

Office of the Communications Authority
Major Tasks and Projects for 2020-21

Major tasks and projects are categorised into “priority” and “normal” ones to indicate their relative importance.

(I) Priority Tasks/Projects

(1) Support to the CA

1. We will continue to support the CA to enable it to assume the full spectrum of its regulatory functions.

(2) Preparing for the 5G era

2. To enable the commercial launch of 5G services in 2020, the CA and SCED announced their respective decisions in mid-December 2018 on the arrangements for assignment of a total of about 4 500 MHz of spectrum including (a) 4 100 MHz of spectrum in the 26/28 GHz bands; (b) 200 MHz of spectrum in the 3.5 GHz band; and (c) 100 MHz of spectrum in the 3.3 GHz band and 80 MHz of spectrum in the 4.9 GHz band, and the related spectrum utilisation fees (SUF).

3. In view of the ample supply of spectrum in the 26/28 GHz bands, an administrative approach has been adopted by the CA for spectrum assignment. Three mobile network operators (MNOs) which made applications in response to our invitation were each assigned 400 MHz of spectrum for the provision of large scale public 5G services from April 2019 onwards. For the remaining unassigned spectrum in the 26/28 GHz bands, the CA plans to launch a new round of invitation for spectrum application in about two years’ time in around end-2020. In addition, the invitation for applications for assignment of up to 400 MHz of spectrum in the 26/28 GHz bands on a geographically sharing basis (“Shared Spectrum”) for the provision of innovative services based on the 5G or other advanced mobile technologies was launched in July 2019, and the first assignment of the Shared Spectrum was granted in October 2019. OFCA will process other applications for assignment of the Shared Spectrum.

4. Having considered the likely competing demand for the spectrum in the 3.3 GHz, 3.5 GHz and 4.9 GHz bands, the CA decided that such spectrum would be assigned by way of auctions. OFCA completed three consecutive auctions in October and November 2019, and assisted the CA in assigning the spectrum concerned to the successful bidders. OFCA

will monitor deployment of the aforementioned spectrum by the assignees for the provision of 5G and other innovative services.

5. To address the concerns regarding the imposition of two restriction zones to constrain the deployment of mobile base stations of public mobile services operating in the 3.5 GHz band, a working group was formed under the Radio Spectrum and Technical Standards Advisory Committee of OFCA to consider feasible technical solutions. The working group comprised representatives of OFCA, MNOs, satellite operators, Hong Kong Science and Technology Parks Corporation, and Hong Kong Applied Science and Technology Research Institute. The working group submitted recommendations for the CA's consideration in June 2019. Having considered, among others, the recommendations of the working group, the CA issued the "Guidelines for Installation of Radio Base Stations Operating in the 3.4 – 3.6 GHz Band within the Restriction Zones Delineated by the Communication Authority"¹ in July 2019.

6. We will continue to identify and make available other suitable spectrum for the development of 5G and other innovative services in Hong Kong. Following the assignment of 80 MHz of spectrum in the 4.9 GHz band in December 2019, a further 80 MHz of spectrum in the band has been vacated and will be made available for the provision of public mobile services. In addition, 140 MHz of spectrum in the 600/700 MHz bands will be vacated and made available for mobile use after the switch-off of analogue television services (ASO) on 30 November 2020. We plan to conduct public consultations in 2020 to solicit views and comments on the arrangements for assignment of spectrum in the two frequency bands and the related spectrum utilisation fee, such that assignment of the spectrum concerned could be made in 2021.

7. The International Telecommunication Union (ITU) decided on the harmonised regional and global spectrum allocation for 5G services at its World Radiocommunication Conference held from 28 October to 22 November 2019 (WRC-19). We attended the Conference and will take necessary actions to ensure compliance with the decisions and recommendations made by ITU as applicable to Hong Kong. In particular, subject to industry demand, we plan to release a maximum of 4 GHz of spectrum in the 39.5 – 43.5 GHz sub-band of the 40 GHz band as identified by WRC-19 for 5G services in due course.

¹ The guidelines is available at <https://www.coms-auth.hk/filemanager/statement/en/upload/514/gn142019e.pdf>.

(3) Facilitating Infrastructure Rollout

8. With the support of relevant Government departments to facilitate MNOs to roll out their 5G networks, we launched a pilot scheme in March 2019 to facilitate the MNOs' use of over 1 000 suitable Government venues for the installation of radio base stations under streamlined application and vetting procedures. The scheme was well received by the industry. In 2019, we further assisted operators under a "demand-led" approach to make use of other suitable Government premises to extend 5G network coverage. We will continue to provide support to the operators, relevant Government departments and site managers of selected Government venues to help expedite the approval process and installation work.

