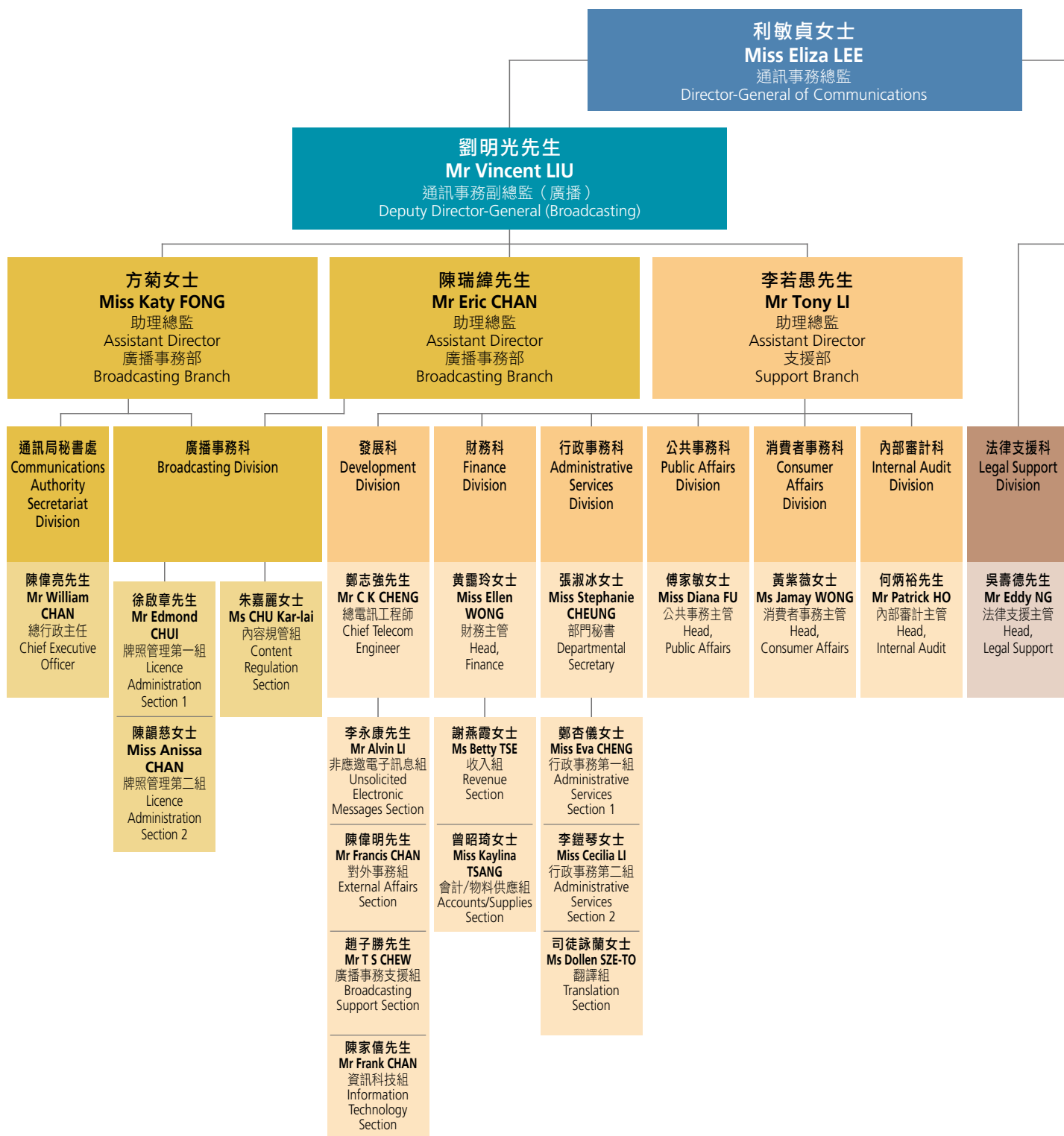
