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迎接電訊市場的新挑戰 Meeting the New Challenges of the Telecommunications Market

重新指配3G頻譜及頻譜使用費

在香港1 700萬名流動服務用戶中，約四分之三或超過1 200萬人使用流動數據服務。儘管所有流動網絡營辦商均已鋪設4G網絡，擁有一千萬用戶的3G網絡仍是提供流動數據服務的主幹網絡。3G網絡主要由在1.9至2.2吉赫頻帶內的2 x 60兆赫頻譜(「3G頻譜」)支援，該等頻譜於2001年10月通過拍賣指配予四家流動網絡營辦商。

通訊局於2013年11月公布決定在2016年10月21日3G頻譜現有指配期屆滿時，採用行政指配兼市場主導的混合方案重新指配該等頻譜。商務及經濟發展局局長亦決定就為期15年的新指配期(2016年10月22日至2031年10月21日)，建議於《電訊條例》下制定規例訂明相關3G頻譜的頻譜使用費釐定方法。

在混合方案下，四家現有3G營辦商會獲賦予優先權重新獲指配其三分之二的3G頻譜，即每家2 x 10兆赫。如當中有任何營辦商決定不就全部有關頻譜行使優先權，剩下的頻譜將與其餘三分之一3G頻譜集中起來，一併透過拍賣重新指配。有關安排最能達至重新指配3G頻譜工作的多重目標，即確保客戶服務得以延續、善用頻譜、促進有效競爭、鼓勵投資和推廣創新服務。

2014年5月，四家現有3G營辦商中，有一家被另一現有營辦商收購。通訊局指示有關合併實體須採取補救措施，在現有指配期屆滿時，交回2 x 15兆赫的3G頻譜，以解決因該項收購而引致頻譜集中的問題。因而將有合共2 x 35兆赫的3G頻譜可透過優先權，重新指配予現有3G營辦商(「優先權頻譜」)，若所有營辦商均就全部有關頻譜行使該項權利，則2 x 25兆赫的3G頻譜將經拍賣重新指配(「重新拍賣頻譜」)。

「重新拍賣頻譜」的頻譜使用費將經拍賣釐定。政府修訂《電訊條例》下的附屬法例，以訂明「優先權頻譜」的頻譜使用費釐定方法。「優先權頻譜」的頻譜使用費定為每兆赫港幣6,600萬元(這是按現有3G營辦商在現有指配期最後一年就使用3G頻譜所須繳付的頻譜使用費乘以15，以計及15年的指配期)，或經拍賣釐定「重新拍賣頻譜」的平均頻譜使用費，兩者中以金額較高者為準，上限為每兆赫港幣8,600萬元。3G頻譜拍賣計劃於2014年年底舉行。



廣播類流動電視服務的規管

自流動電視服務於2012年2月推出以來，中國移動多媒體廣播(「CMMB」)制式一直被採用作為傳送制式。2013年12月20日，香港電視網絡有限公司(「港視」)宣布完成收購原本持有獲授權提供流動電視服務的綜合傳送者牌照(「流動電視牌照」)的持牌人之全部股權。其後，港視把該持牌人的名稱改為香港流動電

Reassignment of the 3G Spectrum and Spectrum Utilisation Fee

Among the 17 million mobile service subscribers in Hong Kong, about three-quarters, or over 12 million, of them subscribe to mobile data services. The 3G network, hosting 10 million customers, remains the backbone network for the provision of mobile data services, notwithstanding the rollout of the 4G network by all the mobile network operators. The 3G network is supported primarily by the 2 x 60 MHz of spectrum in the 1.9 to 2.2 GHz band ("3G Spectrum"), which was assigned through auction to four mobile network operators in October 2001.

The CA announced in November 2013 the decision to adopt a hybrid administratively-assigned cum market-based approach to re-assign the 3G Spectrum upon expiry of the existing term of assignments on 21 October 2016. The Secretary for Commerce and Economic Development ("SCED") has also decided to propose a regulation under the TO to determine the spectrum utilisation fee ("SUF") of the related 3G Spectrum under the new 15-year term of assignments from 22 October 2016 to 21 October 2031.

