

2012

- On 1 April, the CA was established as the unified regulator for the broadcasting and telecommunications sectors in Hong Kong. The Office of the Communications Authority (OFCA), which serves as the executive arm of the CA, came into operation on the same day.



通訊事務管理局
COMMUNICATIONS
AUTHORITY



通訊事務管理局辦公室
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COMMUNICATIONS AUTHORITY

- In November, the Customer Complaint Settlement Scheme (CCSS) was launched by the telecommunications industry aiming at resolving billing disputes in deadlock between telecommunications service providers and their customers. The launch of CCSS represented a key step forward in the continued effort of the telecommunications industry to meet customer expectations and enhance the quality of customer service.



- In February and June, two new submarine cable systems, namely Asia Submarine-Cable Express and South-East Asia Japan Cable System, were brought into service respectively in Hong Kong.
- In March, the auction for a total of 50 MHz of spectrum in the 2.5/2.6 GHz band was successfully completed.
- On 19 July, amendments to the Trade Descriptions Ordinance (Cap. 362) came into effect. The CA is conferred concurrent jurisdiction with the Customs & Excise Department to enforce the new fair trading provisions in the broadcasting and telecommunications sectors.

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Enhanced protection for consumers
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19-7-2013
The Trade Descriptions Ordinance (Cap. 362) (Amendment)
(Effective 2013)

- 誤誘式廣告宣傳
misleading advertising
- 誤導性遺漏
misleading omissions
- 就服務或貨品作出虛假商品說明
false trade descriptions of services or goods
- 先誘後轉銷售行為
bait-and-switch
- 具威嚇性的營業行為
aggressive commercial practices
- 不當地接受付款
wrongly accepting payment

《2012年商品說明(不公平商業手法)修訂條例》已於2013年7月19日生效。
經《修訂條例》修訂的《商品說明條例》訂明以上所列的商業行為，是屬違法行為，以鞏固保障消費者制度，維持公平的營商環境。
The Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012 has come into effect on July 19, 2013.
The Trade Descriptions Ordinance, as amended by the Amendment Ordinance, provides for the criminal offences as listed above and strengthens the enforcement mechanism, so as to enhance the consumer protection regime and maintain a fair business environment.

舉報熱線
Complaint Hotlines
2545 6182
2961 6333

香港海關
Customs and Excise Department
通訊事務管理局
Office of the Communications Authority
消費者委員會
Consumer Council

懲罰及經濟發展局
Commission and Economic Development Bureau

2014

- In December, the auction for the re-assignment of a total of 49.2 MHz of spectrum in the 1.9 – 2.2 GHz band was successfully completed.



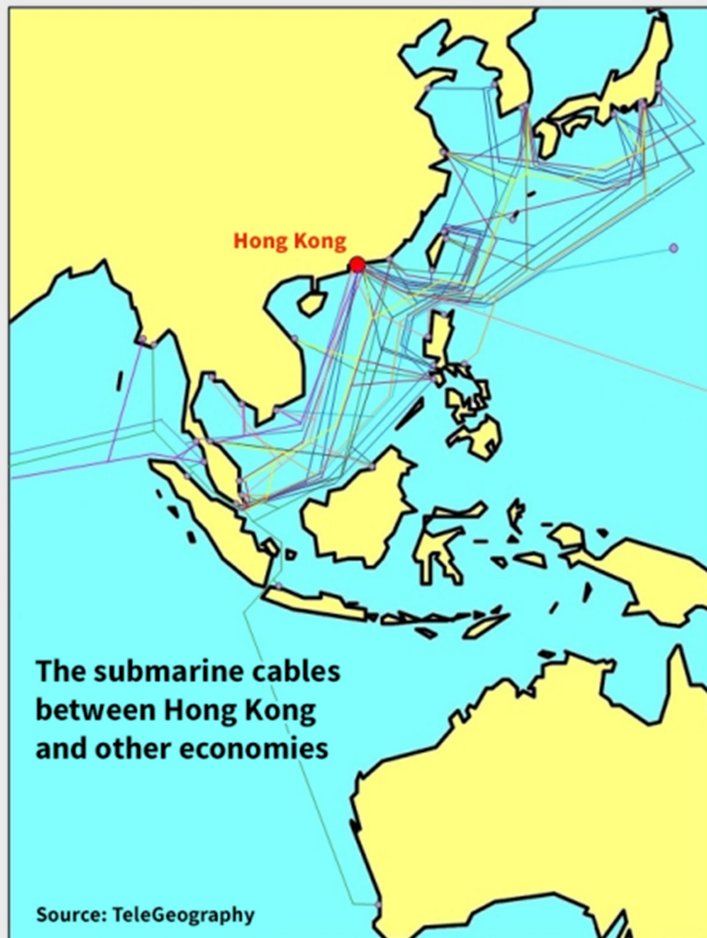
- In April, the Chief Executive in Council granted a domestic free television programme service (free TV) licence to HK Television Entertainment Company Limited.