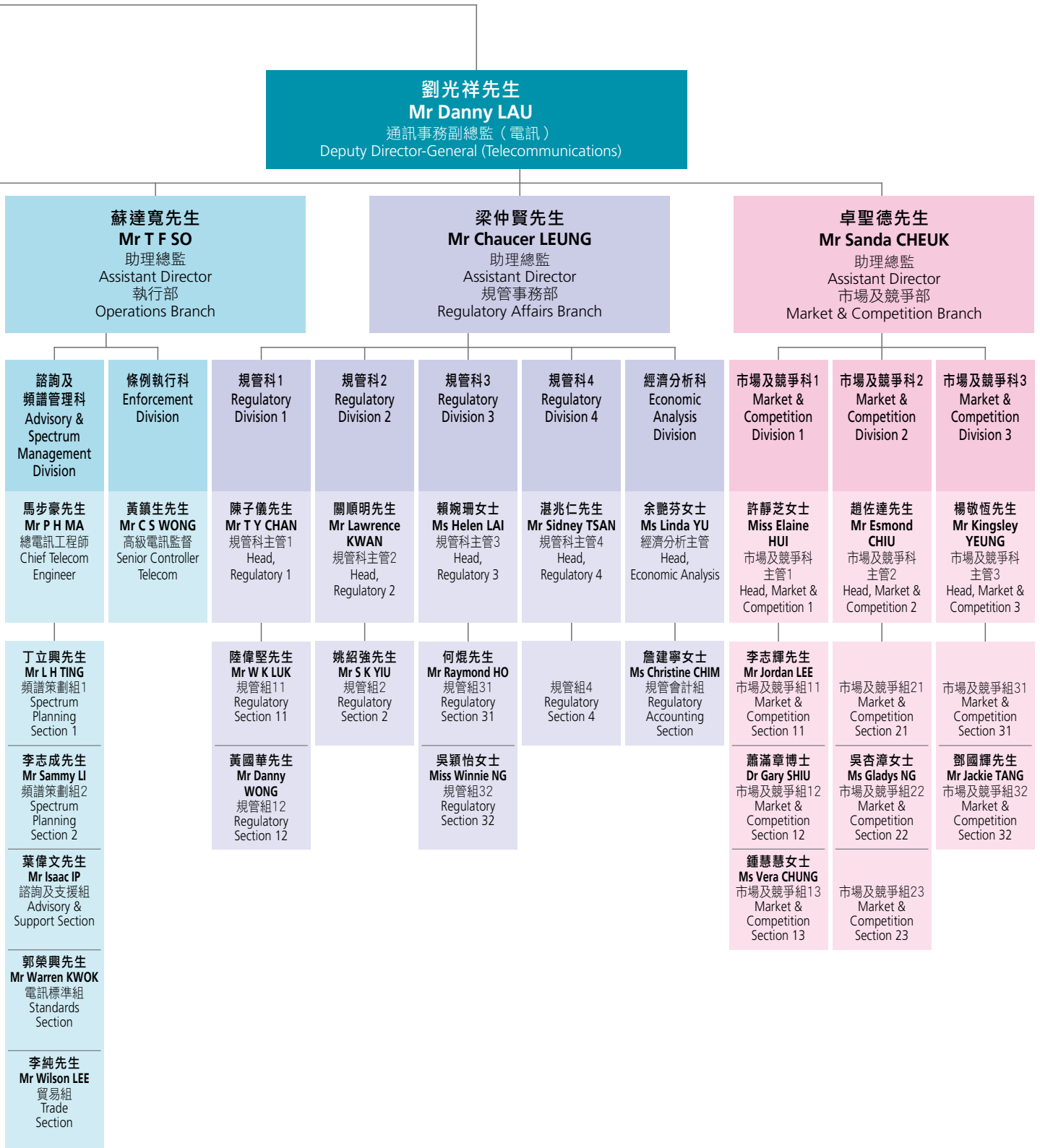


