



通訊事務管理局  
COMMUNICATIONS  
AUTHORITY

# 2024/25 ANNUAL REPORT

年報



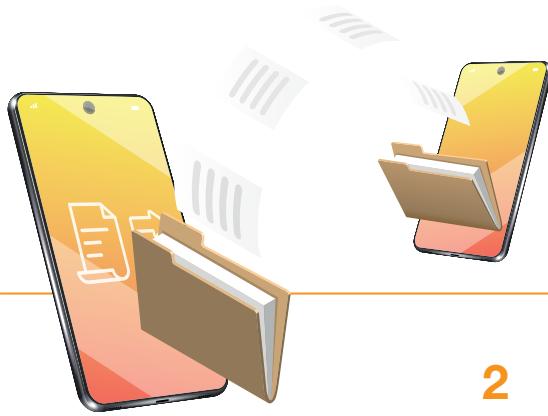
# CONTENTS

CHAPTER

1

**Vision and Mission**

2



CHAPTER

2

**Chairman's Message**

4

CHAPTER

3

**Members of the Communications Authority**

8

CHAPTER

4

**Role and Functions of the Communications Authority**

10

CHAPTER

5

**Overview of Major Developments in the Communications Market**

16



CHAPTER

**6**

## **Review of the Communications Authority's Major Tasks**

**46**

CHAPTER

**7**

## **Acknowledgement**

**70**

ANNEX

**1**

## **Summary of Non-domestic Television Programme Services**

**72**

ANNEX

**2**

## **Types and Numbers of Telecommunications Licences**

**73**

ANNEX

**3**

## **Glossary**

**74**



## CHAPTER

# Vision and Mission

# VISION



Our vision is that Hong Kong has the world-class communications services to meet the challenges of the information age.





# MISSION



**Fostering an environment that supports a vibrant communications sector to enhance Hong Kong's position as a communications hub in the region;**



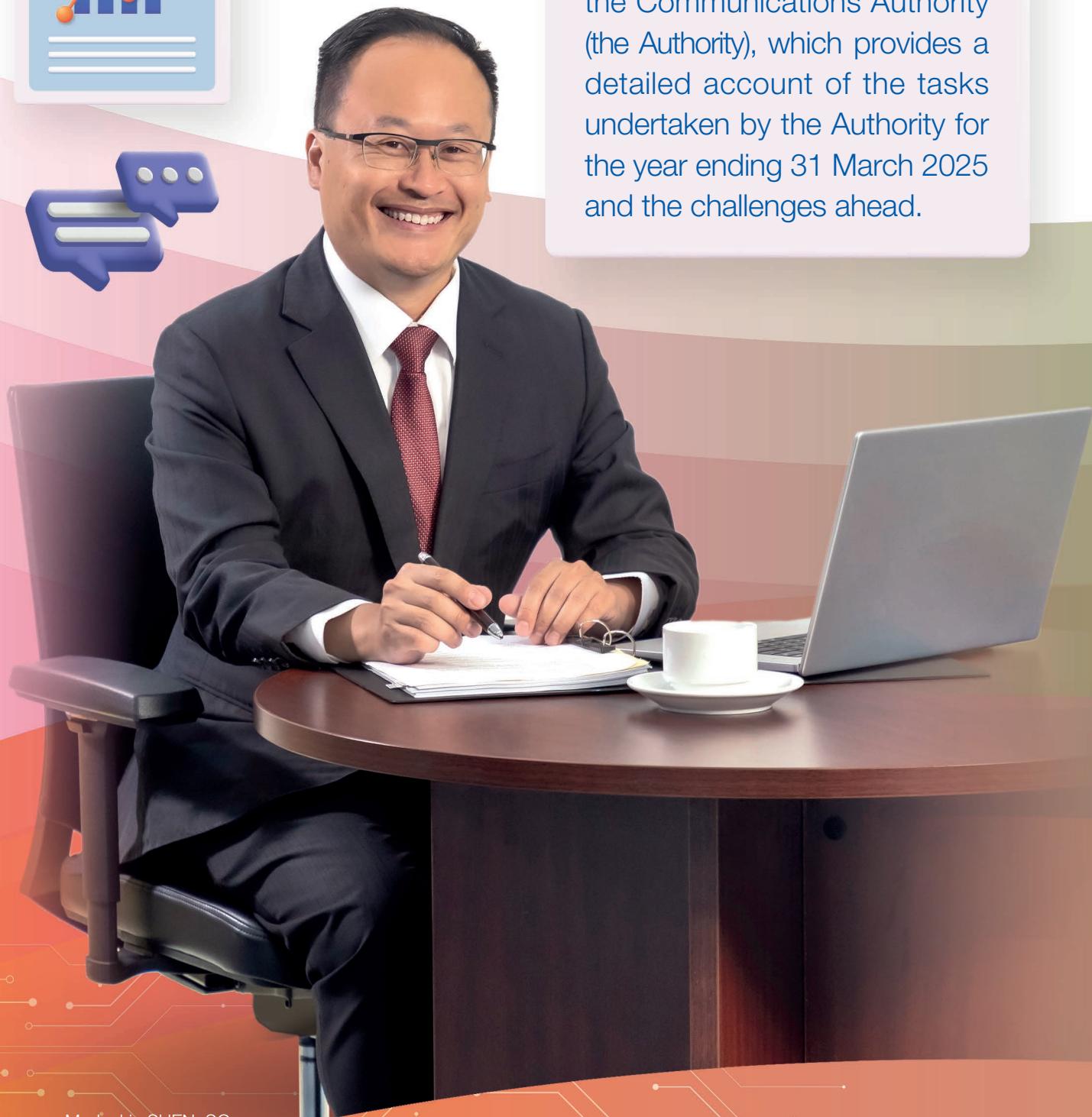
**Encouraging innovation and investment in the communications market; and**



**Promoting competition and adoption of best practices in the communications market for the benefit of the industry and consumers.**

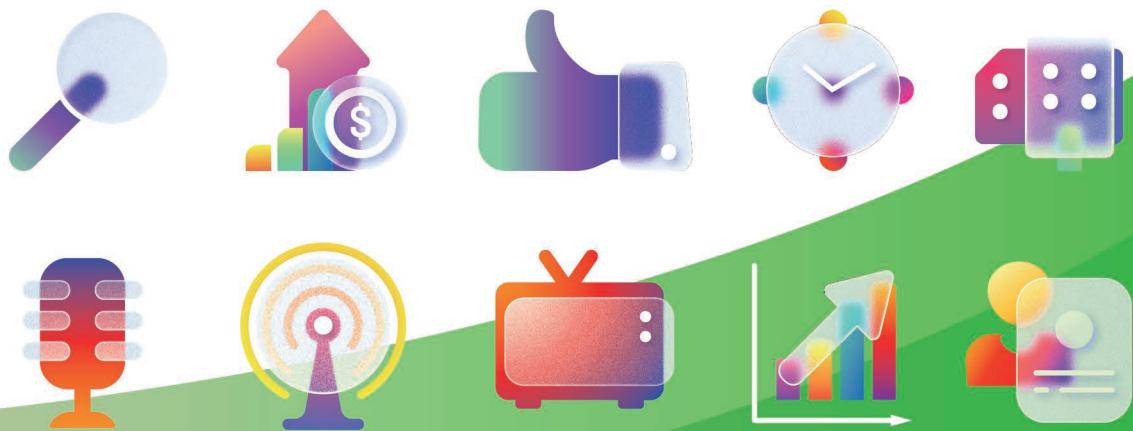
## CHAPTER

# 2 Chairman's Message



It is my great pleasure and honour to present this report of the Communications Authority (the Authority), which provides a detailed account of the tasks undertaken by the Authority for the year ending 31 March 2025 and the challenges ahead.

Mr Jenkin SUEN, SC  
Chairman of the Authority from 1 April 2025 onwards.



## A VIBRANT BROADCASTING MARKET

The broadcasting sector in Hong Kong continues to be vibrant and versatile, with 15 free-to-air digital television channels and 14 radio channels provided by various commercial broadcasters and the public service broadcaster, Radio Television Hong Kong (RTHK), as well as over 700 local and international television channels in multiple languages, available through free-to-air terrestrial and satellite reception or pay television services. Hong Kong is also situated at a strategic location for uplinking satellite television services to the Asia Pacific region, currently with nine non-domestic television programme service (non-domestic TV) licensees providing around 150 satellite television channels for audience in the Asia Pacific region.

To keep pace with developments in the broadcasting sector and better understand the needs of the industry and the public, the Authority commissioned an independent survey covering the services provided by domestic free television programme service (free TV), domestic pay television programme service (pay TV) and sound broadcasting licensees during the year. The survey results, released in February 2025, will serve as a useful reference for the Authority in processing the licence renewal applications from major broadcasters whose licences are due to expire in 2027 and 2028.

**CHAPTER****2****Chairman's Message**

In 2024/25, the Authority prepared for processing the licence renewal applications of the three free TV licensees, viz. HK Television Entertainment Company Limited (HKTVE), i-CABLE HOY Limited (i-CABLE HOY) and Television Broadcasts Limited (TVB). The Authority will carry out a comprehensive assessment of each licensee's performance before submitting its recommendations to the Chief Executive in Council (CE in C) for consideration.

**RAPID GROWTH OF THE TELECOMMUNICATIONS MARKET**

Hong Kong's telecommunications market continued to flourish over the past year. By March 2025, the number of mobile service subscriptions reached 27.8 million and over 99% of them were subscriptions of the fourth generation (4G) and fifth generation (5G) mobile services. Further to the commercial launch of 5G services since 1 April 2020, 5G mobile service subscriptions reached 8.8 million in March 2025, representing a mobile service subscriber penetration rate<sup>1</sup> of 116%. Mobile network operators (MNOs) and mobile virtual network operators (MVNOs) were offering 4G and 5G services at affordable prices. In March 2025, the monthly mobile data usage further surged to 252 983.5 Terabytes, representing 1.2 times of the monthly usage over the same period in 2024. The monthly mobile data usage per capita rose to 33 318.7 Megabytes in March 2025, compared with 28 748.9 Megabytes in March 2024, representing a 15.9% increase. We expect that 5G services will further boost mobile data usage with the new range of innovative services and applications empowered by 5G. The Authority will continue to introduce necessary measures to facilitate the robust development of the mobile services market.



<sup>1</sup> Calculation of mobile subscriber penetration rate does not include machine type connections.

## MAJOR TASKS AND CHALLENGES IN THE COMING YEAR

2025/26 will be another challenging year for the Authority. On the broadcasting front, the Authority will continue to process the licence renewal applications of the free TV services of HKTVE, i-CABLE HOY and TVB. To gauge public views on the services provided by the licensees, the Authority will conduct a consolidated public consultation exercise for the three free TV licensees in the third quarter of 2025. The Authority's recommendations will then be submitted to CE in C by March 2026.

On the telecommunications front, the Authority will conduct a spectrum auction in the fourth quarter of 2025 for re-assigning 50 MHz of spectrum in 2.5/2.6 GHz band with the existing assignment term expiring in May 2028.

To support the development of low-altitude economy (LAE) in Hong Kong, the Authority will continue to closely monitor telecommunications market developments in Chinese Mainland and other parts of the world, including the designation of dedicated spectrum for use by unmanned aircraft systems (UASs), so as to ensure that spectrum planning in Hong Kong aligns with Chinese Mainland and other advanced economies, thereby promoting the development of LAE activities in Hong Kong.

The Legislative Council (LegCo) passed the Protection of Critical Infrastructures (Computer Systems) Ordinance (Cap. 653) (CIO) on 19 March 2025. The CIO aims to implement the 2023 Policy Address initiative to legislate for cybersecurity of critical infrastructure, under which the Authority was specified as the designated authority for the telecommunications and broadcasting sectors. The CIO will come into operation on 1 January 2026. The Office of the Communications Authority (OFCA) will support the Authority on the implementation arrangements of the CIO.

The work that lies ahead will be as diverse and challenging as before. The Authority will continue to do its utmost to foster a conducive environment to support the communications sector.

I would like to extend my appreciation to my predecessor, Ms Winnie Tam, S.B.S., SC, J.P., for her leadership in the past year, and my gratitude to members of the Authority for their commitment and insightful contribution throughout the year, and to former members for the achievements they made over the years. I would also like to thank colleagues of OFCA for their dedication and professionalism in supporting the work of the Authority.

## CHAPTER

# 3 Members of the Communications Authority

(April 2024 – March 2025)



Chairman

**Ms Winnie TAM Wan-chi,  
S.B.S., SC, J.P.<sup>2</sup>**  
*Communications Authority*



Vice-Chairman



**Miss Eliza LEE Man-ching,  
G.B.S., J.P.**

*Permanent Secretary for Commerce and  
Economic Development  
(until 4 August 2024)*



**Ms Maggie WONG Siu-chu, J.P.**

*Permanent Secretary for Commerce and  
Economic Development  
(from 5 August 2024 onwards)*

<sup>2</sup> Mr Jenkin SUEN, SC succeeded Ms Winnie TAM, S.B.S., SC, J.P. as the Chairman of the Authority on 1 April 2025.



## Members



**Prof Vincent LAU  
Kin-nang**



**Mr Simon WONG  
Kwong-yeung, M.H.**



**Dr Hubert CHAN  
Chung-yeo, J.P.**



**Ms Amy FUNG  
Dun-mi, M.H., J.P.**



**Mr Patrick LAW  
Fu-yuen**



**Prof LEUNG  
Siu-fai, M.H.**



**Mr Nicholas CHAN  
Hiu-fung, B.B.S.,  
M.H., J.P.**



**Mr Michael HUI  
Wah-kit, B.B.S.,  
M.H., J.P.**



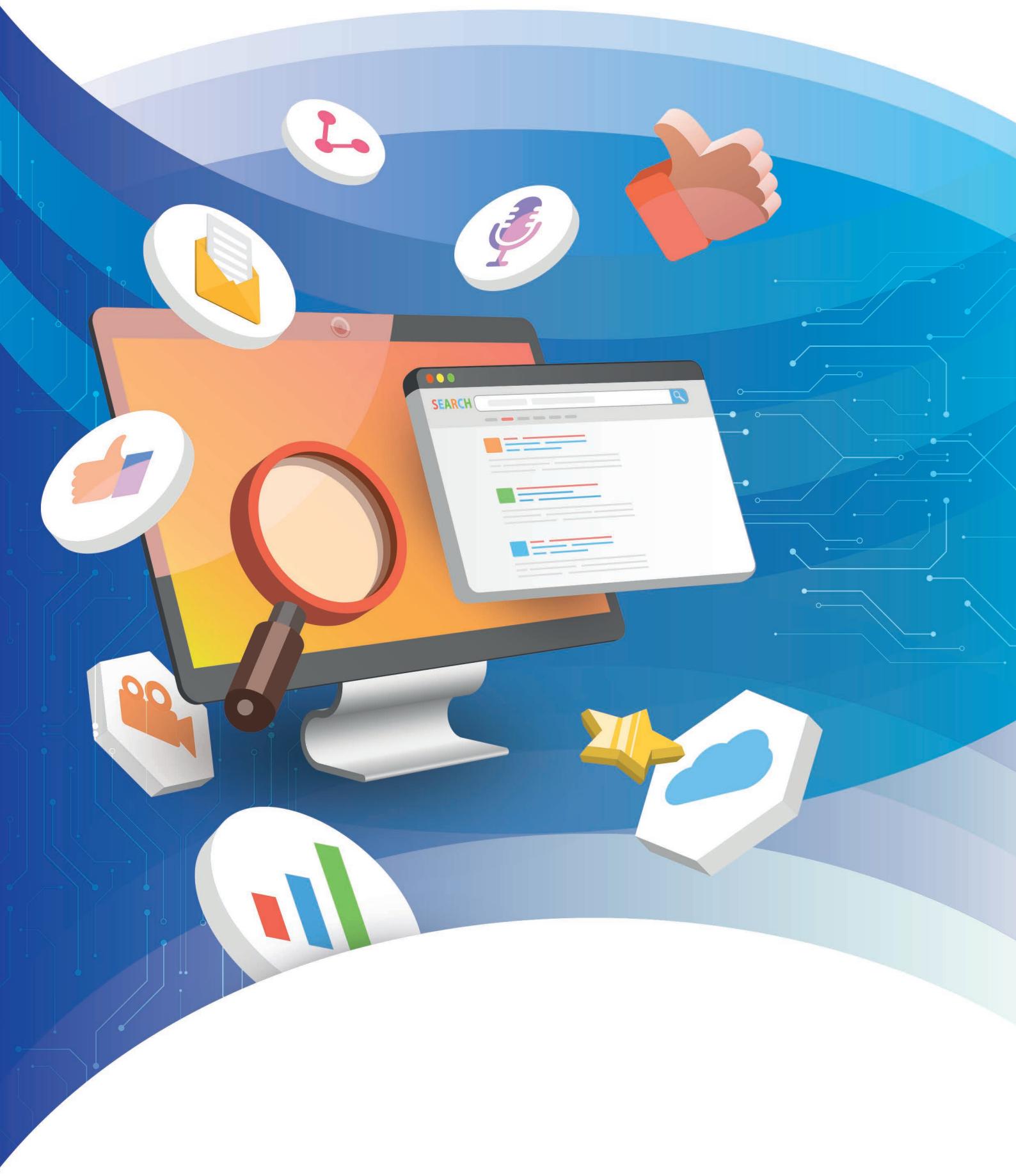
**Ms Wendy YUEN  
Miu-ling**



**Mr Chaucer LEUNG  
Chung-yin, J.P.**  
*Director-General of  
Communications*

CHAPTER

# 4 Role and Functions of the Communications Authority



## THE COMMUNICATIONS AUTHORITY

To meet the regulatory challenges brought about by rapid technological advancements and media convergence, the Authority was established on 1 April 2012 under the Communications Authority Ordinance (Cap. 616) (CAO) as an independent statutory body and took over fully the functions and powers of the former Telecommunications Authority and Broadcasting Authority. Its role is to regulate the broadcasting and telecommunications industries in Hong Kong in accordance with the CAO, the Broadcasting Ordinance (Cap. 562) (BO), the Telecommunications Ordinance (Cap. 106) (TO), and the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391) (B(MP)O). It shares concurrent jurisdiction with the Customs and Excise Department (C&ED) in enforcing the fair trading sections of the Trade Descriptions Ordinance (Cap. 362) (TDO), and with the Competition Commission (Commission) in enforcing the Competition Ordinance (Cap. 619) (CO) in the telecommunications and broadcasting sectors. It also has a role to regulate the sending of commercial electronic messages (CEMs) in accordance with the Unsolicited Electronic Messages Ordinance (Cap. 593) (UEMO). Under the CIO that will take effect on 1 January 2026, the Authority will be a designated authority to regulate the organisational and preventive obligations of critical infrastructure operators in the telecommunications and broadcasting sectors.



