

Guidelines on Publication of Tariff

26 August 2020

INTRODUCTION

Pursuant to section 7F of the Telecommunications Ordinance (the “Ordinance”) and the respective licence conditions of the Unified Carrier Licence (“UCL”), Mobile Carrier Licence (“MCL”), Localised Wireless Broadband Service (“LWBS”) Licence, Wireless Internet of Things (“WiOT”) Licence, Public Radiocommunications Service (“PRS”) Licence, Services-Based Operator (“SBO”) Licence, and Class Licence for Offer of Telecommunications Services (“CLOTS”) (collectively “Relevant Licences”), a licensee is obliged to publish its tariffs for public telecommunications services operated under its licence.

2. These guidelines aim at providing practical guidance to licensees for compliance with their respective licence obligations on publication of tariffs, and supersede the “*Guidelines on Publication and Filing of Tariff*” issued on 4 June 2013. These guidelines may be revised by the Office of the Communications Authority when necessary.

SERVICES SUBJECT TO TARIFF PUBLICATION REQUIREMENT

3. Tariff of a service is a standard offer of the licensee to customers. The licensee shall publish and charge no more than the tariffs for the service operated under its licence¹, and shall provide the service on its published terms and conditions².

4. Although a licensee is required to publish the tariffs of **ALL** services provided under its licence, taking into account the practical operating environment of the industry, the Communications Authority (“CA”) considers that a licensee should only be required to publish the tariffs of those services

¹ Please refer to Special Condition (“SC”) 7 of UCL, SC 13 of MCL, SC 4 of LWBS Licence, SC 4 of WiOT Licence, relevant SCs of PRS Licence, SC 4 of SBO Licence, and Condition 12 of CLOTS.

² Please refer to SC 10 of UCL, SC 17 of MCL, SC 6 of LWBS Licence, SC 6 of WiOT Licence, SC 1 of SBO Licence, and Condition 7 of CLOTS.

which are intended to be offered to *more than one customer*, irrespective of whether the service is a type of –

- (a) retail service which is provided directly by the licensee to customers for their own use; or
- (b) wholesale service which is provided by the licensee to other parties who may make use of such service to provide lawful telecommunications services to third parties.

5. A tariff may cover a single telecommunications service, a combination of a number of telecommunications services, or a combination of a number of telecommunications services and non-telecommunications services. In the event that the telecommunications services are bundled and offered in the form of a package (including cases where the packages contain both telecommunications and non-telecommunications service elements), licensees should publish the tariff of the service package covering all the services in the service package, unless the tariff of **each** of the telecommunications service elements under the service package is published individually³.

6. Despite the above, where a service provided by a licensee is intended to be provided to a single specific customer, e.g. a tailor-made solution where the technical configuration and specification of such service are specially designed to suit the need of that single customer such that a standard offer is not necessary or practical for the purpose of providing the service to other potential customers, the licensee is exempted from the requirement of publishing such tariff unless otherwise required by the CA.

INFORMATION IN PUBLISHED TARIFFS

7. The tariff of a service shall include the terms and conditions for the provision of the service. Pursuant to section 7F(2) of the Ordinance and the respective licence conditions, the information in a published tariff should include –

- (a) a description of the service;

³ Subject to the provisions under sections 7F(3) and 7F(4) of the Ordinance.

- (b) discounts, allowances, rebates or credits given or allowed on the supply of the service;
- (c) the supply of goods or other services related to the service;
- (d) the payment for goods or other services related to the service; and
- (e) any other relevant information that the CA considers necessary as a part of the terms and conditions.

8. As a general rule, terms and conditions of a service having an impact on customers' interests or forming an important part of the licensee's offer to its potential customers should be included in the published tariff of the service. The CA may, from time to time, specify relevant information that it considers necessary to be included as part of the terms and conditions of the published tariffs of a licensee, taking into account relevant product and market developments. Any revision to the tariffs is to be effected by publishing the revised tariffs superseding the original tariffs.

9. The price information published by a licensee for a service may include standard prices for offer to all customers or discounted prices for offer to individual market segment or group of customers taking into account the latest market situation. For the avoidance of doubt, all price information published by a licensee for a service is regarded as part of the tariff for that service in fulfilment of the tariff publication requirement under the Relevant Licence, and the licensee shall charge no more than the prices published in respect of the customers to whom the prices are stated to be applicable.

PUBLICATION OF TARIFFS

10. Holders of UCL, LWBS Licence, WIoT Licence and SBO Licence for Class 1 service are required to publish tariffs on their websites as per the respective licence conditions. The full version of the published tariffs, including all the information as stated in paragraphs 7 – 8 above, shall be published on the licensee's website which should be reasonably accessible by the public. Holders of MCL, SBO Licence for non-Class 1 service, PRS Licence, and licensees under the CLOTS have a general obligation to publish tariffs under

their respective licences. They are encouraged to fulfil such a requirement by publishing the tariffs on their websites as set out in paragraphs 11 – 13.

11. Tariff information should be presented in a clear, legible and well-organised manner, and be reasonably easy to be located by customers through the licensee's website. Licensees should also make available the tariff information on web pages which are printer-friendly, such that the information is properly presented in the printed version. Providing a print icon on the relevant web pages would be a good practice. The licensee is also encouraged to use a dedicated web page for the purpose of publication of tariff.

12. In addition to the publication of the full version of the tariff for a service, licensees may also provide a concise version of the tariff of the service on their websites which contains the main attributes of the service, key terms and conditions (such as the charges, minimum commitment period etc.) for marketing purposes, as long as the tariff information shown in the concise version is **NOT** inconsistent with the full version of the published tariffs. Where the tariff information of a service is not shown in the form of a standalone document on the licensee's web page but is incorporated into a web page with links to other web pages or graphics, the licensee shall ensure that all the relevant tariff information relating to the service is either set out on the web page directly, or is easily accessible by customers through the links, icons, etc. on the same web page.

13. Licensee shall ensure that the tariff information published on its website is up-to-date at all times. For the avoidance of doubt, the CA may require a licensee to provide tariff information, including historical tariff information, to ensure compliance with its licence obligation. In general, a licensee should keep proper record of tariff information of all telecommunications services provided under the licence as long as a tariff remains in effect and for at least three years after expiry of the tariff.

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