Under the hybrid approach, the four incumbent 3G operators will be offered a right of first refusal for re-assignment of two-thirds of the 3G Spectrum holding, viz 2 x 10 MHz each. Should any of them decide not to exercise the right of first refusal in respect of the whole of such spectrum, the spectrum thus becoming available will be pooled together with the remaining one-third of the 3G Spectrum for re-assignment through auction. This arrangement is considered best able to meet the multiple objectives in the 3G Spectrum re-assignment exercise, viz. ensuring customer service continuity, efficient spectrum utilisation, promotion of effective competition, encouragement of investment and promotion of innovative services.

In May 2014, one of the four incumbent 3G operators was acquired by another incumbent. The merged entity was directed to divest 2 x 15 MHz of the 3G Spectrum upon expiry of the existing term of assignment, as a remedy to address the concern about spectrum concentration

arising from the acquisition. A total of 2 x 35 MHz of the 3G Spectrum will therefore be offered to the incumbent 3G operators for re-assignment through right of first refusal ("RFR Spectrum"), and if all of them exercise the right in respect of all such spectrum, 2 x 25 MHz of the 3G Spectrum will be re-assigned through auction ("Re-auctioned Spectrum").

The SUF of the Re-auctioned Spectrum will be determined by auction. Amendments to subsidiary legislation under the TO are made to prescribe the method for setting the SUF of the RFR Spectrum. The SUF per MHz of the RFR Spectrum is set at HK\$66 million, which is the level of SUF payable by the incumbent 3G operators for the use of the 3G Spectrum in the last year of the existing term of assignments multiplied by 15 to take into account the 15-year assignment period, or the average of the SUF of the Re-auctioned Spectrum as determined by auction, whichever is higher, subject to a cap at HK\$86 million per MHz. The auction of the 3G Spectrum is planned to take place towards the end of 2014.

Regulation of Broadcast-type Mobile TV Services

Since the launch of Mobile TV Services in February 2012, the China Mobile Multimedia Broadcasting ("CMMB") standard has been used as the transmission standard. Hong Kong Television Network Limited ("HKTV") announced on 20 December 2013 the completion of its acquisition of all shares of the original licensee holding the Unified Carrier Licence ("UCL") that authorised it to provide Mobile TV Services ("Mobile TV Licence") and subsequently renamed the licensee as Hong Kong Mobile Television Network Limited ("HKMTV"). In January 2014, HKMTV indicated to OFCA its proposal to switch from the original CMMB standard to the Digital Terrestrial Multimedia Broadcast ("DTMB") standard.

Since the DTMB standard is the transmission standard adopted for the provision of DTT services by the incumbent free television licensees in Hong Kong, as the executive arm of the CA, OFCA considers that HKMTV's switch to the DTMB standard without implementing effective technical measures to ensure its Mobile TV Service would not be

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視網絡有限公司（「香港流動電視網絡」）。2014年1月，香港流動電視網絡向通訊辦表示擬將原本採用的CMMB制式轉換為數碼地面多媒體廣播（「DTMB」）制式。

由於本港現有免費電視節目服務持牌人均採用DTMB制式以提供數碼地面電視服務，作為通訊局的執行部門，通訊辦認為如香港流動電視網絡轉用DTMB制式而沒有實施有效的技術措施，以確保其流動電視服務不會被本港超過5 000個指明處所的觀眾接收到，便須根據《廣播條例》的牌照規定，領有本地免費電視節目服務牌照及／或本地收費電視節目服務牌照。此外，通訊辦認為住戶電視機通過大廈內同軸電纜分配系統及屋頂天線等固定裝置接收到流動電視服務，會構成由香港流動電視網絡提供固定服務，違反流動電視牌照附表1。香港流動電視網絡的流動電視牌照附表1訂明，該流動電視牌照未有批准持牌人利用流動電視牌照指明的頻率提供任何固定服務，或提供任何須根據其他條例領有牌照的服務。