### **The Authority performs the following functions:**

#### **(a) Advisory Function to the Secretary for Commerce and Economic Development (SCED) and the CE in C**

- tendering advice to SCED on any legislation, legislative proposals and regulatory policies relating to telecommunications, broadcasting, anti-spamming or activities connected with the telecommunications or broadcasting sectors;
- making recommendations to the CE in C on applications for and renewal of free TV, pay TV and sound broadcasting licences;

**CHAPTER****4****Role and Functions of the Communications Authority****(b) Unified Regulator of the Communications Sector**

- granting and renewing non-domestic TV licences and other licensable television programme service (other licensable TV) licences;
- preparing and revising broadcasting codes of practice (CoPs) setting programme, advertising and technical standards for television and radio;
- dealing with complaints about broadcasting issues and imposing sanctions on the broadcasting operators for contravening the various provisions and requirements;
- handling the licensing, financial monitoring and regulation of broadcasting licensees in Hong Kong;
- granting and renewing telecommunications licences;
- managing and administering the radio frequency spectrum and the telecommunications numbers;
- developing technical standards and conducting broadcasting/telecommunications equipment testing in line with international best practices, and ensuring satisfactory performance of the certification bodies in carrying out certification and testing against the prescribed technical standards;
- facilitating fixed network operators (FNOs) to access buildings to install in-building telecommunications facilities for the conveyance of telecommunications and broadcasting services;
- dealing with complaints about telecommunications services and imposing sanctions on telecommunications operators for contravening the various provisions and requirements;
- handling the licensing, financial monitoring and regulation of telecommunications licensees in Hong Kong;

**(c) Competition Authority of the Communications Sector**

- enforcing the CO in respect of the conduct of undertakings operating in the telecommunications and broadcasting sectors;

**(d) Unfair Trade Practices in the Communications Sector**

- enforcing the fair trading sections of the TDO in relation to the commercial practices of licensees for the provision of telecommunications or broadcasting services under the TO or BO;

**(e) UEMO**

- enforcing the UEMO on the sending of CEMs; and

**(f) Protection of Critical Infrastructure**

- enforcing the relevant provisions in the CIO as a designated authority to regulate the organisational and preventive obligations of critical infrastructure operators in the telecommunications and broadcasting sectors.

## ORGANISATION

Members of the Authority (except the Director-General of Communications (DG Com) who is an ex-officio member) are appointed by the Chief Executive of the Hong Kong Special Administrative Region. During the period from April 2024 to March 2025, there were a total of 12 members (comprising ten non-official members, including the Chairman, and two public officers, viz. the Permanent Secretary for Commerce and Economic Development and DG Com).

The Authority has appointed three committees to assist it in discharging part of its major duties:

- the *Broadcast Complaints Committee*;
- the *Broadcast Codes of Practice Committee*; and
- the *Telecommunications Affairs Committee*.

## CHAPTER

## 4

## Role and Functions of the Communications Authority



The **Broadcast Complaints Committee** is responsible for considering complaints about broadcasting issues and making recommendations to the Authority regarding such complaints. During the period from April 2024 to March 2025, it comprised five Authority members and four co-opted non-official members.

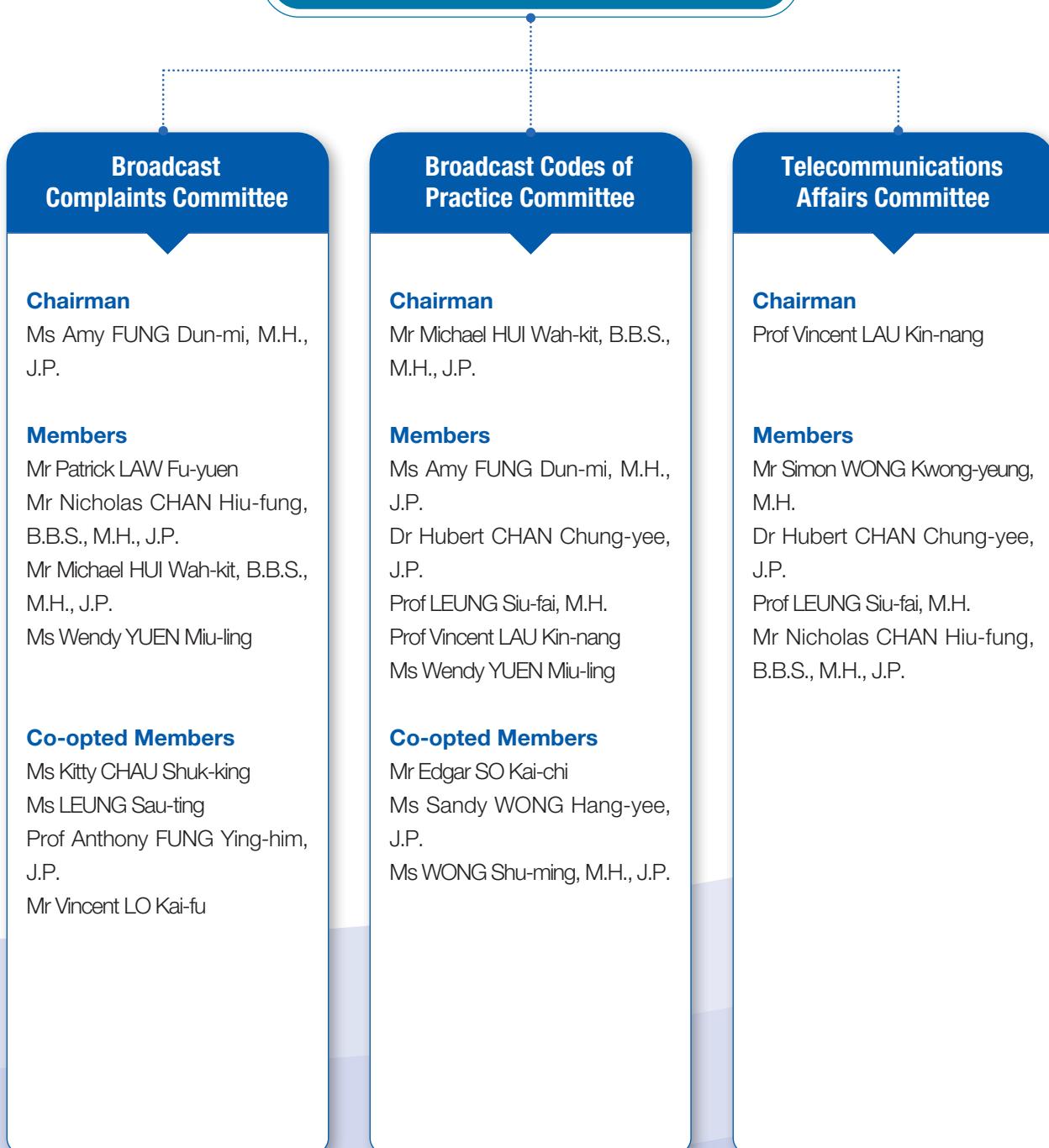
The **Broadcast Codes of Practice Committee** is responsible for keeping the television and radio broadcasting standards under regular review and amending the CoPs when necessary. During the period from April 2024 to March 2025, it comprised six Authority members and three co-opted members.

The **Telecommunications Affairs Committee** is responsible for offering advice and reporting to the Authority on telecommunications matters. During the period from April 2024 to March 2025, it comprised five Authority members.

The **Office of the Communications Authority** serves as the executive arm and secretariat of the Authority.

## Organisation Chart (1 April 2024 – 31 March 2025)

### The Communications Authority



Members in the order of length of service.

CHAPTER

# 5 Overview of Major Developments in the Communications Market





## BROADCASTING

### 5.1 An Overview of the Developments in the Broadcasting Market

#### 5.1.1 Number of Licensees and Channels

##### *Television Programme Services*

As at March 2025, there were a total of 13 TV licensees, including three free TV, one pay TV and nine non-domestic TV licensees. They provided 370 television channels<sup>3</sup>, of which about 50 non-domestic TV channels were receivable in Hong Kong. An overview of the television channels provided by the commercial licensees and RTHK, the public service broadcaster, is shown in Figure 1.

Hong Kong implemented full digital TV broadcast on 1 December 2020. As at March 2025, the three **free TV licensees**, viz. HKTVE, i-CABLE HOY and TVB, provided a total of ten digital channels in high definition television (HDTV) format, viz. "ViuTV" and "ViuTVsix" (by HKTVE), "HOY TV", "HOY International Business Channel" and "HOY Infotainment Channel" (by i-CABLE HOY), and "Jade", "Pearl", "TVB Plus"<sup>4</sup>, "TVB News Channel" and "Phoenix Hong Kong Channel"<sup>4</sup> (by TVB). RTHK, the public service broadcaster in Hong Kong, provided five digital channels.

3 Some channels were provided by more than one licensee at the same time.

4 With effect from 22 April 2024, the television channels "J2" and "TVB Finance, Sports & Information Channel" were replaced by "TVB Plus" and a new television channel "Phoenix Hong Kong Channel" was launched.

## CHAPTER

## 5

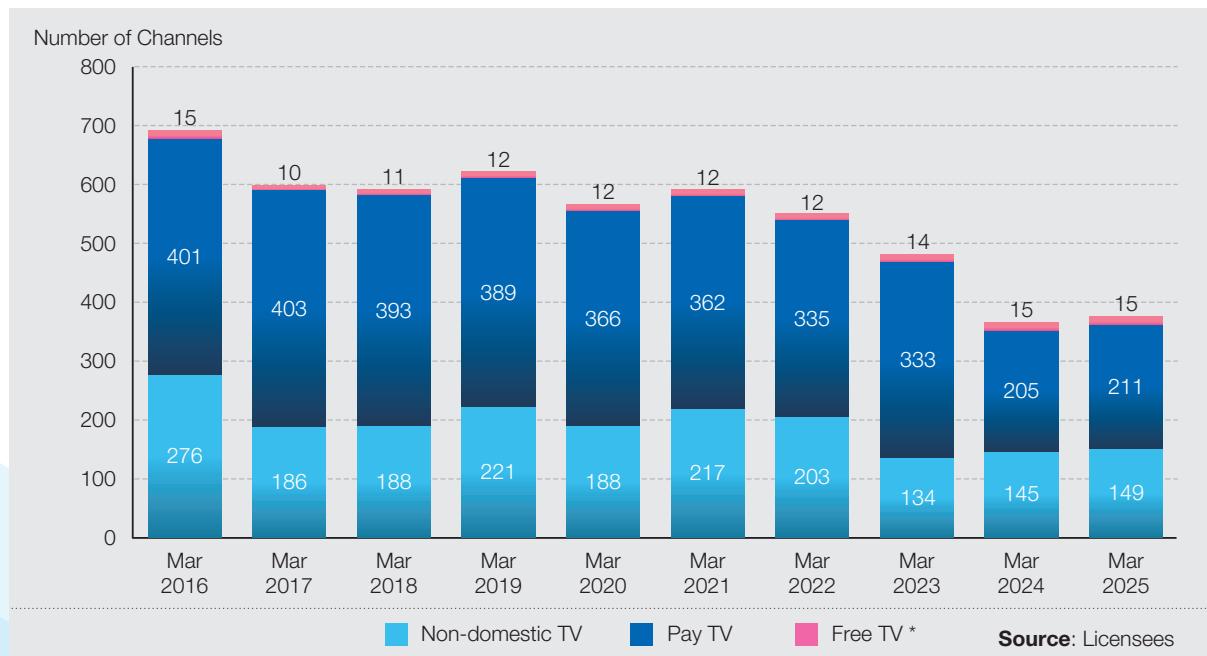
## Overview of Major Developments in the Communications Market

As at March 2025, the **pay TV licensee**, viz. Now TV Limited (Now TV)<sup>5</sup> provided a total of 211 pay TV channels<sup>6</sup> and was offering a diverse range of local and non-local productions.

As at March 2025, there were nine **non-domestic TV licensees** providing around 150 television channels. Hong Kong viewers could receive about 50 of those channels.

During the period under review, there were 21 **other licensable TV licensees** providing television programme services in more than 60 hotels in Hong Kong.

**Figure 1: Television Channels Provided by Commercial Licensees and RTHK in Hong Kong (as at 31 March 2025)**



\* While some free TV channels were simulcast in both analogue and digital formats during the period of 2016 to 2020, the total number of free TV channels is calculated by reference to the channels broadcast in digital format only.

In addition to satellite television channels provided by non-domestic TV licensees, Hong Kong viewers can also receive free unencrypted satellite television channels uplinked from outside Hong Kong. As at March 2025, there were around 500 free-to-air satellite television channels available for reception via the Satellite Master Antenna Television Systems in Hong Kong. A list of these channels is available at [http://www.ofca.gov.hk/filemanager/ofca/en/content\\_295/st\\_smatv.pdf](http://www.ofca.gov.hk/filemanager/ofca/en/content_295/st_smatv.pdf).

5 With effect from 5 September 2024, PCCW Media Limited was renamed as Now TV Limited.

6 Including linear channels and video-on-demand channels.

### *Sound Broadcasting Services*

During the period under review, there were two **sound broadcasting licensees**, viz. Hong Kong Commercial Broadcasting Company Limited (CRHK) and Metro Broadcast Corporation Limited (Metro). RTHK, the public service broadcaster in Hong Kong, also provided sound broadcasting service.

As at March 2025, there were a total of 14 radio channels (three by CRHK, three by Metro and eight by RTHK) providing round-the-clock sound broadcasting services to the public.



## CHAPTER

## 5

## Overview of Major Developments in the Communications Market



### 5.1.2 Broadcasting Revenues and Investment

Licensed broadcasting services contributed an estimated \$6.9 billion<sup>7</sup> to the Hong Kong economy, which represented about 0.2% of the gross domestic product in 2024. There are two main sources of revenues for the provision of broadcasting services, viz. advertising and subscription. The incomes of free TV licensees and sound broadcasting licensees mainly come from advertising sales<sup>8</sup>. Pay TV licensee, on the other hand, derives its incomes mainly from subscription fees with advertising sales as a secondary income source.

#### *Advertising Revenue*

According to research<sup>9</sup>, television and radio accounted for 11% (about \$3 billion) and 4% (about \$1 billion) respectively of the accumulated \$28 billion advertising revenues in the entertainment and media industry of Hong Kong in 2024.

In 2024, the actual advertising revenue of TVB was \$1,464 million. The actual advertising revenues of other licensees were not publicly available.

<sup>7</sup> Source: Company reports of major broadcasting licensees providing television programme services in Hong Kong.

<sup>8</sup> These include sales of advertising spots within programme breaks, programme/event sponsorship, product placement as well as related production fees of advertisements and tailor-made content.

<sup>9</sup> Source: PwC Global Entertainment and Media Outlook 2025-2029, <https://www.pwc.com/gx/en/industries/tmt/media/outlook.html>. All television advertising revenues are net spending excluding agency commissions, production costs and discounts.

### *Subscription Revenue*

According to the annual report of HKT Trust and HKT Limited (HKT), the holding company of Now TV, the turnover of its pay TV services and related services provided in Hong Kong under the “Now TV” brand was \$2.3 billion in 2024.



### *Investment in Broadcasting Industry*

Key investment projects in the television industry in recent years include the digital terrestrial broadcasting network, HDTV content and production technology, interactive television services, and regular network maintenance and upgrades that are required to maintain or expand the ever-advancing scope of services.



## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

HKTVE, i-CABLE HOY and TVB have respectively committed to investing a total of \$2.2 billion for the six-year period from 2021 to 2027, \$1.3 billion for the six-year period from 2022 to 2028 and \$6.6 billion for the six-year period from 2022 to 2027 for the provision of free TV services. Investment commitments of HKTVE, i-CABLE HOY and TVB comprise capital expenditures and programming expenditures. As at March 2025, HKTVE, i-CABLE HOY and TVB provided 289, 504 and 836 hours of HDTV programmes per week respectively. i-CABLE HOY and TVB also provided 68 and 1 172 hours of independent local productions in their programming respectively in 2024.



As regards the pay TV market, HKT, the holding company of Now TV, reported in the 2024 Annual Report that the capital expenditure of the group was around \$2,214 million in 2024. Its major items of investment included property, plant and equipment, and interests in leasehold land.

On the sound broadcasting side, CRHK and Metro have committed to investing \$549 million and \$561 million respectively for the six-year period from 2022 to 2028 covering production of radio programmes and upgrading of transmission facilities and equipment in order to provide better sound quality and to enhance station coverage and efficiency of the radio production.

### 5.1.3 Programme Variety and Positive Programme Requirements

#### (a) Programme Variety and Diversity

##### *Number of Broadcast Hours and Hours of Station Productions*

As at March 2025, the licensees broadcast about 40 394 hours of television programmes a week. The ten digital channels of HKTVE, i-CABLE HOY and TVB provided a total of 1 631 broadcast hours per week, while the 211 channels of Now TV provided more than 29 000 broadcast hours per week. As a public service broadcaster, RTHK provided 840 hours per week on its five digital channels. About 50 channels of non-domestic TV licensees receivable in Hong Kong provided about 9 000 broadcast hours per week.



The total broadcast hours per week provided by CRHK, Metro and RTHK as at March 2025 were 2 352.

During the period under review, there were a total of 40 930 hours of station productions broadcast on HKTVE, i-CABLE HOY and TVB. Of the 211 channels provided by Now TV, around 20% were produced by Now TV itself.



