

**Office of the Communications Authority
Major Tasks and Projects for 2012-13**

(I) Priority Tasks/Projects

(1) Establishment of the Communications Authority (CA) and Office of the Communications Authority (OFCA)

- We will continue to implement the set-up arrangements for the CA and OFCA during the forecast period and provide the necessary support to the CA to enable it to assume the full spectrum of its regulatory functions.

(2) Conduct of Related Reviews

- The Government and the CA will review the existing regulatory regimes and rationalise the existing Broadcasting Ordinance (BO) and Telecommunications Ordinance (TO). We will support the Government and the CA in this review.

(3) Human Resource Management

- In order to recruit and retain suitable candidates with expertise and professional skills in the fields of law, economics, accounting, finance, business administration, information technology and electronic engineering to undertake our core regulatory functions, we sought the approval of the Finance Committee of the LegCo in November 2011 to create a new civil service grade of RAM. We have started the recruitment exercise in February 2012 and plan to have the first intake in Q3 of 2012.
- We will embark on a review in 2012 regarding the Telecommunications Engineer grade with a view to determining whether the functions of the grade should be subsumed under the RAM grade and the relevant manpower arrangement in the longer term. An external consultant will be commissioned for the review.

(4) Regulation of Telecommunications Services and Equipment

- In April 2009, the fixed-mobile interconnection charge arrangement was de-regulated after a 2-year transitional period. Most operators have reached some kinds of arrangement among themselves. We will continue to monitor closely the market developments.

- We have completed the review of the existing regulatory regime for local access charge (LAC) for the interconnection between local fixed/mobile operators and external service providers after two rounds of public consultation. Having considered the views and comments received, we issued a statement and a new regulatory guide on the new LAC regime in December 2011. We will monitor the market development during the transitional period leading to the implementation of the new regime on 1 July 2013.
- We have set up working groups with the stakeholders to discuss the pertinent issues relating to Next Generation Network (NGN). We issued NGN Security Guidelines in April 2010 and a subgroup report for the provision of emergency call services in the era of NGN in June 2011. We will continue to keep track of the on-going migration from traditional networks to NGNs and coordinate with interested network operators to conduct NGN interconnection trials with a view to facilitating the healthy and sustainable development of NGN. We have commissioned a consultant in Q2 2011 to study the implications of the deployment of NGN to our regulatory regime. The consultancy study was completed in December 2011. We are studying the consultant's recommendations and will work out the way forward.
- We consulted the industry in February 2012 on the inclusion of a "Fit and Proper Person" Requirement as one of the licensing criteria for public telecommunications services. We will take into account the responses received in deciding on way forward.
- We issued the implementation guidelines on mitigating the risk of gas explosion in telecommunications manholes in June 2010. Fixed operators with manholes installed in public streets are required to follow the guidelines in conducting regular inspection and implementing mitigation measures to prevent gas explosion in their manholes. They are given two years to comply fully with the guidelines by end June 2012. We have been collecting quarterly updates of progress of implementation of the recommended mitigation measures from the fixed operators. We have also put in place a routine inspection procedure to conduct sample checks on the work that they have performed.
- In February 2012, the licensee of broadcast-type mobile television services has launched the service. In addition, the mobile industry has developed a code of practice on the content of the mobile television services covering aspects such as conditional access with a view to

protecting public morals and children. We will monitor the provision of the mobile television services and the implementation of the industry code of practice.