- In April, the Chief Executive in Council accepted the recommendation submitted by the CA and decided not to renew the free TV licence of ATV.
- On 14 December, the Competition Ordinance (Cap. 619) came into full effect. The CA is conferred concurrent jurisdiction with the Competition Commission to enforce the Competition Ordinance in respect of the conduct of certain undertakings operating in the telecommunications and broadcasting sectors.

2016

- On 31 March, HKTVE launched its free TV service.
- On 2 April, ATV ceased to provide free TV service.
- In May, the Chief Executive in Council granted a free TV licence to Fantastic Television Entertainment Limited.
- In October, a new submarine cable system named Asia Pacific Gateway was brought into service in Hong Kong.



- On 14 May, Fantastic TV launched its free TV service.
- The CA implemented measures for more efficient utilisation of the 8-digit numbering plan to meet the persistently high demand for mobile numbers. In July, numbers with leading digits '4', '7' and '8' started to be allocated for mobile services.



- In December, a new submarine cable system named Asia Africa Europe-1 was brought into service in Hong Kong.
- In December, the CA created a new Wireless Internet of Things (WIoT) Licence for the provision of WIoT platforms and services using the shared spectrum in the 920 – 925 MHz band, with a view to facilitating the development of Internet of Things and various smart city applications in Hong Kong.

- In July, the CA decided to relax the regulation of indirect advertising in television programme services. The relaxation facilitates broadcasting licensees to diversify their source of advertising, striking a balance between providing a more conducive business environment to licensees in light of the keen competition in the broadcasting industry and protection of the interests of viewers.



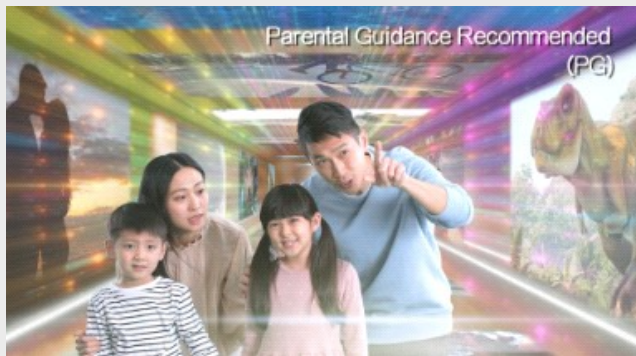
- In October, the CA and Secretary of Commercial and Economic Development decided to reduce the licence fees for five types of licences issued under the Telecommunications Ordinance, and to introduce a new licence fee component for the provision of Wireless Internet of Things services.
- In December, the CA and the Secretary of Commerce and Economic Development decided to make available a total of about 4 500 MHz of spectrum in various frequency bands (3.3 GHz, 3.5 GHz and 4.9 GHz as well as 26 GHz and 28 GHz bands) to the market for the deployment of 5G mobile services.



