

Telecommunications Regulatory Affairs Advisory Committee

Minutes of the Twenty-Fifth Meeting Held on Monday, 20 July 2023 at 2:30 p.m. in OFCA Conference Room, 20/F Wu Chung House

Members Present

In Person

Mr Esmond Chiu	Office of the Communications Authority ("OFCA") ("Chairman")
Mr Sidney Tsan	OFCA ("Secretary")
Mr Alex Wong	Communications Association of Hong Kong
Ms Sophia Yap	Hong Kong Broadband Network Limited / HKBN Enterprise Solutions Limited / HKBN Enterprise Solutions HK Limited ("HKBN")
Mr Kevin Chu	Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / PCCW Global (HK) Limited ("HKT") / Genius Brand Limited
Ms Juliana Wong	Hutchison Telephone Company Limited ("HTCL")
Ms Katherine Kwok	HGC Global Communications Limited
Mr Tin-Lun Or	SmarTone Communications Limited / SmarTone Mobile Communications Limited ("SmarTone")
Ir Chi-Wah Tang	Hong Kong Police Force ("HKPF")

Web Conference Access

Mr Michael Kan	Consumer Council
Mr Francis Fong	Hong Kong Information Technology Federation ("HKITF")
Ms Karen Mo	China Mobile Hong Kong Company Limited ("China Mobile")

Mr Karson Ng	China Telecom Global Limited
Mr Patrick Ng	NTT Com Asia Limited
Ms Clio Ip	Village Telephone Limited
Mr Haining Hu	Vodafone Enterprise Hong Kong Limited
Dr Justin Chuang	Ad Personam
Dr Patrick Tsie	Ad Personam

In Attendance

In Person

Mr Kingsley Yeung	OFCA
Mr Lap-Hing Ting	OFCA
Mr Desmond Young	OFCA
Mr Andrew Lo	OFCA
Mr Raymond Ho	OFCA
Mr Benson Cheng	OFCA
Mr Michael Chan	OFCA
Ms Vera Chung	OFCA
Ms Gladys Ng	OFCA
Mr Penny Lo	OFCA
Ms Pancy Cheng	OFCA
Mr Matthew Wong	OFCA
Ms Winnie Ng	OFCA
Mr Ken Cheung	OFCA
Miss Kaitlyn Ng	OFCA
Ms Sherrine Lo	OFCA
Ms Andreas Law	OFCA
Mr Kenneth Kwok	ComNet Telecom (HK) Limited (“ComNet”)
Mr Malcolm Leong	HKBN
Mr Alex Lai	Hong Kong Cable Television Limited (“HKCTV”)
Mr Eric Lee	SmarTone
Ms Pak-Sai Kwok	HKPF

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Ir Ken Chan	The Hong Kong Institution of Engineers ("HKIE")
Mr Alex Kun	HKITF
Mr David Ho	China Mobile
Mr Gilbert Choy	HKT / Genius Brand Limited
Mr Will Zhang	Unified Carrier (External Fixed Services) Licensees as a group

Observers

In Person

Mr Wally Li	HTCL
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Web Conference Access

Mr Xen Lim	Equinix Hong Kong Limited
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Members Absent

Ir Dr Philip Chan	HKIE
Mr Ben Li	The Institution of Engineering and Technology Hong Kong
Ms Sarah Zhang	China Unicom (Hong Kong) Operations Limited / Mobile Virtual Network Operators as a group
Mr Dickson Ip	ComNet
Mr Jia Law	Easy Tone Network Limited
Mr Raymond Chan	HKCTV
Mr Hing-Wah Ngan	Towngas Telecommunications Fixed Network Limited
Mr Kenneth Lau	TraxComm Limited
Mr Tony Tsang	VNET Group Limited
Mr T Y Hui	Localised Wireless Broadband Service / Localised Wireless Broadband (Private / Public Radiocommunications Service /

	Wireless Internet of Things Licensees as a group
Mr Chung-Ho Yuen	Services-based Operators Licensees as a group
Ms Katy Lau	Ad Personam
Prof Yingjun Zhang	Ad Personam

The Chairman welcomed all Members for joining this meeting either in person or via web conference access.

Item 1 Confirmation of Minutes of Last Meeting

2. The Chairman said that the draft minutes of the 24th meeting had been circulated to Members for comments on 1 February 2023. As no comment had been received, the minutes of the 24th meeting were confirmed.

Item 2 Matters Arising

3. The Secretary reported that the revised “*Security Guidelines for Next Generation Networks*” and the “*Code of Practice on the Operation and Management of Internet of Things Devices*” were finalised and were issued by the Communications Authority (“CA”) on 11 April 2023.

