

## Statistics on Fixed Number Portings 固定號碼轉攜統計數字

## 固定号码转携统计数字

Fixed Number Portability (also known as 固定號碼可攜性 (又稱營辦商電話號碼可攜性 Operator Number Portability or ONP) refers to ) 指本地固定電訊網絡營辦商 (營辦商) 之間 an arrangement for the porting of numbers from 的號碼轉攜安排，通常是因應消費者要求而進行的。 usually upon consumers' requests.

固定号码可携性 (又称营办商电话号码可携性) 指本地固定电讯网络营办商 (营办商) 之间的号码转携安排，通常是因应消费者要求而进行的。

Month 月份	Number of submitted applications 已遞交的申請數字 已递交的申请数字 (C1)	Number of confirmed number portings 已確認的轉攜數字 已确认的转携数字 (C2)	Number of successful portings 成功轉攜數字 成功转携数字 (C3)	Success rate A 成功率 A (C4) = C3/C1 (See notes 1-3 參註釋 1-3 參註釋 1-3)	Success rate B 成功率 B (C5) = C3/C2 (See notes 1-3 參註釋 1-3 參註釋 1-3)
2023-06	8,744	7,209	6,021	68.9%	83.5%
2023-03	11,824	9,588	6,655	56.3%	69.4%
2022-12	7,874	6,674	8,192	104.0%	122.7%
2022-09	7,713	6,535	6,484	84.1%	99.2%
2022-06	7,417	6,361	6,079	82.0%	95.6%
2022-03	7,242	5,993	4,808	66.4%	80.2%
2021-12	12,509	10,734	7,099	56.8%	66.1%
2021-09	8,698	7,374	6,132	70.5%	83.2%
2021-06	10,217	8,660	7,138	70.0%	82.0%
2021-03	8,049	6,701	5,645	70.1%	84.2%
2020-12	8,564	7,324	6,546	76.4%	89.4%
2020-09	9,896	8,654	6,844	69.2%	79.1%
2020-06	8,490	6,863	5,992	70.6%	87.3%
2020-03	7,876	6,174	4,658	59.1%	75.4%
2019-12	7,233	5,705	5,158	71.3%	90.4%
2019-09	6,088	4,712	4,666	76.6%	99.0%
2019-06	6,264	4,813	4,429	70.7%	92.0%
2019-03	7,367	5,708	5,551	75.3%	97.2%
2018-12	7,285	5,981	6,441	88.4%	107.7%
2018-09	7,534	5,920	7,398	98.2%	125.0%
2018-06	9,886	8,113	7,770	78.6%	95.8%
2018-03	11,028	9,231	7,199	65.3%	78.0%
2017-12	8,759	6,931	7,086	80.9%	102.2%
2017-09	9,648	8,002	7,989	82.8%	99.8%
2017-06	10,843	9,280	8,088	74.6%	87.2%
2017-03	12,736	10,268	7,917	62.2%	77.1%
2016-12	11,349	9,305	8,005	70.5%	86.0%
2016-09	10,426	8,852	11,046	105.9%	124.8%
2016-06	10,891	9,401	8,879	81.5%	94.4%
2016-03	10,489	8,864	6,417	61.2%	72.4%
2015-12	10,279	8,744	8,515	82.8%	97.4%
2015-09	9,670	8,310	8,729	90.3%	105.0%
2015-06	11,471	9,417	7,920	69.0%	84.1%
2015-03	10,429	8,367	7,869	75.5%	94.0%
2014-12	9,999	8,407	8,572	85.7%	102.0%
2014-09	10,272	8,375	8,735	85.0%	104.3%
2014-06	11,027	8,955	8,831	80.1%	98.6%
2014-03	13,009	11,189	9,647	74.2%	86.2%
2013-12	11,744	9,880	10,392	88.5%	105.2%
2013-09	11,761	9,276	9,658	82.1%	104.1%
2013-06	12,940	10,853	9,746	75.3%	89.8%
2013-03	14,255	12,187	10,289	72.2%	84.4%
2012-12	12,611	10,870	10,788	85.5%	99.2%
2012-09	12,887	10,805	9,807	76.1%	90.8%
2012-06	13,256	10,778	9,422	71.1%	87.4%
2012-03	15,095	12,186	10,773	71.4%	88.4%
2011-12	12,797	10,248	9,917	77.5%	96.8%
2011-09	14,140	11,731	10,937	77.3%	93.2%
2011-06	15,737	12,565	10,132	64.4%	80.6%
2011-03	31,261	27,994	19,278	61.7%	68.9%
2010-12	13,616	10,995	10,603	77.9%	96.4%
2010-09	14,527	12,028	11,049	76.1%	91.9%
2010-06	15,016	12,474	10,522	70.1%	84.4%
2010-03	16,601	12,921	11,375	68.5%	88.0%
2009-12	16,028	13,352	11,867	74.0%	88.9%
2009-09	18,519	14,868	13,371	72.2%	89.9%
2009-06	20,780	16,302	12,827	61.7%	78.7%
2009-03	22,560	17,310	14,144	62.7%	81.7%
2008-12	21,050	15,993	14,310	68.0%	89.5%
2008-09	24,737	19,660	20,436	82.6%	103.9%
2008-06	20,580	14,899	12,217	59.4%	82.0%
2008-03	17,891	13,732	11,551	64.6%	84.1%
2007-12	18,484	14,094	15,369	83.1%	109.0%
2007-09	21,090	16,413	14,688	69.6%	89.5%
2007-06	22,896	17,967	14,157	61.8%	78.8%