## CHAPTER

## 5

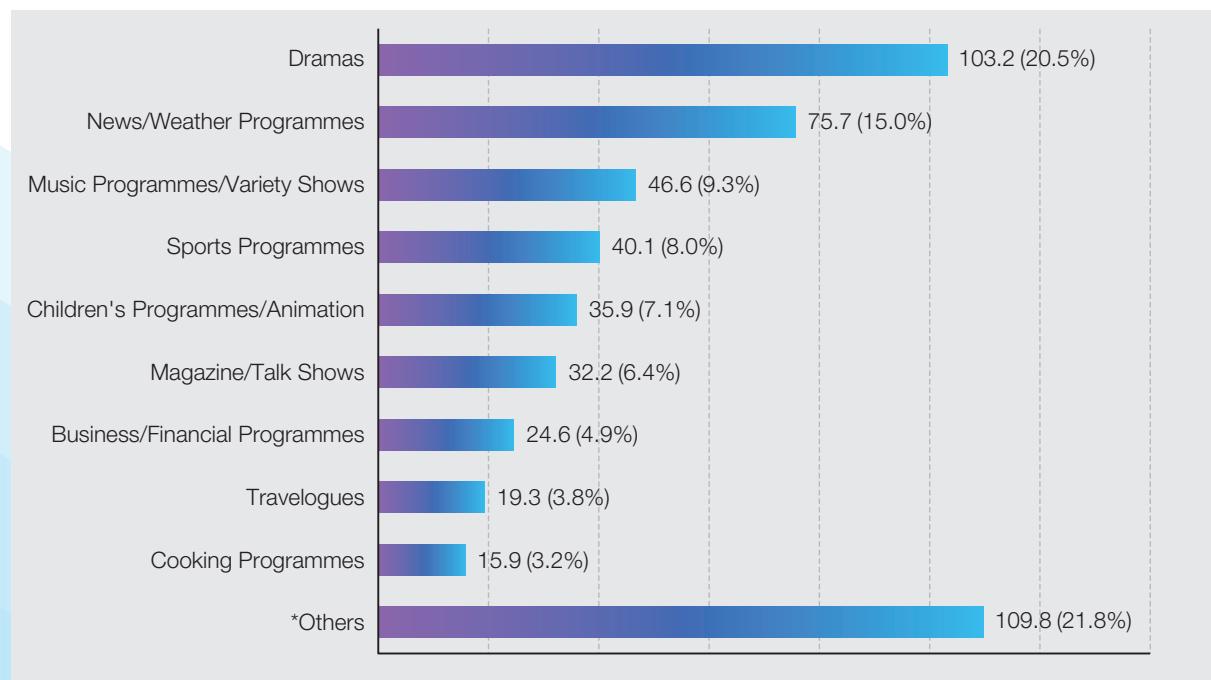
## Overview of Major Developments in the Communications Market

## Free TV Services

## Integrated Chinese and English Channels

During the period under review, drama series (20.5%) and news/weather programmes (15.0%) continued to be the dominant programme genres on the integrated Chinese channels (viz. "HOY TV", "Jade" and "ViuTV"). Drama series on "Jade" were mostly in-house productions; while "HOY TV", "Jade" and "ViuTV" broadcast Chinese Mainland, Korean and Japanese drama series. In addition, music programmes/variety shows (9.3%), sports programmes (8.0%), children's programmes/animation (7.1%), magazine/talk shows (6.4%), business/financial programmes (4.9%), travelogues (3.8%) and cooking programmes (3.2%), etc. were also broadcast on the integrated Chinese channels. The five channels provided by RTHK presented a variety of programmes to not only serve a broad spectrum of audiences, but also cater for the needs of minority interest groups.

**Figure 2: Weekly Hours of Different Types of Programmes Broadcast on HOY TV, Jade and ViuTV (as at March 2025)**



\* Other programmes include current affairs programmes, documentaries and health/medical programmes, etc.

**Weekly Total:** 503.3 Hours

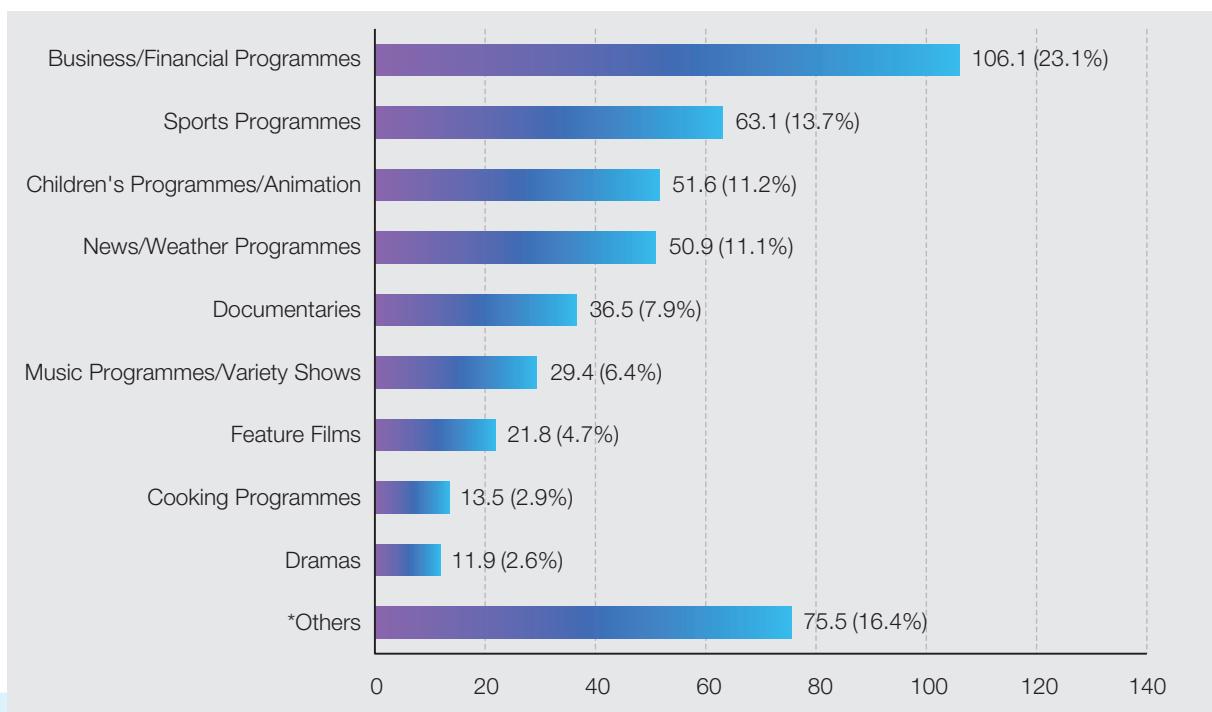
**Sources:** Licensees



feature films (4.7%), cooking programmes (2.9%) and drama series (2.6%).

The integrated English channels (viz. "HOY International Business Channel", "Pearl" and "ViuTVsix") broadcast a wide range of programmes, including business/financial programmes (23.1%), sports programmes (13.7%), children's programmes/animation (11.2%), news/weather programmes (11.1%), documentaries (7.9%), music programmes/variety shows (6.4%),

**Figure 3: Weekly Hours of Different Types of Programmes Broadcast on HOY International Business Channel, Pearl and ViuTVsix (as at March 2025)**



\* Other programmes include current affairs programmes, travelogues and health/medical programmes, etc.

**Weekly Total:** 460.3 Hours

**Sources:** Licensees

## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

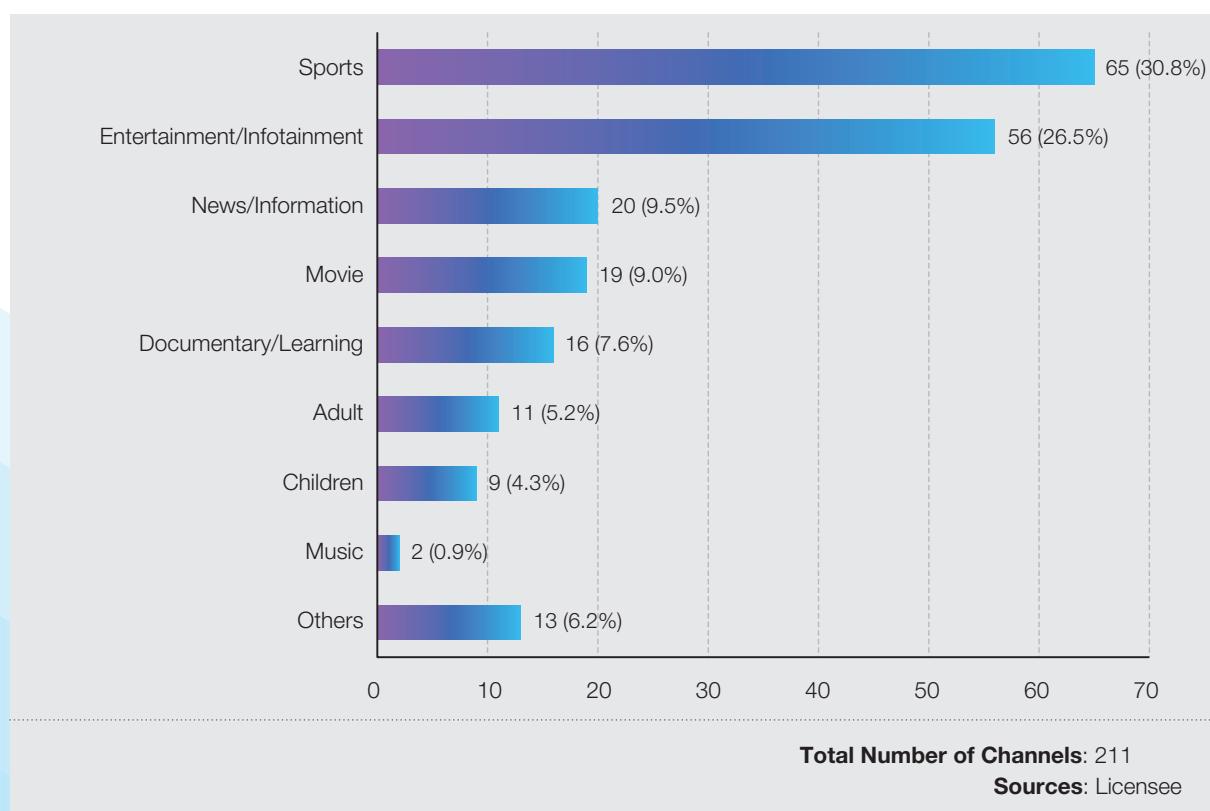
## Thematic Channels

During the period under review, TVB provided acquired dramas, documentaries, variety shows, news, financial information programmes, current affairs, etc. on “TVB Plus”<sup>10</sup>, “TVB News Channel” and “Phoenix Hong Kong Channel”<sup>10</sup>. i-CABLE HOY provided news, financial information, current affairs, infotainment programmes, etc. on “HOY Infotainment Channel”.

## Pay TV Services

During the period under review, a great variety of channels were offered on pay TV services, including sports channels (30.8%), entertainment/infotainment channels (26.5%), news/information channels (9.5%), movie channels (9.0%), and documentary/learning channels (7.6%).

**Figure 4: Nature of Pay TV Channels (as at March 2025)**



As at March 2025, the pay TV service of Now TV offered 138 linear channels and 73 video-on-demand channels.

10 Please see footnote 4.

### *Sound Broadcasting*

As at March 2025, CRHK operated two frequency modulation (FM) Cantonese channels, viz. “CR1” and “CR2”, and one amplitude modulation (AM) English channel, viz. “AM 864”. “CR1” mainly provided news, current affairs, financial and personal view programmes. “CR2”, targeting younger listeners, featured pop culture and music programmes. “AM864” was primarily a music channel.



the public. “Metro Plus” was primarily a music channel which also provided some programmes for ethnic groups including the Filipino, Indian and Thai communities in Hong Kong.

RTHK operated eight radio channels, providing Cantonese, English and Putonghua services. It offered a variety of thematic channels ranging from information to general entertainment and culture.

### **(b) Positive Programme Requirements**

#### *Free TV Services*

During the period under review, the Authority issued directions requiring the three free TV licensees (viz. HKTVE, i-CABLE HOY and TVB) to broadcast at least 41.5, 41.5 and 45.5 hours of positive programmes per week<sup>11</sup>. They all met the stipulated requirements.



The reports submitted by the licensees to the Authority on positive programmes are available at [https://www.coms-auth.hk/en/licensing/broadcasting/compliance\\_reports/index.html](https://www.coms-auth.hk/en/licensing/broadcasting/compliance_reports/index.html).

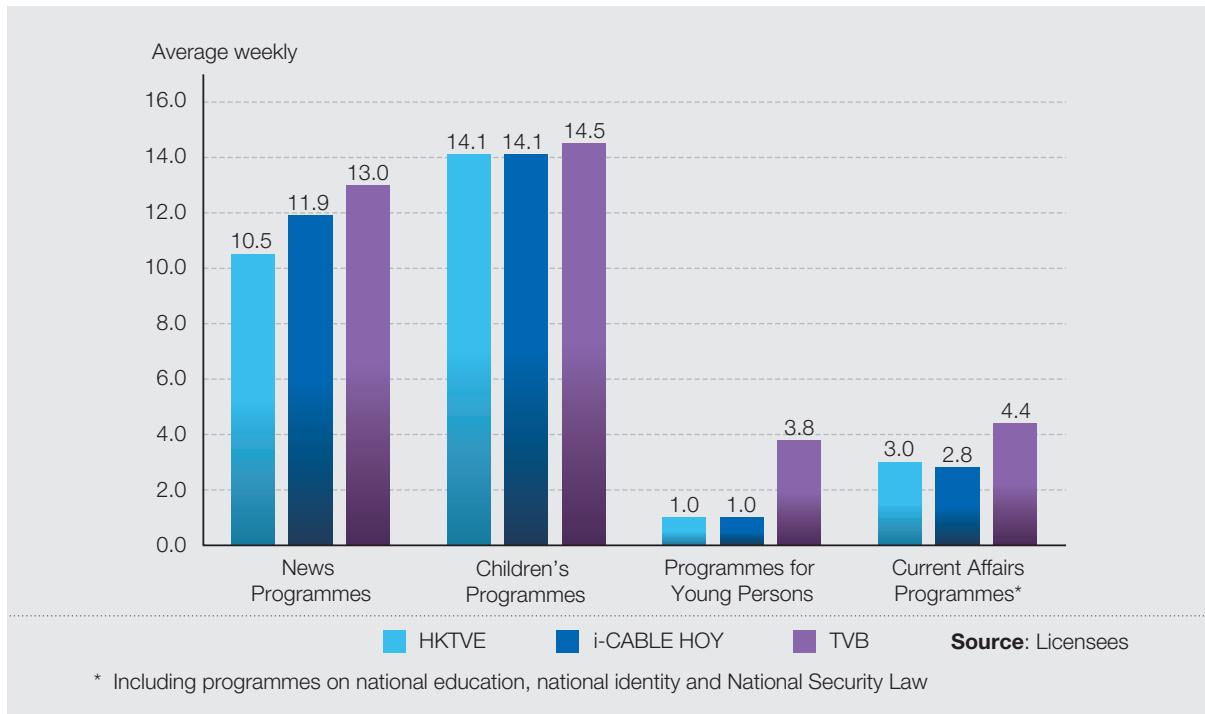
<sup>11</sup> The positive programmes are put under five categories, viz. news, current affairs (including programmes to positively promote national education, national identity and the National Security Law (NSL)), children, young persons and “others”. The “others” category includes documentary programmes, programmes for senior citizens, arts and culture programmes, ethnic minority programmes, medical and healthcare programmes, environment programmes, science programmes, sports programmes and civic education programmes.

## CHAPTER

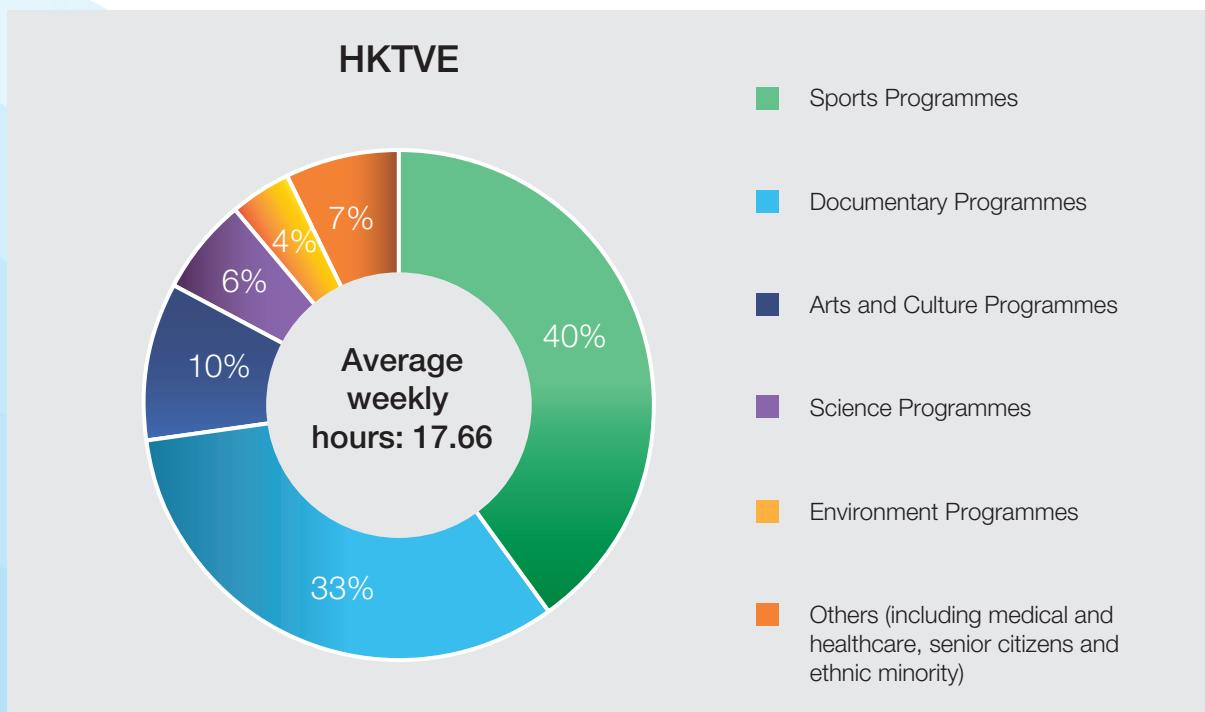
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## Overview of Major Developments in the Communications Market