- Taking into account the actual roaming traffic in the CDMA2000 network, we revised the coverage requirements as specified in the licence so that more visitors may enjoy the roaming service provided by the network. The licensee has fulfilled the revised coverage requirement by November 2011. We will continue to monitor the estimated demand for the CDMA2000 service at specified strategic locations, such as Mass Transit Railway stations, to determine whether the coverage requirements would need further revisions.
- We will follow up on the licensing arrangement and the rollout of public mobile services using the radio spectrum released through an auction completed in early 2011 in the 2010 – 2019.7 MHz, 850 MHz band and 900 MHz bands of spectrum. We will coordinate with the successful bidder of the 900MHz band, the railway operator for operating the GSM-R system of the Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong-Express Rail link and mobile operators providing radio coverage in the country parks and remote areas for the shared use of the overlapping frequencies in order to avoid mutual interference.
- In February 2012, we conducted a fresh auction for assigning 90 MHz of frequency spectrum in the 2.3 GHz band, which had been left over in a spectrum auction held in January 2009. Two existing mobile network operators and one new entrant have successfully bid for the frequency spectrum at a total sum of spectrum utilization fees of HK\$470 million. We will follow up the rollout of public telecommunications services using the frequency spectrum released through the auction.
- To meet the industry's demand for additional radio spectrum for deploying state-of-art mobile broadband technologies and for expanding existing network capacity to sustain the momentum of growth of the booming mobile data service market, we consulted the industry on the assignment of the available radio spectrum of 50 MHz of paired spectrum in the 2.5/2.6 GHz band on 29 December 2011. We will take into account the views of the respondents in deciding on the way forward.
- With a view to enhancing the efficacy of the administrative procedures and licence requirements for tariff publication and filing

requirements of the licensees, we issued a set of guidelines to enhance the transparency of tariff information and ensure consistent practice among the licensees in Q1 of 2012 after consultation with the industry. With a view to updating the procedures for licensees to file interconnection agreements with OFCA and the publication of the agreements, we issued a consultation paper on the subject in April 2011. Taking into account the views of the respondents, we promulgated the updated arrangement for filing and publication of interconnection agreements and will follow up with network operators on the implementation of the new arrangement.

- In 2001, we auctioned the radio frequencies in the 1.9 – 2.2 GHz band for the provision of the third generation mobile telecommunications services. The relevant spectrum assignment will expire in October 2016. According to the Spectrum Policy Framework, there is no legitimate expectation on the part of the concerned licensees that there will be any right of renewal or right of first refusal of any spectrum assignment upon the expiry of spectrum assignment. However, the CA is required to notify the spectrum assignee its decision within a reasonable time before the expiry of the spectrum assignment. In March 2012, we issued a consultation paper to further collect views from the industry. We plan to conduct a second round of consultation by the end of 2012 before we decide on the approaches for the assignment and licensing of the 1.9 – 2.2GHz spectrum upon its expiry. We aim to announce our decision on the way forward by the third quarter of 2013 at the latest.
- We discussed with the Ministry of Industry and Information Technology (MIIT) of the Mainland of China on the charges for mobile roaming service between Hong Kong and the Mainland. It is agreed that the one-card multiple-number service is an effective substitute to address the issue of high mobile roaming fees. We will closely liaise with MIIT and encourage local mobile operators to reach commercial agreements with their Mainland counterparts with a view to fostering the growth of the service. We will also continue to actively participate in the International Mobile Roaming Working Group established under the Asia-Pacific Telecommunity, which has been tasked to make recommendations for the region on addressing the issue of high mobile roaming charges.
- In response the requests from the aviation industry to provide mobile communications service to passengers on board an aircraft (MCA service) operating in the 1800 MHz frequency band, we have developed and adopted a licensing regime for the purpose of licensing

appropriate service providers to provide such MCA service. We received some applications and will issue licences to the applicants for their provision of MCA service.

(5) Facilitating Infrastructure Rollout

- To make it simpler and quicker for interested parties to install new submarine cables with or without affiliated data centres in cable landing stations in Hong Kong, we launched in April 2010 a thematic web page on the subject, providing necessary information to interested parties about landing of new submarine cables in Hong Kong. Currently OFCA offers a single-point-of-contact service to prospective applicants. We will convene ad hoc working groups with relevant government departments and organisations with a view to expediting the vetting processes of the applications as necessary.
- We have coordinated with the industry and liaised with the relevant Government departments and the Mainland authorities on the provision of telecommunications infrastructure for cross-border facilities, including the Hong Kong-Zhuhai-Macao Bridge and the new railway system between Hong Kong and Guangdong. We will continue to monitor the developments closely.
- To help sustain Hong Kong's position as an advanced wireless city, we strive to assist mobile operators and public wireless service operators in deploying government facilities, such as lamp posts, footbridges and flyovers, for installing radio base stations and Wi-Fi systems. We will continue to facilitate mobile operators to roll out their mobile broadband services by deployment of the hill-top sites.
- In order to facilitate mobile operators to deploy femtocell which is a low power equipment designed for use in a home or small business environment for improving the indoor coverage and reception of radio signals within buildings, we relaxed the regulatory requirements for femtocell deployment in December 2011 after consultation with the industry. We will revise the licences of mobile operators which have plans to deploy femtocells.