Month 月份	Number of submitted applications 已遞交的申請數字 已遞交的申請數字 (C1)	Number of confirmed number portings 已確認的轉攜數字 已确认的转携数字 (C2)	Number of successful portings 成功轉攜數字 成功转携数字 (C3)	Success rate A 成功率 A (C4) = C3/C1 (See notes 1-3 參註釋 1-3 參註釋 1-3)	Success rate B 成功率 B (C5) = C3/C2 (See notes 1-3 參註釋 1-3 參註釋 1-3)
2007-03	22,893	17,459	14,721	64.3%	84.3%
2006-12	20,631	16,288	14,670	71.1%	90.1%
2006-09	25,628	19,441	17,736	69.2%	91.2%
2006-06	29,773	23,012	18,629	62.6%	81.0%
2006-03	28,509	21,689	19,477	68.3%	89.8%
2005-12	32,393	24,094	22,895	70.7%	95.0%
2005-09	39,172	29,412	26,050	66.5%	88.6%
2005-06	42,699	33,536	24,633	57.7%	73.5%
2005-03	42,731	31,125	19,117	44.7%	61.4%
2004-12	44,503	31,625	27,267	61.3%	86.2%
2004-09	41,024	30,294	24,300	59.2%	80.2%
2004-06	45,161	32,768	26,102	57.8%	79.7%

## Remarks:

C1 is the number of Number Portability Request (NPR)\* in the off-line electronic number porting platform.

C2 is the number of Advice of Porting Number (APN)\* in the off-line electronic number porting platform.

C3 is the number of Successful Completion of APN (SCAPN)\* in the off-line electronic number porting platform.

C4 is C3/C1 and it represents the success rate against all number porting requests.

C5 is C3/C2 and it represents the success rate against all number porting requests accepted by the Donor Network Operator (DNO)\*.

## 註：

C1 是離線電子號碼轉攜平臺的號碼轉攜要求 (NPR) \*數字。

C2 是離線電子號碼轉攜平臺的號碼轉攜通知 (APN) \*數字。

C3 是離線電子號碼轉攜平臺的號碼轉攜通知成功完成 (SCAPN) \*數字。

C4 是 C3/C1，代表相對所有號碼轉攜要求的成功率。

C5 是 C3/C2，代表相對所有供號網絡營辦商\* 接受號碼轉攜要求的成功率。

## 註：

C1 是离线电子号码转携平台的号码转携要求 (NPR) \*数字。

C2 是离线电子号码转携平台的号码转携通知 (APN) \*数字。

C3 是离线电子号码转携平台的号码转携通知成功完成 (SCAPN) \*数字。

C4 是 C3/C1，代表相对所有号码转携要求的成功率。

C5 是 C3/C2，代表相对所有供号网络营办商\* 接受号码转携要求的成功率。

\* These are terms adopted by the specification HKCA 2102 – “Procedures for Handling Number Porting by Database Solution” issued by the Communications Authority. If a telephone number is to be ported from operator A to operator B, A is called the Donor Network Operator (DNO) and B the Recipient Network Operator (RNO). The RNO will submit the NPR to the DNO based on the consumer’s requirement. Upon receipt of the NPR, the DNO will check the details and acknowledge the NPR. The RNO will then issue the APN if it has successfully negotiated the porting details with the DNO. The RNO will issue the SCAPN when the number porting is completed. The number of APN issued by a RNO may be less than that of NPR because there are requests which may not have been accepted by DNO or not proceeded by the RNO due to various reasons such as mismatch of information, cancellation initiated by the customer, unavailability of circuit or the service transfer date cannot be arranged in the manner as requested by the consumer. In such cases APN will not be issued by the RNO.

\* 此等名稱源自通訊事務管理局發出的HKCA 2102規格 -以數據庫解決方案處理固定號碼可攜的程序。倘若電話號碼由營辦商A轉攜至營辦商B，兩者將分別稱為供號網絡營辦商及受號網絡營辦商。受號網絡營辦商將按照消費者的要求提交NPR予供號網絡營辦商。供號網絡營辦商收到NPR後，將核查詳細資料及認收NPR。倘若受號網絡營辦商與供號網絡營辦商的轉攜資料配對成功，受號網絡營辦商便會發出APN，並於完成號碼轉攜後發出SCAPN。由於數據錯配、消費者要求取消申請、線路不足或無法在消費者要求的日期轉攜服務等情況，會令供號網絡營辦商未能接受申請或受號網絡營辦商放棄申請，因此受號網絡營辦商發出APN的數字或會少於發出NPR的數字。在該等情況下，受號網絡營辦商將不會發出APN。

