



First of all, I would like to congratulate the Communications Association of Hong Kong (CAHK) on its publication of the 2023 Official Guide to the ICT Industry in Hong Kong. Over the years, this biennial publication has been one of the valuable sources of information to both the public and industry on the latest developments of the ICT industry in Hong Kong.

Despite the social and economic challenges brought by COVID-19 over the past two years, the communications market in Hong Kong remained vibrant and energetic. Since the launch of the commercial 5G services in April 2020, there has been a strong take up of 5G by local customers with more than three million subscriptions in two years' time. Thanks to the incessant effort of mobile network operators in actively rolling out 5G networks and extending service coverage, 5G coverage in Hong Kong has already surpassed 90% of the population, covering all the densely populated

districts, well known shopping centres and mass transit railway stations. The rapid adoption of 5G does not only enhance user experience of mobile services but it also brings tremendous new business opportunities to various industry sectors and unleashes endless application possibilities in the Metaverse era for the local community.

As the sectoral regulator and facilitator, the Office of the Communications Authority (OFCA) has been implementing a series of measures to promoting the development of 5G and other advanced communications services. At end 2021, we auctioned off the second batch of 5G spectrum. For network rollout, we are facilitating mobile network operators to make use of government venues and street furniture for installation of radio base stations. We have also launched a subsidy scheme to provide economic incentive for fixed network operators to extend optical fibre networks to rural areas, which provides necessary infrastructure for introduction of high-speed broadband and advanced mobile services there. Since 2020, we have introduced another subsidy scheme to encourage early adoption of 5G applications by various sectors for improving operational efficiency and service quality of businesses in Hong Kong.

All along, CAHK has been a close working partner with OFCA. I would like to take this opportunity to extend my sincere gratitude to CAHK for its constructive collaboration with OFCA in promoting and strengthening consumer interests in the communications sector over the years. With the sturdy support of CAHK and the active participation of its members, consumers are offered enhanced protection in subscription of telecommunications services. This includes among others, improvement in the clarity of telecommunications service contracts through the "Industry Code of Practice for Telecommunications Service Contracts" and resolution of billing disputes in a flexible and cost-effective manner through the "Customer Complaint Settlement Scheme" set up by CAHK.

Look ahead, OFCA will continue to count on CAHK and its members in achieving the common goal of upholding Hong Kong as a regional telecommunications hub and offering world-class telecommunications services for the benefits of the society.

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The Government of the Hong Kong Special Administrative Region

首先，我恭賀香港通訊業聯會出版《2023 香港通訊業概覽》。多年來，聯會出版這份雙年刊一直是公眾和業界了解香港通訊業最新發展的寶貴資料來源。

過去兩年，儘管本地的社會和經濟備受 2019 冠狀病毒疫情衝擊，本港的通訊市場仍然蓬勃發展，活力充沛。自商用 5G 服務於二零二零年四月推出以來，選用 5G 服務的本地消費者人數錄得強勁增長，在兩年間已有超過三百萬用戶。有賴各流動網絡營辦商努力不懈，積極鋪設 5G 網絡及擴展服務覆蓋範圍。現時，香港的 5G 網絡已覆蓋超過九成人口，涵蓋全港所有人口密集的地區、港鐵站及主要商場。5G 迅速獲得流動服務用戶的認受，不但提升了他們的體驗，亦為各行各業締造龐大的新商機，以及在元宇宙時代為本港開拓各種應用的無限可能性。

通訊事務管理局辦公室（通訊辦）作為行業的規管機構及促進者，推出了一系列措施以推動 5G 及其他先進通訊服務的發展。我們在二零二一年年底完成拍賣第二批 5G 頻譜；在網絡鋪設方面，我們正協助流動網絡營辦商使用政府場地及街道設施安裝無線電基站。我們亦推出一項資助計劃，向固網營辦商提供經濟誘因，鼓勵他們將光纖網絡擴展至鄉郊地區，為相關鄉村提供所需的基建設施，以引進高速寬頻及先進的流動服務。由二零二零年起，我們推出另一項資助計劃，鼓勵各界及早使用 5G 應用，從而改善香港商業機構的營運效率和服務質素。

一直以來，聯會與通訊辦保持緊密合作。我想藉此機會向聯會衷心致謝其多年來與通訊辦合作無間，促進和加強通訊業消費者權益。在聯會的鼎力支持及其會員的積極參與下，電訊服務用戶獲得了更全面的保障，當中包括透過由聯會發出的《電訊服務合約業界實務守則》，令電訊服務合約的條文更清晰；以及透過由聯會設立的「解決顧客投訴計劃」，以靈活及符合成本效益的方式解決計帳爭議。

展望未來，通訊辦期望繼續與聯會及其會員攜手實現鞏固香港作為區域電訊樞紐的地位，並向市民提供世界級的電訊服務，達致造福社會的共同目標。

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