

22 May 2012

BY FAX

**Circular letter to all
Services-Based Operator (“SBO”) Licensees authorised for the provision of
External Telecommunications Services (“ETS”)**

Dear Sir/Madam,

**Requirements on Use of Proper Access Codes and
Calling Line Identifications (“CLIs”) for Provision of
ETS and International Call Forwarding Service (“ICFS”)**

Recently, the Office of the Communications Authority (“OFCA”) has received enquiries concerning the proper access codes for provision of ICFS, which is a type of ETS. I would like to take this opportunity to remind you of the requirements on use of proper access codes and CLIs for provision of ETS (including but not limited to ICFS).

According to “The Numbering Plan for Telecommunications Services in Hong Kong” (“Numbering Plan”)¹, only numbers with prefixes “15”, “16”, or “30(5-9)” are assigned as access codes for ETS. For provision of ICFS by SBO licensees, only numbers with prefixes “30(5-9)” should be assigned to end users as access codes².

In relation to requirements on CLI, according to the “Regulatory Guide for Calling Line Identification (CLI) Format” (HKCA 3101) (“Regulatory Guide”)³, ETS calls terminating at Hong Kong should carry CLIs with prefixes “15”, “16”, or “30(5-9)”.

As a licensee authorised to provide ETS, you are obliged under Special Conditions 2(1) and 8(1) of the SBO licence to comply with the Numbering Plan and

¹ The Numbering Plan can be downloaded at
http://www.ofca.gov.hk/filemanager/ofca/common/Industry/telecom/no_plan.pdf

² Fixed network operators may assign personal numbers with prefix “8” to end users for provision of ICFS.

³ The Regulatory Guide can be downloaded at
http://www.ofca.gov.hk/filemanager/ofca/en/content_405/hkta3101_5.pdf

the Regulatory Guide, failure of which may constitute a breach of licence conditions. Where a licensee fails to comply with any licence condition, the Communications Authority (“CA”) may under section 36C of the Telecommunications Ordinance (Cap 106) impose on the licensee a financial penalty of an amount not exceeding HK\$200,000 for the first occasion on which a penalty is imposed.

You are required to ensure that proper access codes and CLIs are used for the provision of your ETS (including but not limited to ICFS) and that the requirements set out in the Numbering Plan and Regulatory Guide are fully complied.

Should you have any enquires in relation to this letter, please do not hesitate to contact Ms Pancy Cheng at 2961 6604.

Yours faithfully,

(Helen Lai)
for Director-General of
Communications