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附錄 A  
Appendix A

組織架構 (截至2013年9月2日)  
Organisation Chart (as at 2 September 2013)





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附錄 B  
Appendix B

諮詢委員會委員名單  
Membership of Advisory Committees

電訊規管事務諮詢委員會  
(截至2013年3月31日)

Telecommunications Regulatory Affairs  
Advisory Committee (as at 31 March 2013)

<b>主席</b> 夏勇權先生 通訊事務管理局辦公室通訊事務副總監 (電訊)	<b>Chairman</b> <b>Mr Y K HA</b> Deputy Director-General (Telecommunications), OFCA
<b>秘書</b> 劉光祥先生 通訊事務管理局辦公室助理總監 (規管)	<b>Secretary</b> <b>Mr Danny LAU</b> Assistant Director (Regulatory), OFCA
<b>委員</b> 熊天佑博士 消費者委員會代表	<b>Members</b> <b>Dr Victor HUNG</b> Representative of Consumer Council
林瑞明工程師 香港工程師學會代表	<b>Ir Andy LAM</b> Representative of the Hong Kong Institution of Engineers
林宏志先生 工程及科技學會香港分會代表	<b>Mr Vincent LAM</b> Representative of the Institution of Engineering and Technology Hong Kong
陳錦成先生 香港通訊業聯會代表	<b>Mr Gilbert CHAN</b> Representative of Communications Association of Hong Kong
Mr Richard MALLETT 香港電訊用戶協會代表	<b>Mr Richard MALLETT</b> Representative of Hong Kong Telecommunications Users Group
章濤先生 香港無線科技商會代表	<b>Mr T CHEUNG</b> Representative of Hong Kong Wireless Technology Industry Association
莫乃光先生 香港資訊科技商會代表	<b>Mr Charles MOK</b> Representative of Hong Kong Information Technology Federation
鄭啟良先生 中國移動香港有限公司代表	<b>Mr Alex CHENG</b> Representative of China Mobile Hong Kong Company Limited / China Mobile Hong Kong Corporation Limited
張悅實先生 信通電話(香港)有限公司代表	<b>Mr Sutton CHEUNG</b> Representative of ComNet Telecom (HK) Limited
高穎賢女士 香港移動通訊有限公司代表	<b>Ms Alison KO</b> Representative of CSL Limited
陸國強先生 中港網絡有限公司代表	<b>Mr K K LUK</b> Representative of HKC Network Limited
楊廣翔先生 香港寬頻網絡有限公司代表	<b>Mr Charles YEUNG</b> Representative of Hong Kong Broadband Network Limited
于家啟先生 香港有線電視有限公司代表	<b>Mr Simon YU</b> Representative of Hong Kong Cable Television Limited
林榮執先生 Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited代表	<b>Mr Peter LAM</b> Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited
鮑偉林先生 和記電話有限公司/ 和記環球電訊有限公司代表	<b>Mr William BROWN</b> Representative of Hutchison Global Communications Limited / Hutchison Telephone Company Limited
張展輝先生 新世界電訊有限公司代表	<b>Mr Johnny CHEUNG</b> Representative of New World Telecommunications Limited
柯天倫先生 SmarTone Communications Limited / 數碼通電訊有限公司代表	<b>Mr T L OR</b> Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
Ms Christy DITCHBURN Telstra International HK Limited and Telstra International Limited代表	<b>Ms Christy DITCHBURN</b> Representative of Telstra International HK Limited and Telstra International Limited
何中成先生 名氣通電訊固網有限公司代表	<b>Mr Clifford HO</b> Representative of Towngas Telecommunications Fixed Network Limited
劉貴顯先生 TraxComm Limited代表	<b>Mr Kenneth LAU</b> Representative of TraxComm Limited
陳國萍女士 九倉電訊有限公司代表	<b>Ms Agnes TAN</b> Representative of Wharf T&T Limited
陳日鴻先生 對外固網服務 / 固定傳送者 / 綜合傳送者 (對外固定服務) 持牌商界別代表	<b>Mr Y H CHAN</b> Representative of external FTNS / fixed carrier / unified carrier (external fixed services) licensees as a group
李芷華女士 流動虛擬網絡營辦商界別代表	<b>Ms Christine LEE</b> Representative of mobile virtual network operators (MVNOs) as a group

陳毓才先生 對外電訊服務營辦商界別代表	<b>Mr Stephen CHAN</b> Representative of external telecommunications service (ETS) operators as a group
黃偉文先生 無線電傳呼服務營辦商界別代表	<b>Mr Raymond WONG</b> Representative of radio paging operators as a group
羅錦基先生 服務營辦商牌照持牌商界別代表	<b>Mr Allen LAW</b> Representative of services-based operator (SBO) licensees as a group
楊全盛先生 中小型企業代表	<b>Mr Eric YEUNG</b> Representative of small and medium enterprises
林永澤先生 香港警務處代表	<b>Mr W C LAM</b> Representative of Hong Kong Police Force
陳婉華女士 個別委任人士	<b>Ms Eva CHAN</b> Member appointed on an ad personam basis
張綺雯女士 個別委任人士	<b>Ms Y M CHEUNG</b> Member appointed on an ad personam basis
莫兆華先生 個別委任人士	<b>Mr York MOK</b> Member appointed on an ad personam basis
Dr Andrew SIMPSON 個別委任人士	<b>Dr Andrew SIMPSON</b> Member appointed on an ad personam basis
徐岩博士 個別委任人士	<b>Dr XU Yan</b> Member appointed on an ad personam basis

## 無線電頻譜及技術標準 諮詢委員會 (截至2013年3月31日)

## Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2013)