(6) Facilitating Access

- We will continue to facilitate access to buildings by network operators to install in-building telecommunications facilities for the conveyance of telecommunications and broadcasting services.

- The Government has received a number of applications for domestic free television programme service licences. The applicants may deploy existing fixed networks, rather than the traditional radio broadcast means, to deliver their programmes to viewers. Upon the grant of the licences, we will render support and assistance to these licensees in facilitating their access to buildings for the installation of in-building telecommunications facilities for the conveyance of their services.
- To stimulate and promote further development of our broadband infrastructure, we launched a voluntary registration scheme for residential buildings connected with fibre-based access networks in November 2010. Under the scheme, fibre-connected buildings are categorised into two classes, i.e. the fibre-to-the-home (FTTH) buildings and the fibre-to-the-building (FTTB) buildings. A register is set up for all buildings which are successfully registered under the scheme. As of December 2011, there are about 11,400 buildings registered with the scheme. All registered buildings are also entitled to display specifically designed labels signifying the FTTH/FTTB status of their buildings. With a view to encouraging owners of the registered buildings displaying the labels, we have sent a set of appropriate labels to these building owners, requesting them to post the labels at prominent positions of their buildings. We have also produced two promotional videos about scheme and posted them at our website in order to increase public awareness of the scheme. We will work closely with the industry to identify the need for further enhancement to the scheme.

(7) Consumer Protection

- A pilot programme of CCSS to facilitate alternative contract disputes resolution between operators and customers was completed in February 2010. In June 2010, a report of the pilot programme and a consultation paper was issued to solicit views on the salient issues in relation to the long term implementation of CCSS. The consultation period ended in early December 2010. Having discussed with the industry as well as the Communications Association of Hong Kong (CAHK), we target to commence the trial operation of a voluntary CCSS run by the industry in the second half of 2012.
- With a view to safeguarding consumers' interests and improving the transparency of the charging information of mobile content services provided by third party content services providers, an Administrative Agency (AA) was set up on 31 March 2010 by CAHK to implement

an industry self-regulatory scheme. Since then, the complaint figures related to mobile content services had dropped steadily. There has not been any case of breaching the industry code. We will continue to work closely with the CAHK and the AA to review and, if necessary, fine-tune the self-regulatory scheme and the code.

- To provide guidance on what constitutes a fair, balanced and reasonable service contract for both the consumers and the industry, we issued a new code of practice in February 2010 to provide the industry with guidelines on the drawing up of service contracts. Drawing reference from the code, CAHK issued an industry version of the code (the “Industry Code”) in December 2010 for self regulation by the industry. The Industry Code was put into effect in July 2011. We will work closely with CAHK in order to ensure effective implementation of this co-regulatory scheme.
- Fair usage policies (FUP) are generally implemented by fixed and mobile broadband service providers to ensure their customers will have a fair opportunity to access the services. To provide guidance to broadband service providers on how they may implement FUP with a view to unifying the FUP implementation in the local market and to enhance the transparency of service information to facilitate better informed consumer choices, we promulgated a set of mandatory guidelines in November 2011, setting out the relevant guiding principles for compliance by service providers. The guidelines have taken effect in mid February 2012. We will continue to monitor the compliance of the guidelines by the broadband service providers.
- In view of the increasing number of complaints relating to mobile bill shock, we have formulated and urged mobile operators to adopt various measures to address the problem, including the right for customers to opt-out of individual services; setting a charge ceiling; setting a usage cap for all kinds of usage-based mobile services; sending customer alerts through short messages when their pre-determined usage threshold is reached and when their data roaming services are triggered; sending customer alerts while travelling outside Hong Kong that they will be charged based on higher roaming rates. The majority of the mobile operators have implemented to differing degrees a combination of the above measures to prevent bill shock. To increase the transparency of service information and to enhance consumer awareness of mobile data usage, we have published since August 2010 for public information the measures adopted by individual operators to address mobile bill shock. With the implementation of the measures and on