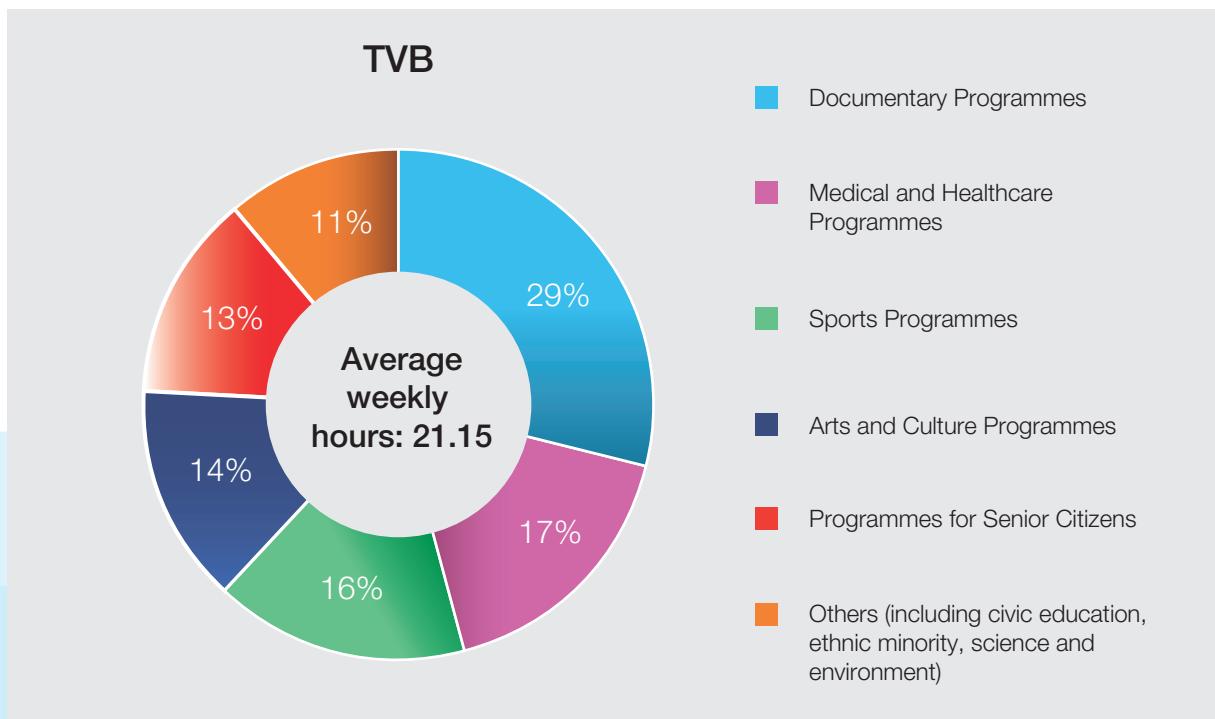
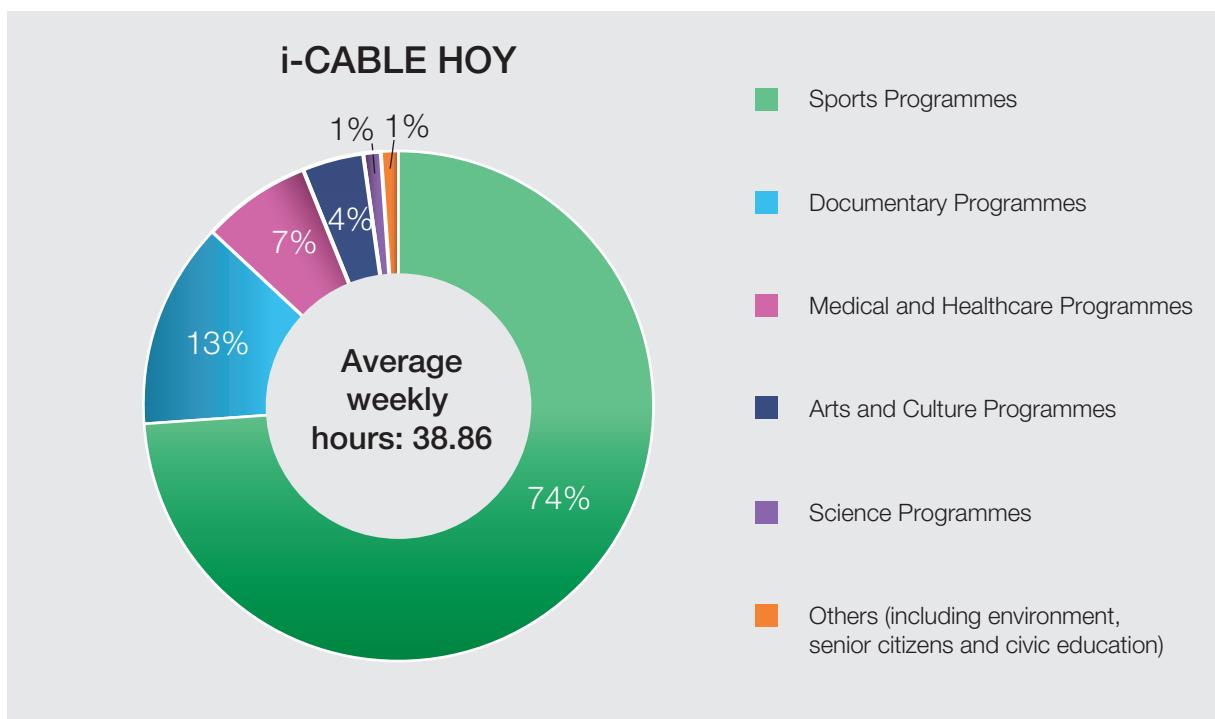
**Figure 5: Broadcast of Positive Programmes on Free TV Services (as at March 2025)**



**Figure 6: Broadcast of Positive Programmes under the “Others” Category on Free TV Services (as at March 2025)**



**Figure 6: Broadcast of Positive Programmes under the “Others” Category on Free TV Services (as at March 2025) (Continued)**



## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

Pursuant to licence requirements, free TV licensees were directed to provide subtitles for all news, current affairs programmes, weather programmes and emergency announcements, as well as programmes broadcast during prime time (7:00 p.m. to 11:00 p.m.) on the integrated Chinese and English channels<sup>12</sup>. On the whole, HKTVE, i-CABLE HOY, and TVB complied with the requirements on the provision of subtitles.

To meet public demand for easier access to information by persons with hearing impairment, each of the free TV licensees was directed to provide sign language of not less than 25 minutes duration in its Cantonese news programme each day pursuant to the licence requirements. HKTVE, i-CABLE HOY and TVB provided their signed news programmes on “ViuTV”, “HOY Infotainment Channel” and “Pearl” respectively. They all fulfilled this requirement.



HKTVE, i-CABLE HOY and TVB were directed to broadcast two minutes of Announcements in the Public Interest (APIs) in every two clock hours on each channel pursuant to licence requirements. Also, they were directed to broadcast, on a weekly basis, not more than five minutes in aggregate of publicity material for the Authority on each of the integrated Chinese and English channels<sup>13</sup>. During the period under review, HKTVE, i-CABLE HOY and TVB broadcast a total of 1 455 hours of the two types of materials.

<sup>12</sup> TVB was also directed to provide, on its thematic channels, Chinese subtitles for all news, current affairs programmes, weather programmes and emergency announcements as well as programmes broadcast during prime time.

<sup>13</sup> For the three thematic channels of TVB, they were directed to broadcast two minutes of publicity material for the Authority per week. For the thematic channel of i-CABLE HOY, the licensee was directed to comply with its commitment of broadcasting five minutes of publicity material for the Authority per week.

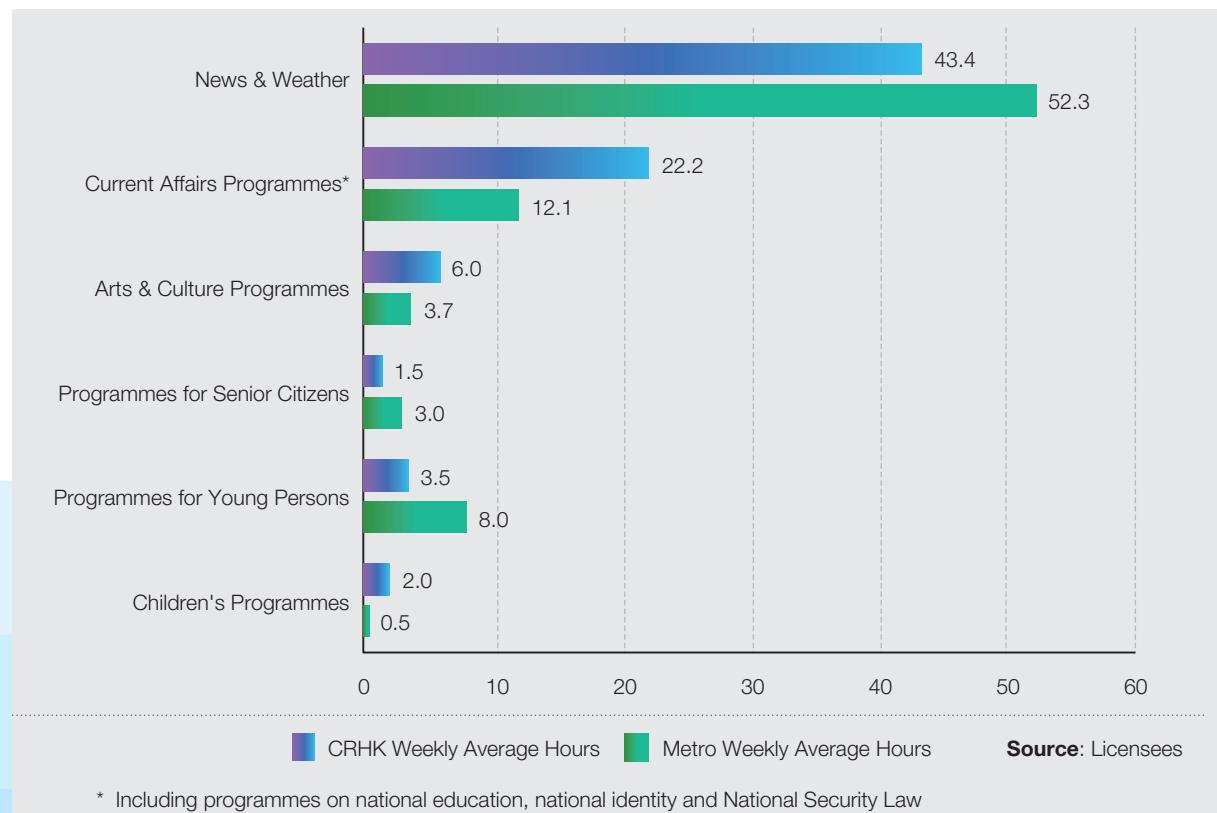
## Sound Broadcasting

CRHK and Metro were each required to broadcast at least 29 hours of positive programmes<sup>14</sup> per week under their respective licences. CRHK and Metro broadcast the required amount of positive programmes.



CRHK and Metro also fulfilled the requirements on the broadcast of one minute of APIs in each hour and not more than five minutes of publicity material for the Authority each week on each service channel. The reports submitted by the licensees to the Authority on positive programmes are available at [https://www.coms-auth.hk/en/licensing/broadcasting/compliance\\_reports/index.html](https://www.coms-auth.hk/en/licensing/broadcasting/compliance_reports/index.html).

**Figure 7: Broadcast of Positive Programmes on Sound Broadcasting Services (as at March 2025)**



<sup>14</sup> CRHK and Metro were required to broadcast news and weather programmes, current affairs programmes (including programmes on national education, national identity and NSL), arts and culture programmes, programmes for young persons, senior citizens and children, in their respective sound broadcasting services.

## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

## 5.1.4 Hong Kong as a Regional Broadcasting Hub

Hong Kong is a broadcasting hub in the Asia Pacific region. As at March 2025, there were nine non-domestic TV licensees operating in and broadcasting from Hong Kong. Altogether, they offered around 150 satellite television channels serving viewers in the Asia Pacific region, Europe and Africa, with about 50 channels receivable in Hong Kong. A summary of the non-domestic TV services as at March 2025 is at [Annex 1](#).



## TELECOMMUNICATIONS

### 5.2 An Overview of the Telecommunications Market

Hong Kong has one of the most sophisticated and advanced telecommunications markets in the world. This has been an important factor in Hong Kong's development as a leading global business and financial centre. The telecommunications sector employed around 19 000 persons in 2024, whilst its gross output amounted to \$117 billion in 2023.

All sectors of Hong Kong's telecommunications market have been liberalised with no foreign ownership restrictions on telecommunications operators. The Authority's objectives are to maintain a level playing field in the open and competitive telecommunications market and to ensure that consumers get the best services available in terms of efficiency, quality and price.



#### 5.2.1 The Telecommunications Regulatory Framework

##### *Carrier Licences*

The Authority issues carrier licences to facility-based operators, authorising them to establish and maintain telecommunications networks and facilities which may cross unleased government land and public streets, for the provision of public telecommunications services.

The unified carrier licensing framework has been implemented since 1 August 2008 as the single licensing vehicle for the provision of facility-based fixed, mobile and/or converged telecommunications services in Hong Kong.

## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

A Unified Carrier Licence (UCL) for the provision of local fixed service authorises the licensee to establish and maintain fixed network, wireline-based or wireless-based, or a combination of both where applicable, to provide local telecommunications services between fixed points within Hong Kong. A UCL for the provision of external fixed service authorises the licensee to provide external transmissions and services operated over external facilities such as submarine cables and satellite communications systems. A UCL for the provision of mobile service enables the licensee to provide two-way communications between moving locations or between a moving location and a fixed location in Hong Kong. The issue of new UCL for the provision of mobile service is subject to the availability of radio spectrum for assignment. An operator may apply for a single UCL to provide all the above services.

As at March 2025, there were a total of 60 holders of UCL, providing local fixed services, cable-based external fixed services, non-cable-based external fixed services and/or mobile services.

*Public Radiocommunications Service Licences*

Services which may be authorised under the Public Radiocommunications Service (PRS) Licence include radio paging, community repeater (trunked radio) services, vehicle location information services, one-way data message services, public mobile radio data services and railway signaling services.

As the provision of radiocommunications services requires the assignment of suitable operating frequencies, PRS Licences are granted only when the required radio spectrum is available.

As at March 2025, there were a total of six PRS licensees.

*Services-based Operator Licences*

Services-based Operators (SBOs) make use of the networks and facilities of other licensed facility-based operators for the provision of public telecommunications services, but they are not authorised to establish or maintain any telecommunications means which cross public streets or unleased government lands.

SBO licence covers three types of services, namely, Class 1 and Class 2 local voice telephony services, and Class 3 services which may include external telecommunications service, Internet access service, international value-added network service, MVNO service, private payphone service, public radio communications relay service, security and fire alarm signals transmission service, teleconferencing service and mobile communications service on board an aircraft.

As at March 2025, there were a total of 513 SBO licensees.

### *Class Licences*

Under the class licensing framework, parties meeting the specified eligibility criteria and conditions (including relevant registration requirement) automatically become the class licensees, and are required to comply with the conditions set out in the relevant Class Licence as well as the TO. Currently, there are ten types of Class Licences:

- Class Licence for 6 GHz Device
- Class Licence for 60 GHz Device
- Class Licence for 79 GHz Automotive Radar
- Class Licence for Citizens Band Radio Station
- Class Licence for In-building Telecommunications Systems
- Class Licence for Medical Implant Communication System Device
- Class Licence for Short Range Device
- Class Licence for Taxi Mobile Station
- Class Licence for Offer of Telecommunications Services
- Class Licence for Provision of Public Wireless Local Area Network Services

### *Other Licences*

Apart from the licences mentioned above, there are a number of miscellaneous licences under the purview of the Authority.

A breakdown of the types and numbers of all telecommunications licences is at [\*\*Annex 2\*\*](#).