4. With regard to the proposal of merging the two existing documents, viz. “*Guidelines for Local Fixed, Mobile, and Services-Based Operators for Reporting Network and Service Outage*” and “*Guidelines for Cable-based External Fixed Telecommunications Network Services Operators and Internet Service Providers for Reporting Network and Service Outages*”, into a single one, the Secretary reported that the “*Guidelines for Telecommunications Operators for Reporting Network/Service Outages and Emergency Incidents*” (“Outage Guidelines”) were finalised and issued by the CA on 11 April 2023. The Outage Guidelines have taken effect on 11 July 2023.

**Item 3 Measures to Combat Fraudulent Calls and Messages
(TRAAC Paper No. 1/2023)**

5. Mr Andrew Lo briefed Members on the measures to combat fraudulent calls and the proposed registration scheme for SMS sender IDs. Mr Raymond Ho briefed Members on the “*Code of Practice on Management of Scam Calls by Mobile Service Providers*” (“Scam CoP”).

6. Mr Kevin Chu commented that the Scam CoP and the “*Code of Practice in relation to Calling Line Identification and Other Calling Line Identification Related Services*” (“CoP for CLI”) based on call patterns and CLI only might not be fully effective in tackling scam calls, given that both scam calls and non-scam calls might exhibit similar call patterns. More effective measures to address the problem might be needed. The Chairman said that while the CoP for CLI and the Scam CoP might not be able to directly expose the real fraudsters, the measures introduced would help telecommunications service providers to take a preventive step to identify and block those highly suspicious calls through certain objective criteria. Besides, telecommunications service providers were adopting other means to tackle scam calls, including participating in the liaison protocol set up with the Police to block or suspend services of phone numbers suspected to be involved in scam cases and to prevent users from accessing suspected fraudulent websites, based on deception records and information provided by the Police. OFCA would continue to make reference to other jurisdictions’ experience and adopt international best practices to mitigate the problem.

7. Mr Michael Kan enquired on how scam calls could be distinguished from telemarketing calls because the Consumer Council had been receiving a lot of complaints arising from telemarketing cold calls. The Chairman mentioned that person-to-person telemarketing calls were currently not prohibited under the laws of Hong Kong and there were practical difficulties to effectively distinguish between telemarketing calls and scam calls. That said, the various measures introduced by OFCA were expected to mitigate the situation by blocking calls that abused telecommunications services.

8. Ms Sophia Yap opined that there should be scope for further

streamlining the current scam call reporting procedures as promulgated by the Police. The Government should facilitate the public to report fraudulent calls more conveniently. For example, for those obvious scam calls purporting to be made by government officials, there should be an easier way for the public to report the suspected telephone numbers.

9. The Chairman welcomed Members to inform OFCA if they had any ideas or suggestions how scam calls could further be mitigated from telecommunications perspectives.

Item 4 Conclusion of the Subsidy Scheme for Encouraging Early Deployment of 5G (TRAAC Paper No. 2/2023)

10. Ms Gladys Ng gave a presentation on the conclusion of the Subsidy Scheme for Encouraging Early Deployment of 5G (the “Subsidy Scheme”).

11. The Chairman said that the Subsidy Scheme had successfully promoted the deployment of 5G technology in various sectors as demonstrated by over 170 subsidised projects featuring many innovative applications. In view of the enthusiastic response from the education sector and to further promote 5G among the younger generation, OFCA in collaboration with the Hong Kong Productivity Council were organising a 5G campus application competition under the theme of “5G Campus for Smart Life” for participation by local secondary school students (the “Competition”). The Competition aimed to enhance secondary school students’ understanding of the potentials of 5G technology and its extensive innovative applications, and to enrich campus life, enhance learning environment and improve community environments through 5G technology.

12. Mr Kevin Chu enquired about whether any other similar subsidy schemes would be launched in the future to help promote innovation and adoption of telecommunications technology. The Chairman replied that OFCA would keep in view the market development and assist the Government to implement its policy initiatives, as appropriate, in future.

13. In response to the query by Ir Chi-Wah Tang about the details of the subsidised projects, Ms Gladys Ng said that relevant information of the subsidised projects, in particular the scope and project descriptions, were published and available to the public on OFCA's website.

Item 5 Any Other Business

14. The Chairman advised that the next TRAAC meeting would tentatively be held in the fourth quarter of 2023. Members would be informed of the meeting arrangement nearer the time.

15. There being no other business, the meeting was adjourned at 3:40 p.m.

**Office of the Communications Authority
August 2023**