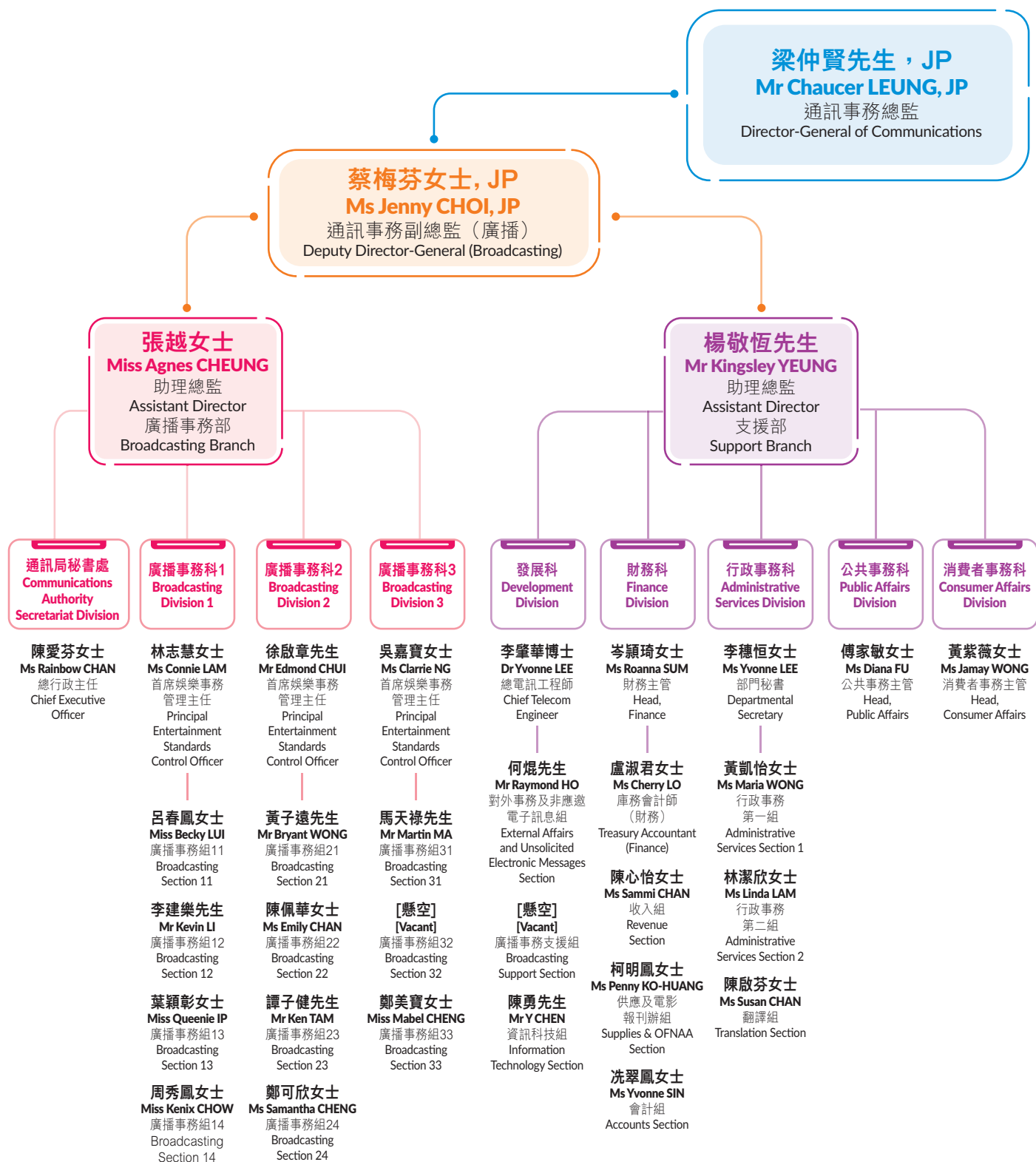
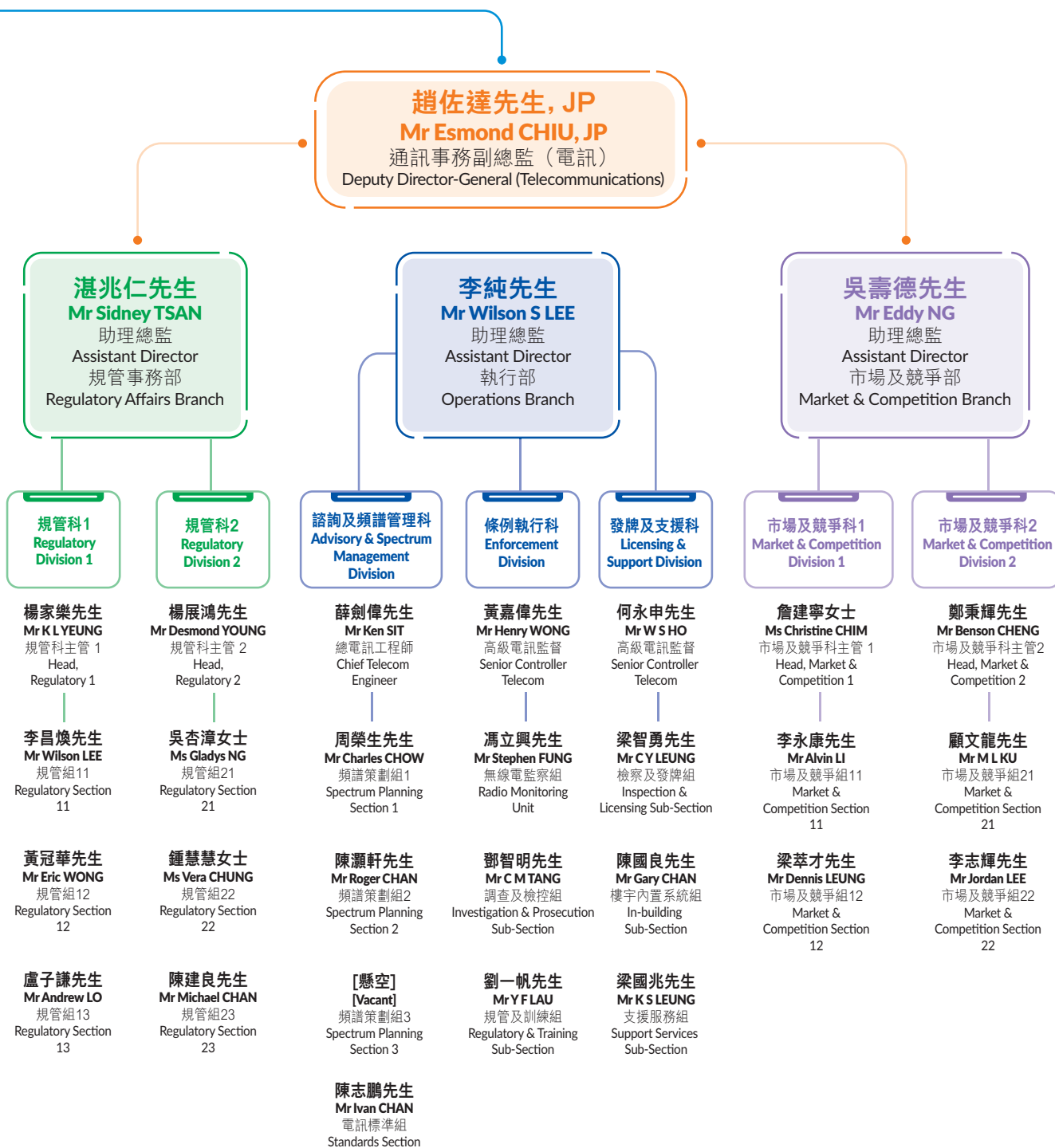