## CHAPTER

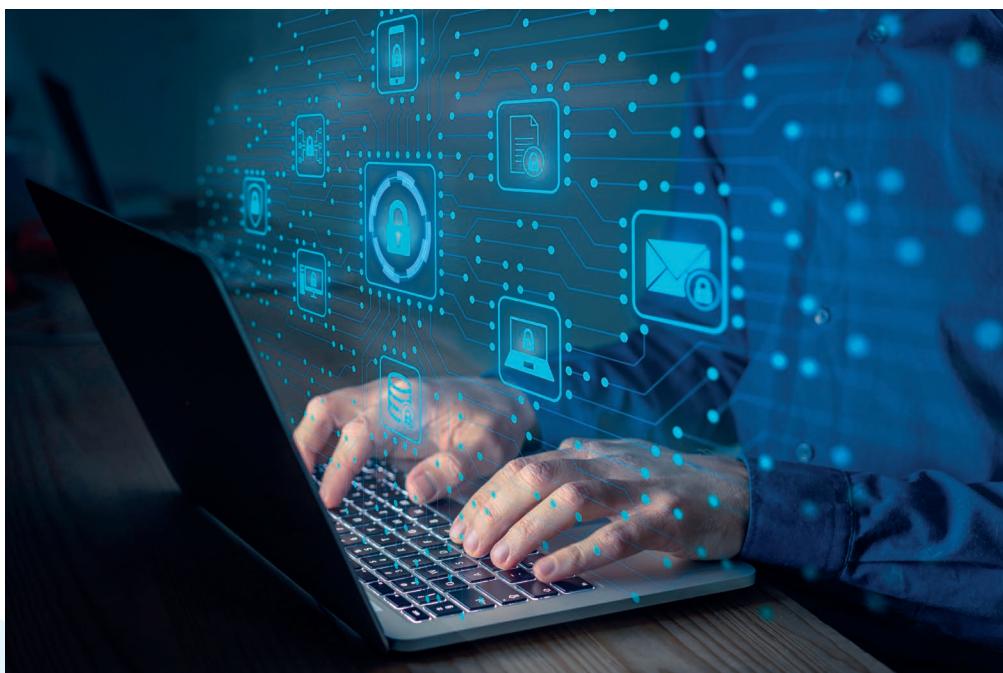
## 5

## Overview of Major Developments in the Communications Market

### 5.2.2 Developments in the Telecommunications Market and Technology Trends

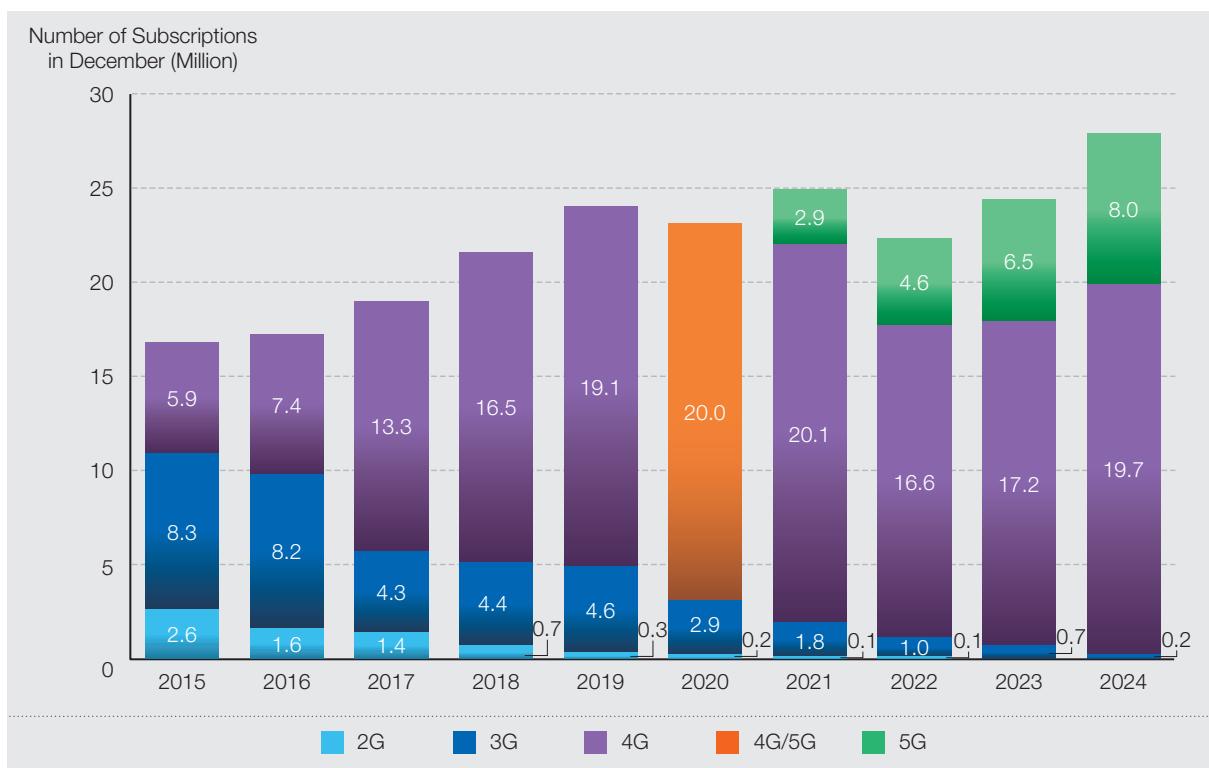
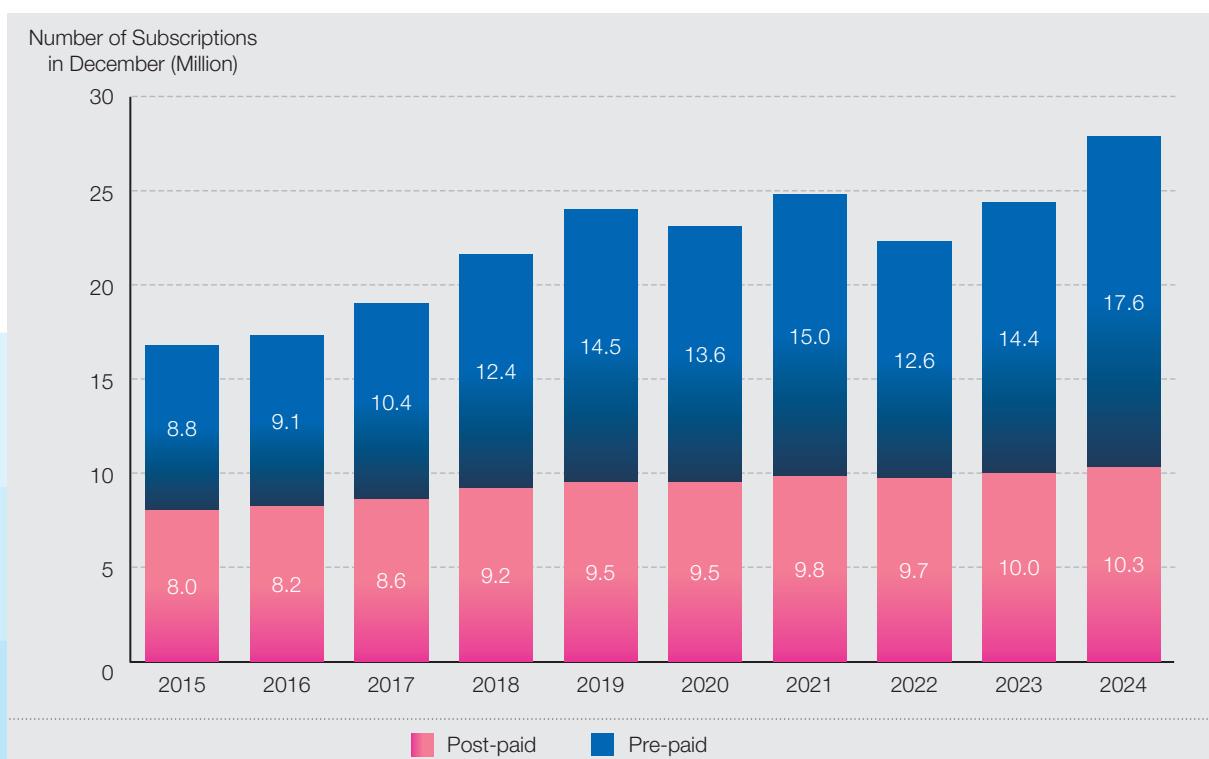
#### *Mobile Communications Services*

Competition in public mobile services has always been keen. As at March 2025, four major MNOs, namely, China Mobile Hong Kong Company Limited, Hong Kong Telecommunications (HKT) Limited, Hutchison Telephone Company Limited and SmarTone Mobile Communications Limited, were providing a wide range of public mobile services.



MNOs provide second generation, third generation, 4G and 5G mobile services in Hong Kong at very affordable prices. As at March 2025, there were about 27.8 million subscriptions to mobile communications services. The mobile subscriber penetration rate reached almost 360%, one of the highest in the world, with over 99% of them being subscriptions of 4G and 5G mobile services. Further to the commercial launch of 5G services since April 2020, 5G mobile service subscriptions reached 8.8 million in March 2025, representing a mobile subscriber penetration rate of 116%. With the continued development of 5G services, increasingly higher speed of mobile communications will be supported.

With an ever growing demand for mobile data services, the monthly mobile data usage surged to 252 983.5 Terabytes in March 2025, representing 1.2 times of the monthly usage over the same period in 2024. The monthly mobile data usage per capita reached 33 318.7 Megabytes in March 2025, compared with 28 748.9 Megabytes in March 2024, representing an increase of 15.9%. The development of 5G services and innovative applications enabled by 5G will further boost mobile data usage in the future.

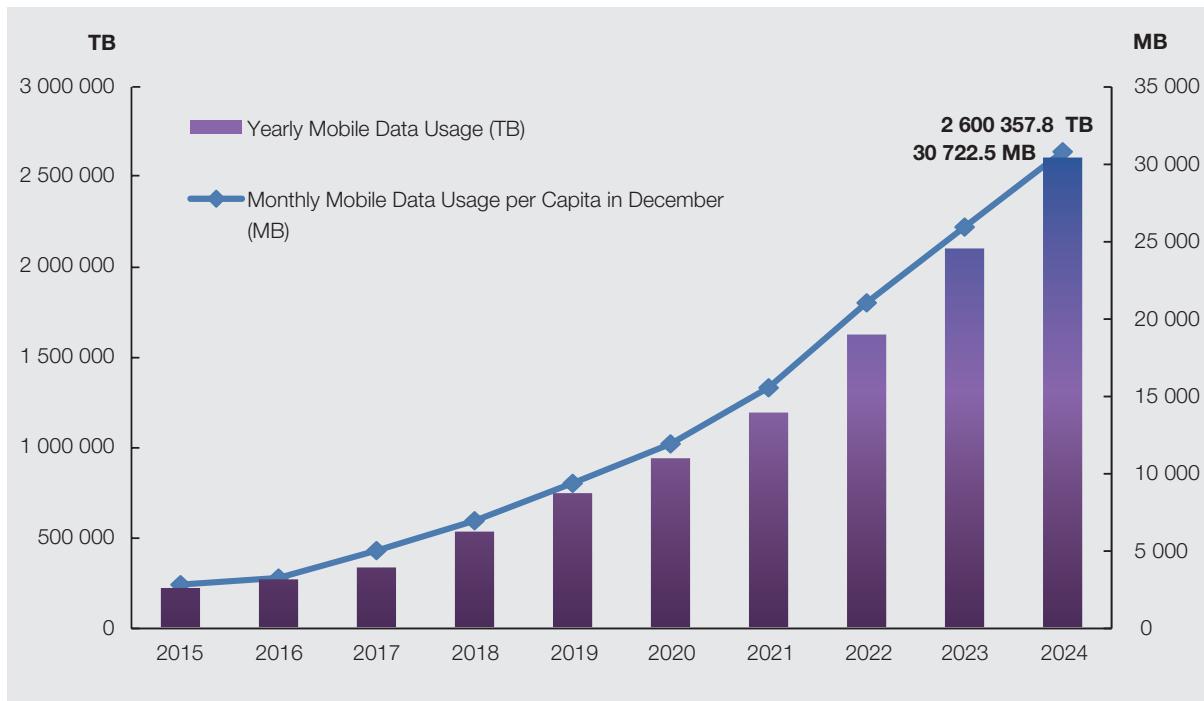
**Figure 8: Number of Mobile Service Subscriptions (2015 to 2024)****Figure 9: Mobile Service Subscriptions of Postpaid and Prepaid SIM (2015 to 2024)**

## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

Figure 10: Mobile Data Usage (2015 to 2024)

*Fixed Communications Services*

The local fixed communications services market has been fully liberalised with no preset limit on the number of licences to be issued for fixed services, or deadline for submission of licence applications. Furthermore, there is no specific requirement on network roll-out and investment and licensees may provide their services according to their proposals.



As at March 2025, there were 29 local FNOs holding UCLs for the provision of local fixed services, providing around 60.7 fixed lines per 100 households, one of the highest in the world. They were, in alphabetical order:

- China Mobile Hong Kong Company Limited
- China Mobile International Limited
- China Telecom Global Limited
- China Unicom (Hong Kong) Operations Limited
- ComNet Telecom (HK) Limited
- Console Connect (HK) Limited
- Easy Tone Network Limited
- Fiber Link Global Limited
- HGC Global Communications Limited
- HKBN Enterprise Solutions HK Limited
- HKBN Enterprise Solutions Limited
- HKC Network Limited
- HKT Global Operation (HK) Limited
- Hong Kong Broadband Network Limited
- Hong Kong Cable Television Limited

## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

- Hong Kong Telecommunications (HKT) Limited
- NTT Com Asia Limited
- PCCW Global (HK) Limited
- PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited
- Reach Networks Hong Kong Limited and Reach Cable Networks Limited
- SmarTone Communications Limited
- Telstra International Limited
- Towngas Telecommunications Fixed Network Limited
- TraxComm Limited
- Verizon Hong Kong Limited
- Village Telephone Limited
- VNET Group Limited
- Vodafone Enterprise Hong Kong Limited
- Xenith IG Hong Kong Limited

As at March 2025, 92.7% and 80.7% of households were able to enjoy a choice of at least two and three self-built customer access networks respectively. It is expected that the figures will keep growing as the carriers continue to roll out their networks.



### *Fixed Broadband Services*

As at March 2025, 29 FNOs and 303 SBOs were authorised to provide broadband Internet access services in Hong Kong. With the continuous network rollout of FNOs, the Hong Kong community can enjoy nearly ubiquitous coverage of broadband networks through the deployment of various technologies including asymmetric digital subscriber line, hybrid fibre coaxial cable, fibre-to-the-building, fibre-to-the-home, etc. Broadband access to various applications and content services has become an integral part of the life of people in Hong Kong. As at March 2025, there were around three million residential and commercial fixed-broadband subscriptions, with a household penetration rate exceeding 97%. Broadband services are available at speeds up to 50 gigabits per second (Gbps). Around 91.7% of the fixed broadband subscriptions are supported by broadband services with speeds of 100 megabits per second (Mbps) or above. The statistics of fixed broadband subscriptions as at March 2025 and the statistics for the past ten years are shown in [Figure 11](#) and [Figure 12](#) respectively.

**Figure 11: Statistics of Fixed Broadband Subscriptions (as at March 2025)**

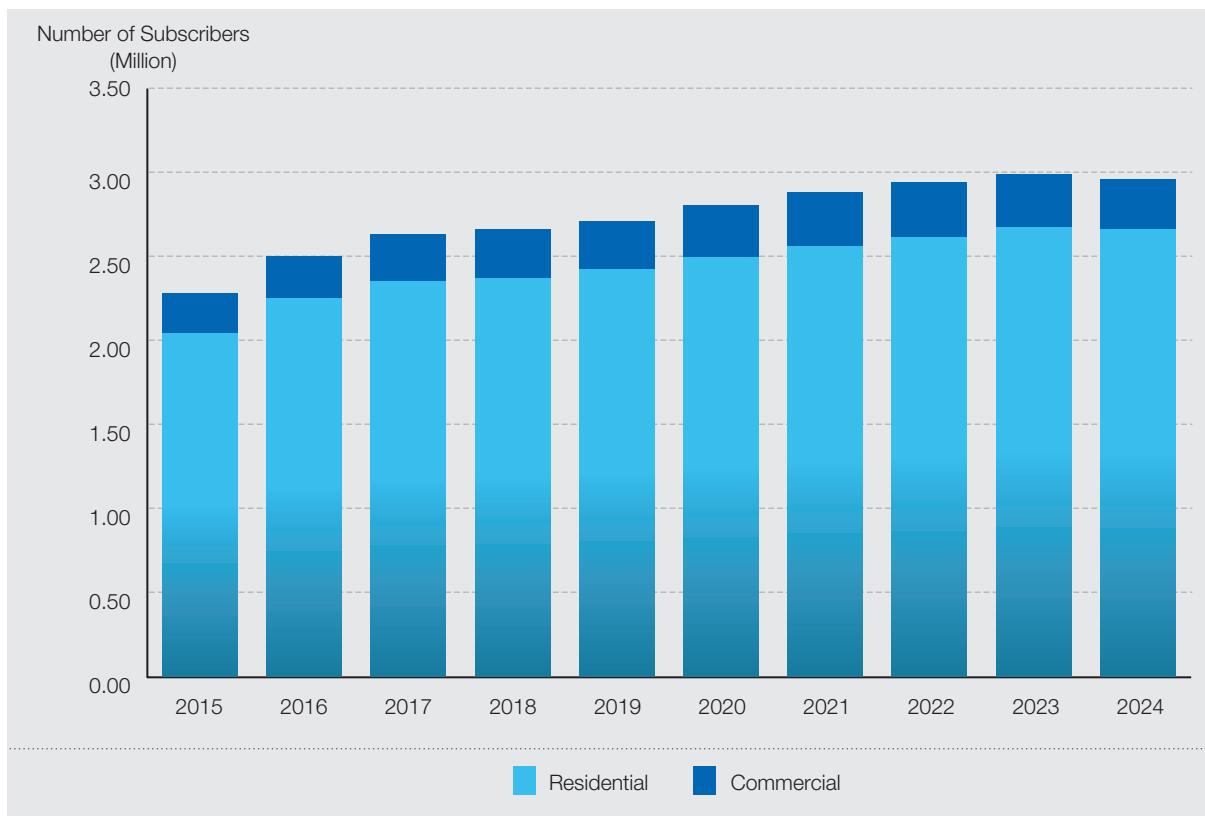
	No. of subscriptions	% share
Total no. of broadband subscriptions	2 992 284	100%
Broadband speed of 100 Mbps or above	2 743 340	91.7%
Broadband speed below 100 Mbps	248 944	8.3%
Residential	2 702 836	90.3%
Commercial	289 448	9.7%

## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

Figure 12: Fixed Broadband Subscriptions (2015 to 2024)

*Internet of Things Services*

Internet of Things is a technology which enables the provision of communications platforms and services for interconnected devices to generate, exchange and consume data with minimal human intervention. Currently, Wireless Internet of Things (WiIoT) licensees, MNOs and MVNOs are authorised to provide WiIoT services. Since the creation of the WiIoT licence in December 2017, four WiIoT licences have been issued. With the development of new wireless technologies such as 5G mobile technologies and smart city applications, it is expected that there will be an increasing number of WiIoT devices connecting to the public telecommunications networks in future.

### *External Telecommunications Services*

As at March 2025, there were ten cable landing stations in Hong Kong: three in Chung Hom Kok, three in Tseung Kwan O, two in Tong Fuk, and the other two in Cape D'Aguilar and Deep Water Bay respectively, making it a major telecommunications and Internet hub in the region.

In March 2025, Hong Kong was connected to 11 regional and transcontinental submarine cable systems. They are Asia Africa Europe-1 (AAE-1), Asia-America Gateway Cable System (AAG), Asia Direct Cable System (ADC), Asia Pacific Cable Network 2 (APCN-2), Asia Pacific Gateway (APG), Asia Submarine-Cable Express (ASE), EAC – C2C, FLAG North Asia Loop (FNAL)/REACH North Asia Loop (RNAL), Hainan to Hong Kong Express (H2HE), South-East Asia Japan Cable System (SJC) and TGN-Intra Asia Cable System (TGN-IA). As at March 2025, the total equipped external capacity exceeded 298 477 Gbps. Total external telephone traffic was 1.1 billion minutes for 2024. With the support of OFCA's single-point-of-contact service, several new regional or transcontinental submarine cable systems are under construction and scheduled to be put into service gradually between 2025 and 2029.