港視和香港流動電視網絡質疑流動電視服務須受《廣播條例》規管，並於2014年4月11日向法庭申請許可就通訊辦的立場提出司法覆核。通訊辦會繼續支援和協助通訊局按法定程序處理有關事宜。



繼續加強保障電訊服務消費者

持續實施防止流動通訊「帳單震撼」的措施

近年，智能電話和先進流動裝置日趨普及，刺激了流動數據服務的增長和需求，但同時，關於流動寬頻服務帳單爭議的消費者投訴數字亦隨之而上升，情況備受消費者關注。這些投訴大多涉及流動通訊「帳單震撼」，即用戶因收到的流動通訊服務帳單款額遠高於預期而感受到的震撼。出現流動通訊「帳單震撼」的主因，是消費者在本地或海外使用漫遊服務時，不經意或不自覺地使用了流動數據服務。

為解決這個問題，通訊辦自2010年5月起向業界公布一系列供其採用的預防措施，包括容許用戶選擇取消個別服務、設立收費上限、為各類根據用量收費的流動服務設立用量上限，以及向用量達到預定水平或正啟動漫遊數據服務的用戶發出提示短訊。

為了增加相關服務資訊的透明度，我們已在通訊辦網站公布個別營辦商所採取的措施，並定期更新資料。除此之外，我們舉辦了一系列消費者教育活動，以加深消費者對流動數據服務的認識和了解。我們亦在通訊辦網站提供了數據用量計算機，消費者可使用此工具估算自己的數據用量。

隨着流動網絡營辦商實施這些防止流動通訊「帳單震撼」的措施，加上我們推行消費者教育工作，有關的投訴數字由2012年的475宗減少至2013年的422宗。

公平使用政策指引的實施進度

為了滿足各類客戶的需求，固網及流動寬頻服務供應商或會為消費者提供「無限用量」服務計劃。然而，某些

available for reception by an audience of more than 5 000 specified premises in Hong Kong would trigger the licensing requirement under the BO in relation to a domestic free television programme service licence and/or domestic pay television programme service licence. Also, the reception of Mobile TV Services by household television sets via fixed installations, such as in-building coaxial cable distribution systems and rooftop antennas, would, in OFCA's views, constitute the provision by HKMTV of a fixed service, in breach of Schedule 1 of the Mobile TV Licence. Schedule 1 of HKMTV's Mobile TV Licence stipulates that nothing in the Mobile TV Licence authorises the licensee to provide any fixed services using the frequencies specified in the Mobile TV Licence, or to provide any service subject to licensing under any other ordinance.

HKT and HKMTV disputed that Mobile TV Services should be subject to regulation by the BO. On 11 April 2014, HKT and HKMTV applied to the court for leave to apply for a judicial review of OFCA's positions. OFCA, will continue to support and assist the CA in handling the issues concerned in accordance with the legal procedures.

Continued Efforts to Strengthen Consumer Protection in the Use of Telecommunications Services

Ongoing Implementation of "Mobile Bill Shock" Preventive Measures

The emergence and increasing popularity of smart phones and advanced mobile devices have driven the growth and demand for mobile data services in recent years. In tandem, the ensuing increase of the number of consumer complaints relating to mobile broadband billing disputes has become a common concern among consumers. Many of these complaints involve "mobile bill shock", i.e. the shock consumers experience upon receiving unexpectedly high mobile bill charges. "Mobile bill shock" is mainly caused by unintentional or inadvertent usage of mobile data services, locally or while roaming overseas.

To cope with this problem, OFCA has promulgated since May 2010 a series of preventive measures for the industry

to adopt, which include allowing customers to opt out of individual services; setting a charge ceiling; setting a usage cap for all kinds of usage-based mobile services; and alerting customers through short messages when their predetermined usage threshold is reached, or when their roaming data usage is triggered.

To increase the transparency of the relevant service information, we have published the measures implemented by individual operators on our website and provided updates regularly. Along with these measures, we have organised a series of consumer education programmes to enhance consumer awareness and knowledge of mobile data services. We have also posted a data usage calculator on our website, which serves as a tool for consumers to estimate their data usage consumption.