public education initiatives, the number of consumer complaints we received in relation to monetary disputes on mobile bills have decreased. We will update the information from time to time about the enhanced and new initiatives that the mobile operators have put in place.

- In order that consumers may make better-informed choices of mobile broadband services subscription, we have reached agreements with mobile operators to start publishing their performance pledges with effect from September 2010. The pledges are the service standards which the concerned mobile operators will use their best endeavour to meet, and cover aspects such as network reliability, service restoration time, customer hotline performance, customer complaint handling and technical performance. The mobile operators have also made available to the public, on a quarterly basis, report of their actual performance against their published pledges as from January 2011. We will keep on monitoring the mobile operators' performance closely.
- The Government has decided to amend the Trade Descriptions Ordinance (TDO) to extend its coverage to include trade descriptions in respect of services. A bill amending the TDO has been introduced into the LegCo. The bill provides that the CA will be conferred concurrent powers to enforce the unfair trade practices provisions in the TDO in respect of telecommunications and broadcasting services, and that upon commencement of the amended TDO, section 7M under the TO will be repealed subject to transitional arrangements. OFCA is following up closely with the Communications and Technology Branch (CTB) and Commerce, Industry and Tourism Branch (CITB) of the Commerce and Economic Development Bureau (CEDB) over the development of the legislative process and will take proper action in response to the impact the amended TDO, once enacted, brings to the CA's enforcement role.
- To help reduce billing disputes of telecommunications services as well as to improve the transparency of the chargeable items in the bills, we issued a code of practice in October 2011 on billing information about telecommunications services, setting out the general types and requirements of billing information which should be provided in the bills issued by service providers to their customers. We will monitor the progress of the operators' compliance with the code of practice.

(8) Spectrum Management

- A statement on “Spectrum Utilisation Fee (SUF) for Spectrum Assigned Administratively” was jointly issued by the SCED and the then TA in September 2011. SUF for the use of spectrum at congested frequency bands would be imposed after a grace period of two years. To implement the scheme, the Government will make the necessary amendment to the Telecommunications (Designation of Frequency Bands subject to Payment of SUF) Order (Cap. 106Y) and to make regulations to specify the level of SUF under section 32I(2) of the TO.
- In 2009, we commissioned a consultant to conduct a study on the feasibility of introducing spectrum trading in Hong Kong. Based on the report prepared by the consultant, we will consider critically whether a spectrum trading scheme should be implemented.
- In consultation with the then Radio Spectrum Advisory Committee, we prepared our final positions on various Agenda Items of World Radiocommunication Conference held in Geneva in January/February 2012. We attended the Conference and will take the necessary measures to ensure our compliance to the recommendations and decisions made by the International Telecommunication Union.

(9) Regulation of Broadcasting Services and Equipment

- In March 2011, the Government granted 12-year sound broadcasting licences to three commercial broadcasters for the provision of digital audio broadcasting (DAB) services. The three licensees are required under their licences to formally launch their services within 18 months after grant of licences, i.e. by September 2012. Two of the licensees have already launched their services in early 2012. We will monitor the DAB services of all three licensees, including their technical performance and deployment of the DAB network, so as to ensure their compliance with licence requirements.
- The assessment of three applications for domestic free television programme service licences in accordance with the BO and established procedures was completed and the recommendations on these applications was submitted to the CE in C in July 2011. The Government is currently processing these applications in accordance with the established procedures. We will monitor the developments.
- We have been conducting an investigation into the alleged exercise of control and management of a domestic free television programme service licence by a person who does not have the capacity to do so.

We aim to finalise complete the investigation and promulgate the CA's decision within 2012-13.