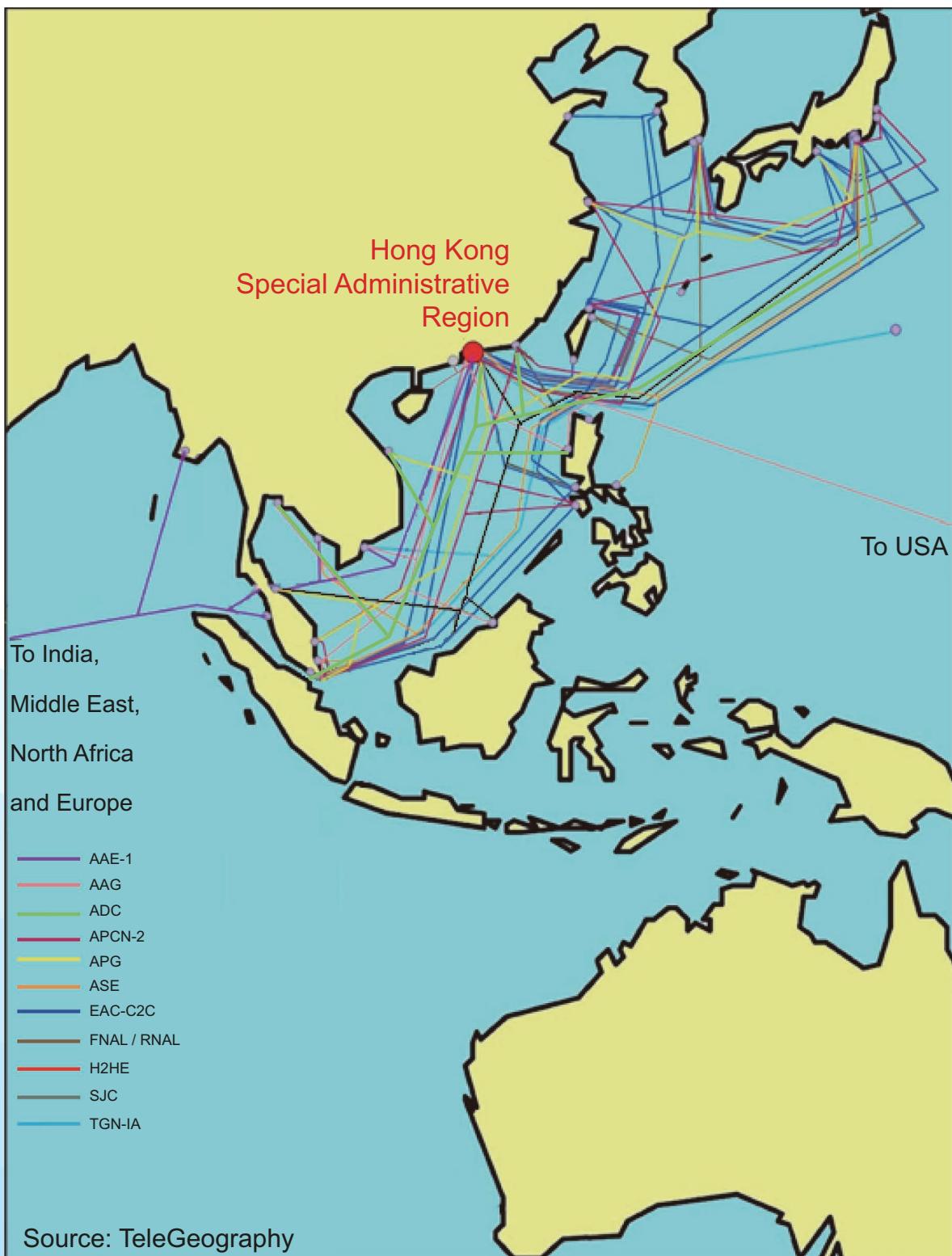


## CHAPTER

## 5

## Overview of Major Developments in the Communications Market

Figure 13: Submarine Cables between Hong Kong and Other Economies



### *Satellite Services*

Hong Kong adopts an open sky policy in regulating the provision of satellite services. Satellite-based telecommunications and television broadcasting services are provided via a multitude of satellites in the region with more than 160 transmitting/receiving satellite antennae in earth stations operated by a number of FNOs.

Licences are required for the operation of satellites and associated facilities. As at March 2025, there were a total of ten in-orbit geostationary satellites operated by three Hong Kong companies, namely Asia Satellite Telecommunications Company Limited, APT Satellite Company Limited, and APSTAR Alliance Satcom Limited which are licensed to provide satellite communications services.



## CHAPTER

# 6 Review of the Communications Authority's Major Tasks



## BROADCASTING

### 6.1 Broadcasting Service Survey

With the support of OFCA, the Authority commissioned an independent survey firm to conduct a survey on broadcasting services in 2024. The purpose of the survey was to track changes in public viewing and listening habits and gather opinions on broadcasting services. It covered the services provided by free TV, pay TV and sound broadcasting licensees. The survey findings were released in February 2025.



The survey findings revealed that 89.5% of the respondents had watched free TV programmes and 38.8% had listened to radio programmes in the month prior to the survey. On average, they spent 2.6 hours per day watching free TV programmes and 2.2 hours per day listening to radio programmes. The findings also indicated that respondents were generally satisfied with the variety of programmes offered by licensed broadcasters.

The information and statistics obtained from the survey will serve as a valuable reference for the Authority in processing licence renewal applications from major TV and sound broadcasting licensees whose licences are due to expire in 2027 and 2028.

### 6.2 Preparation for Renewal of Domestic Free Television Programme Service Licences

The free TV licences of HKTVE, TVB and i-CABLE HOY are due to expire in March 2027, November 2027 and May 2028 respectively. Under the BO, free TV licensees are required to submit licence renewal applications at least 24 months before their licence expiry.

Upon receipt of the licence renewal applications, the Authority will initiate the review process. The Authority will also conduct a consolidated consultation for the three free TV licensees in the third quarter of 2025. The consultation will include public opinion survey, televised online public hearing, focus group discussions. The Authority will review the past performance and future commitments of the licensees, as well as the views of the industry and the public, with the aim of submitting recommendations to CE in C on the licence renewal applications by March 2026.

## CHAPTER

## 6

## Review of the Communications Authority's Major Tasks



During the period under review, the Authority processed two applications for renewal of non-domestic TV licences by One TV Media Global Limited and Sun Television Cybernetworks Enterprise Limited. The Authority also approved the application for renewal of one other licensable TV licence for the provision of television programme services provided in hotel rooms in Hong Kong by Greenroll Limited.

## 6.4 Processing Complaints Relating to Broadcasting Services

## Overview of the Complaints Processed

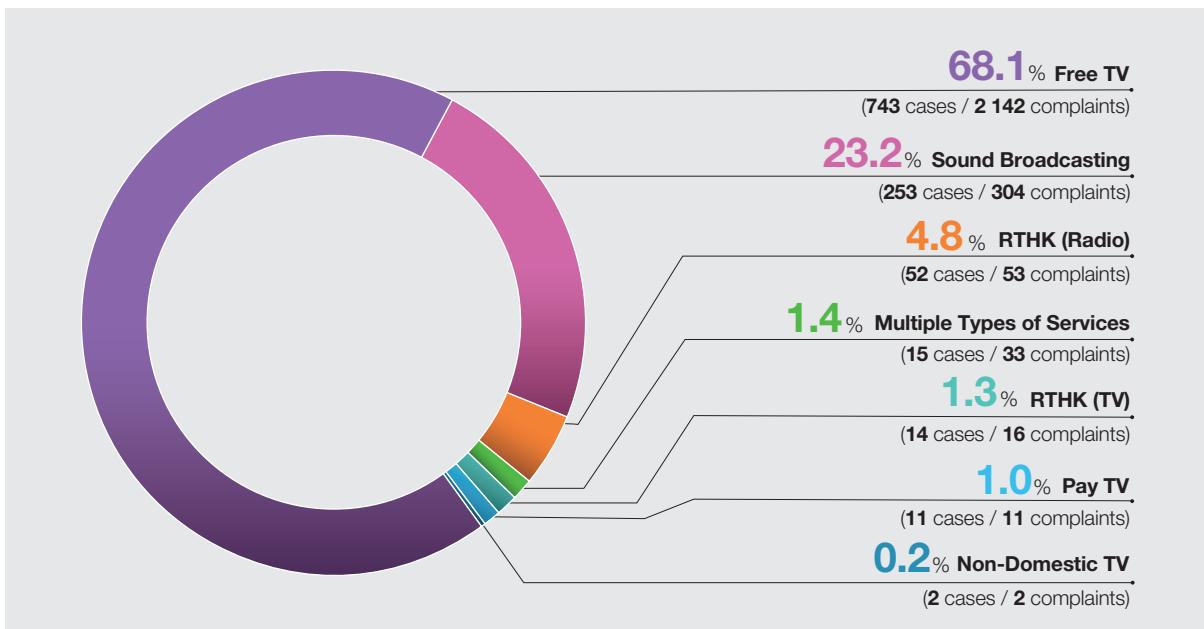
During the period from April 2024 to March 2025, the Authority handled 1 090 cases (involving 2 561 complaints)<sup>15</sup> relating to materials broadcast by broadcasters, which represented a significant decrease of 38.9% in the number of cases and 68.8% in the number of complaints processed<sup>16</sup>, as compared with the figures during the same period in the previous year (1 783 cases, involving 8 216 complaints). Breakdown of all the complaint cases by broadcasting service and broadcaster processed during the period is shown in [Figure 14](#) and [Figure 15](#) respectively.



<sup>15</sup> To ensure operational efficiency, complaints with similar allegations relating to the same issue or broadcast material are grouped together for handling and counted as a single case.

<sup>16</sup> The significant decrease in the number of complaints was mainly due to the fact that there was a case involving over 4 600 complaints in 2023/24.

**Figure 14: Distribution of All Complaint Cases by Broadcasting Service Processed in 2024/25**



**Figure 15: Distribution of All Complaint Cases by Broadcaster Processed in 2024/25**

Broadcasters Involved	No. of Complaint Cases	No. of Complaints Involved
TVB	627	1 777
HKTVE	52	284
i-CABLE HOY	53	57
Now TV	11	11
CRHK	189	231
Metro	63	72
RTHK (TV)	14	16
RTHK (Radio)	52	53
Phoenix Satellite Television Company Limited (Phoenix Satellite TV)	2	2
Multiple Broadcasters	27	58
<b>Total</b>	<b>1 090</b>	<b>2 561</b>

## CHAPTER

## 6

## Review of the Communications Authority's Major Tasks

Among all the complaint cases processed by the Authority, 1 085 cases (involving 1 809 complaints) were handled by DG Com under the Authority's delegated authority. These complaints relate to breaches of a minor nature, or allegations which did not constitute any breach or fell outside the remit of section 11(1) of the B(MP)O (i.e. the substance of the complaints did not involve contravention of relevant legislation, licence conditions or provisions in the CoPs). The Authority dealt with five cases (involving 752 complaints). Outcomes of all the complaints processed by the Authority during this period are listed in **Figure 16**.



**Figure 16: Outcomes of All Complaint Cases Dealt with by the Authority and DG Com**

	Within Section 11(1) of B(MP)O				Outside Section 11(1) of B(MP)O	
	Substantiated		Unsubstantiated		DG Com	Total
	The Authority	DG Com	The Authority	DG Com	DG Com	Total
No. of Cases	3	47	2	827	211	<b>1 090</b>
No. of Complaints	170	51	582	1 493	265	<b>2 561</b>

#### Complaint Cases Dealt with by the Authority

Among the five complaint cases dealt with by the Authority, four concerned free TV services. A breakdown of these complaint cases by broadcasting service is shown in **Figure 17**.

**Figure 17: Breakdown of Complaint Cases Dealt with by the Authority by Broadcasting Service**

Types of Broadcasting Service	No. of Complaint Cases	No. of Complaints Involved
Free TV	4	751
Non-domestic TV	1	1
<b>Total</b>	<b>5</b>	<b>752</b>

Regarding the nature of broadcast materials involved in the five complaint cases dealt with by the Authority, three of them were related to programmes, one concerned programme promotions and the remaining one was related to an advertisement. Three of them were substantiated, among which one was related to fairness and right of reply in factual programme; one concerned sales promotion in advertisement for medical preparation; and the remaining one was related to unnerving and horrifying contents. The Authority issued one warning and two pieces of advice to the broadcasters concerned. A breakdown of the decisions of the Authority on the complaints dealt with in 2024/25 is shown in **Figure 18**.

**Figure 18: Decision of the Authority on Complaint Cases in 2024/25**

Decision of the Authority	Broadcasters Involved		Phoenix Satellite TV	Total
	TVB			
No Further Action	1		1	2
Advice	2		0	2
Strong Advice	0		0	0
Warning	1		0	1
Serious Warning	0		0	0
Financial Penalty	0		0	0
<b>Total</b>	<b>4</b>		<b>1</b>	<b>5</b>

## CHAPTER

## 6

## Review of the Communications Authority's Major Tasks

## TELECOMMUNICATIONS

**6.5 Making Spectrum Available in Multiple Frequency Bands for 5G and More Advanced Telecommunications Services**

As at March 2025, the Authority had assigned a total of 3 630 MHz of radio spectrum in various low, mid and high frequency bands, namely 700 MHz, 3.3 GHz, 3.5 GHz, 4.9 GHz, 6/7 GHz and 26/28 GHz for public mobile telecommunications use, including the provision of 5G services. Separately, 400 MHz of shared spectrum in the 26/28 GHz bands were also available for assignment to other parties for use on a sharing basis for the provision of local wireless broadband services in support of innovative 5G applications. MNOs launched their commercial 5G services in Hong Kong starting from April 2020. At present, 5G coverage in Hong Kong has exceeded 99%, covering all populated districts, major shopping malls and MTR stations. With the sustained enhancement of 5G services and the growing availability of 5G equipment and consumer products, 5G services are revolutionising mobile users' experience with excellent technical capabilities of high speed, high capacity, high reliability, massive connectivity and low latency communications. 5G technology is widely expected to continue to open up vast potential for various commercial and smart city applications.

**Making Available Additional Spectrum to Meet Market Demand**

Taking into account the outcomes of the World Radiocommunication Conference of the International Telecommunication Union held in end 2023 that the 6 425 – 7 125 MHz band has been identified for International Mobile Telecommunications (IMT) in Region 1 (Europe and Africa) and some countries in Region 2 (Americas) and Region 3 (Asia and Oceania) and the announcement of the Ministry of Industry and Information Technology of Chinese Mainland that the whole or part of the 6 425 – 7 125 MHz band has been identified for IMT, the Authority had relocated all the relevant users of fixed links and outside broadcasting links operating in the 6 570 – 6 770 MHz and 6 925 – 7 125 MHz bands to other frequency bands in December 2024, made available 415 MHz of spectrum for public mobile services.

In addition, the Authority will closely monitor the development of new frequency bands for various radiocommunications services, including mobile services, arising from the deliberations of the international/regional standardisation bodies. Taking note of market developments, the Authority will continue to implement measures to support the development of 5G or more advanced mobile communications services such as Sixth Generation (6G), including liaison with the industry to understand their views and requirements, and the timely supply of suitable radio spectrum to the industry.



## Completion of Re-assignment of Frequency Spectrum in the 850/900 MHz and 2.3 GHz Bands

The current assignments of 20 MHz of spectrum in the 850/900 MHz band and 90 MHz of spectrum in the 2.3 GHz band are set to expire in May 2026 and March 2027 respectively. The relevant spectrum will be used for public mobile services. Pursuant to the spectrum auction conducted in November 2024, the re-assignment of spectrum in the 850/900 MHz and 2.3 GHz bands will take effect in June 2026 and March 2027 respectively.

## Completion for Assignment of Frequency Spectrum in the 6/7 GHz Band

The spectrum in the 6/7 GHz band is the largest remaining single block of mid-band spectrum for the provision of public mobile services. The Authority conducted an auction in November 2024 and assigned 300 MHz of spectrum in the band to three MNOs on 31 March 2025, making Hong Kong being the first in the world to assign spectrum in the 6/7 GHz band. The move enables Hong Kong to get ahead of 6G preparation and encourages innovation and technological advancement, laying a solid foundation for future 6G development in Hong Kong.

## Preparing for Re-assignment of Frequency Spectrum in the 2.5/2.6 GHz Band

As announced in the 2024 Policy Address, the Government will continue to make available more suitable radio spectrum to the market in a timely manner to support a wider and more advanced applications of communications technology (including 6G). The current assignments

of the remaining 50 MHz of spectrum in the 2.5/2.6 GHz band will expire in May 2028. The Authority and SCED conducted a joint public consultation in September 2024 on the re-assignment arrangements as well as the related spectrum utilization fees. The Authority will conduct an auction in the fourth quarter of 2025 and re-assign the spectrum in May 2028.



## CHAPTER

## 6

## Review of the Communications Authority's Major Tasks

### 6.6 Ensuring Availability of Space in and Access to New Buildings for Installation of Mobile Communications Facilities

Under the amended section 14 of the TO, which took effect on 1 October 2024 pursuant to the enactment of the Telecommunications (Amendment) Ordinance 2024, MNOs authorised by the Authority can access reserved space in specified buildings (including new and redeveloped commercial, industrial, residential and hotel buildings) with building plans approved on or after 1 April 2025, to install and maintain mobile communications facilities without paying a fee to the land owners concerned. In addition, new government buildings and public housing will also follow suit. The arrangement will help further expand the mobile network coverage and capacity in Hong Kong.

To implement the above legislative amendments, the Authority with OFCA's assistance promulgated the "Code of Practice for the Provision of Mobile Access Facilities in Specified Buildings for the Provision of Public Mobile Radiocommunications Services" in September 2024, which sets out the specific requirements for developers and MNOs regarding the installation of mobile communications facilities in specified buildings.

OFCA will continue to support the Authority in administering the authorisation to MNOs under the amended section 14 of the TO. OFCA will also work closely with the Buildings Department and other relevant government departments to ensure unified implementation of the new arrangement.



## 6.7 Facilitating the Rollout of 5G Networks

Owing to the characteristics of 5G, more radio base stations (RBSs) are required to be installed to provide comprehensive coverage. To facilitate the expedient and effective rollout of the 5G network, the Authority supported the Government in introducing a set of streamlined application procedure that open up more than 1 500 suitable government premises for MNOs to install RBSs at a nominal rental of HK\$1 per year.

OFCA has also been working closely with the industry to facilitate MNOs' installation of RBSs at sheltered bus stops and public payphone kiosks. To facilitate MNOs' access to these facilities, the Authority issued the "Guidelines on the Use of Public Payphone Kiosks for the Installation of Radio Base Stations for Provision of Public Mobile Services" and the "Guidelines on the Use of Sheltered Bus Stops for the Installation of Radio Base Stations for Provision of Public Mobile Services" in April and November 2020, respectively. As at March 2025, 15 applications for installation of RBS at sheltered bus stops and one application for installation at public payphone kiosks were approved. Moreover, the Government will reserve available space and loading capacity at multi-functional smart lampposts in various districts for RBS installation to further expand the 5G network coverage. OFCA will continue to work with the industry and relevant government departments in identifying suitable public facilities for RBS installation and facilitating technical trials.