電訊規管事務諮詢委員會
(截至2025年3月31日)

主席

趙佐達先生

通訊事務管理局辦公室通訊事務副總監(電訊)

秘書

湛兆仁先生

通訊事務管理局辦公室助理總監(規管)

委員

簡健恒先生

消費者委員會代表

陳智峰工程師

香港工程師學會代表

李尊仁先生

工程及科技學會香港分會代表

黃家恆先生

香港通訊業聯會代表

方保僑先生

香港資訊科技商會代表

朱穎嘉女士

中國移動香港有限公司代表

吳雋文先生

中國電信國際有限公司代表

劉星女士

中國聯通(香港)運營有限公司代表

葉漢忠先生

信通電話(香港)有限公司代表

劉加先生

2 易通網絡有限公司代表

郭嘉麗小姐

環球全域電訊有限公司代表

葉佩坤女士

香港寬頻網絡有限公司／香港寬頻企業方案有限公司／
香港寬頻企業方案香港有限公司代表

陳偉文先生

香港有線電視有限公司代表

朱嘉文先生

Hong Kong Telecommunications (HKT) Limited／香港電話
有限公司及Hong Kong Telecommunications (HKT) Limited/
電訊盈科環球業務(香港)有限公司代表

許碧喬女士

和記電話有限公司／Genius Brand Limited代表

Telecommunications Regulatory Affairs
Advisory Committee (as at 31 March 2025)