9. Furthermore, the Government will open up suitable public facilities like sheltered bus stops and public payphone kiosks for the provision of 5G services. We will work with the operators and relevant Government departments to develop relevant procedures and requirements for applications by operators to use such public facilities for installing radio base stations.

10. In 2020-21, we will continue to work with the satellite operators and relevant Government departments with an aim to relocate the existing satellite earth station facilities for telemetry, tracking and control of satellites in orbit operating in the 3.5 GHz band from Tai Po to Chung Hom Kok Teleport so as to completely resolve the problems of using the 3.5 GHz band for 5G services in the restriction zone in the long run. In addition, we will continue to work with relevant Government departments to provide suitable land lots in Chung Hom Kok Teleport for external telecommunications infrastructure with a view to further enhancing the overall capacity and diversion capability of Hong Kong's external telecommunications network.

(4) Rollout of High Speed Broadband Services to Rural and Remote Areas

11. The Government decided in 2017 to provide telecommunications companies with financial incentives in the form of subsidies to encourage the extension of fibre-based network to villages in remote locations. The Finance Committee of the Legislative Council approved \$774.4 million for the project in July 2018. In June 2019, we invited all eligible fixed network operators (FNOs) to submit tender proposals for participation in the six projects under the subsidy scheme. Five projects were awarded in December 2019. For the remaining project, we conducted a re-tender exercise in January 2020 and target to award the

project in mid-2020. We will continue to provide support on monitoring the rollout of the fibre-based networks to the remote villages by the selected FNOs.

(5) Review of the Use of Telephone Exchange Sites

12. The Chief Executive-in-Council (CE in C) decided in April 2019 in principle not to extend or renew the existing land grants for use as telephone exchanges and other telecommunications-related facilities upon expiry of their respective terms. For the 42 sites where land grants will expire in June 2025 (the “Sites”), the lessees have been invited to submit representations if they considered that they would be unable to surrender to the Government the Sites on or before the expiry date. In response, the lessees have submitted representations expressing objection to non-renewal of the land grants. To facilitate the Government’s consideration of the representations, OFCA has commissioned a consultant to conduct technical assessment. OFCA will continue to work with the consultant and conduct inspections of the Sites, with a view to making recommendations to the Government from telecommunications angle on the handling of the Sites.

(6) Re-assignment of Spectrum for Mobile Services

13. The current assignments of the spectrum in the 900 MHz and 1 800 MHz bands will expire in January and September 2021 respectively. OFCA implemented the decisions of the CA and SCED in December 2017 by granting assignment of 80 MHz of spectrum to the four incumbent MNOs through their exercise of the rights of first refusal and assigning the remaining 120 MHz of the spectrum through the auction conducted in December 2018, both subject to the payment of SUF by the assignees prior to actual assignments of the spectrum in 2021. To ensure a smooth handover of spectrum among the existing and new assignees in 2021, OFCA will continue to work with all the four incumbent MNOs through the working group set up in May 2019 for the purpose of coordinating technical works relating to the handover.

14. The current assignment of the spectrum in the 850 MHz band will expire in November 2023. The CA and SCED will jointly conduct a public consultation in 2020 to solicit views on the arrangements for spectrum re-assignment and the related SUF and announce their decisions on the arrangements at suitable juncture.

15. The existing assignments of 90 MHz of radio spectrum in the 2.5/2.6 GHz band in 2009 will expire in March 2024. The CA and SCED will jointly conduct a public consultation in 2020 on the arrangements for

spectrum re-assignment and the related SUF and announce their decisions on the arrangements at suitable juncture.

(7) Review of Legislation

16. The Government has completed a three-month public consultation on the review of the telecommunications regulatory framework, and is undertaking drafting work of the amendment bill to give effect to the proposals put forward in the public consultation. The CA has been consulted in the process. We will continue to support the Government and the CA in this exercise.

17. With our support, the Government completed a review of the television and sound broadcasting regulatory frameworks with the aim of modernising the regulatory framework in response to market needs and technological developments. After the review, the Government introduced in March 2019 the Broadcasting and Telecommunications Legislation (Amendment) Bill 2019 proposing legislative amendments for relaxation measures under the broadcasting regulatory framework. We will monitor the legislative process and follow up on implementation of relaxation measures upon enactment of the legislation.