**CHAPTER****6****Review of the Communications Authority's Major Tasks****6.8 Coordination with Relevant Organisations to Enhance 5G Network Capacity at Major Public Event Venues**

The 2023 Policy Address announced that the Government would proactively coordinate with relevant organisations to enhance 5G network capacity at major public event venues. To implement this initiative, Commerce and Economic Development Bureau and OFCA have been actively coordinating with MNOs, relevant venue managers and government departments to streamline the approval and installation procedures to facilitate prompt installation of 5G RBSs by MNOs at these venues, enhancing their 5G network capacity and ensuring smoother connectivity for users participating in large-scale events venues.

As at March 2025, additional RBSs were installed to enhance 5G coverage and network capacity in major public event venues, including the Central Harbourfront Event Space, Hong Kong Coliseum, Hong Kong Convention and Exhibition Centre, AsiaWorld-Expo, Victoria Park and Kai Tak Sports Park. OFCA will continue to coordinate with relevant organisations to enhance mobile communications facilities at major event venues to ensure that the public and event participants can enjoy quality communications services and to provide high-level telecommunications infrastructure that reinforces Hong Kong's position as an international hub for mega events.

**6.9 Facilitating the Landing of New Submarine Cable Systems in Hong Kong**

Since the liberalisation of external facilities-based telecommunications market on 1 January 2000, Hong Kong has been adopting an open licensing regime i.e. there is no limit on the number of external fixed licences that the Authority will issue. Moreover, Hong Kong does not impose any foreign ownership restriction on the licensees.

As at March 2025, Hong Kong has 11 submarine cable systems, namely, AAE-1, AAG, ADC, APCN-2, APG, ASE, EAC – C2C, FNAL/RNAL, H2HE, SJC and TGN-IA.

OFCA has been facilitating operators in obtaining statutory approvals for the laying and landing of new submarine cable systems in Hong Kong from relevant government departments. With the support of OFCA's single-point-of-contact service, several new regional and transcontinental submarine cable systems are under construction and are scheduled to be put into service gradually between 2025 and 2029.

## 6.10 Implementation and Review of Real-name Registration Programme for SIM Cards

Pursuant to the Telecommunications (Registration of SIM Cards) Regulation (Cap. 106AI) (Registration Regulation), the Real-name Registration Programme for SIM Cards (RNR Programme) has been fully implemented since 24 February 2023, requiring that all SIM cards issued and used locally (including SIM service plans and pre-paid SIM (PPS) cards) must complete real-name registration before service activation. The Authority has issued the “Guidelines on Implementation of Real-name Registration for SIM Cards” (RNR Guidelines) to provide guidance and detailed requirements of the RNR Programme to telecommunications service providers (TSPs).

Since the full implementation of the RNR Programme, OFCA has carried out ongoing monitoring and enforcement actions to ensure that TSPs and other relevant parties comply with the requirements of the Registration Regulation and the RNR Guidelines. OFCA has worked with TSPs, reminding them to enhance their registration platforms and strengthen the inspection of registration records. Among others, they have adopted “iAM Smart” as the default registration method for Hong Kong identity card (HKID) holders in completing real-name registration of PPS cards starting from 1 October 2024. For PPS cards with registration made by non-HKID holders via the online registration platform, TSPs will first verify the identity document with their systems before activating relevant PPS cards, followed by manual checking to verify the authenticity of the identification documents of the registered users. If any PPS cards are found to be non-compliant with the regulatory requirements (e.g. suspected use of forged documents for registration), such registration will be cancelled.

To ensure the proper implementation of the RNR Programme, the Authority will, with the support from OFCA, continue to work with TSPs to conduct sample checks on registration information to safeguard the integrity of the registration records. OFCA will continue enforcement and monitoring actions, including verification of TSPs’ registration platforms, ad hoc market surveillances, and inspection of registration records. Ongoing publicity efforts will also be arranged to raise public awareness of the requirements of the RNR Programme.

The Government is reviewing the effectiveness of the RNR Programme and will consider enhancement initiatives taking into account operational experience and latest deception trends.

**CHAPTER****6****Review of the Communications Authority's Major Tasks****6.11 Tackling Fraudulent Calls and Messages**

The Authority, with the support of OFCA, has been working closely with the telecommunications industry and the Hong Kong Police Force (Police) to devise and implement various technical measures against fraudulent calls and messages delivered through telecommunications networks. In September 2022, OFCA, the Police and the telecommunications industry jointly established a Working Group on Tackling Fraudulent Calls and Messages by the Telecommunications Industry (Working Group) to take forward concerted efforts in combating fraudulent calls and messages from the telecommunications perspective.

The Working Group has introduced a number of measures since the fourth quarter of 2022, including (a) sending voice or text alert for calls with caller number prefixed with “+852” to alert mobile service users that the calls are originated from outside Hong Kong; (b) blocking transmission or delivery of calls bearing suspicious or spoofed caller identity; (c) blocking access to suspicious websites and suspending telecommunications services of local phone numbers involved in scam cases based on information provided by the Police; (d) establishing the “SMS Sender Registration Scheme” to help members of the public identify the registered senders and their registered SMS sender IDs with the prefix “#”; (e) promulgating a code of practice to provide practical guidance to telecommunications operators in managing suspected scam calls made and scam SMS sent from local telecommunications networks and systems; and (f) the implementation of voice alert to called parties of calls made from newly activated PPS cards. As at March 2025, over 30.0 million “+852” voice or text alerts were issued by mobile service providers; over 5.2 million suspicious calls prefixed with “+852” were blocked by TSPs; access to over 46 000 websites were blocked and service of more than 6 000 local phone numbers were suspended by the telecommunications operators according to the information from the Police; and about 14.8 million voice alerts to called parties of new PPS cards were played by mobile service providers.

Besides, the Authority formulated a “Code of Practice on Management of Scam Calls and Scam SMS by TSPs”, requiring TSPs to monitor calls and SMS originating from their networks since end June 2023 and August 2024, respectively. Should call or SMS patterns indicate suspected phone deception, the services of the relevant telephone numbers will be suspended. As at March 2025, about 1.4 million local telephone numbers had been suspended in accordance with the code of practice. OFCA also issued a code of practice in October 2024 to provide practical guidance to TSPs for promulgating anti-scam messages to subscribers of public telecommunications services in Hong Kong through their publicity channels and means. OFCA will continue to work with the telecommunications industry and the Police to monitor and enhance the effectiveness of the measures.

## 6.12 Implementation of the SMS Sender Registration Scheme

To help the public verify the authenticity of SMS senders, OFCA collaborated with the telecommunications industry, the banking industry and the Police to establish the SMS Sender Registration Scheme (Scheme). Under the Scheme, registered senders must use Registered SMS Sender IDs with the prefix “#” to send SMS messages to local mobile service subscribers. All other SMS messages sent via mobile service providers in Hong Kong with sender IDs containing “#” but not sent by registered senders will be blocked by the telecommunications networks. Members of the public receiving SMS via mobile service providers in Hong Kong can easily identify whether an SMS message is from a registered sender by looking for the prefix “#” in the SMS Sender ID, thereby reducing the risk of SMS fraud. The Scheme has been implemented since 28 December 2023, and was open for application by all sectors starting from February 2024. Major TSPs, banks, government departments, statutory bodies, companies and organisations from various sectors (e.g. public utilities, retail, education, insurance and credit finance, etc.) have joined the Scheme progressively. As at March 2025, more than 490 companies and organisations had participated in the Scheme. OFCA will continue to publicise the Scheme and encourage more industries and organisations to join.



## 6.13 Implementation of Protection of Critical Infrastructures (Computer Systems) Ordinance

Passed by LegCo on 19 March 2025, the CIO aims to strengthen cybersecurity for critical infrastructure, among which, telecommunications and broadcasting sectors have been covered under the CIO with the Authority being specified as a designated authority to oversee the relevant obligations of the critical infrastructure operators under the CIO. The Authority will implement the Ordinance which will take effect on 1 January 2026.

**CHAPTER****6****Review of the Communications Authority's Major Tasks****6.14 Streamlining the Vetting Procedures of Licence Applications for Operating Low Earth Orbit Satellites**

Under current statutory requirements in Hong Kong, satellite operators are required to obtain the Outer Space Licence issued by the Chief Executive under the Outer Space Ordinance (Cap. 523) and the Space Station Carrier Licence issued by the Authority under the TO for each satellite operated in Hong Kong. Since Low Earth Orbit (LEO) satellites are operated in constellation that comprises tens or hundreds of LEO satellites, there is a need to consider how the licensing arrangements will suit the actual circumstances of LEO satellites. To seize the opportunities brought by space economy, the Government is conducting a study on streamlining the vetting procedures of licence applications for operating LEO satellites, with the target of completing the relevant study by 2025 and announcing the findings of the study within 2026.

**6.15 Support on Development of Low-altitude Economy**

LAE, which refers to economic activities taking place in airspace below 1 000 metres, is creating new possibilities in areas such as aerial surveillance, drone delivery, terrain mapping and building inspection. Under the 2024 Policy Address, the Government has established a Working Group on Developing LAE (LAE Working Group) to formulate development strategies and inter-departmental action plans, starting with projects on low-altitude applications. OFCA actively participated in the LAE Working Group and contributed from the telecommunications perspective to support the development of LAE.

Among the various infrastructure facilities, public mobile network is an indispensable part for promoting low-altitude flying activities. At present, unmanned aircrafts for aerial photography or performances can generally use the shared 2.4 GHz and 5 GHz bands assigned for wireless local area networks, or 4G or 5G mobile networks for remote control, data transmission, and positioning purposes. The Authority will continue to closely monitor telecommunications market developments in Chinese Mainland and worldwide, including the designation of dedicated spectrum bands for the exclusive use by UASs, so as to ensure that the spectrum planning in Hong Kong aligns with Chinese Mainland and other advanced economies, thereby promoting the development of LAE activities in Hong Kong.

On conducting tests, the Authority will issue permits pursuant to section 7E of the TO for short-term assignment of frequencies in different frequency bands to interested parties free of charge, so that they can use their radio equipment for various radio transmission tests and applications, including UASs.



## 6.16 Implementation of the Protection of Underground Telecommunications Infrastructure

Under section 18A of the TO, it is a criminal offence for any person who failed to take reasonable steps to protect or prevent damage to an underground telecommunications line when carrying out any work below ground level near the line. In this regard, the Authority issued the “Guidelines on Work near Underground Telecommunications Lines” (UTL Guidelines) to provide relevant stakeholders with practical guidance for compliance with the requirements. According to the UTL Guidelines, the working party shall appoint a competent person to carry out the detection work for the underground telecommunications lines. As at March 2025, more than 800 persons attended the relevant training courses provided by the two training institutions, namely the Hong Kong Institute of Construction and the Hong Kong Institute of Vocational Education, on the detection work and over 360 of them were registered as competent persons. The list of competent persons is published on OFCA’s website. As at March 2025, seven successful prosecution cases in total were brought to with fines ordered by the Magistrates. It is anticipated that the enforcement work will continue to raise the industry awareness of the protection of underground telecommunications infrastructure.

## CHAPTER

## 6

## Review of the Communications Authority's Major Tasks

**6.17 Enhancement of Licensing Regime for Various Types of Licences**

To align with the Government's policy to improve regulatory measures with a view to enhancing Hong Kong's competitiveness, OFCA supported the Authority in enhancing the licensing regime for four types of licences, namely Ship Station Licence, Broadcast Radio Relay Station Licence, Hotel Television (Transmission) Licence and Satellite Master Antenna Television Licence, by extending the validity period of these licences from one year to two years. This change aims to enhance regulatory certainty for the licensees. This two-year licensing arrangement took effect from March 2024. OFCA will extend this arrangement to other types of licences issued under the TO in 2025 to 2026.

**6.18 Implementation of the Universal Service Obligation**

PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited has a universal service obligation (USO) under its licence conditions to serve as the universal service provider (USP) of basic telecommunications service in Hong Kong. The USO specifies that basic telecommunications service should be made reasonably available to all persons in Hong Kong, at service charges capped by the published tariffs. The USO mainly covers basic fixed voice telephony services and public payphones.

The USP is entitled to receive universal service contribution (USC) from the relevant contributing parties<sup>17</sup> to recover the net cost for meeting its USO. The sharing basis of USC is based on the number of all subscriber numbers allocated to the USC contributing parties. The Authority had completed the review of USC for 2023 and the total amount of it was confirmed at \$13.1 million. After deducting the special revenue of \$1.1 million<sup>18</sup>, the USC contributing parties were required to pay the remaining USC for 2023 in the amount of \$12.0 million (or 2.5 cents per telephone number allocated per month). The Authority has advised the USP the amount of USC for 2023 that each individual USC contributing party should pay and the USP will collect the USC for 2023 directly from the USC contributing parties in 2025.

<sup>17</sup> USC contributing parties include unified carrier licensees authorised to provide local fixed or mobile services and SBO licensees authorised to provide Class 1 service, Class 2 service, or Class 3 service (MVNO services only).

<sup>18</sup> A special revenue pool has been set up whereby all unclaimed USC rebate and revenue/income/fee generated (or deemed to be generated) from using the payphone kiosks of the USP for non-public payphone purpose would be used for funding USC related activities. There was no unclaimed USC rebate in the review for 2023.

## 6.19 Processing Complaints Relating to Telecommunications Services

As the telecommunications market is fully liberalised and highly competitive, the Authority has adopted a light-handed regulatory approach. The Authority investigates consumer complaints against telecommunications operators if there is sufficient evidence to establish a *prima facie* case on possible breaches of any provisions under the TO, licence conditions or other relevant legislation which the Authority has jurisdiction to enforce, namely, the TDO and CO. For other consumer complaints not involving any breach of the TO, licence conditions or other relevant legislation, it is the responsibility of the telecommunications operators to resolve the matters under complaint with their customers. The Authority will take note of their handling of the consumer complaints received and take necessary actions if any systemic issue is identified.

During the year under review, the Authority received a total of 1 694 consumer complaints relating to telecommunications services, representing an increase of 3.9% compared to 1 630 complaints in the previous year. Among them, 1 064 cases (62.8%) were related to mobile services, 468 cases (27.6%) were related to Internet services, 142 cases (8.4%) were related to fixed-line services and four cases (0.2%) were related to external telecommunications. On the nature of complaints, the Authority received the largest number of complaints relating to customer service quality (400 cases or 23.6%), while complaints about service quality (293 cases or 17.3%) and disputes on bills (273 cases or 16.1%) ranked second and third respectively.

Breakdown of complaint cases by types of telecommunications services and nature of complaints received by the Authority during the period are shown in [Figure 19](#) and [Figure 20](#) respectively.

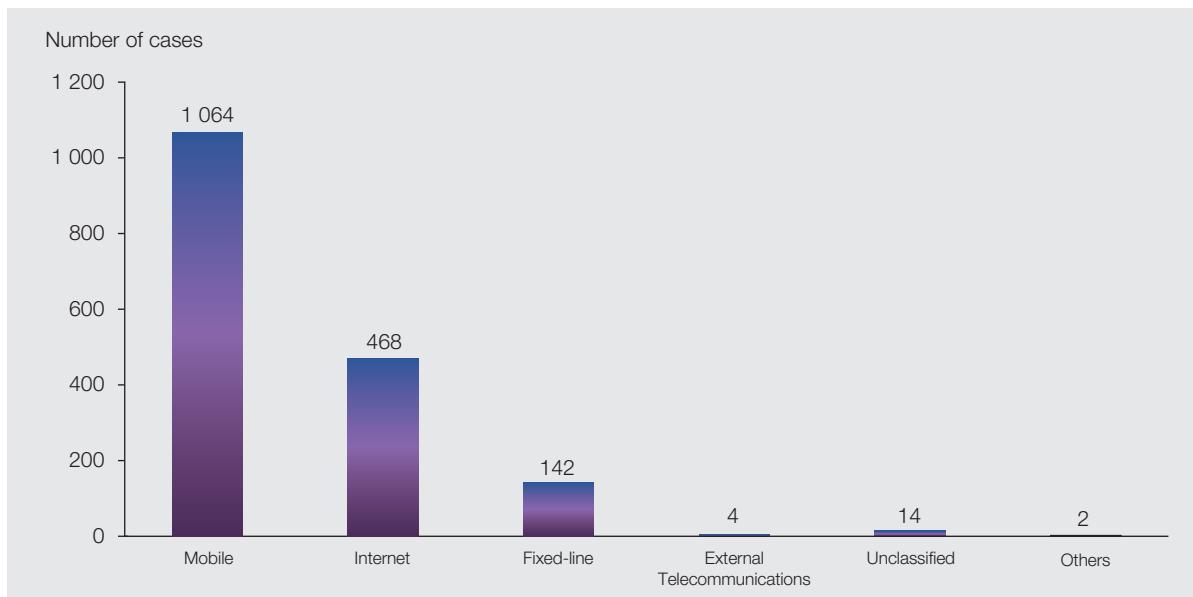


## CHAPTER

## 6

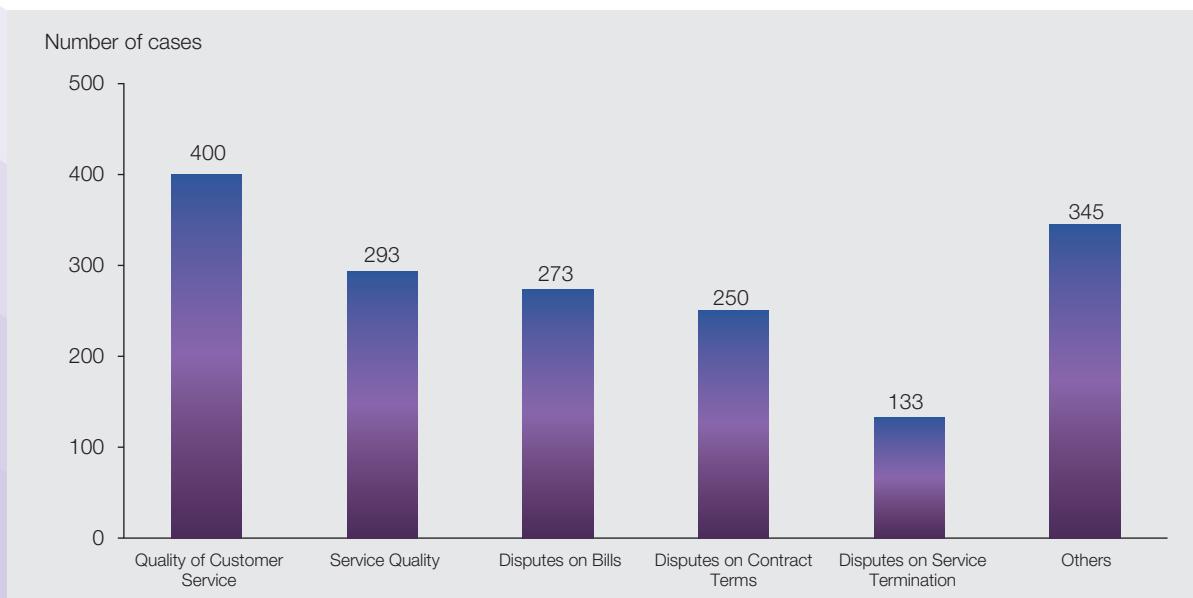
## Review of the Communications Authority's Major Tasks

**Figure 19: Distribution of Complaint Cases by Types of Telecommunications Services Received by the Authority in 2024/25**



Note: Types of complaint cases grouped under “others” include cases involving non-telecommunications services bundled with Internet services.