<b>主席</b> 蘇達寬先生 通訊事務管理局辦公室助理總監 (執行)	<b>Chairman</b> <b>Mr T F SO</b> Assistant Director (Operations), OFCA
<b>秘書</b> 丁立興先生 通訊事務管理局辦公室高級電訊工程師 (頻譜策劃)	<b>Secretary</b> <b>Mr L H TING</b> Senior Telecommunications Engineer (Spectrum Planning), OFCA
<b>委員</b> 鄭耀年先生 消費者委員會代表	<b>Members</b> <b>Mr Brian CHENG</b> Representative of Consumer Council
李仲明先生 歐盟信息通信技術委員會 (港澳區) 代表	<b>Mr Michael LEE</b> Representative of EU ICT Council in Hong Kong and Macau
招炳耀先生 香港生產力促進局代表	<b>Mr Raymond CHIU</b> Representative of Hong Kong Productivity Council
李志光工程師、博士 香港工程師學會代表	<b>Ir Dr C K LI</b> Representative of The Hong Kong Institution of Engineers
何志立先生 工程及科技學會香港分會代表	<b>Mr John HO</b> Representative of The Institution of Engineering and Technology Hong Kong
范健文先生 本地電訊業界組織界別代表	<b>Mr Eric FAN</b> Representative of Local industry associations as a group
鄭啟良先生 中國移動香港有限公司代表	<b>Mr Alex CHENG</b> Representative of China Mobile Hong Kong Company Limited / China Mobile Hong Kong Corporation Limited
黃嘉錡先生 信通電話(香港)有限公司代表	<b>Mr Chris WONG</b> Representative of ComNet Telecom (HK) Limited
黃智鈞先生 香港移動通訊有限公司代表	<b>Mr Leslie WONG</b> Representative of CSL Limited
陸國強先生 中港網絡有限公司代表	<b>Mr K K LUK</b> Representative of HKC Network Limited
楊廣翔先生 香港寬頻網絡有限公司代表	<b>Mr Charles YEUNG</b> Representative of Hong Kong Broadband Network Limited
黃旭安先生 Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited代表	<b>Mr Y O WONG</b> Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited
劉德民先生 和記電話有限公司 / 和記環球電訊有限公司代表	<b>Mr T M LAU</b> Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited

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## 附錄 B Appendix B

### 諮詢委員會委員名單 Membership of Advisory Committees

#### 無線電頻譜及技術標準 諮詢委員會 (續)

#### Radio Spectrum and Technical Standards Advisory Committee (continued)

張展輝先生 新世界電訊有限公司代表	<b>Mr Johnny CHEUNG</b> Representative of New World Telecommunications Limited
孔慶柱先生 Reach Networks Hong Kong Limited代表	<b>Mr H C HUNG</b> Representative of Reach Networks Hong Kong Limited
黎世昌先生 SmarTone Communications Limited / 數碼通電訊有限公司代表	<b>Mr Cyrus LAI</b> Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
Mr Jimmy LEE Telstra International HK Limited and Telstra International Limited代表	<b>Mr Jimmy LEE</b> Representative of Telstra International HK Limited and Telstra International Limited
黃耀宗先生 名氣通電訊固網有限公司代表	<b>Mr Jason WONG</b> Representative of Towngas Telecommunications Fixed Network Limited
駱偉德先生 TraxComm Limited代表	<b>Mr Peter LOK</b> Representative of TraxComm Limited
楊玉彪先生 九倉電訊有限公司代表	<b>Mr Bill YEUNG</b> Representative of Wharf T&T Limited
何衛先生 亞洲電視有限公司代表	<b>Mr W HO</b> Representative of Asia Television Limited
陳耀洲先生 電視廣播有限公司 / 無綫收費電視有限公司代表	<b>Mr Y C CHAN</b> Representative of Television Broadcasts Limited / TVB Pay Vision Limited
于家啟先生 香港有線電視有限公司代表	<b>Mr Simon YU</b> Representative of Hong Kong Cable Television Limited
朱嘉遜先生 電訊盈科媒體有限公司代表	<b>Mr Carlson CHU</b> Representative of PCCW Media Limited
林志強先生 香港商業廣播有限公司代表	<b>Mr Paul LAM</b> Representative of Hong Kong Commercial Broadcasting Co. Ltd.
高小明先生 新城廣播有限公司代表	<b>Mr S M KO</b> Representative of Metro Broadcast Corporation Limited
姚順達先生 鳳凰優悅廣播有限公司代表	<b>Mr S T YIU</b> Representative of Phoenix U Radio Limited
郭謙先生 香港電台代表	<b>Mr Francis KWOK</b> Representative of Radio Television Hong Kong
陳珣先生 亞太通信衛星有限公司代表	<b>Mr X CHEN</b> Representative of APT Satellite Company Limited
黃穎琪女士 亞洲衛星有限公司代表 對外固網服務 / 固定傳送者 / 綜合傳送者 (對外固定服務) 持牌商界別代表	<b>Ms Vicky WONG</b> Representative of Asia Satellite Telecommunications Co. Ltd. Representative of external FTNS / fixed carrier / unified carrier (external fixed services) licensees as a group
陳自強先生 服務營辦商牌照持牌商界別 (只包括流動虛擬網絡營辦 商及對外電訊服務營辦商) 代表	<b>Mr Kenneth CHAN</b> Representative of services-based operators (MVNO and ETS operators only) as a group
蕭蔡庇先生 業餘無線電會界別代表	<b>Mr Johnny SIU</b> Representative of amateur radio societies as a group
薛劍偉先生 本地認證機構界別代表	<b>Mr K W SIT</b> Representative of local certification bodies as a group
阮志敬先生 民航處代表	<b>Mr C K YUEN</b> Representative of Civil Aviation Department
張浩明先生 香港警務處代表	<b>Mr H M CHEUNG</b> Representative of Hong Kong Police Force
黃世文博士 廉政公署代表	<b>Dr S M WONG</b> Representative of Independent Commission Against Corruption
魏佩儀女士 個別委任人士	<b>Ms P Y NGAI</b> Member appointed on an ad personam basis