18. The Government plans to strengthen the regulation of person-to-person telemarketing calls. With the experience gained over the years in regulating commercial electronic messages under the UEMO, we will support the Government in the exercise.

(8) Regulation of Telecommunications Services and Equipment

19. Following the decisions of the CA and SCED in December 2018 to set aside 400 MHz of Shared Spectrum in the 26/28 GHz bands for the provision of localised and innovative wireless broadband services, OFCA invited applications for assignment of the Shared Spectrum in July 2019. The assignment of the Shared Spectrum is made under the newly created Localised Wireless Broadband Service Licence with less stringent requirements as compared with conventional public mobile services licensed under the UCL, to facilitate the entry of a wide range of service providers, and to encourage the deployment of a great variety of innovative 5G services and applications. The Shared Spectrum will be assigned for use in different specified locations such as university campuses, industrial estates, the airport and technology parks on a geographically sharing basis, subject to the restriction that the total network coverage of each assignee shall not exceed 50 square kilometres.

20. The revised Class Licence for Offer of Telecommunications Services (CLOTS) pursuant to section 8(1)(aa) of the TO which regulates any person who offers telecommunications services to the general public without establishment, operation or maintenance of any means of telecommunications equipment, has taken effect since 26 October 2019. A key feature of the revised CLOTS is the introduction of a registration requirement for those CLOTS licensees with a customer base of 10 000 subscriptions or more. OFCA will continue to monitor developments in the market and ensure compliance by the industry with all the regulatory requirements under the revised CLOTS for enhancing consumer protection.

21. The CA decided in June 2016 to implement five measures in three phases with a view to achieving a more efficient use of the existing 8-digit numbering plan and making available additional number resources for mobile services. Following the full implementation of all the measures, an additional 15.72 million numbers in total will become available for allocation to mobile services. They are expected to be able to cope with the demand up to at least 2029. The first and the second phases of the measures have been implemented since 1 January 2017 and 1 July 2017 respectively, while the third phase of the measures will be implemented from 1 July 2021. We will continue to follow up with the operators in respect of the implementation of the necessary changes to their networks and systems to support the opening of the relevant number blocks. For the longer term development of the numbering plan, we will monitor the effectiveness of the measures as well as the on-going demand for telecommunications numbers as the market develops, especially with the launch of new Internet of Things (IoT) services and 5G services in the near future.

22. Public payphone service is a form of basic telephone service which the universal service provider (USP) is required under its universal service obligation (USO) to provide. The cost of providing public payphone service subject to the USO is shared by the fixed and mobile services operators. In view of the diminishing demand for public payphone service in recent years, we embarked on a public engagement exercise between July 2017 and March 2019 with the relevant stakeholders, including site owners / managers for in-building type public payphones and District Councils for kiosk type public payphones, with a view to determining the reasonable number of public payphones that should be subject to the USO. Taking into account the views and comments received, we decided to exclude about 35% and 50% of the total number of in-building type public payphones and kiosk type public payphones respectively from the USO. We will monitor the removal of the excluded public payphones by the USP accordingly.

23. On an on-going basis, OFCA continues to assist the CA in

streamlining the regulatory measures to ensure that they remain effective and business-friendly under the prevailing market environment. Having regard to the feedback from the industry including submissions received during the aforementioned consultation on review of the telecommunications regulatory framework conducted by the Government, we will review and streamline the compliance requirements and procedures in regard to some regulatory measures for telecommunications licensees including those for filing and publication of tariffs and interconnection agreements, submission of regulatory accounting information etc.

(9) Regulation of Broadcasting Services and Equipment

24. The free TV licences of Fantastic Television Limited (Fantastic TV), HK Television Entertainment Company Limited (HKTVE) and Television Broadcasts Limited (TVB) have validity periods of 12 years. The three licences are subject to mid-term reviews in 2021 to 2022. We will support the CA in assessing the performance of the licensees during the first six years of their respective licences with a view to submitting views and suggestions for consideration by the CE in C on ways to improve the services provided by the licensees in the remaining years of their free TV licences.

25. Since the launch of DTT services in late 2007, a total of 29 transmitting stations have been constructed by the free TV licensees, bringing the overall DTT coverage to at least 99% of the population. We will continue to work with the relevant free TV licensees to improve the reception in the few areas in Hong Kong where DTT reception problems are identified.