**Figure 20: Distribution of Complaint Cases by Nature of Complaints Received by the Authority in 2024/25**



Note: Types of complaint cases grouped under “others” include cases involving collection of overdue payment, porting of telecommunications numbers, refund matters, application/reactivation/suspension of telecommunications services, etc.

Among the 1 694 complaint cases received, 1 693 (99.9%) were outside the Authority's jurisdiction. For the remaining one case (0.1%), it involved allegation regarding failure to operate an accurate and reliable billing system by a mobile service provider. No case was found to be in breach of TO or licence conditions after investigation.

## **6.20 Strengthening Consumer Protection in the Use of Telecommunications Services**

### **Consumer Protection Measures Adopted in the Telecommunications Industry**

To safeguard consumer interests in the use of telecommunications services, OFCA takes proactive actions to implement various consumer protection measures and works with the industry to draw up and implement self-regulatory measures for addressing emerging consumer issues from time to time.

These measures include the voluntary Customer Complaint Settlement Scheme (CCSS) administered by the Communications Association of Hong Kong representing the industry. CCSS aims to help resolve billing disputes in deadlock between TSPs and their customers through mediation.

Other self-regulatory measures voluntarily implemented by the industry include the promulgation of the "Code of Practice for Telecommunications Service Contracts", which improves the clarity of provisions in the telecommunications service contracts as well as the "Code for the Provision of Chargeable Mobile Content Services", which governs the practices of third-party content service providers.

Other examples include the implementation of mobile bill shock preventive measures and the publication on OFCA's website of the arrangements adopted by major residential broadband service providers for handling service termination requests from consumers.

OFCA will continue to monitor the implementation and effectiveness of the various consumer protection measures adopted and, where necessary, engage the industry to seek further improvement of the existing measures or introduce new ones.

**CHAPTER****6****Review of the Communications Authority's Major Tasks****Broadband Performance Test System**

Since December 2010, OFCA has been providing a broadband performance test system which enables broadband service users to measure the performance of their broadband connections, including download and upload speeds, network latency, packet loss and jitter. Apart from users of desktop and notebook computers, users of smart phones and tablets running iOS and Android operating systems may also make use of the test system. From the launch of the service to March 2025, about 129 million broadband performance tests were conducted with the use of the system.

**Consumer Education Programmes**

The Authority continued its multi-faceted publicity efforts during the year through the launch of the annual Consumer Education Campaign (Campaign). Under the theme “Say NO to Phone Scams”, an array of publicity activities including the Fun Day cum Exhibition, Poster and Slogan Design Competition for primary students, a series of mini exhibitions, community and school talks, as well as roving drama performances for schools, were held to remind the public to stay vigilant against telephone and SMS scams.

To tie in with the theme of the Campaign, two new one-minute animated short videos, namely “Say No to Phone Scams” and “Say No to SMS Scams” were produced to promote OFCA’s anti-phone scam measures and encourage the public to use call-filtering apps. In addition, two new sets of television and radio APIs under the themes “Use Your Original Identity Document for SIM Card Registration” and “Pay Attention to Alerts. Be Cautious with Suspicious Calls.” were produced in July 2024 and January 2025 respectively. The first API reminds the public to complete SIM card registration with their own original identity documents, while the second one aims to promote to the public the implementation of voice alerts for newly activated PPS cards.

To further strengthen publicity efforts on the promotion of anti-phone scam messages, the “District Anti-Phone Deception Ambassador Scheme” (Ambassador Scheme) was launched in mid-January 2025 by inviting District Council (DC) Members and staff members of their ward offices from all 18 districts in Hong Kong to participate and help promote the messages to the public at the community level. Over 150 DC Members’ ward offices supported the initiative, with more than 300 DC Members and their staff members joining the Ambassador Scheme as District Anti-Phone Deception Ambassadors (Ambassadors). The Ambassadors would help promote anti-phone scam messages through their community activities and daily contacts with residents in their districts, and participate in anti-phone scam publicity and consumer education campaigns organised by OFCA.

## **6.21 Enforcement of the Fair Trading Sections of the Trade Descriptions Ordinance**

The fair trading sections of the TDO prohibit certain specified unfair trade practices by traders in the provision of goods and services to consumers.

The Authority is conferred concurrent jurisdiction with the C&ED to enforce the fair trading sections of the TDO regarding the commercial practices of licensees under the TO and the BO that are directly connected with the provision of telecommunications and broadcasting services. The two enforcement agencies have entered into a memorandum of understanding (MoU) to coordinate the performance of their functions under the fair trading sections of the TDO and have issued a set of enforcement guidelines to provide guidance for traders and consumers on the operation of the fair trading sections.

From 1 April 2024 to 31 March 2025, the Authority handled a total of 297 complaint cases under the TDO. Among these, 233 cases were closed due to insufficient evidence to establish a contravention or because they fell outside the scope of the TDO. Four cases were closed after the Authority issued advisory letters to the licensees concerned, drawing their attention to the subject matter and providing advice on improving their relevant commercial practices in relation to the sale, supply or promotion of telecommunications or broadcasting services to consumers. The remaining 60 cases were under processing.

## **6.22 Enforcement of the Competition Ordinance**

The CO provides a cross-sectoral competition law prohibiting anti-competitive conduct in all sectors. Under the CO, the Authority is conferred concurrent jurisdiction with the Commission to enforce the CO in respect of the conduct of undertakings operating in the telecommunications and broadcasting sectors, including merger and acquisition activities involving carrier licensees in the telecommunications sector.

Pursuant to the MoU signed by the Authority and the Commission, the Authority will ordinarily assume the role of lead authority for matters falling within the concurrent jurisdiction. For matters involving issues that are partly within and partly outside the concurrent jurisdiction, the Authority and the Commission will discuss and agree on the best arrangement for handling the matter on a case-by-case basis.

From 1 April 2024 to 31 March 2025, a total of 18 complaints and enquiries were received under the CO, and all these 18 cases were closed without the need for further action. During the year, two transactions were reviewed under the merger rule of the CO. The reviews are currently in progress.

**CHAPTER****6****Review of the Communications Authority's Major Tasks****6.23 Enforcement of the Unsolicited Electronic Messages Ordinance**

The Authority has established three Do-Not-Call (DNC) Registers – for facsimile messages, short messages and pre-recorded telephone messages – under the UEMO. No CEMs shall be sent to registered telephone numbers unless the senders have obtained consent from the registered users. As at March 2025, these DNC Registers contained more than 2.8 million telephone numbers.

The Authority will continue to monitor compliance with the UEMO by CEM senders and streamline the procedures for more effective enforcement.

**6.24 Facilitating the Implementation of the Enhanced Industry Regulatory Scheme for Marketing Calls**

To strike a balance between the need for business operation and minimising nuisance that may be caused by marketing calls, the Government has adopted a pragmatic and effective approach by actively collaborating with trade associations across different industries to manage such calls since 2010 and further launched the Enhanced Industry Regulatory Scheme for Marketing Calls (Enhanced Industry Scheme) in June 2024.

12 trade associations from seven sectors (including finance, insurance, telecommunications, call centres, beauty, estate agencies and money lenders) have participated in the Enhanced Industry Scheme and issued their respective codes of practice with reference to the revised “Benchmark Code of Practice on Person-to-Person Marketing Calls” issued by OFCA in the same year for self-regulation of marketing calls. Telemarketers are required to, among others, provide their names and contact numbers upon recipients’ requests and limit the number of calls made to the same telephone number within a specific time frame.

OFCA will continue to timely review the effectiveness of the Enhanced Industry Scheme, and liaise with relevant stakeholders and industries to provide necessary assistance.

## MAJOR REGULATORY ACTIONS

### 6.25 Sanctions against Broadcasting Licensees

There was no major sanction against broadcasting licensees during the reporting period.

### 6.26 Sanctions against Telecommunications Licensees

There was no major sanction against telecommunications licensees during the reporting period.

### 6.27 Sanctions against Senders of Commercial Electronic Messages

From April 2024 to March 2025, the Authority received 553 reports regarding suspected contraventions of the UEMO, a decrease of about 20% from the previous year. A majority of these reports were related to pre-recorded telephone messages and short messages. In dealing with these reports, the Authority would, depending on the circumstances, issue advisory letters reminding the senders of CEMs to observe the requirements under the UEMO or issue warning letters to those involved in more serious cases. During the period under review, a total of 51 advisory letters and 11 warning letters were issued. In the event of repeated contraventions by a sender of CEMs, the Authority may issue an enforcement notice in accordance with section 38 of the UEMO, directing the sender to take steps to remedy the contravention. In 2024/25, a total of two enforcement notices were issued. Anyone who fails to comply with an enforcement notice may be liable to a fine of up to HK\$100,000 on first conviction.

CHAPTER

7

# Acknowledgement



The Communications Authority would like to express its appreciation for the cooperation and support given by the following organisations in preparing the Report:

Television Broadcasts Limited

HK Television Entertainment Company Limited

i-CABLE HOY Limited

Now TV Limited

APT Satellite TV Development Limited

Starbucks (HK) Limited

WarnerMedia Asia Pacific (HK) Limited

Sun Television Cybersystems Enterprise Limited

Auspicious Colour Limited

Phoenix Satellite Television Company Limited

Hong Kong TV International Media Group Limited

One TV Media Global Limited

Star China Media Limited

Hong Kong Commercial Broadcasting Company Limited

Metro Broadcast Corporation Limited

PwC Hong Kong

TeleGeography

Commerce and Economic Development Bureau

Office of the Communications Authority

Information Services Department

Radio Television Hong Kong

## ANNEX


**SUMMARY OF NON-DOMESTIC TELEVISION PROGRAMME SERVICES (AS AT 31 MARCH 2025)**

Licensee	Date of Launch of Service (Month.Year)	No. of Channels (No. receivable in HK)	Nature of Channels	Target Markets	Satellite
<b>1. APT Satellite TV Development Limited</b>	8.2000	19 (0)	News, general entertainment & infotainment	Asia Pacific region, Middle East, Africa and Europe	Apstar 5C Apstar 7
<b>2. Starbucks (HK) Limited</b>	6.2000	1 (0)	Finance & general entertainment	Chinese Mainland	Apstar 6C
<b>3. WarnerMedia Asia Pacific (HK) Limited</b>	10.1989	8 (0)	News, finance, general entertainment & movie	Asia Pacific region & South Asia	AsiaSat 7 Intelsat 20
<b>4. Sun Television Cybernetworks Enterprise Limited</b>	8.2000	1 (1)	History & culture-related documentaries	Asia Pacific region	AsiaSat 9
<b>5. Auspicious Colour Limited</b>	1.2006	105 (40)	General entertainment, infotainment & music	Asia Pacific region	AsiaSat 5 AsiaSat 7 AsiaSat 9
<b>6. Phoenix Satellite Television Company Limited</b>	5.2006	4 (3)	News, general entertainment & movie	Asia Pacific region	AsiaSat 7
<b>7. Hong Kong TV International Media Group Limited</b>	3.2011	6 (6)	News, infotainment & general entertainment	Asia Pacific Region	Apstar 7
<b>8. One TV Media Global Limited</b>	5.2013	2 (2)	News, finance & general entertainment	Asia Pacific Region	Apstar 5C
<b>9. Star China Media Limited</b>	1.2014	3 (3)	General entertainment & music	Asia Pacific Region	AsiaSat 7

## ANNEX

## 2

**TYPES AND NUMBERS OF TELECOMMUNICATIONS LICENCES (AS AT 31 MARCH 2025)**

Type of Licences	Number of Licences
Aeronautical VHF Fixed Station	34
Aircraft Station	318
Amateur Station	2 719
Broadcast Radio Relay Station & Broadcast Relay Station	11
Experimental Station	64
Hotel Television (Transmission)	172
Industrial, Scientific & Medical Electronic Machine	2 381
Localised Wireless Broadband Service	2
Maritime Radio (Local Vessel)	2 100
Mobile Radio System Fixed Station	15
Mobile Radio System Mobile Station	1 068
Private Mobile Radio System	1 868
Private Radio Paging System	3
Public Radiocommunications Service	6
Radio Dealers (Unrestricted)	4 961
Radiocommunications School	7
Radiodetermination and Conveyance of Commands, Status and Data	173
Satellite Master Antenna Television	63
Self-Provided External Telecommunications System	7
Services-Based Operator of Class 1 Service and Class 2 Service <sup>Note A</sup>	24
Services-Based Operator of Class 3 Service	489
Ship Station	2 221
Space Station Carrier	10
Taxi Radiocommunications Service	9
Unified Carrier – Mobile Services <sup>Note B</sup>	13
Unified Carrier – Local/External Fixed Services <sup>Note B and Note C</sup>	54
Wide Band Link & Relay Station	44
Wireless Internet of Things	4
<b>Total</b>	<b>18 840</b>

Note A: This figure includes 21 licences which are also authorised for the provision of SBO Class 3 services.

Note B: This figure includes seven licences which are authorised to provide both fixed and mobile services.

Note C: This figure includes the three licences authorising the transmission of domestic television programme services.

## ANNEX

## 3

## GLOSSARY

In alphabetical order	Abbreviation
Amplitude Modulation	AM
Announcement in the Public Interest	API
Asia Africa Europe-1	AAE-1
Asia-America Gateway Cable System	AAG
Asia Direct Cable System	ADC
Asia Pacific Cable Network 2	APCN-2
Asia Pacific Gateway	APG
Asia Submarine-Cable Express	ASE
Broadcasting Codes of Practice	CoPs
Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391)	B(MP)O
Broadcasting Ordinance (Cap. 562)	BO
Chief Executive in Council	CE in C
Commercial Electronic Message	CEM
Communications Authority	The Authority
Communications Authority Ordinance (Cap. 616)	CAO
Competition Commission	Commission
Competition Ordinance (Cap. 619)	CO
Consumer Education Campaign	Campaign
Customer Complaint Settlement Scheme	CCSS
Customs and Excise Department	C&ED
Director-General of Communications	DG Com
District Anti-Phone Deception Ambassadors	Ambassadors
District Anti-Phone Deception Ambassador Scheme	Ambassador Scheme
District Council	DC
Domestic Free Television Programme Service	Free TV
Domestic Pay Television Programme Service	Pay TV
Do-Not-Call	DNC
Enhanced Industry Regulatory Scheme for Marketing Calls	Enhanced Industry Scheme
Fifth Generation	5G

## ANNEX

## 3

In alphabetical order	Abbreviation
Fixed Network Operator	FNO
FLAG North Asia Loop	FNAL
Fourth Generation	4G
Frequency Modulation	FM
Gigabits per second	Gbps
Guidelines on Implementation of Real-name Registration for SIM Cards	RNR Guidelines
Guidelines on Work near Underground Telecommunications Lines	UTL Guidelines
Hainan to Hong Kong Express	H2HE
High Definition Television	HDTV
HK Television Entertainment Company Limited	HKTVE
HKT Trust and HKT Limited	HKT
Hong Kong Commercial Broadcasting Company Limited	CRHK
Hong Kong Identity Card	HKID
Hong Kong Police Force	Police
i-CABLE HOY Limited	i-CABLE HOY
International Mobile Telecommunications	IMT
Legislative Council	LegCo
Low-altitude Economy	LAE
Low Earth Orbit	LEO
Megabits per second	Mbps
Memorandum of Understanding	MoU
Metro Broadcast Corporation Limited	Metro
Mobile Network Operator	MNO
Mobile Virtual Network Operator	MVNO
National Security Law	NSL
Non-domestic Television Programme Service	Non-domestic TV
Now TV Limited	Now TV
Office of the Communications Authority	OFCA
Other Licensable Television Programme Service	Other Licensable TV
Phoenix Satellite Television Company Limited	Phoenix Satellite TV

## ANNEX

## 3

In alphabetical order	Abbreviation
Pre-paid SIM	PPS
Protection of Critical Infrastructures (Computer Systems) Ordinance (Cap. 653)	CIO
Public Radiocommunications Service	PRS
Radio Base Station	RBS
Radio Television Hong Kong	RTHK
REACH North Asia Loop	RNAL
Real-name Registration Programme for SIM Cards	RNR Programme
Secretary for Commerce and Economic Development	SCED
Services-based Operator	SBO
Sixth Generation	6G
SMS Sender Registration Scheme	Scheme
South-East Asia Japan Cable System	SJC
Telecommunications Ordinance (Cap. 106)	TO
Telecommunications (Registration of SIM Cards) Regulation (Cap. 106AI)	Registration Regulation
Telecommunications Service Provider	TSP
Television Broadcasts Limited	TVB
TGN-Intra Asia Cable System	TGN-IA
Trade Descriptions Ordinance (Cap. 362)	TDO
Unified Carrier Licence	UCL
Universal Service Contribution	USC
Universal Service Obligation	USO
Universal Service Provider	USP
Unmanned Aircraft System	UAS
Unsolicited Electronic Messages Ordinance (Cap. 593)	UEMO
Wireless Internet of Things	WIoT
Working Group on Developing LAE	LAE Working Group
Working Group on Tackling Fraudulent Calls and Messages by the Telecommunications Industry	Working Group



通訊事務管理局  
COMMUNICATIONS  
AUTHORITY

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