## 電訊服務用戶及消費者 諮詢委員會 (截至2013年3月31日)

## Telecommunications Users and Consumers Advisory Committee (as at 31 March 2013)

<b>主席</b> <b>夏勇權先生</b> 通訊事務管理局辦公室通訊事務副總監 (電訊)	<b>Chairman</b> <b>Mr Y K HA</b> Deputy Director-General (Telecommunications), OFCA
<b>秘書</b> <b>黃紫薇女士</b> 通訊事務管理局辦公室消費者事務主管	<b>Secretary</b> <b>Ms Jamay WONG</b> Head of Consumer Affairs, OFCA
<b>委員</b> <b>馮澤仁先生</b> 消費者委員會代表	<b>Members</b> <b>Mr Alfred FUNG</b> Representative of Consumer Council
<b>莊禮基先生</b> 香港通訊業聯會代表	<b>Mr Ricky CHONG</b> Representative of Communications Association of Hong Kong
<b>陳利華先生</b> 香港總商會代表	<b>Mr Watson CHAN</b> Representative of Hong Kong General Chamber of Commerce
<b>方保僑先生</b> 香港資訊科技商會代表	<b>Mr Francis FONG</b> Representative of Hong Kong Information Technology Federation
<b>黃雅麗女士</b> 香港無線科技商會代表	<b>Ms Leona WONG</b> Representative of Hong Kong Wireless Technology Industry Association
<b>楊全盛先生</b> 中小型企業代表	<b>Mr Eric YEUNG</b> Representative of small and medium enterprises
<b>梁淑儀女士</b> 長者代表	<b>Ms Irene LEUNG</b> Representative of The Aged Community
<b>阮浩勳先生</b> 弱能人士代表	<b>Mr H F YUEN</b> Representative of The Disabled
<b>俞斌先生</b> 弱能人士代表	<b>Mr Ben YU</b> Representative of The Disabled
<b>冼德華先生</b> 教育局代表	<b>Mr T W SIN</b> Representative of Education Bureau
<b>黃志光先生</b> 政府資訊科技總監辦公室代表	<b>Mr C K WONG</b> Representative of Office of the Government Chief Information Officer
<b>鄭嘉麗女士</b> 公眾人士代表	<b>Ms Elsa CHENG</b> Representative as a member of the public
<b>梁秀清女士</b> 公眾人士代表	<b>Ms Martha LEUNG</b> Representative as a member of the public
<b>文鳳玲女士</b> 公眾人士代表	<b>Ms Florence MAN</b> Representative as a member of the public
<b>魏華星先生</b> 公眾人士代表	<b>Mr Francis NGAI</b> Representative as a member of the public
<b>孫焯德先生</b> 公眾人士代表	<b>Mr Thomas SUN</b> Representative as a member of the public
<b>王振邦先生</b> 公眾人士代表	<b>Mr C B WONG</b> Representative as a member of the public
<b>翁珮玲女士</b> 公眾人士代表	<b>Ms Pauline YUNG</b> Representative as a member of the public
<b>陳翠碧女士</b> 公眾人士代表	<b>Ms Cindy CHAN</b> Representative as a member of the public
<b>陳瑞娟女士</b> 公眾人士代表	<b>Ms Agnes CHAN</b> Representative as a member of the public
<b>黃文麗女士</b> 公眾人士代表	<b>Ms Eva WONG</b> Representative as a member of the public
<b>馬錦華先生</b> 個別委任人士	<b>Mr K W MA</b> Member appointed on an ad personam basis
<b>趙善能先生</b> 個別委任人士	<b>Mr Kenny CHIU</b> Member appointed on an ad personam basis