26. The Government announced on 11 February 2019 that ASO will be implemented on 30 November 2020. The Government also planned to make available a total of 140 MHz of spectrum in the 600/700 MHz bands for mobile services after ASO. In July 2019, we gave advance notice to the relevant TV broadcasters on the variation of their spectrum assignments for relocating their DTT channels in the 600/700 MHz bands to the 500 MHz band by end 2021. We will continue to coordinate with the Mainland authorities on the use of spectrum in the 470 – 806 MHz band after ASO and liaise with the relevant TV broadcasters and operators of communal aerial broadcast distribution systems on the above relocation of DTT frequency channels in order to vacate the spectrum in the 600/700 MHz bands. We will also provide technical support to CEDB in the implementation of ASO.

(II) Normal Tasks/Projects

(1) Regulation of Telecommunications Services and Equipment

27. In 2019/2020, five UCLs were issued, including two replacement UCLs to existing licensees and three new UCLs, for the provision of external fixed telecommunications services and mobile-satellite services. We will continue to provide support to the CA in handling UCL applications and licence administration matters.

28. FNOs with manholes installed in public streets are required to follow the guidelines issued in June 2010 and revised in July 2016 in conducting inspections and implementing mitigation measures against the risk of gas explosion on their manholes in public streets. We will continue to monitor the implementation work of the operators in accordance with the requirements set out in the guidelines.

29. IoT is an emerging technology that enables the provision of communications platforms and services for interconnected devices to generate, exchange and consume data with minimal human intervention. Since the creation of the Wireless Internet of Things (WIoT) Licence by the CA in December 2017 for the provision of WIoT platforms and services using the shared frequency band of 920 – 925 MHz, three WIoT licences have been issued. Moreover, MNOs may also provide WIoT services using the spectrum assigned to them under their UCLs. With the introduction of a new WIoT device fee component under the UCL effective from 31 January 2019, any WIoT device operated under the UCL is subject to a much reduced fee of \$2 for each WIoT device, which is on a par with the fee level under the WIoT Licence. We will continue to support the CA to facilitate the development of WIoT services expected in the 5G era.

30. The CA issued a Code of Practice on the Cessation Arrangements for mobile virtual network operators (MVNOs) Services which became effective as from 28 October 2017. The Code of Practice sets out the requirements to ensure that MVNOs and their hosting MNOs would manage service cessation arrangements in a better co-ordinated manner and that a reasonable advance notice will be provided to affected service subscribers and the general public before any service cessation by a MVNO. In order to safeguard the MVNOs' commitment to comply with the Code of Practice, MVNOs are imposed a performance bond requirement by the CA to secure the payment of any financial penalty due to contravention of licence obligation on compliance with the Code of Practice. OFCA will continue to monitor the effectiveness of the Code of Practice and other administrative measures implemented earlier to strengthen the

regulation of MVNO services.

31. The CA has reviewed the existing Code of Practice on the Verification of the Addresses of Potential Customers for Mobile Telecommunications Services and issued a revised Code of Practice which has become effective as from 29 December 2018. The revised Code of Practice provides practical guidance to mobile service providers in respect of the verification of the addresses of potential customers with enhancements to cater for the evolving industry practices such as online transactions for mobile service subscriptions. OFCA will continue to monitor the effectiveness of the Code of Practice in regard to consumer protection and business facilitation.

32. 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 fixed operators.

33. 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. The scheme was extended to cover non-residential buildings in April 2013. 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. As of 31 March 2020, 23 931 residential buildings were registered with the scheme, representing about 84% of the total number of households in Hong Kong. 1 693 non-residential buildings were also registered with the scheme. We will continue to encourage participation of industry players.

34. We will continue to combat unauthorised telecommunications activities, including the sale, establishing, maintaining, possessing and/or using unauthorised telecommunications systems and devices, which are in breach of the TO, the relevant regulations and the conditions of the various telecommunications licences.

35. As at 31 March 2020, a total of 31 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.

36. In order to provide hikers with the necessary information on mobile network coverage in country parks and the Hong Kong Geopark, we have prepared 171 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.

37. Since the implementation of the number fee framework in August 2008, as at 31 March 2020, a net amount of 7.61 million numbers had been returned by the operators. We will continue to facilitate the operators' return of numbers and review the usage of the numbering resources in a timely manner to promote the effective and efficient use of telecommunications numbers and codes.

38. Telecommunications licensees holding telephone numbers for the provision of fixed and mobile telephone services are required to pay universal service contribution (USC) to the USP for the net cost of meeting the USO. The last review of the level of USC for the year 2018 was completed with the results promulgated in December 2019. We will continue to calculate the USC in a fair, reasonable and efficient manner, and promulgate the calculated USC levels on a regular basis.