Chairman

Mr Esmond CHIU

Deputy Director-General (Telecommunications), OFCA

Secretary

Mr Sidney TSAN

Assistant Director (Regulatory), OFCA

Members

Mr Michael KAN Kin Hang

Representative of Consumer Council

Mr George CHAN Chi Fung

Representative of The Hong Kong Institution of Engineers

Mr Ben LI

Representative of The Institution of Engineering and Technology
Hong Kong

Mr Alex WONG

Representative of Communications Association of Hong Kong

Mr Francis FONG

Representative of Hong Kong Information Technology Federation

Ms Noel CHU Wing Ka

Representative of China Mobile Hong Kong Company Limited

Mr Karson NG

Representative of China Telecom Global Limited

Ms Lillian LIU Xing

Representative of China Unicom (Hong Kong) Operations Limited

Mr Dickson IP Hon Chung

Representative of ComNet Telecom (HK) Limited

Mr LAW Jia

Representative of Easy Tone Network Limited

Miss Katherine KWOK

Representative of HGC Global Communications Limited

Ms Sophia YAP

Representative of Hong Kong Broadband Network Limited/HKBN
Enterprise Solutions Limited/HKBN Enterprise Solutions HK Limited

Mr Raymond CHAN

Representative of Hong Kong Cable Television Limited

Mr Kevin CHU

Representative of Hong Kong Telecommunications (HKT) Limited/
PCCW-HKT Telephone Limited and Hong Kong Telecommunications
(HKT) Limited/PCCW Global (HK) Limited

Ms HUI Bik Kiu

Representative of Hutchison Telephone Company Limited/
Genius Brand Limited



電訊規管事務諮詢委員會 (截至2025年3月31日) (續)

吳仕彬先生

NTT Com Asia Limited代表

柯天倫先生

SmarTone Communications Limited/
數碼通電訊有限公司代表

顏慶華先生

名氣通電訊固網有限公司代表

何志佳先生

TraxComm Limited代表

葉淑嫻女士

鄉村電話有限公司代表

曾家寶先生

世紀互聯集團有限公司代表

胡海寧先生

Vodafone Enterprise Hong Kong Limited代表

Mr David Ong

Xenith IG Hong Kong Limited代表

陳東亮先生

綜合傳送者(對外固定服務)持牌商界別代表

劉星女士

流動虛擬網絡營辦商界別代表

林海強先生

對外電訊服務營辦商界別代表

于洋先生

服務營辦商牌照持牌商界別代表

蘇子翔先生

地區性無線寬頻服務/地區性無線寬頻系統(專用)/
公共無線電通訊服務/無線物聯網牌照持牌商界別代表

鄧志華工程師

香港警務處代表

莊禮基先生

個別委任人士

何宏禧博士

個別委任人士

付雅茹博士

個別委任人士

劉佩琪女士

個別委任人士

Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2025) (continued)

Mr Patrick NG

Representative of NTT Com Asia Limited

Mr OR Tin Lun

Representative of SmarTone Communications Limited/
SmarTone Mobile Communications Limited

Mr Walter NGAN Hing Wah

Representative of Towngas Telecommunications Fixed Network Limited

Mr Terence HO Chi Kai

Representative of TraxComm Limited

Ms Clio IP Suk Han

Representative of Village Telephone Limited

Mr Tony TSANG Ka Po

Representative of VNET Group Limited

Mr HU Haining

Representative of Vodafone Enterprise Hong Kong Limited

Mr David ONG

Representative of Xenith IG Hong Kong Limited

Mr CHAN Tung Leong

Representative of Unified Carrier (External Fixed Services) Licensees
as a group

Ms Lillian LIU Xing

Representative of Mobile Virtual Network Operators (MVNOs) as a group

Mr Tony LAM Hoi Keung

Representative of External Telecommunications Services (ETS) Operators
as a group

Mr YU Yang

Representative of Services-based Operators (SBO) Licensees as a group

Mr Derek SO Tsz Cheung

Representative of Localised Wireless Broadband Service/Localised
Wireless Broadband System (Private)/Public Radiocommunications
Service/Wireless Internet of Things Licensees as a group

Ir TANG Chi Wah

Representative of Hong Kong Police Force

Mr Ricky CHONG

Member appointed on an Ad Personam basis

Dr Ivan HO

Member appointed on an Ad Personam basis

Dr FU Yaru

Member appointed on an Ad Personam basis

Ms Katy LAU

Member appointed on an Ad Personam basis

無線電頻譜及技術標準諮詢委員會
(截至2025年3月31日)

主席

李純先生

通訊事務管理局辦公室助理總監(執行)

秘書

陳志鵬先生

通訊事務管理局辦公室高級電訊工程師(電訊標準)

委員

張啟堯先生

消費者委員會代表

李仲明先生

歐盟信息通訊技術委員會(港澳區)代表

周浩文博士

香港生產力促進局代表

陳君穎工程師

香港工程師學會代表

曾劍鋒博士

工程及科技學會香港分會代表

何啟亮先生

本地電訊業界組織界別代表

謝其良先生

中國移動香港有限公司代表

周業昇先生

信通電話(香港)有限公司代表

林偉傑先生

環球全域電訊有限公司代表

李友忠先生

香港寬頻網絡有限公司／香港寬頻企業方案有限公司／
香港寬頻企業方案香港有限公司代表

何啟亮先生

Hong Kong Telecommunications (HKT) Limited／香港電話有
限公司及 Hong Kong Telecommunications (HKT) Limited／
電訊盈科環球業務(香港)有限公司／Console Connect (HK)
Limited／HKT Global Operation (HK) Limited代表