With the implementation of these "mobile bill shock" measures by mobile network operators and our consumer education efforts, the number of related complaints decreased from 475 cases in 2012 to 422 cases in 2013.

Progress of the Implementation of Fair Usage Policy Guidelines

In order to meet the needs of a broad spectrum of customers, both fixed and mobile broadband service providers may offer service plans with "unlimited usage" for consumers. However, certain unlimited usage plans are in fact subject to usage restrictions imposed by service providers in the name of Fair Usage Policy ("FUP"). The FUP is intended to prevent excessive usage of network resources by individual customers, which may adversely affect the network performance and hamper other customers' use of the service. For example, service providers may impose restrictions by lowering the network service priority or reducing the access speed for customers whose data usage has exceeded a specified threshold. Nevertheless, consumers may not be aware of the existence of the FUP or understand the relevant terms and conditions. Customers of unlimited service plans in particular feel aggrieved when their data usage is subject to restriction because of FUP.

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無限用量計劃其實受限於服務供應商所實施名為「公平使用政策」的使用限制。公平使用政策旨在防止個別用戶過度使用網絡資源，以免對網絡表現構成不良影響，妨礙其他用戶使用服務。舉例來說，對於數據用量已超出指定上限的客戶，服務供應商可能會實施限制，例如調低其使用網絡服務優先次序或減慢其數據接達速度等。可是，消費者未必會留意到公平使用政策的實施或了解相關的條款及條件。對於使用無限用量服務計劃的客戶，當遇到數據用量因公平使用政策而受到限制時，更會感到不滿。

為保障消費者權益和增加服務資訊的透明度，通訊局於2011年11月公布《公平使用政策指引》，以規管服務供應商應如何實施其公平使用政策。這份強制指引自2012年2月起已經生效。

2013年，我們協助通訊局處理了38宗與公平使用政策相關的投訴個案。通訊局向一名違反《公平使用政策指引》的流動寬頻服務供應商發出警告信。

繼續促進業界實施自行規管措施

電訊服務合約業界實務守則

為向業界提供擬訂電訊服務合約的指引，藉以提升合約制訂過程的透明度和客戶滿意度，香港通訊業聯會（一個業界聯會）於2010年12月公布自行規管性質的《業界守則》。

由2011年7月起，所有主要的固定和流動網絡營辦商及一家主要的對外電訊服務營辦商已實施所需措施，以遵從《業界守則》，使電訊服務的個人及住宅用戶在簽訂或續訂服務合約時獲得更佳保障。《業界守則》旨在保障消費者權益。《業界守則》亦顯示出電訊業界積極處理有關合約事宜的消費者投訴及爭議。

有關服務合約爭議的投訴數字由2012年的1 116宗減少至2013年的894宗。經參考實施守則的經驗及消費者的回應，通訊辦在2013年5月提出了多項改善《業界守則》的建議，以供香港通訊業聯會考慮。香港通訊業聯會與各會員緊密合作，以落實進一步改良《業界守則》的建議。

收費流動內容服務守則

為保障消費者權益和增加有關流動內容服務價格資料的透明度，通訊辦與業界緊密合作，訂立了一份屬自願性質的《收費流動內容服務守則》。該守則由香港通訊業聯會於2010年1月公布和實施，規管第三方內容服務供應商所提供的流動內容服務，並設立業界自行規管計劃。守則要求所有第三方內容服務供應商為客戶提供流動內容服務前，須向他們清楚表明該服務屬於收費服務；提供所有收費清晰資料；要得到客戶明確同意才提供服務，以及清楚訂明簡易方便的終止訂用服務機制。

With a view to protecting consumer interests and enhancing the transparency of service information, the CA issued a set of FUP guidelines in November 2011, governing how service providers should implement their FUP. The mandatory guidelines have been in effect since February 2012.

In 2013, we assisted the CA in handling 38 FUP-related complaint cases. The CA issued a warning letter to a mobile broadband service provider who had contravened the FUP guidelines.