- We also review and revise the codes of practice for compliance by broadcasting licensees from time to time to ensure that these codes reflect changing community attitudes and standards and new broadcasting developments. In 2012-13, we intend to review the codes in a number of areas, including the regulation of advertising material and sponsor references in programmes, channels acquired for direct retransmission on a domestic free television programme service, and the identification of advertisements presented in programme style.
- Nine more fill-in transmitting stations were constructed by the two free-to-air broadcasters by end 2011, thereby extending the coverage of DTT broadcasting in Hong Kong to 96% of the population. We will continue to discuss with the broadcasters with a view to improving further the service coverage.

(10) Regulation of Unsolicited Commercial Electronic Messages

- The UEMO has been in operation for around four years. Based on our operational experience thus far, we overhauled the operational procedures in August 2011 and computerised the complaint report management system to enhance the propriety and security control for our enforcement under the UEMO. We will continue to review and enhance the effectiveness of enforcing the UEMO.

(11) Competition Affairs

- In November 2011, we announced that a consultation would be conducted in relation to the conduct of information exchange between competitors in the telecommunications industry as a potential form of conduct in breach of the competition provisions of the TO, with a view to providing guidance to the industry. We are in discussion with the telecommunications industry to identify all possible issues relating to this subject matter in preparation of a consultation document.
- In January 2012, we issued a consultation paper in relation to the proposal to review and update the complaint handling procedures for processing competition complaints (under sections 7K, L and N of the TO) and complaints in relation to misleading or deceptive conduct (under section 7M of the TO). Having reviewed the submissions

received, we finalised the update of the complaint handling procedures and will handle the relevant complaints based on the new guide.

- We have been conducting an investigation into alleged abuse of dominant position by a domestic free television programme service licensee. We aim to finalise it within 2012-13.
- The Government has introduced the Competition Bill into the LegCo in July 2010. Under the Government's proposal, the CA will be given concurrent jurisdiction to enforce the Competition Ordinance in respect of the conduct of telecommunications and broadcasting licensees, whilst the competition provisions in the BO and TO will be repealed subject to transitional arrangements. We are following up closely with the CTB and CITB of CEDB over the development of the legislative process and will take proper action in response to the impact the Competition Ordinance, once enacted, brings to the CA's enforcement role.

(12) Technical Standards

- We have been working with the CEDB on the amendment of the Telecommunications (Control of Interference) Regulations (Cap. 106B) to update the classes of apparatus under control and the applicable control limits. An industry consultation on the proposed amendment to the Regulations was held from November 2011 to January 2012. We will complete the relevant legislative process in 2012. The industry will be given a transitional period of 12 months before the full compliance of the new regulations.

(II) Normal Tasks/Projects

(1) Regulation of Telecommunications Services and Equipment

- We issued a statement in July 2009 to announce that network operators may implement fixed-mobile number portability on a voluntary basis. We will keep in view the response from the industry and are minded to work out the detailed arrangement with any interested operator before the actual implementation.
- We issued a variation determination in May 2009 on the terms and conditions for International Call Forwarding Services in November 2003. We will keep in view the development and take the necessary follow-up action.
- Mobile operators are required to pay spectrum utilisation fees for the use of frequency spectrum in the 900/1800 MHz bands and 1.9 - 2.1 GHz band for provision of telecommunications services. We will continue to monitor their regulatory accounting reports to ensure compliance with the accounting manual that specifies the accounting practices for separation accounting and reporting of network turnover.
- Mandatory Type II Interconnection at exchange level and at buildings with more than one self-built customer access networks was withdrawn in full on 30 June 2008. We will continue to monitor the network rollout of the alternative self-built customer access networks of the fixed operator. We will also monitor the market development and liaise with fixed operators to assess the situations at buildings not equipped with alternative customer access networks with a view to deciding whether mandatory Type II Interconnection should be maintained in these buildings.
- We will continue to combat unauthorised telecommunications activities which are in breach of TO, the relevant regulations and the conditions of the various telecommunications licences.
- Up to November 2011, a total of 24 base stations serving country parks and the Hong Kong Geopark have been set up by mobile operators. We will continue to facilitate the installation of more base stations by these operators for improving mobile network coverage in country parks, the Hong Kong Geopark and rural areas.
- In order to provide hikers with the necessary information on mobile network coverage in country parks and the Hong Kong Geopark, we

have prepared 170 digital maps which show such coverage in those areas and posted them on our website for public information. We will continue to update the maps when new base stations are installed.