\* 此等名稱源自通訊事務管理局發出的HKCA 2102規格 -以數據庫解決方案處理固定號碼可攜的程序。倘若電話號碼由營辦商A轉攜至營辦商B，兩者將分別稱為供號網絡營辦商及受號網絡營辦商。受號網絡營辦商將按照消費者的要求提交NPR予供號網絡營辦商。供號網絡營辦商收到NPR後，將核查詳細資料及認收NPR。倘若受號網絡營辦商與供號網絡營辦商的轉攜資料配對成功，受號網絡營辦商便會發出APN，並於完成號碼轉攜後發出SCAPN。由於數據錯配、消費者要求取消申請、線路不足或無法在消費者要求的日期轉攜服務等情況，會令供號網絡營辦商未能接受申請或受號網絡營辦商放棄申請，因此受號網絡營辦商發出APN的數字或會少於發出NPR的數字。在該等情況下，受號網絡營辦商將不會發出APN。

## Notes:

1) The success rates A and B indicate the situation of porting among operators at different stages. Unsuccessful portings are mainly due to rejected or cancelled applications which can be re-submitted after rectification of information or confirmation of the revised service transfer date. Nearly all relevant customers can eventually port out the numbers for their fixed services successfully.

2) Effective from 1 September 2004, the maximum lead time from the request of number portability to the completion of actual cutover extended from one calendar month to a range of two to three calendar months. It should be noted that applications submitted and recorded as NPR in a month might be completed and recorded as SCAPN in subsequent months. As a result, the successful portings (C3) completed in a reporting month might be more than the number of submitted applications (C1) and confirmed number portings (C2) within the same month, i.e. the success rate A (C4) and success rate B (C5) might be greater than 100%.

3) To enhance the success rate and facilitate the smooth processing of ONP, customers are advised to keep a copy of their current service contract and the most recent bill for easy reference to ensure that the information given to the RNO matches with the information of their existing operator (i.e. DNO). If a customer is not sure of the accuracy of the registered information, he/she should approach the existing operator to check or update the information before switching to another operator. For more information, consumers may visit the following website:  
[https://www.ofca.gov.hk/en/consumer\\_focus/guide/general/askmore/index.html](https://www.ofca.gov.hk/en/consumer_focus/guide/general/askmore/index.html).

## 註釋：

1) 成功率A及B表示營辦商在不同階段轉攜號碼的情況。轉攜不成功大多涉及被拒絕或取消的申請，但經修正數據或確定更改轉攜的生效日期後，該等申請可再次提交處理。差不多所有有關的客戶最終均可成功轉攜固定服務的電話號碼。

2) 自二零零四年九月一日起，提出電話號碼轉攜的申請至最終完成轉攜的時限由一個曆月延長至二至三個曆月。需要注意的是，有關申請（即提交NPR）的月份或會在其後的月份完成（即發出SCAPN）。因此，在號碼轉攜統計數字公布月份內成功轉攜數字(C3)有可能比已遞交的申請數字(C1)及已確認的轉攜數字(C2)為多，即成功率A(C4)及成功率B(C5)或會大於100%。

3) 為提高成功率及使固定號碼轉攜順利進行，客戶應保存現有服務合約的副本及最近一期的帳單，以供參考及確保給予受號網絡營辦商的數據與現有營辦商的數據相符。如客戶不肯定登記數據是否準確，便應該向現有營辦商查詢或更新數據，然後才改用另一家營辦商。消費者可瀏覽以下網址以取得更多資訊：  
[https://www.ofca.gov.hk/tc/consumer\\_focus/guide/general/askmore/index.html](https://www.ofca.gov.hk/tc/consumer_focus/guide/general/askmore/index.html)。

## 註釋：

1) 成功率A及B表示營辦商在不同階段轉携号码的情况。转携不成功大多涉及被拒绝或取消的申请，但经修正数据或确定更改转携的生效日期后，该等申请可再次提交处理。差不多所有有关的客户最终均可成功转携固定服务的电话号码。

2) 自二零零四年九月一日起，提出电话号码转携的申请至最终完成转携的时限由一个历月延长至二至三个历月。需要注意的是，有关申请（即提交NPR）的月份或会在其后的月份完成（即发出SCAPN）。因此，在号码转携统计数字公布月份内成功转携数字(C3)有可能比已递交的申请数字(C1)及已确认的转携数字(C2)为多，即成功率A(C4)及成功率B(C5)或会大于100%。

3) 为提高成功率及使固定号码转携顺利进行，客户应保存现有服务合约的副本及最近一期的账单，以供参考及确保给予受号网络营办商的数据与现有营办商的数据相符。如客户不肯定登记数据是否准确，便应该向现有营办商查询或更新数据，然后才改用另一家营办商。消费者可浏览以下网址以取得更多资讯：  
[https://www.ofca.gov.hk/sc/consumer\\_focus/guide/general/askmore/index.html](https://www.ofca.gov.hk/sc/consumer_focus/guide/general/askmore/index.html)。