



轉售商提供的電訊服務

Telecommunications Services Offered by Resellers



轉售商是甚麼？

What is reseller?

- 在香港，電訊服務一般由持牌營辦商提供，該等營辦商可營運電訊設備，並受《電訊條例》及有關牌照條件規管。然而，零售市場上有部分要約提供電訊服務的人士，本身並無營運任何電訊設備，一般為持牌營辦商所經營電訊服務的轉售商，在零售市場上以自家品牌轉售服務。

In Hong Kong, telecommunications services are generally provided by licensed operators who operate telecommunications facilities and are regulated under the Telecommunications Ordinance and relevant licence conditions. However, in the retail market there are service providers who offer telecommunications services without operating any telecommunications facilities. These service providers are commonly known as resellers of the telecommunications services operated by licensed operators and resell the services in the retail market under their own brand names.

轉售商需否領有牌照及如何申領？

What licence is required and how to be licensed?

- 在毋須事先申領牌照和獲得批准下，「要約提供電訊服務類別牌照」（類別牌照）授權任何符合牌照條件的人士，在沒有設置、操作或維持任何電訊設備的情況下，可以預繳或事後繳費方式向公眾要約提供電訊服務（例如話音或數據服務、本地或對外服務、固定或流動服務），不論是在本港或境外使用，均受類別牌照規管。

The Class Licence for Offer of Telecommunications Services (CLOTS) authorises any person meeting the conditions set out in CLOTS to offer any telecommunications services to the general public without establishment, operation or maintenance of any means of telecommunications without requiring any prior licence application and approval. All kinds of telecommunications services (such as voice or data services, local or external services, fixed or mobile services) offered by CLOTS licensees on prepaid or post-paid basis, be it consumed within or outside Hong Kong, would be subject to the CLOTS.

類別牌照對持牌人的主要牌照要求是甚麼？

What are licensees' key obligations under the CLOTS?

- 持牌人須向客戶提供必要資料（包括名稱、客戶服務熱線號碼及收費等）。
Licensees shall provide essential information to customers (such as name, customer service hotline number and tariff).
- 客戶數目不少於10,000的持牌人在要約提供電訊服務前須先向通訊局登記。有關登記規定於2019年10月26日開始實施。市民可瀏覽通訊局網頁，查閱已登記之類別牌照持有人的名單。
Licensees with a customer base of 10,000 subscriptions or above are required to register their information with the CA before the commencement of offering in the course of business a telecommunications service. The registration requirement has taken effect starting from 26 October 2019. Members of the public can visit CA's website to obtain the list of registered CLOTS licensees.

消費者將如何受到保障？

How will consumers be protected?

- 讓消費者可直接從持牌人獲得必要資料，從而作出知情的選購決定。
Enabling consumers to obtain the essential information directly from licensees, thereby making an informed purchasing decision.
- 通過登記制度，通訊局可拒絕不合資格人士登記，以防止他們向消費者要約提供不合牌照規定的電訊服務。就已登記的持牌人，通訊辦可利用其登記資料，在接獲消費者投訴或查詢時迅速聯絡他們作跟進或進行轉介。
Through the registration regime, the CA may refuse registration of an unqualified person, thereby preventing such person from offering telecommunications services which are non-compliant with licence requirements. For registered licensees, OFCA can make use of their registration information for quickly contacting them for complaint handling or making referrals when it receives complaints or enquiries from consumers.
- 通過規定持牌人須向通訊局提供其最新的營運資料，通訊局可準確及迅速地了解和監察持牌人的營運情況，以保障消費者權益。
Through requiring licensees to provide updated information related to their business, the CA can better understand and monitor their business operation for protecting consumer interests.
- 如對轉售商的已登記持牌人身份或服務種類有疑問，可聯絡通訊辦尋求協助。
If there is any doubt about the identity of a reseller as a registered CLOTS licensee or about the type(s) of services offered by the reseller, please contact OFCA for assistance.