Continuing to Facilitate the Implementation of Self-regulatory Measures

Industry Code of Practice for Telecommunications Service Contracts

In order to provide guidelines for the industry on drawing up telecommunications service contracts so as to improve transparency in the contracting process and increase customer satisfaction, the CAHK, an industry association, promulgated a self-regulatory Industry Code in December 2010.

With effect from July 2011, all major fixed and mobile network operators and one major external telecommunications services operator have implemented the necessary measures for complying with the Industry Code to provide personal and residential users of telecommunications services with better protection upon signing or renewal of service contracts. The objective of the Industry Code is to protect consumer rights and interests. The Industry Code also represents the proactive efforts of the telecommunications industry to address consumer complaints and disputes in relation to contractual matters.

The number of complaints related to service contract disputes decreased from 1 116 cases in 2012 to 894 cases in 2013. With reference to the implementation experience and the responses from consumers, OFCA made several

recommendations to improve the Industry Code for CAHK's consideration in May 2013. CAHK has been working closely with its members regarding the implementation of further improvements to the Industry Code.

Code for the Provision of Chargeable Mobile Content Services

To safeguard consumer interests and increase the transparency of the pricing information related to Mobile Content Services ("MCS"), OFCA has worked closely with the industry to draw up the voluntary "Code for the Provision of Chargeable Mobile Content Services". The code governs the practices of third-party Content Service Providers ("CSPs") in providing MCS and the establishment of an industry self-regulatory scheme. This was promulgated and put into effect by CAHK in January 2010. The code requires all third-party CSPs, before initiating delivery of MCS to customers, to indicate to them clearly the chargeable nature of the services, provide them with clear information on all charges, obtain clear consent from them for the provision of MCS, and also to set out clearly the unsubscribing mechanisms, which should be simple and convenient.

The code also provides for the establishment of an Administrative Agency ("AA"), which is responsible for assessing the capability of CSPs and securing their pledges in



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守則亦訂明成立行政機構，負責評估內容服務供應商遵從該守則規定的能力，確保他們履行承諾，並藉着定期抽查和處理投訴，監察他們有否遵從該守則。內容服務供應商須從行政機構獲取有關提供流動內容服務及計帳服務的合格證明書，而流動網絡營辦商只可與獲取合格證明書的內容供應商簽訂商業合約。截至2014年3月底，已有十家內容服務供應商從行政機構獲取合格證明書。2013年，行政機構向三家沒有遵從該守則的內容服務供應商發出共五封警告信。

通訊辦一直密切監察《收費流動內容服務守則》的成效。自2010年1月實施該守則後，通訊辦收到的相關投訴數目有所減少並維持於低水平。過去一年，平均每月的投訴數目少於三宗，反映自願性質的守則持續有效地處理消費者關注的事宜。

關於電訊服務帳單資料及收取帳款的實務守則

通訊辦於2011年10月發出《關於電訊服務帳單資料及收取帳款的實務守則》，就電訊服務帳單上所需包括的收費項目和收取帳款安排為電訊營辦商提供指引，讓營辦商自願遵從。

截至2014年9月，七家本地固定網絡營辦商和四家流動網絡營辦商已承諾遵從上述實務守則。我們已在通訊辦網站刊載消費者注意事項和所有營辦商遵從守則的情況摘要，供消費者參考。我們會繼續密切監察此實務守則的實施情況及成效。

提供流動電視服務的業界守則

根據政府在2008年12月公布並在2010年2月修訂的《香港廣播類流動電視服務發展框架》，業界須就提供

本地廣播類和串流類的流動電視服務制訂業界守則，以實施自我規管。香港通訊業聯會於2012年8月發出有關流動電視服務的業界守則。為保護兒童和維護公眾道德，該守則要求流動電視服務供應商就色情及淫褻內容實施限制收看的措施。流動電視服務供應商亦應考慮社會現時普遍接受的道德標準，並格外留意其播出的電視內容可能對兒童造成的影響。

