



I would like to extend my sincere congratulations to the Communications Association of Hong Kong (CAHK) on its publication of the 2021 Official Guide to ICT Industry in Hong Kong. Having a history of over 20 years, CAHK's Official Guide is widely acclaimed as a significant source of reference for both the industry and the public on the latest developments in the communications sector.

This year, the theme of the Official Guide is “5G in reality”. Following the commercial launch of 5G mobile services in April 2020, this is indeed an opportune time to set out the exciting developments that are reshaping the market landscape. With the Communications Authority's endeavours to facilitate the development of 5G including making available suitable radio spectrum in a timely manner and the concerted efforts of the industry to roll out 5G networks, Hong Kong is among the first movers in the world with full scale 5G commercial deployment enabling the provision of a wide range of advanced, next generation mobile services. The unique features of 5G, including super high speed, ultra-low latency, and massive machine-type communications, will enable the building of a powerful information infrastructure that takes us to a brand new digital era. It will not only open up tremendous business opportunities for the communications industry, but will also bring to the general public many remarkable innovative services and smart applications that transform the way we live and work.

CAHK has also been a long-time partner of the Office of the Communications Authority (OFCA) in the promotion of consumer protection. Thanks to CAHK's collaboration and unflinching support, a series of industry-driven self-regulatory initiatives and measures, such as the Industry Code of Practice for Telecommunications Service Contracts, Customer Complaint Settlement Scheme etc., have been successfully implemented over the years to effectively enhance consumer interests in the communications industry. I am confident that with the close and fruitful partnership between CAHK and OFCA, we would work together to uphold Hong Kong as a preeminent communications hub in the region and let the local community enjoy top-notch communications services in the long-awaited 5G era!

### **Mr. Chaucer Leung, JP**

Director-General of Communications

Government of the Hong Kong Special Administrative Region

香港通訊業聯會出版《2021 香港通訊業概覽》，本人謹此衷心祝賀。聯會的概覽自首次出版至今超過 20 年，公認為業界和公眾賴以掌握通訊業最新發展的重要參考文獻。

今年概覽的主題為「活出 5G 世代真體驗」。配合 5G 流動服務於二零二零年四月正式推出，概覽綜述了各項令人振奮並為市場帶來全新氣象的發展，確實正合時宜。通訊事務管理局致力促進 5G 發展，包括適時推出合適的無線電頻譜，加上業界齊心協力鋪設 5G 網絡，使香港能成為環球最先部署推出大規模商業 5G 服務的地區之一，促進各式各樣先進的新一代流動服務的發展。5G 具備極高速、超低時延和大規模機器類型通訊的技術特點，將有助建設強大的資訊基礎設施，帶領我們邁進嶄新的數碼時代。5G 不但會為通訊業開拓巨大的商機，亦將為我們帶來種種卓越的創新服務和智能應用，革新我們的的生活和工作方式。

聯會亦是通訊事務管理局辦公室（通訊辦）推動保障消費者工作方面的長期合作夥伴。多年來，在聯會積極配合和鼎力支持下，一系列由業界主導的自願性規管建議和措施，包括《電訊服務合約業界實務守則》、「解決顧客投訴計劃」等，均得以順利推行，有效地加強保障通訊業中消費者的權益。本人深信，通過聯會與通訊辦緊密互惠的夥伴關係，我們將繼續攜手合作，鞏固香港作為區域通訊樞紐的卓越地位，並讓全港市民享受期待已久的 5G 世代所帶來的各種尖端通訊服務！

**梁仲賢先生, JP**

通訊事務總監

香港特別行政區政府