劉德民先生

和記電話有限公司／Genius Brand Limited代表

劉宇雄先生

SmarTone Communications Limited／
數碼通電訊有限公司代表

Mr Brian Chan

世紀互聯集團有限公司代表

吳雋文先生

不提供本地零售固網服務的傳送者持牌商界別代表

杜軍先生

不提供本地零售固網服務的傳送者持牌商界別代表

Radio Spectrum and Technical Standards
Advisory Committee (as at 31 March 2025)

Chairman

Mr Wilson S LEE

Assistant Director (Operations), OFCA

Secretary

Mr Ivan CHAN

Senior Telecommunications Engineer (Standards), OFCA

Members

Mr Jan CHEUNG Kai Yiu

Representative of Consumer Council

Mr Michael LEE

Representative of EU ICT Council in Hong Kong and Macau

Dr CHOW Ho Man

Representative of Hong Kong Productivity Council

Ir John CHAN Kwan Wing

Representative of The Hong Kong Institution of Engineers

Dr K F TSANG

Representative of The Institution of Engineering and Technology
Hong Kong

Mr K L HO

Representative of Local Industry Associations

Mr XIE Qiliang

Representative of China Mobile Hong Kong Company Limited

Mr Samuel CHAU Ip Sing

Representative of ComNet Telecom (HK) Limited

Mr Voller LAM

Representative of HGC Global Communications Limited

Mr Danny LI

Representative of Hong Kong Broadband Network Limited/
HKBN Enterprise Solutions Limited/HKBN Enterprise Solutions
HK Limited

Mr HO Kai Leung

Representative of Hong Kong Telecommunications (HKT) Limited/
PCCW-HKT Telephone Limited and Hong Kong Telecommunications
(HKT) Limited/PCCW Global (HK) Limited/Console Connect (HK) Limited/
HKT Global Operation (HK) Limited

Mr LAU Tak Man

Representative of Hutchison Telephone Company Limited/
Genius Brand Limited

Mr Dennis LAU Yu Hung

Representative of SmarTone Communications Limited/
SmarTone Mobile Communications Limited

Mr Brian CHAN

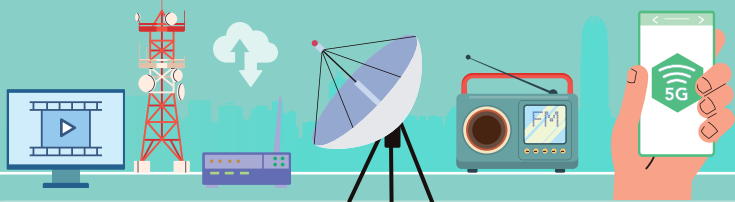
Representative of VNET Group Limited

Mr Karson NG

Representative of Carrier Licensees NOT Providing Domestic Retail Fixed
Services as a group

Dr DU Jun

Representative of Carrier Licensees NOT Providing Domestic Retail Fixed
Services as a group



無線電頻譜及技術標準諮詢委員會 (截至2025年3月31日) (續)

孔慶柱先生

不提供本地零售固網服務的傳送者持牌商界別代表

陳偉文先生

有線寬頻開電視有限公司代表

關超綸先生

香港電視娛樂有限公司／Now TV Limited有限公司代表

甘智豪先生

電視廣播有限公司代表

林志強先生

香港商業廣播有限公司代表

高小明先生

新城廣播有限公司代表

陳云先生

亞太星聯衛星有限公司代表

陳珣先生

亞太通信衛星有限公司代表

黃穎琪女士

亞洲衛星有限公司代表

杜軍先生

綜合傳送者(對外固定服務)持牌商界別代表

程曉軍博士

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

向哲希先生

地區性無線寬頻服務／公共無線電通訊服務／
無線物聯網牌照持牌商界別代表

李文健先生

本地認證機構界別代表

蕭蔡底先生

業餘無線電會界別代表

劉健熙先生

民航處代表

蕭偉基先生

香港警務處代表

陳慶雲先生

廉政公署代表

朱頌君女士

香港電台代表

陳承斌先生

個別委任人士

代琳教授

個別委任人士

Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2025) (continued)

Mr HUNG Hing Chu

Representative of Carrier Licensees NOT Providing Domestic Retail Fixed Services as a group

