

Cybercrime & Telephone Deception

網路犯罪與 電話騙案

Dr. Hubert Chan

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As the overall crime rate in Hong Kong is declining (-6%) in the first half of 2018 compared with that in 2017, over two million Hongkongers are thought to have been affected by cybercrime in the 12 months ending last September, losing US\$28 (HK\$220) on average and spending 19 hours dealing with the consequences, according to the cybersecurity company, Symantec. On the other hand, an increase of 3.5% in the involved amount was recorded in telephone deception despite the decrease in the number of cases in 2017 compared with 2016. We are still living in an unsafe world particularly in the digital realm.

Would the upcoming 5G era, which will connect trillion of devices, people, cars, public utilities all together, make us become more vulnerable? As such, the theme of the CAHK Official Guide of this year is "Cybercrime & Telephone Deception". We would like to reveal and share the best practices to prevent and fight against this undesirable trend through interviews with over 10 service providers and operators at the corporate level; and physiological analysis of the victims in their personal experiences. I hope the readers will become more cautious in the prevention of cyber-attack and plausible telephone deception. On behalf of CAHK, I would like to express my sincere gratitude to all the interviewees, and the following contributors who have submitted their articles or conducted the interviews. They are Professor Cecilia Cheng, my fellow CAHK EXCO members, Mr. Tony Hau, Alex Tam, Gilbert Chan, Sutton Cheung, Vincent Kwok, Patrick Ng, and Ms. Agnes Tan. Special thanks go to Ms. Irene Kwok, and Mia Ng for their coordination work.

"Treatment without prevention is simply unsustainable" Bill Gates

即使2018年上半年度，香港總體罪案率相比於2017年同期下降了6%，但截至去年9月份的過去一年，就有超過200萬香港市民誤墮網絡罪案。據網絡安全公司賽門鐵克稱，平均每宗網絡罪案損失約28美元（折合：220港元），此外，還需要花費了19小時去處理善後工作。儘管2017年電話騙案數目相對於2016年有所回落，但涉及損失之金額卻飆升了3.5%，種種跡象顯示，在數碼領域中，我們仍處於一個不安全的

世界。

5G時代即將來臨！它可將數以萬億計的設備、人們、車輛、公共設施等連接起來，我們會否因此變得更易被網絡犯罪分子攻擊呢？所以，今年香港通訊業聯會出版的香港通訊業概覽主題是「網絡犯罪與電話騙案」。我們將會揭示和分享預防和打擊這個不良趨勢的最佳方法。透過訪問超過10家服務供應商與營運商的管理層，並從心理角度剖析受害者的親身經歷，希望讀者在預防網絡攻擊和似是而非的電話詐騙方面變得更加謹慎。在此，我僅代表香港通訊業聯會，向所有受訪者及以下所有參與採訪的人士表示最真誠的感謝，他們分別是鄭思雅教授、本會執行委員會成員：譚永耀先生、陳錦成先生、張悅賓先生、郭榮忠先生、吳仕彬先生和陳國萍女士。同時也要特別鳴謝負責協調工作的郭桂卿女士和伍玲君女士。

「防患於未然，方可持續發展」——比爾蓋茨

Cover Story - Cybercrime & Telephone Deception

封面故事 — 網路犯罪與電話騙案

Dr. Hubert Chan 陳重義博士, Mr. Linus Chan 陳賢諾先生, Ms. Agnes Tan 陳國萍女士,
Mr. Alex Tam 譚永耀先生, Mr. Gilbert Chan 陳錦成先生, Mr. Patrick Ng 吳仕彬先生,
Mr. Sutton Cheung 張悅賓先生, Mr. Tony Hau 侯東迎先生, Mr. Vincent Kwok 郭榮忠先生

Leadership Interviews

業界權威專訪

- **BlueSky 藍天專業服務有限公司**
Mr. Bernard Lee, Chief Executive Officer 行政總裁李本立先生
- **China Mobile Hong Kong Company Limited 中國移動香港有限公司**
Mr. Sean Lee, Director & Chief Executive Officer 董事兼行政總裁李帆風先生
- **CITIC Telecom International CPC Limited 中信國際電訊（信息技術）有限公司**
Mr. Stephen Ho, Chief Executive Officer 行政總裁何偉中先生
- **HGC Global Communications Limited 環球全域電訊有限公司**
Mr. Andrew Kwok, Chief Executive Officer 行政總裁郭詠邦先生
Ms. Jacqueline Teo, Chief Digital Officer 首席數碼官 Ms. Jacqueline Teo
Mr. Eric Chan, Director of Network and Products 網絡及產品總監陳思源先生
- **HKT* 香港電訊**
Mr. Alex Arena, Group Managing Director 集團董事總經理艾維朗先生
* Ms. Susanna Hui has taken up the position of Group Managing Director of HKT following Mr. Alex Arena's retirement on August 31, 2018.
艾維朗先生已於2018年8月31日退休，香港電訊集團董事總經理由許漢卿女士接任。
- **Hong Kong Cyberport Management Company Limited 香港數碼港管理有限公司**
Mr. Peter Yan, Chief Executive Officer 行政總裁任景信先生
- **Hong Kong Police Force 香港警察**
Mr. Andy Chan, Superintendent 警司陳天柱先生
Mr. George Chan, Senior Inspector 高級督察陳國偉先生
Ms. Yonny Yeung, Senior Inspector 高級督察楊蓉小姐
- **Hutchison Telecommunications Hong Kong Holdings Limited 和記電訊香港控股有限公司**
Mr. Cliff Woo, Co-deputy Chairman 聯席副主席胡超文先生
- **Mayer Brown 孖士打律師行**
Ms. Gabriela Kennedy, Partner 合夥人甘乃迪女士
- **SmarTone**
Ms. Anna Yip, Chief Executive Officer 總裁葉安娜小姐
- **WiseSpot Company Limited 斯博有限公司**
Mr. Franky Lai, Chairman & Chief Executive Officer 主席及行政總裁賴永雄先生
- **WTT HK Limited 滙港電訊**
Mr. Vincent Ma, Chief Executive Officer 行政總裁馬惟善先生