39. 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 in 2020.

40. The system which enables and facilitates end users of fixed and mobile broadband services to test the performance of their broadband services was launched in December 2010 and upgraded over the years to enhance its performance and functionalities. As of 31 March 2020, an accumulated total of more than 95 million tests were performed with an average daily hit rate of 28 097. We will continue to monitor the system performance and improve it taking into account technology and market developments.

(2) Facilitating Infrastructure Rollout

41. Since 2010, we have been offering a single point-of-contact service to assist operators to apply for the necessary statutory approvals for landing new submarine cables in Hong Kong. The overall response of the industry is positive. Four new regional and transcontinental submarine cable systems as well as two new domestic submarine cable system have already come into operation in Hong Kong since 2013. Nine other new regional and transcontinental submarine cable systems are under planning

or construction and will be put into service in Hong Kong between 2020 and 2023. In addition, two new domestic submarine cables are also under planning. We will continue to provide the service to facilitate the landing of new submarine cables in Hong Kong.

42. In tandem, we will continue to facilitate mobile operators to roll out their mobile broadband services by deployment of radio base stations at the hill-top sites and Government buildings in remote areas.

43. We have coordinated with the operators and liaised with the relevant Government departments and Mainland authorities on the operators' proposals of utilising new cross-boundary infrastructures, such as the Hong Kong-Zhuhai-Macao Bridge for installation of cross-boundary optical fibre cables to increase the capacity and enhance the diversity of their cross-boundary facilities. We will continue to coordinate the matter with the parties concerned.

(3) Facilitating Access

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

45. As of 31 March 2020, we have approved the use of the In-building Coaxial Cable Distribution Systems of Hong Kong Cable Television Limited to deliver Fantastic TV's free TV service in 16 695 buildings.

(4) Spectrum Management

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

47. Spectrum to be used by or on behalf of the Government is managed administratively by OFCA. We completed in 2019-20 the fourth review of the efficiency of the spectrum used by the Government and posted our findings on our website. We will continue to promote adherence with the Guidelines for Spectrum Assignment for Land Mobile Systems and Fixed Links Deployed by Government Users in Hong Kong by users of Government spectrum.

48. The radio monitoring and direction finding system for our Radio Monitoring Unit commissioned in 2001 was replaced in June 2019. We will make use of the new system for more efficient radio monitoring and assistance in identification of interfering sources.

(5) Regulation of Broadcasting Services and Equipment

49. We will continue to monitor the performance of the broadcasting licensees and ensure their compliance with the relevant legislation and licence conditions. All broadcasting licensees are required to observe the relevant codes of practice issued by the CA. We will assist the CA in revising the codes of practice as necessary.

50. By virtue of the Charter of Radio Television Hong Kong (RTHK) promulgated in August 2010, RTHK should also ensure that all its TV and radio services comply with the relevant codes of practices of the CA. To ensure the compliance with the codes of practice by broadcasting licensees and RTHK, we will continue to act on complaints lodged by the public in a rigorous and transparent manner.

51. We will continue to regulate the technical performance of the licensed broadcasters.

52. 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.

(6) Competition Affairs

53. The CA is conferred concurrent jurisdiction with the Competition Commission (the Commission) to enforce the CO in respect of the conduct of undertakings in the telecommunications and broadcasting sectors. The CA and the Commission have signed a Memorandum of Understanding to coordinate the performance of their functions on which they have concurrent jurisdiction under the CO. We will continue to assist the CA in enforcing the CO in the telecommunications and broadcasting sectors.

(7) Regulation of Unsolicited Commercial Electronic Messages

54. The UEMO has been in operation since December 2007. We will continue to maintain the Do-not-call Registers (DNCs) for fax, short message and pre-recorded telephone message respectively for use by the general public, and for businesses/organisations as senders of commercial

electronic messages. We will continue to handle and investigate reports of suspected contravention of the UEMO and take appropriate actions following the technology neutral principle. We will also provide support and advisory services to CEDB on spam-related issues.

55. We will continue to liaise with local, Mainland and overseas anti-spam organisations and enforcement agencies to facilitate cooperation in spam control and sharing of experience and intelligence of anti-spam issues.

(8) Advisory and Support Services

56. We will continue to provide support to 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.

57. We will continue our coordination with local, Mainland and overseas satellite operators and administrations on satellite launching, coordination and interference matters.

58. 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.

