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13 November 2000

Director-General of Telecommunication  
(Attn.: Senior Regulatory Affairs Manager  
(Services Licensing))

29/F., Wu Chung House  
213 Queen's Road East  
Wanchai  
Hong Kong

Dear Sir/Madam,

**Licensing of Third Generation Mobile Services**

The Equal Opportunities Commission notices that the Office of the Telecommunication Authority (OFTA) is inviting views and comments on the licensing of the Third Generation (3G) Mobile Services.

The Commission would like OFTA to consider the following suggestions in the selection exercise and where appropriate, incorporating them in the licensing conditions for the provision of the 3G mobile services in Hong Kong:

1. The licensees should ensure that the goods, services and facilities they provide to the public will comply with the requirements of the Disability Discrimination Ordinance. They should ensure that their goods, services and facilities are accessible to all including people with disabilities (PWDs). In particular, the design of any hardware and software should cater for the special needs of persons with sensory, physical or intellectual disabilities. In fact, it is to the benefit of the licensees for them to mainstream the special needs of the PWDs in the design stage instead of

making major and expensive modifications to the goods, services and facilities after they have been rolled out.

2. In drawing up the selection criteria of licensees, the consultant should require bidders to provide clear and detailed information on the accessibility of their goods, services and facilities. Due consideration should be given to the bidders ability to provide a fully accessible 3G mobile service.
3. It is advisable for the bidders to consult the disability groups so that they could ascertain the special needs of people with disabilities in designing accessible services.

The Commission considers that the 3G mobile services could be an empowering tool for people with disabilities, but only they could be so if such services are accessible to them. Providing accessible telecommunication services is not only required under the anti-discrimination law but may also open up good business opportunities and expand the market share.

If you have any queries, please feel free to contact the undersigned on 2106-2146.

Yours sincerely,



(Ms Esther Chan)

for Chairperson

Equal Opportunities Commission