Mr Raymond CHAN

Representative of i-Cable HOY Limited

Mr Allan KWAN

Representative of HK Television Entertainment Limited/Now TV Limited

Mr Garry KUM Chi Ho

Representative of Television Broadcasts Limited

Mr Paul LAM C K

Representative of Hong Kong Commercial Broadcasting Company Limited

Mr KO Siu Ming

Representative of Metro Broadcast Corporation Limited

Mr CHEN Yun

Representative of APSTAR Alliance Satcom Limited

Mr CHEN Xun

Representative of APT Satellite Company Limited

Ms Vicky WONG Wing Kei

Representative of Asia Satellite Telecommunications Company Limited

Dr DU Jun

Representative of Unified Carrier (External Fixed Services) Licensees as a group

Dr CHENG Xiaojun

Representative of Services-based Operators (MVNO and ETS Operators only) Licensees as a group

Mr HEUNG Chit Hei

Representative of Localised Wireless Broadband Service/Public Radiocommunications Service/Wireless Internet of Things Licensees as a group

Mr LI Man Kin

Representative of Local Certification Bodies as a group

Mr Johnny SIU Choi Pai

Representative of Amateur Radio Societies as a group

Mr LAU Kin Hei

Representative of Civil Aviation Department

Mr SHIU Wai Kay

Representative of Hong Kong Police Force

Mr Henry CHAN Hing Wan

Representative of Independent Commission Against Corruption

Ms CHU Chung Kwan

Representative of Radio Television Hong Kong

Mr CHAN Shing Pun

Member appointed on an Ad Personam basis

Prof DAI Lin

Member appointed on an Ad Personam basis

電訊服務用戶及消費者諮詢委員會
(截至2025年3月31日)

主席

趙佐達先生

通訊事務管理局辦公室通訊事務副總監(電訊)

秘書

黃紫薇女士

通訊事務管理局辦公室消費者事務主管

委員

馮子茵女士

消費者委員會代表

鍾耀文先生

香港通訊業聯會代表

許遵發先生

香港總商會代表

李勁華先生

香港無線科技商會代表

黎卓斌先生

中小型企業代表

連庭傑先生

教育局代表

袁民光先生

長者服務代表

鍾智明先生

傷健人士代表

邵日贊先生

傷健人士代表

區曉陽先生

公眾人士代表

陳建倫先生

公眾人士代表*

Telecommunications Users and Consumers
Advisory Committee (as at 31 March 2025)

Chairman

Mr Esmond CHIU

Deputy Director-General (Telecommunications), OFCA

Secretary

Ms Jamay WONG

Head of Consumer Affairs, OFCA

Members

Ms Liza FUNG Tsz Yan

Representative of Consumer Council

Mr Daniel CHUNG

Representative of Communications Association of Hong Kong

Mr Fred SHEU

Representative of The Hong Kong General Chamber of Commerce

Mr Keith LI

Representative of Hong Kong Wireless Technology Industry Association

Mr Michael LAI Cheuk Pun

Representatives of Small and Medium Enterprises

Mr Henry LIN Ting Kit

Representative of Education Bureau

Mr Johnny YUEN Man Kwong

Representative of the Aged Community

Mr CHUNG Chi Ming

Representative of the Disabled Community

Mr Tsan SIU Yat Chan

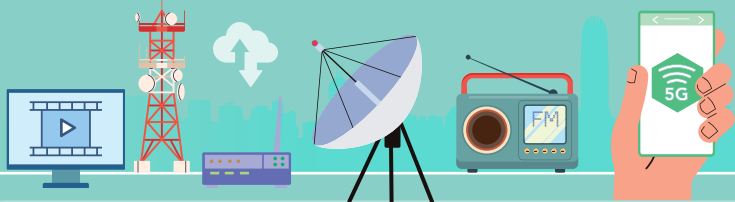
Representative of the Disabled Community

Mr Arthur AU Hue Yeung

Representative as a Member of the Public

Mr CHAN Kin Lun

Representative as a Member of the Public *



電訊服務用戶及消費者諮詢委員會 (截至2025年3月31日) (續)

張雅麗女士
公眾人士代表

許立德先生
公眾人士代表

許譽曦先生
公眾人士代表

江天俊先生
公眾人士代表

郭嘉穎小姐
公眾人士代表

鄭雪詠小姐
公眾人士代表

劉玉婷小姐
公眾人士代表

梅志文先生
公眾人士代表

楊朗庭博士
公眾人士代表

余雅芳女士
公眾人士代表

陳繼宇博士，MH，JP
個別委任人士

鄧健華博士
個別委任人士

* 透過青年委員自薦計劃獲委任

* Appointed through the Member Self-recommendation Scheme for Youth

Telecommunications Users and Consumers Advisory Committee (as at 31 March 2025) (continued)

