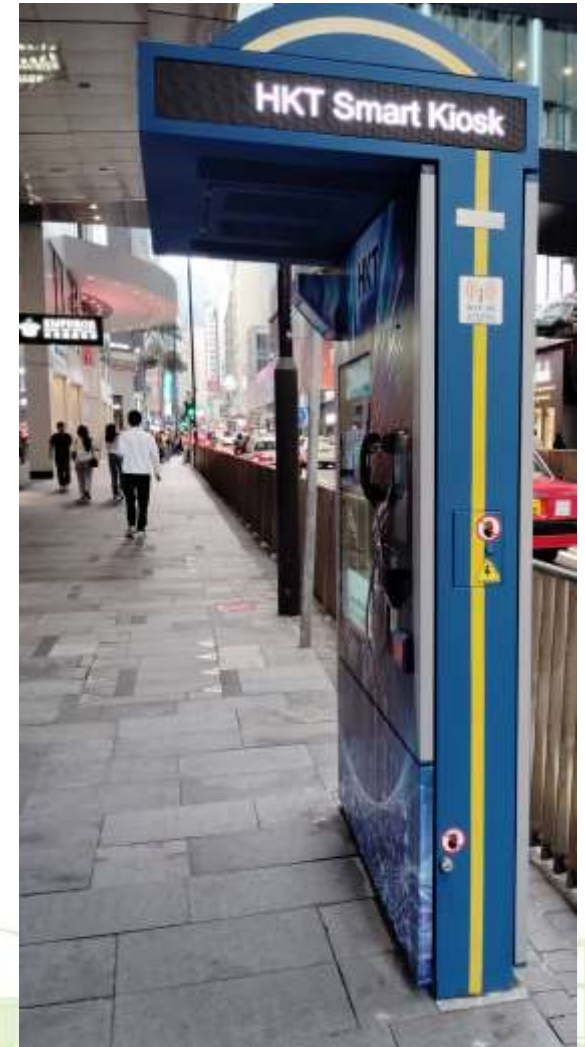
Others:

- Supports various e-payment platforms including Tap & Go, Octopus, credit cards and mobile applications
- Supports a mobile application, namely “Dementia’s Secret Angel” for locating lost people with dementia
- Sufficient space has been reserved for mobile network operators to install radio base stations for mobile phone communications in the future



Smart Payphone Kiosk (Way Forward)

- HKT expected that the trial and review of Smart Kiosks would be completed by end of 2024
- The Office of the Communications Authority (“OFCA”) will continue to work closely with HKT on its plan and development of Smart Kiosks in the future



Smart Payphone Kiosk (Comments / Suggestions)

- Members are welcome to provide comments and suggestions here, and OFCA will forward them to HKT for considerations
- Members can also submit comments and suggestions directly to HKT via the QR code below



Thank You