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## 附錄 C Appendix C

### 服務承諾2013/14 Performance Pledge 2013/14

在2012/13年度，我們在全部34項服務中有32項均達至或超越服務表現目標。2013/14年度的各項服務表現目標詳列如下。

我們提供的服務水平在某程度上受各種特殊情況及繁忙期間的工作量影響。在考慮這些因素後，我們為各項服務訂立了下列標準處理時間：

In 2012/13, we achieved/surpassed our performance targets in 32 out of our 34 job areas. The full list of our performance targets for 2013/14 is also set out in the table below.

The level of service we provide is influenced to some extent by exceptional circumstances and workloads during peak periods. The following table takes these factors into account and sets out the standard service delivery times we aim to achieve for a wide range of services.

	2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14
<b>處理廣播服務牌照申請</b> <b>Processing of Broadcasting Service Licence Applications</b>				
非本地電視節目服務/其他須領牌 電視節目服務 Non-domestic Television Programme Service / Other Licensable Television Programme Service	4 個月 months	100%	100%	4 個月 months (100%)
<b>處理電訊服務牌照申請</b> <b>Processing of Telecommunications Service Licence Applications</b>				
移動無線電系統牌照 Mobile Radio System Licence				
設立新系統 Establishment of a new system	38 個工作天 working days	98%	100%	38 個工作天 working days (98%)
遷移/加設基地電台 Relocation / Addition of base station	32 個工作天 working days	98%	100%	32 個工作天 working days (98%)
加設移動電台 Addition of mobile station				
的士電台 For stations of taxis	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
其他電台 For other stations	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
更換移動電台器材 Replacement of mobile station equipment				
的士電台 For stations of taxis	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
其他電台 For other stations	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)



	2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14
<b>處理電訊服務牌照申請 (續)</b> <b>Processing of Telecommunications Service Licence Applications (continued)</b>				
<b>移動無線電系統牌照 (續)</b> <b>Mobile Radio System Licence (continued)</b>				
更換基地電台器材 Replacement of base station equipment	8 個工作天 working days	99%	100%	8 個工作天 (99%) working days
簽發牌照 Issue of licence	8 個工作天 working days	99%	100%	8 個工作天 (99%) working days
無線電商牌照 Radio Dealers Licence	4 個工作天 working days	99%	100%	4 個工作天 (99%) working days
工業、科學及醫學電子機器牌照 Industrial Scientific and Medical Electronic Machines Licence	5 個工作天 working days	99%	100%	5 個工作天 (99%) working days
無線電測定和指令、狀態及數據的 傳達牌照 Radiodetermination and Conveyance of Commands, Status and Data Licence	5 個工作天 working days	99%	100%	5 個工作天 (99%) working days
衛星電視共用天線牌照 Satellite Master Antenna Television Licence	11 個工作天 working days	98%	99.9%	11 個工作天 (98%) working days
船舶電台牌照 Ship Station Licence	9 個工作天 working days	99%	100%	9 個工作天 (99%) working days
業餘電台牌照 Amateur Station Licence	9 個工作天 working days	99%	100%	9 個工作天 (99%) working days
自設對外電訊系統牌照 Self-provided External Telecommunications System (SPETS) Licence	26 個工作天 working days	99%	並無新個案 No new case	26 個工作天 (99%) working days
第一類及第二類服務營辦商牌照 Services-based Operator Licence – Class 1 and Class 2 Services	14 個工作天 working days	98%	100%	14 個工作天 (98%) working days
第三類服務營辦商牌照 Services-based Operator Licence – Class 3 Services	13 個工作天 working days	99%	100%	13 個工作天 (99%) working days