Ms Carol CHEUNG
Representative as a Member of the Public

Mr HUI Lap Tak
Representative as a Member of the Public

Mr Raphael HUI
Representative as a Member of the Public

Mr KONG Tin Chun
Representative as a Member of the Public

Miss Natalie KWOK Kavin
Representative as a Member of the Public

Miss KWONG Suet Wing
Representative as a Member of the Public

Miss LAO lok Teng
Representative as a Member of the Public

Mr MUI Chi Man
Representative as a Member of the Public

Dr YEUNG Rigil Kent
Representative as a Member of the Public

Ms Avon YUE Nga Fong
Representative as a Member of the Public

Dr Jason CHAN Kai Yue, MH, JP
Member appointed on an Ad Personam basis

Dr Jonathan TANG Kin Wa
Member appointed on an Ad Personam basis

在2024／25年度，我們在全部54項服務中均達至或超越服務表現目標。2025／26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 2024/25, we achieved/surpassed all performance targets in our 54 job areas. The full list of our performance targets for 2025/26 are 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.

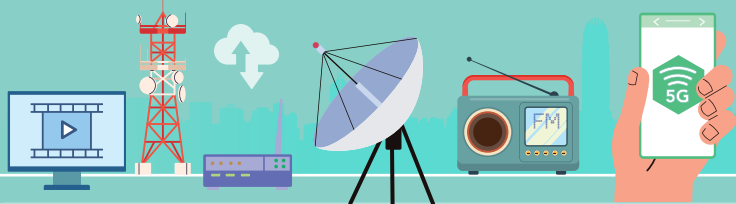
服務 Services	2024／25年度 標準處理時間 Service Delivery Standard for 2024/25	2024／25年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2024/25	2024／25年度 實際平均服務表現 Actual Average Performance in 2024/25	2025／26年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2025/26
處理廣播服務牌照申請 Processing of Broadcasting Service Licence Applications				
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%	沒有新個案 No new case	4 個月 months (100%)
處理電訊服務牌照申請／登記 Processing of Telecommunications Service Licence Applications/Registrations				
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%)
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 working days (99%)
簽發牌照 Issue of licence	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
無線電商牌照 Radio Dealers Licence	4 個工作天 working days	99%	100%	4 個工作天 working days (99%)
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 working days (99%)



服務 Services	2024/25年度 標準處理時間 Service Delivery Standard for 2024/25	2024/25年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2024/25	2024/25年度 實際平均服務表現 Actual Average Performance in 2024/25	2025/26年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2025/26
處理電訊服務牌照申請／登記（續） Processing of Telecommunications Service Licence Applications/Registrations (continued)				
無線電測定和指令、狀態及數據的 傳達牌照 Radio Determination 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				
● 新申請 New application	11 個工作天 working days	98%	100%	11 個工作天 (98%) working days
● 續牌 Renewal	11 個工作天 working days	98%	100%	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 Licence	26 個工作天 working days	99%	沒有新個案 No new case	26 個工作天 (99%) working days
服務營辦商牌照 Services-based Operators Licence				
回覆新申請 Response to new application				
● 第一類及第二類服務 Class 1 & Class 2 Service(s)	14 個工作天 working days	98%	100%	14 個工作天 (98%) working days
● 第三類服務 Class 3 Service(s)	13 個工作天 working days	99%	100%	13 個工作天 (99%) working days
批准簽發牌照 Approval for issue of licence	3 個月 months	98%	100%	3 個月 (98%) months
綜合傳送者牌照 Unified Carrier Licence				
回覆新申請 Response to new application	5 個工作天 working days	98%	100%	5 個工作天 (98%) working days
公共無線電通訊服務牌照 Public Radiocommunications Service Licence				
回覆新申請 Response to new application	5 個工作天 working days	98%	沒有新個案 No new case	5 個工作天 (98%) working days
批准簽發牌照 Approval for issue of licence	4 個月 months	98%	沒有新個案 No new case	4 個月 (98%) months
無線物聯網牌照 Wireless Internet of Things Licence				
回覆新申請 Response to new application	5 個工作天 working days	98%	沒有新個案 No new case	5 個工作天 (98%) working days
批准簽發牌照 Approval for issue of licence	4 個月 months	98%	沒有新個案 No new case	4 個月 (98%) months