- In December, the auction for the re-assignment of a total of 120 MHz of spectrum in the 900 MHz and 1800 MHz bands was successfully completed.

2019

- In March, with the CA's support, the Government completed a review of the television and sound broadcasting regulatory regime and introduced the Broadcasting and Telecommunications Legislation (Amendment) Bill (the Ordinance was later enacted on 5 February 2021) that implements a number of relaxation measures with the aim of modernising the regulatory framework in response to market needs and technological advancement.



- In April, the CA assigned a total of 1 200 MHz of spectrum in the 26 GHz and 28 GHz bands to three mobile network operators for the provision of 5G services. This was the first batch of 5G spectrum assigned.
- In May, the CA completed the review of Hong Kong's public payphone service. About 35% of in-building-type public payphones and about 50% of kiosk-type payphones were decided to be excluded from the universal service obligation.



- The Government adopts a policy initiative to provide telecommunications companies with financial incentives in the form of subsidies to encourage the extension of fibre-based networks to villages in remote areas. OFCA supports the Government in implementing the policy and is responsible for administering a subsidy scheme and selecting fixed network operators to be granted with subsidies, and monitoring their implementation work to expand their network coverage to the villages concerned. The subsidy scheme commenced in June.



- In July, the CA created a new Localised Wireless Broadband Service Licence to facilitate the development of innovative public wireless communications services by using the shared spectrum in the 26 GHz and 28 GHz bands based on 5G or other advanced mobile technologies.
- In October and November, the CA successfully completed the auctions of a total of 380 MHz of 5G spectrum in the 3.3 GHz, 3.5 GHz and 4.9 GHz bands.

- In April, 5G services were officially launched in Hong Kong to bring more innovative communications services and applications to consumers.



- In May, the Subsidy Scheme for Encouraging Early Deployment of 5G was launched and administered by OFCA to encourage various sectors for early deployment of 5G technology to foster innovation and smart city applications.



- In September, the CA decided to relax the regulations governing real property advertisements, insertion of advertising materials in programmes covering sports and live events and broadcast hours of mature programmes. The above relaxations provided licensees with more flexibility in their business operations without compromising the interests of audience.
- In November, the Government launched the emergency alert system (EAS) to disseminate time-critical important notices and messages to mobile service users via mobile networks in emergency situations. OFCA supports the set up and operation of the EAS.

2020

- On 1 December, Hong Kong entered an era of full digital television broadcasting following the switching off of analogue television services on 30 November.



- In March, the CA and the Secretary for Commerce and Economic Development decided to make available further 220 MHz of new spectrum in the low and mid-frequency bands (600 MHz, 700 MHz and 4.9 GHz bands) to the market for the deployment of the 5G mobile services.
- The Telecommunications (Registration of SIM Cards) Regulation took effect on 1 September to implement the Real-name Registration Programme.



- In September, a new submarine cable system named Hainan to Hong Kong Express was brought into service in Hong Kong.
- In October, the CA successfully completed the auctions of a total 255 MHz of 5G spectrum in the 600 MHz, 700 MHz, 850 MHz, 2.5/2.6 GHz and 4.9 GHz bands.

- In October, the CA supported the Government to complete the review of the telecommunications regulatory framework under the Telecommunications Ordinance and the related legislative amendments.
- In November, the CA successfully completed the two-month public consultation exercise for the mid-term review of free TV and sound broadcasting licences and received around 460 submissions from the public. The CA will, taking into account the public views received, make recommendations regarding licence conditions and service requirements for the remaining period of the licences for consideration by the Chief Executive in Council.



- On 1 December, six digital television programme channels broadcast on new transmitting frequencies in the 500 MHz band, with a view to releasing spectrum in the 600/700 MHz bands for the provision of high value-added mobile telecommunications services, including 5G services.

- From 1 March, all new SIM cards issued by telecommunications operators in Hong Kong which are used for person-to-person communications in Hong Kong shall undergo real-name registration before use.