解決顧客投訴計劃的實施進度

通訊辦促使電訊業界設立屬自願性質的「解決顧客投訴計劃」，以協助電訊服務供應商與其住宅／個人顧客透過調解方式解決雙方陷入僵局的計帳爭議。計劃由2012年11月1日開始運作，以兩年為試驗期。由香港通訊業聯會成立的一個獨立調解服務中心負責提供相關的調解服務，而香港所有主要的電訊服務供應商均有參與計劃。通訊辦支持有關的運作，並擔當積極角色以監察計劃的表現和管治工作。



在計劃試驗期內的首17個月（即由2012年11月1日至2014年3月31日），通訊辦共收到190宗符合計劃受理準則的申請，當中102宗在轉介予調解服務中心跟進前已獲得妥善解決，而餘下的88宗經調解服務中心跟進後亦獲得圓滿解決。

complying with the requirements of the code, and monitoring their compliance through random checks and complaint handling on a regular basis. A mobile network operator may only enter into a commercial contract with a CSP that has obtained a Letter of Positive Assessment (“LPA”) from the AA regarding MCS delivery and billing. As at end March 2014, 10 CSPs had successfully obtained LPAs from the AA. In 2013, the AA issued a total of five warnings to three CSPs who had not complied with the code.

OFCA has been closely monitoring the effectiveness of the code. Since the adoption of the code in January 2010, the number of related complaints received by OFCA has decreased and remained low. During the year under review, there was a monthly average of fewer than three cases, reflecting that the voluntary code has been working positively to address consumer concerns.

Code of Practice in Relation to Billing Information and Payment Collection for Telecommunications Services

In October 2011, OFCA issued a code of practice entitled “Code of Practice in Relation to Billing and Payment Collection for Telecommunications Services” to provide guidance to telecommunications operators on the chargeable items to be included in their bills and the arrangements for payment collection. Operators were invited to comply with this code on a voluntary basis.

As at September 2014, seven local fixed and four mobile network operators had pledged compliance with the code of practice. For the information of consumers, we have published on our website a consumer alert as well as a summary of the compliance status of all operators. We will continue to closely monitor the implementation and effectiveness of this code of practice.

Industry Code of Practice for Provision of Mobile TV Services

According to the Framework for Development of Broadcast-Type Mobile TV Services in Hong Kong, which

was promulgated by the Government in December 2008 and revised in February 2010, the industry is required to develop a code of practice on the provision of mobile TV services, both local broadcast-type and streaming-type, for the purpose of self-regulation. In August 2012, CAHK issued a code of practice for mobile TV services. With a view to protecting children and public morals, the code requires mobile TV service providers to implement access controls for pornographic and obscene contents. Mobile TV service providers should also have regard to the prevailing standards of morality generally accepted by society, and in particular be vigilant about the likely effects of their television content on children.

Progress of the Implementation of Customer Complaint Settlement Scheme

To help resolve, by means of mediation, billing disputes in deadlock between telecommunications service providers and their residential/personal customers, OFCA has facilitated the setting up by the telecommunications industry of a voluntary CCSS for a trial period of two years starting from 1 November 2012. The mediation service is provided by an independent mediation service centre set up under CAHK with the participation of all major telecommunications service providers in Hong Kong. OFCA sponsors the CCSS operation and plays an active role in monitoring the performance and the governance of the scheme.

In the first 17 months of the trial operation of CCSS from 1 November 2012 to 31 March 2014, OFCA received 190 applications that met CCSS’s acceptance criteria. Among them, 102 were resolved before referral to the CCSS mediation service centre, and the remaining 88 cases were satisfactorily settled after being followed up by the CCSS mediation service centre.

Following the trial period, OFCA and the industry will assess the effectiveness of the CCSS and its usage by the public in considering the way forward.