服務 Services	2024/25年度 標準處理時間 Service Delivery Standard for 2024/25	2024/25年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2024/25	2024/25年度 實際平均服務表現 Actual Average Performance in 2024/25	2025/26年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2025/26
處理電訊服務牌照申請／登記（續） Processing of Telecommunications Service Licence Applications/Registrations (continued)				
航空器電台牌照 Aircraft Station Licence	5 個工作天 working days	98%	100%	5 個工作天 (註A) working days (Note A) (98%)
無線電廣播轉播電台牌照 Broadcast Radio Relay Station Licence	15 個工作天 working days	98%	沒有新個案 No new case	15 個工作天 working days (98%)
酒店電視（發送）牌照 Hotel Television (Transmission) Licence				
● 新申請 New application	15 個工作天 working days	98%	100%	15 個工作天 working days (98%)
● 續牌 Renewal	11 個工作天 working days	98%	100%	11 個工作天 working days (98%)
要約提供電訊服務類別牌照－登記 Class Licence for Offer of Telecommunications Services – Registration	14 個工作天 working days	99%	100%	14 個工作天 working days (99%)
提供公共無線區域網絡服務類別牌照 －登記 Class Licence for Provision of Public Wireless Local Area Network Services – Registration	14 個工作天 working days	99%	100%	14 個工作天 working days (99%)
出口及入口許可證 Import and Export Permit	於櫃枱以現金或易 辦事付款即時辦 理；以支票或繳費 靈付款需3個工作天 Immediately over counter upon payment by cash or EPS, or 3 working days by cheques or PPS	98%	100%	於櫃枱以現金或易 辦事付款即時辦 理；以支票或繳費 靈付款需3個工作天 Immediately over counter upon payment by cash or EPS, or 3 working days by cheques or PPS (98%)
轉運通知書 Transshipment Notification	即日內 Within the same day	98%	100%	即日內 Within the same day (98%)
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 Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)				
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 working days (95%)
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%	沒有新個案 No new case	5 個工作天 working days (95%)
無線電干擾調查 Investigation of Radio Interference				
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 Investigation within 6 working days (96%)
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 Investigation within 9 working days (96%)



服務 Services	2024/25年度 標準處理時間 Service Delivery Standard for 2024/25	2024/25年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2024/25	2024/25年度 實際平均服務表現 Actual Average Performance in 2024/25	2025/26年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2025/26
處理號碼／短碼申請 Processing of Applications for Numbers/Codes				
指配電訊號碼及短碼 Assignment of telecommunications numbers and codes	8 個工作天 working days	90%	100%	8 個工作天 working days (90%)
查核、處理和接受退還的電訊號碼 Checking, processing and acceptance of return of telecommunications numbers	10 個工作天 working days	100%	100%	10 個工作天 working days (100%)
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IIIA部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴 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				
給予初步答覆 Issue of an interim reply	6 個工作天 working days	98%	100%	6 個工作天 working days (98%)
就無須調查的個案通知投訴人 有關結果 ^(註B) （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 ^(Note B) (or report of progress to the complainant if results of cases are not ready)	3 個星期 weeks	98%	100%	3 個星期 weeks (98%)
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 ^(註B) （或如未有通訊局的裁決，則向 投訴人報告進度） Inform complainants of CA's decision on complaints involving a straightforward investigation ^(Note B) (or report of progress to the complainant if CA's decision is not ready)	8 個星期 weeks	98%	99.9%	8 個星期 weeks (98%)
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 ^(註B) （或如未有通訊局的裁決，則向 投訴人報告進度） Inform complainants of CA's decision on complaints involving a complex investigation ^(Note B) (or report of progress to the complainant if CA's decision is not ready)	4 個月 months	98%	100%	4 個月 months (98%)
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（關乎《電訊條例》第7Q條的投訴除外） Handling of Consumer Complaints against Telecommunications Operators (except for complaints relating to Section 7Q of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences				
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%)



服務 Services	2024/25年度 標準處理時間 Service Delivery Standard for 2024/25	2024/25年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2024/25	2024/25年度 實際平均服務表現 Actual Average Performance in 2024/25	2025/26年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2025/26
處理就《電訊條例》第7Q條提出的查詢及對營辦商作出的投訴 Handling of Enquiries and Complaints against Operators relating to Section 7Q of the Telecommunications Ordinance				
詳細回覆查詢（或如未能詳細回覆，則給予初步答覆） For enquiries, issue full reply (or interim reply if full reply is not ready)	Within 14 個工作天內 working days	90%	100%	Within 14 個工作天內 working days (90%)
詳細回覆投訴 ^(註B) （或如未能詳細回覆，則給予初步答覆） For complaints, issue full reply ^(Note B) (or interim reply if full reply is not ready)	Within 12 個星期內 weeks	90%	沒有新個案 No new case	Within 12 個星期內 weeks (90%)
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》第7Q條的投訴除外） Handling of Industry Complaints against Operators (except for complaints relating to Section 7Q of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences				
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)	Within 45 個工作天內 working days	90%	沒有新個案 No new case	Within 45 個工作天內 working days (90%)
處理有關廣播及電訊服務持牌人懷疑違反《商品說明條例》的公平營商條文的查詢及投訴 Handling of Enquiries and Complaints against Broadcasting and Telecommunications Licensees on Suspected Contravention of the Fair Trading Sections of the Trade Descriptions Ordinance				
詳細回覆查詢（或如未能詳細回覆，則給予初步答覆） For enquiries, issue full reply (or interim reply if full reply is not ready)	Within 7 個工作天內 working days	90%	100%	Within 7 個工作天內 working days (90%)
如未能就投訴提供個案結果，則向投訴人發出個案處理進度通知 For complaints, issue case progress to the complainant if the case result is not ready	確認接獲投訴後 3個月內 Within 3 months upon acknowledgement of receipt of the complaint	90%	100%	確認接獲投訴後 3個月內 Within 3 months upon acknowledgement of receipt of the complaint (90%)
處理有關廣播及電訊業界業務實體懷疑違反《競爭條例》的查詢及投訴 Handling of Enquiries and Complaints against Undertakings in the Broadcasting and Telecommunications Sectors on Suspected Contravention of the Competition Ordinance				
詳細回覆查詢（或如未能詳細回覆，則給予初步答覆） For enquiries, issue full reply (or interim reply if full reply is not ready)	Within 14 個工作天內 working days	90%	100%	Within 14 個工作天內 working days (90%)
詳細回覆投訴 ^(註B) （或如未能詳細回覆，則給予初步答覆） For complaints, issue full reply ^(Note B) (or interim reply if full reply is not ready)	Within 28 個工作天內 working days	90%	沒有新個案 No new case	Within 28 個工作天內 working days (90%)