59. We will continue to provide support to CEDB and TID on the implementation and further expansion of the CEPA and the closer co-ordination with Guangdong with respect to the cross-border provision of telecommunications services in the Mainland by Hong Kong service suppliers.

60. We will also continue to support CEDB and TID in establishing free trade agreements with other economies with a view to facilitating market access and the provision of telecommunications services.

(9) Technical Standards

61. We will continue to monitor the process and performance of Local Certifications Bodies in the provision of testing and certification services under the accreditation scheme administered by the OFCA.

62. We will continue to implement the Mutual Recognition Arrangement for conformity assessment of telecommunications equipment

led by the Asia-Pacific Economic Cooperation Telecommunications and Information Working Group.

63. We will continue to monitor the electrical safety and the radiation exposure limit of uncertified mobile phones placed on the market. In 2019, we commissioned a laboratory to conduct measurement of the Specific Absorption Rate (SAR) for 20 uncertified mobile phones. The test indicated that the SAR values of all the 20 mobile phones were below the 2W/kg limit as recommended by the International Commission on Non-Ionizing Radiation Protection.

(10) Corporate Affairs and Handling of Consumer Complaints

64. We will continue to promote the smart use of communications services through the launch of the annual consumer education campaign, which offers various activities and programmes for public participation such as public seminars, roving exhibitions etc., communications through the mass media, the OFCA's website, the "Communications Master – OFCA" Facebook Fan Page and joint efforts with various user groups and industry organisations.

65. On the handling of consumer complaints, we will ensure that complaints involving possible contraventions of the provisions of the TO, the BO, the UEMO, the TDO and the CO or licence conditions are attended to promptly. For complaints which fall outside the scope of the legislative provisions and relevant licence conditions, we will ensure that they will be promptly referred to the operators concerned.

66. To help the industry, the media and the public understand the new developments in the communications market and the OFCA's new initiatives, we will continue to organise industry and media activities as necessary for effective communication.

(11) Consumer Protection

67. To safeguard consumer interests in the use of telecommunications services, we take proactive actions to implement various consumer protection measures and work with the industry to draw up and implement self-regulatory measures to address 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, an industry association. The CCSS aims to help resolve billing disputes in deadlock between telecommunications service providers and their customers by means of mediation.

68. Other self-regulatory measures voluntarily implemented by the industry include the promulgation of the Code for the Provision of Chargeable Mobile Content Services to govern the practices of third party content service providers, and the Code of Practice for Telecommunications Service Contracts to improve the clarity of provisions in the telecommunications service contracts. Mobile service providers have also adopted a series of preventive measures promulgated by OFCA to tackle the problem of mobile bill shock. The measures implemented by individual mobile service providers are published on OFCA's website.

69. In order to enhance transparency of the service level of the mobile broadband service market, mobile operators publish their performance pledges and the actual performance statistics of their mobile broadband services. The pledges and statistics are updated quarterly, and are available on the respective websites of the mobile operators and on our website via hyperlinks. Regarding service termination of residential broadband services, we publish and periodically update on our website details of the arrangements adopted by major residential broadband service providers to handle service termination requests from service subscribers.

70. The CA has issued a voluntary Code of Practice in relation to Billing Information and Payment Collection for Telecommunications Services to enhance the transparency of the pricing of chargeable items in the provision of telecommunications services by local fixed and mobile service providers. To provide guidance to fixed and mobile broadband service providers on how they may implement Fair Usage Policy, the CA has promulgated a set of mandatory guidelines setting out the relevant guiding principles for compliance by service providers.

71. We will continue to monitor the effectiveness of the various consumer protection measures adopted, and engage the industry where necessary to seek further improvement of the existing measures or introduction of new measures. The CA is also conferred concurrent jurisdiction to enforce the fair trading sections of the TDO in respect of the commercial practices of the telecommunications and broadcasting licensees which are directly connected with the provision of a telecommunications or broadcasting service under the TO or the BO. For cases involving unfair trade practices, we will take enforcement actions where warranted in accordance with the powers conferred on the CA under the TDO.

(12) Human Resources Management

72. A Training and Development Committee has been established to oversee the implementation of OFCA's training and development policies to meet the training needs of staff and to strengthen arrangements for grooming officers with strong potentials. 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, ensure healthy succession, and keep pace with the advent of new technologies. We will also arrange overseas management programmes and explore opportunities for staff attachment to policy bureaux, overseas regulatory authorities and relevant authorities in the Mainland to broaden the horizon of our staff and prepare them for greater challenges.

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