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待試驗期過後，通訊辦與業界會評估計劃的成效和市民使用計劃的情況，以考慮未來發展路向。

協助新的海底電纜系統在香港登陸

新的海底電纜系統 —— 東南亞日本海底光纜系統於2013年6月投入運作。另有兩個新的海底電纜系統 —— Asia-Pacific Gateway及Asia Africa Europe-1亦預定於未來兩年在香港登陸。通訊辦會繼續向營辦商提供綜合聯絡服務，協助他們為新電纜系統登陸申請所需的法定批准。

固網寬頻服務發展

透過寬頻上網使用各項應用程式及瀏覽內容，已成為本港市民日常生活的一部分。隨着固網營辦商持續鋪設網絡，市民大眾得以通過各種技術，享用覆蓋差不多全港的寬頻服務。截至2014年3月，本港約有224萬個住宅及商業固網寬頻用戶，住宅普及率為83%。目前寬頻服務的速度可高達每秒1吉比特。超過92%的固網寬頻用戶，使用速度達每秒10兆比特或以上的寬頻服務。

根據歐洲光纖到戶議會（Fiber-to-the-Home Council Europe）於2014年2月發出的新聞公報，香港有56.6%住戶連接光纖到戶或光纖到樓網絡，與全球35個經濟體系比較，排行第三。根據互聯網內容傳輸商Akamai於2014年6月發布的《2014年第一季互聯網發展狀況報告》，香港擁有快速的寬頻服務，平均最高連線速度為每秒66兆比特，是全球速度最快的地區之一。



有關固網商窄頻互連收費原則規管指引的檢討的最新情況

固網商之間的窄頻互連收費原則規管指引，於1995年本地固網電訊市場開放時首次公布。鑑於在過去20年電訊市場及技術均出現重大改變和發展，同時寬頻互連並不受制於類似的規管指引，適用於固網商之間的窄頻互連規管指引便顯得越來越不合時宜。經公眾諮詢後，通訊局於2013年4月決定，有關規管指引將於18個月過渡期後，即由2014年10月16日起停止生效。固網商應致力就互連安排達成商業協議。與此同時，通訊辦會繼續監察在過渡期內的市場發展，並協助業界解決撤銷有關規管指引可能引起的問題。

Facilitation of the Landing of New Submarine Cable Systems in Hong Kong

In June 2013, a new submarine cable system, namely the South-East Asia Japan Cable System, came into operation. Another two new submarine cable systems, the Asia-Pacific Gateway and the Asia Africa Europe-1, are scheduled to land in Hong Kong in the coming two years. OFCA will continue to provide a single-point-of-contact service to assist the operators in applying for the necessary statutory approvals to land new cable systems.

Development of Fixed Broadband Services

Broadband access to various applications and content services has become an integral part of people's lives in Hong Kong. With the continuous network rollout of fixed network operators, the Hong Kong community is able to enjoy the nearly ubiquitous coverage of broadband networks deploying various technologies. As of March 2014, there were around 2.24 million residential and commercial fixed broadband subscribers, with a household penetration rate of 83%. Broadband services are now available at speeds up to 1 Gbps. Over 92% of fixed broadband subscribers are using broadband services with a speed of 10Mbps or above.

According to a press release issued by the FTTH Council Europe in February 2014, Hong Kong, with 56.6% of households connected to FTTH or Fibre to the Building

networks, ranked number three worldwide among the 35 economies under comparison. According to the "State of the Internet 1st Quarter, 2014 Report" published by Internet content delivery provider Akamai in June 2014, Hong Kong has a fast broadband with an average peak connection speed of 66 Mbps, which is among the highest in the world.

Update on the Review of Regulatory Guidance on the Charging Principles for Narrowband Interconnection Between Fixed Carriers

Regulatory guidance on the charging principles for narrowband interconnection between fixed carriers was first promulgated in 1995, when the local fixed telecommunications market was liberalised. Taking into account the significant changes and developments in the market and technologies over the past two decades, the regulatory guidance that applies to narrowband interconnection between fixed carriers is increasingly out of place when broadband interconnection is not subject to similar regulatory guidance. After a public consultation, the CA decided in April 2013 that the regulatory guidance would cease to be effective starting from 16 October 2014, after an 18-month transitional period. Fixed carriers are encouraged to make their best endeavours to conclude commercial agreements on interconnection. In the meantime, OFCA will continue to monitor the market developments during the transitional period and assist the industry in resolving problems, if any, arising from the withdrawal of the regulatory guidance.