服務 Services	2024／25年度 標準處理時間 Service Delivery Standard for 2024/25	2024／25年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2024/25	2024／25年度 實際平均服務表現 Actual Average Performance in 2024/25	2025／26年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2025/26
處理有關懷疑違反《非應邀電子訊息條例》的舉報 Handling of Reports on the Suspected Contravention of the Unsolicited Electronic Messages Ordinance				
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)	Within 10個星期內 weeks	90%	100%	Within 10個星期內 weeks (90%)
對有關通訊辦服務的公眾查詢及投訴作出回覆 Reply to Public Enquiries and Complaints of OFCA's Services				
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)	Within 7個工作天內 working days	90%	100%	Within 7個工作天內 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)	Within 15個工作天內 working days	90%	100%	Within 15個工作天內 working days (90%)

註A 如有關申請可轉介民航處作進一步處理，通訊辦會發信知會申請人。

Note A OFCA will issue a letter to the applicant if its application can be referred to the Civil Aviation Department for further processing.

註B 由收到投訴人所提供足夠資料起計。

Note B Upon receipt of sufficient information from complainants.

簽發／續牌的廣播及電訊
牌照數目及徵收的牌費

(截至2025年3月31日年度內)

Broadcasting and Telecommunications Licences
Issued / Renewed and Revenue Collected

(For the year ended 31 March 2025)

牌照種類	Type of Licences	發牌／續牌數目 No. of Licences Issued / Renewed	港元 HK\$
廣播牌照	Broadcasting Licences		
本地免費／收費電視節目服務	Domestic Free / Pay Television Programme Service	4	26,544,062
非本地電視節目服務	Non-domestic Television Programme Service	9	525,580
其他須領牌電視節目服務	Other Licensable Television Programme Service	21	686,700
聲音廣播	Sound Broadcasting	2	10,542,067
電訊牌照／許可證／證書	Telecommunications Licences / Permits / Certificates		
航空甚高頻率固定電台	Aeronautical VHF Fixed Station	34	51,000
航空器電台	Aircraft Station	477	66,213
業餘操作授權證明	Amateur ATO	796	127,360
業餘電台	Amateur Station	2,719	403,487
無線電廣播轉播電台	Broadcast Radio Relay Station	10	8,250
補發牌照	Duplicate Licence	230	12,650
考試和簽發證書	Examination & Issue of Certificate	1,273	222,535
實驗電台	Experimental Station	64	20,000
對內／對外固定服務	Fixed Internal / External Services	52	105,777,955
酒店電視(發送)	Hotel Television (Transmission)	172	711,267
入口／出口許可證	Import / Export Permit	689	103,500
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	2,421	190,446
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	2,898	28,784,797
流動服務	Mobile Services	8	201,655,059
私用無線電傳呼系統	Private Radio Paging System	3	4,250
公共無線電通訊服務	Public Radiocommunications Service	6	976,269
無線電商(放寬限制)	Radio Dealers (Unrestricted)	4,830	7,051,500
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	173	185,793
衛星電視共用天線	Satellite Master Antenna Television	62	4,449,537
自設對外電訊系統	Self-provided External Telecommunications System	8	5,813
服務營辦商第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	24	1,810,626
服務營辦商第三類服務	Services-based Operator of Class 3 Service	347	19,794,885
船舶電台	Ship Station	4,540	707,800
空間站傳送者	Space Station Carrier	10	1,500,000
的士無線電通訊服務	Taxi Radiocommunications Service	9	261,933
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	44	109,200
無線物聯網／地區性無線寬頻服務／ 地區性無線寬頻系統(專用)	Wireless Internet of Things / Localised Wireless Broadband Service / Localised Wireless Broadband System (Private)	7	736,400
總數	Total	21,949	414,029,034