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附錄 C  
Appendix C

服務承諾2013/14  
Performance Pledge 2013/14

	2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14
<b>根據《海員培訓、發證和值班標準國際公約》處理證明書及簽註申請</b> <b>Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)</b>				
全球海上遇險和安全系統證明書及簽註 Global Maritime Distress and Safety System (GMDSS) Certificate and Endorsement	5 個工作天 working days	95%	100%	5 個工作天 (95%) working days
全球海上遇險和安全系統等值資格證明書及簽註 GMDSS Certificate of Equivalent Competency and Endorsement	5 個工作天 working days	95%	100%	5 個工作天 (95%) working days
<b>無線電干擾調查</b> <b>Investigation of Radio Interference</b>				
對商營服務的干擾 Interference on commercial services	在6個工作天內進行調查 Investigation within 6 working days	96%	100%	在6個工作天內進行調查 (96%) Investigation within 6 working days
對廣播服務的干擾 Interference on broadcasting services	在9個工作天內進行調查 Investigation within 9 working days	96%	100%	在9個工作天內進行調查 (96%) Investigation within 9 working days
<b>處理號碼 / 短碼申請</b> <b>Processing of Applications for Numbers/Codes</b>				
指配電訊號碼及短碼 Assignment of telecommunications numbers and codes	10 個工作天 working days	100%	100%	10 個工作天 (100%) working days
查核、處理和接收交回的電訊號碼 Checking, processing and acceptance of return of telecommunications numbers	10 個工作天 working days	100%	100%	10 個工作天 (100%) working days
<b>處理有關懷疑違反《廣播（雜項條文）條例》、《廣播條例》、《電訊條例》第III A部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴（關於《廣播條例》競爭條文的投訴除外）</b> <b>Handling of Complaints about Broadcasting Matters Involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance)</b>				
給予初步答覆 Issue of an interim reply	6 個工作天 working days	100%	99.7%	6 個工作天 (100%) working days

2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14	
<b>處理有關懷疑違反《廣播(雜項條文)條例》、《廣播條例》、《電訊條例》第III A部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴(關於《廣播條例》競爭條文的投訴除外)(續)</b> <b>Handling of Complaints about Broadcasting Matters involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance) (continued)</b>				
就無須調查的個案通知投訴人有關結果 <sup>6</sup> (或如未有個案結果,則向投訴人報告進度) Inform complainants of results of cases not involving an investigation <sup>6</sup> (or report of progress to the complainant if results of cases are not ready)	3 個星期 weeks	100%	100%	3 個星期 weeks (100%)
就需要進行簡單調查的投訴通知投訴人有關通訊局的裁決 <sup>6</sup> (或如未有通訊局的裁決,則向投訴人報告進度) Inform complainants of the CA's decision on complaints involving a straightforward investigation <sup>6</sup> (or report of progress to the complainant if CA's decision is not ready)	8 個星期 weeks	100%	99.9%	8 個星期 weeks (100%)
就需要進行複雜調查的投訴通知投訴人有關通訊局的裁決 <sup>6</sup> (或如未有通訊局的裁決,則向投訴人報告進度) Inform complainants of the CA's decision on complaints involving a complex investigation <sup>6</sup> (or report of progress to the complainant if CA's decision is not ready)	4 個月 months	100%	100%	4 個月 months (100%)
<b>處理有關電訊營辦商懷疑違反《電訊條例》或電訊服務牌照條件的消費者投訴</b> <b>Handling of Consumer Complaints against Telecommunications Operators involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences</b>				
詳細回覆投訴人(或如未能詳細回覆,則給予初步答覆) Full reply to complainant (or interim reply if full reply is not ready)	27 個工作天 working days	90%	100%	27 個工作天 working days (90%)

<sup>6</sup> 由收到投訴人所提供足夠資料起計  
Upon receipt of sufficient information from complainants

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附錄 C  
Appendix C

服務承諾2013/14  
Performance Pledge 2013/14

2012/13年度 標準處理時間 Service Delivery Standard for 2012/13	2012/13年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2012/13	2012/13年度 實際平均服務表現 Actual Average Performance in 2012/13	2013/14年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2013/14
<b>處理針對營辦商關乎《電訊條例》競爭條文或具誤導性或欺騙性行為的條文的投訴</b> <b>Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance</b>			
完成調查（或如未完成調查，則向投訴人報告進度） Completion of investigation (or report of progress to the complainant if investigation is not completed)	展開調查後4個月內 Within a further 4-month period from the commencement of the investigation	80%	100%
展開調查後4個月內 Within a further 4-month period from the commencement of the investigation			(80%)
<b>處理有關營辦商懷疑違反《電訊條例》或電訊服務牌照條件的業界投訴（關乎《電訊條例》競爭條文和具誤導性或欺騙性行為的條文的投訴除外）</b> <b>Handling of Industry Complaints against Operators (except for complaints relating to Competition Provisions and Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences</b>			
完成詳細調查（或如未完成詳細調查，則向投訴人報告進度） Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	45個工作天內 Within 45 working days	90%	100%
45個工作天內 Within 45 working days			(90%)
<b>處理有關懷疑違反《非應邀電子訊息條例》的舉報</b> <b>Handling of Reports on Suspected Contravention of the Unsolicited Electronic Messages Ordinance</b>			
完成詳細調查（或如未完成詳細調查，則向投訴人報告進度） Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	10個星期內 Within 10 weeks	90%	95.88%
10個星期內 Within 10 weeks			(90%)
<b>對有關通訊辦服務的公眾查詢及投訴作出回覆</b> <b>Reply to Public Enquiries and Complaints of OFCA's Services</b>			
詳細回覆查詢（或如未能提供詳細回覆，則給予初步答覆） Full reply for enquiries (or interim reply if full reply cannot be provided)	7個工作天內 Within 7 working days	90%	100%
7個工作天內 Within 7 working days			(90%)
詳細回覆投訴（或如未完成詳細調查，則向投訴人報告進度） Full reply for complaints (or report of progress to the complainant if full investigation is not completed)	15個工作天內 Within 15 working days	90%	100%
15個工作天內 Within 15 working days			(90%)