- Since the implementation of the number fee regime in August 2008, operators have made a net return of 6.5 million numbers. We will continue to facilitate the operators' return of surplus numbers so that we may make the most effective and efficient use of the existing 8-digit numbering plan. To promote the effective and efficient use of telecommunications numbers and codes, we will continue to explore with the industry the implementation details of the agreed administrative measures and the introduction of additional measures.
- We will continue to discuss and exchange views with MIIT on further opening up and lowering of the entry barrier to the telecommunications market to Hong Kong Service Suppliers under CEPA.
- With the implementation of the new funding arrangement under the Universal Service Obligation with effect from 1 May 2009, we have requested the Universal Service Cost contributing parties to report the subscriber number on a quarterly basis and to certify such information on an annual basis. We will continue to follow up and liaise with the concerned contributing parties based on this new reporting requirement.
- Following the implementation of a new computerised system for processing applications for and renewals of private mobile radio systems licences (the Electronic Licensing System), we will extend the system to cover other private telecommunications licences by 2012.
- We have commissioned an independent third party to design, establish, operate and support a broadband speed test system in Hong Kong which will enable and facilitate end users of fixed and mobile broadband services to test the performance of their broadband services. This test system will set a dedicated reference for local measurement and demonstration purposes. The system was launched in December 2010. Up to December 2011, over 5.9 million tests were performed. We will monitor the performance of this test system and introduce enhancements as necessary.
- We have commissioned in late 2011 telephone surveys to track consumer satisfaction with pricing and other aspects of

telecommunications services, covering residential fixed line and mobile users. As a means to monitor the performance of telecommunications service providers in a fully liberalised market, we will conduct similar surveys on a periodic basis.

- We commissioned an international tariff benchmarking study in 2010-11. The study results showed that competition has enabled residential and business users in Hong Kong to enjoy very economical telecommunications charges, including the charges for fixed and mobile telecommunications services and pay television programme services. In order to monitor the price trends and the competitiveness of Hong Kong's telecommunications services in tandem with technological changes, we will conduct similar studies.

(2) Competition Affairs

- We will continue to enforce the competition provisions in TO and BO and administer the merger review provisions under section 7P of TO.
- We will continue to enforce the prohibition of misleading or deceptive conduct provision in section 7M of the TO.

(3) Spectrum Management

- To ensure the orderly development of new services and to minimise interference, we will continue to coordinate the use of radio spectrum for broadcasting and telecommunications services with neighbouring authorities.

(4) Regulation of Broadcasting Services and Equipment

- We will continue to monitor the performance of the broadcasting licensees and ensure their compliance with the relevant legislative and licensing requirements.
- All broadcasting licensees are required to observe the relevant codes of practice issued by the CA. In particular, the programme codes set out the standards to be generally observed in programmes, covering issues such as taste and decency, the portrayal of sex and nudity, the use of language, impartiality and fairness. The advertising codes deal with standards for the presentation and content of advertisements and sponsored programmes. To ensure the compliance with these codes by the licensees, we will continue to act on the complaints lodged by the public in a rigorous and transparent manner.

