



I would like to extend my heartiest congratulations to the Communications Association of Hong Kong (CAHK) on its publication of the “2017 Official Guide to ICT Industry in Hong Kong”.

Since its inaugural publication in 1992, this Guide has been an invaluable source of reference for both the industry and the public on the latest developments in the information, communications and technology (ICT) sector for over 20 years. Published biennially, the Guide provides an up-to-date profile of the industry, such as emerging technology trends, salient changes that are shaping the market landscape, and the insightful views shared by prominent and influential figures in the industry. This year, the theme of the Guide is “Innovation Leadership”. This is a forward looking subject that timely reflects the critical role of leadership in championing innovations that drive technology, service and business developments in the information age.

Apart from its notable contribution to the promotion of industry interests, CAHK has been a long time partner of the Office of the Communications Authority (OFCA) in safeguarding consumer interests. I am deeply grateful for the unflagging support given by the Chairman of CAHK, Mr Stephen Ho, and all the members of CAHK in working with us to meet the ever increasing expectations of telecommunications users and in turn upholding the reputations of the industry. A series of industry-driven measures, which have substantially enhanced the protection for consumers, have been successfully implemented because of their collaborative effort and commitment. These measures, such as the promulgation of the Industry Code of Practice for Telecommunications Service Contracts and the establishment of a self-regulatory mechanism to govern chargeable mobile content services, have all played a key role in bringing down the number of consumer complaints relating to telecommunications services.

In particular, I am pleased that, after a two-year trial, the Customer Complaint Settlement Scheme (CCSS) has been implemented on a long-term basis since May 2015. Operated by CAHK and funded by OFCA, CCSS is a voluntary scheme aims to resolve billing disputes in deadlock between the telecommunications service operators and their customers through mediation. Up till now, over 600 cases have already been resolved under the scheme and the successful rate is close to 100%.

Looking ahead, I am confident that CAHK and OFCA will continue to join hands to facilitate the development of the communications industry and respond expeditiously to the needs and aspirations of service users, thereby ensuring that the quality of communications services in Hong Kong will be maintained at a preeminent level.

I wish CAHK every success.

MISS ELIZA LEE
DIRECTOR-GENERAL OF COMMUNICATIONS

本人謹此衷心祝賀香港通訊業聯會出版《2017 香港通訊業概覽》。

概覽在一九九二年首次出版，二十多年來一直是協助業界和公眾掌握資訊及通訊科技業最新發展的重要參考來源。這份每兩年出版一次的刊物包羅業界各方面的最新資訊，包括新興科技趨勢、影響市場環境的重要變化，以及業內舉足輕重的人士的真知灼見等。今年，概覽的主題為「創新領導力」。這是個具前瞻性的課題，適時展示在資訊年代，領導力在提倡創新以推動科技、服務及商業發展方面所擔當的關鍵角色。

香港通訊業聯會不僅在促進業界權益方面貢獻良多，在保障消費者權益方面同樣不遺餘力，乃通訊事務管理局辦公室（通訊辦）在這項工作上的長期合作夥伴。本人十分感謝聯會主席何偉中先生及聯會全體成員鼎力支持我們的工作，與我們共同努力滿足電訊用戶日益殷切的期望，從而維持業界良好的聲譽。全賴他們同心協力，一系列由業界主導的措施得以順利推行，大大加強了消費者所獲得的保障。這些措施，例如發布《電訊服務合約業界實務守則》，以及設立自行規管機制規管收費流動內容服務，均卓具成效，令消費者對電訊服務的有關投訴數目顯著減少。

本人尤其樂見「解決顧客投訴計劃」在兩年試驗期完結後，由二零一五年五月起長期實施。這項屬自願性質的計劃，由香港通訊業聯會負責營運，通訊辦提供經費，旨在以調解方式協助電訊服務供應商與其顧客解決雙方已陷入僵局的計帳爭議。迄今，已有超過 600 宗個案獲圓滿解決，成功率接近 100%。

展望未來，本人深信香港通訊業聯會將繼續與通訊辦攜手合作，共同推動通訊業的發展，並迅速回應服務用戶的需求和期望，力求確保香港的通訊服務質素維持於卓越的水平。

謹祝香港通訊業聯會會務蒸蒸日上。

利敏貞女士
通訊事務總監