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附錄 D  
Appendix D牌照簽發及續牌  
Licences Issued and Renewed簽發／續牌的廣播及電訊牌照  
數目及徵收的牌費  
(截至2013年3月31日年度內)Broadcasting and Telecommunications Licences  
Issued / Renewed and Revenue Collected  
(For the year ended 31 March 2013)

牌照種類	Type of Licences	發牌／續牌數目 No. of Licences Issued / Renewed	港元 HK\$
<b>廣播牌照</b>	<b>Broadcasting Licences</b>		
本地免費電視節目服務	Domestic Free Television Programme Service	2	14,863,367
本地收費電視節目服務	Domestic Pay Television Programme Service	3	12,064,804
非本地電視節目服務	Non-domestic Television Programme Service	18	1,035,748
其他須領牌電視節目服務	Other Licensable Television Programme Service	26	949,943
聲音廣播	Sound Broadcasting	5	16,851,814
<b>電訊牌照／許可證／證書</b>	<b>Telecommunications Licences / Permits / Certificates</b>		
學術機構自設電訊裝置	Academic Institution Self-provided Telecommunications Installation	3	10,500
航空甚高頻率固定電台	Aeronautical VHF Fixed Station	30	50,000
航空器電台	Aircraft Station	320	45,650
業餘操作授權證明	Amateur ATO	573	91,680
業餘電台	Amateur Station	2,591	392,362
無線電廣播轉播電台及廣播轉播電台	Broadcast Radio Relay Station & Broadcast Relay Station	14	12,330
補發牌照	Duplicate Licence	54	2,970
考試和簽發證書	Examination & Issue of Certificate	454	149,850
實驗電台	Experimental Station	93	28,150
有限制固定傳送者	Fixed Carrier (Restricted)	1	603,825
固定傳送者牌照用作地面電視廣播及電訊服務	Fixed Carrier Licence for Terrestrial Television Broadcast & Telecommunications Service	2	19,488,464
固定電訊網絡服務或固定傳送者	Fixed Telecommunications Network Services or Fixed Carrier	18	22,214,583
酒店電視（發送）	Hotel Television (Transmission)	138	554,421
入口／出口許可證	Import/Export Permit	996	149,400
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	877	98,133
移動傳送者	Mobile Carrier	1	838,117
有限制移動傳送者	Mobile Carrier (Restricted)	1	53,750
移動無線電系統或專用移動無線電系統	Mobile Radio System or Private Mobile Radio System	4,455	31,000,510
私用無線電傳呼系統	Private Radio Paging System	17	199,124
公共無線電通訊服務	Public Radiocommunications Service	10	2,549,942
無線電商（放寬限制）	Radio Dealers (Unrestricted)	2,821	4,082,375
無線電通訊學校	Radiocommunications School	7	2,100
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	117	127,327
衛星電視共用天線	Satellite Master Antenna Television	76	5,250,575
自設對外電訊系統	Self-provided External Telecommunications System	9	6,750
服務營辦商 — 第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	16	1,301,139
服務營辦商 — 第三類服務	Services-based Operator of Class 3 Service	508	11,621,062
船舶電台	Ship Station	3,015	436,637
空間站傳送者	Space Station Carrier	10	1,801,750
的士無線電通訊服務	Taxi Radiocommunications Service	27	646,129
綜合傳送者 — 流動服務	Unified Carrier - Mobile Services	7	175,839,553
綜合傳送者 — 對內／對外固定服務	Unified Carrier - Fixed Internal/External Services	26	86,654,978
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	66	142,487
<b>總數</b>	<b>Total</b>	<b>17,407</b>	<b>412,212,299</b>