- Territory-wide opinion surveys on broadcasting standards are conducted on a regular basis to gauge public opinions. We plan to commission an independent survey company to conduct a broadcasting services survey in 2012-2013 to track the trends in television viewing habits and radio listening habits of the Hong Kong population and to gauge their views on the regulation of different types of broadcasting services in Hong Kong.
- In the context of the mid-term review of the domestic free television programme service licences in 2010, the CE in C approved, among other things, the recommendations of the then BA to engage the public, on a yearly basis, to collect their views on the quality and variety of the television programmes provided by the licensees. The first public engagement exercise was conducted in 2011. The exercise will be conducted accordingly on an annual basis.
- We will continue to liaise with the consumer electronics industry on the supply of compatible DTT receivers, and with building management offices and residents of buildings on the upgrading of their In-building Co-axial Cable Distribution Systems for DTT reception. To allow consumers to make an informed choice in purchasing DTT receiving equipment compliant with the local DTT standard, we will continue to operate the labelling scheme for DTT receivers.
- We will continue to regulate the technical performance of the licensed broadcasters.
- We will continue to improve the reception of the existing free terrestrial television and sound broadcasting in the territory, especially in areas where reception is not satisfactory.
- We will continue to combat the import, export, trading and commercial use of unauthorised television decoders.

(5) Regulation of Unsolicited Commercial Electronic Messages

- We will continue to handle and investigate reports of suspected contravention of UEMO and take appropriate action. We will continue to review the report handling procedures. We will also provide support and advisory services to CEDB on spam related issues.

- We will continue to maintain three Do-not-call Registers (DNCs) for use by the general public, and for businesses/organisations as senders of commercial electronic messages.
- We will continue to publicise the regulations under UEMO and the operation of the three DNCs to ensure that businesses and the public are aware of their obligations and rights under UEMO.
- We will continue to liaise with local and overseas anti-spam organisations to facilitate the cooperation in spam control and sharing of experience and intelligence of anti-spam issues.

(6) Advisory and Support Services

- We will continue to provide support to the communications satellite operators registered in Hong Kong by attending satellite co-ordination meetings and issuing licences for the launching and operation of new or replacement satellites.
- We will continue our coordination with local, Mainland and overseas satellite operators and administrations on satellite launching, coordination and interference matters.
- We will continue to strengthen Hong Kong's participation, by both the Government and the private sectors, in international and regional telecommunications fora, and to provide support to regional/international telecommunications projects.
- We will continue to provide support to TID and CEDB on the implementation and further expansion of the CEPA and closer co-ordination with Guangdong with respect to the cross-border provision of telecommunications services in the Mainland by Hong Kong service suppliers.
- We will continue to support TID and CEDB in establishing free trade agreements with other economies with a view to facilitating market access and the provision of telecommunications services.

(7) Technical Standards

- We will continue to implement the Mutual Recognition Arrangement for telecommunications equipment led by the Asia Pacific Economic Cooperation Telecommunications and Information Working Group.

- We lifted the price cap of the testing/certification services provided by the Local Certification Bodies (LCBs) in October 2011. We will continue to monitor the process and performance of LCBs in the provision of testing and certification services under the accreditation scheme administered by OFCA.

(8) Corporate Affairs and Handling of Consumer Complaints

- In line with OFCA's role in promoting ICT applications over telecommunications networks, we will sponsor and fund special seminars, projects and campaigns for promoting the safe use of ICT for improving quality of life, operating efficiency and learning.
- We will continue to promote smart use of telecommunications services, especially new services that consumers may not have sufficient knowledge, through the mass media, OFCA's web site and joint efforts with various user groups and industry organisations.
- On the handling of consumer complaints, we will make sure that complaints involving possible contraventions of the provisions of TO, the BO and UEMO or licence conditions are attended to promptly. For complaints that fall outside the scope of the legislative provisions and relevant licence conditions, we will make sure that they are promptly referred to the concerned operators in order that they may be dealt with swiftly and effectively.
- To help the industry, the media and the public understand the new developments in the communications market and OFCA's new initiatives, we will organise industry and media activities as necessary for effective communication.
- We will continue to enhance the public complaint register such that we may keep track of the public complaints and generate complaint statistics in a more efficient manner.

(9) Human Resources Management

- We will continue to promote a learning culture in the office and provide training opportunities for staff at all levels to enhance their professional and managerial competencies and to keep pace with the advent of new technologies. We will also explore opportunities for staff attachment to policy bureaux, overseas regulatory authorities and the relevant authorities in the Mainland to broaden the horizon of our staff.

- We will review the existing staff appraisal forms of the Telecommunications Engineer grade.

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