

Communications, the Media and Information Technology

Hong Kong's lively news media and world-class telecommunications provide ready access to a wealth of information and entertainment. Over 735 daily newspapers and periodicals are published in Hong Kong, more than 86 per cent of households are broadband service subscribers and the mobile subscriber penetration is over 228 per cent.

Hong Kong has one of the most successful telecommunications markets in the world. The market is fully liberalised and highly competitive, providing a wide range of innovative and advanced telecommunications services at reasonable prices to consumers and business users. It has a vibrant broadcasting industry offering a wide range of services to the community and is also one of the world's major film production centres, while through its Digital 21 Strategy, the Commerce and Economic Development Bureau strives to establish Hong Kong as a leading digital economy.

The Mass Media

Hong Kong's mass media at the end of 2012 included 51 daily newspapers (including a number of electronic newspapers), 684 periodicals, two domestic free television programme service licensees, three domestic pay television programme service licensees, 17 non-domestic television programme service licensees, one government funded public service broadcaster and four sound broadcasting licensees.

The availability of the latest telecommunications technology and keen interest in Hong Kong's affairs have attracted many international news agencies, newspapers with international readership and international broadcasters to establish regional headquarters or representative offices here. The production of regional publications in Hong Kong underlines its importance as a financial, industrial, trading and communications centre.

Registered Hong Kong-based press at year-end included 25 Chinese-language dailies, 12 English-language dailies, nine bilingual dailies and five in Japanese. One of the English dailies publishes a daily Braille edition, in conjunction with the Hong Kong Society for the Blind. Of the Chinese-language dailies, 19 cover mainly local and international news, three specialise in finance and the rest focus on horse racing. The larger newspapers include overseas Chinese

communities in their distribution networks and some have editions printed outside Hong Kong, in particular in the United States of America, Canada, the United Kingdom and Australia.

Hong Kong is the regional base for a number of international titles such as *The Financial Times*, *The Wall Street Journal Asia*, *USA Today International*, *International Herald Tribune* and *THE NIKKEI*. International wire services with significant operations in Hong Kong include Agence France-Presse, Bloomberg, Dow Jones and Thomson Reuters. International broadcasters with studios in Hong Kong include Channel News Asia, CNBC, CNN and Phoenix TV.

Several organisations represent people working in the news media in Hong Kong. The Newspaper Society of Hong Kong represents Chinese and English newspaper proprietors. It is empowered to act in matters that affect the interests of its members.

The Hong Kong Journalists Association is the biggest industry-wide union of journalists and one of the most active. Formed in 1968, it has more than 500 members. It pays special attention to a range of press freedom and ethics concerns, as well as to professional training and the handling of labour disputes.

Other media organisations include the Hong Kong News Executives' Association, the Hong Kong Federation of Journalists and the Hong Kong Press Photographers Association. The long-established Foreign Correspondents' Club offers its members social facilities and a range of professional activities, including news conferences and briefings.

During the year, the Vocational Training Council's Mass Communications Training Board continued to run training programmes to help people working in the media, advertising and public relations sectors to improve their skills with the co-operation of various trade associations and professional bodies such as the Hong Kong News Executives' Association, the Hong Kong Advertisers Association and the Hong Kong Journalists Association.

Information Policy

The Secretary for Home Affairs has overall responsibility for policy on information and related matters, while the Director of Information Services advises the Government on the presentation of its policies and on public relations matters generally, in Hong Kong and overseas. The main aims are to ensure an open exchange of information in the community, to keep the media fully informed of government plans, policies and activities, and to promote Hong Kong's image abroad.

Information Services Department

The Information Services Department (ISD) serves as the Government's public relations consultant, news agency, publisher and advertising agent. It provides the link between the Administration and the media and, through the latter, enhances public understanding of government policies, decisions and activities. The department comprises four divisions: Local Public Relations, Publicity and Promotions, Public Relations Outside Hong Kong, and Administration.

Local Public Relations Division

The division oversees the work of the Information Grade officers who serve as Press Secretaries to Principal Officials or work in the 34 information and public relations units in bureaux and departments. They help formulate and implement public relations and publicity strategies, advise their bureau or department heads on public relations matters, answer media enquiries and questions from the public, prepare press releases, and organise press conferences and special promotional activities.

The News Sub-division operates a 24-hour press enquiry service. During typhoons, major disasters and other emergencies, the ISD's Combined Information Centre co-ordinates responses to media enquiries and disseminates information and public announcements promptly.

The Government News and Media Information System channels press releases, photographs and video clips through a single system accessible to journalists on the internet.

All press releases are uploaded onto the internet at www.info.gov.hk/gia and major government press conferences and events, including the annual Policy Address by the Chief Executive and the Budget Speech by the Financial Secretary, are webcast live.

The Government's online news platform, news.gov.hk, presents news and information seven days a week in a dynamic multi-media fashion. News items and messages are also disseminated through smartphones, mobile devices and social media such as YouTube, Twitter and Sina Weibo. By the end of 2012, news.gov.hk had posted about 7,500 news and feature stories, with about 940 video highlights. Users may sign up for free daily news summaries and weekly City Life email alerts. The e-bulletin has about 12,000 subscribers, and attracted more than 22 million visitors and 570 million page views in 2012.

The Media Research Sub-division keeps the Government informed of public opinion expressed in the news media. It produces daily reports summarising news and editorial comments in the Chinese and English press as well as radio phone-in programmes. It also produces special reports on subjects of interest to the Government.

Publicity and Promotions Division

The division helps bureaux and departments mount publicity campaigns and related activities and is responsible for advertising, creative design, photography, videography and the production of many of the Government's publications. Local campaigns conducted or supported by the division during the year covered a wide range of subjects, including the 2012 Voter Registration campaign; the 2012 Legislative Council Election; the 15th anniversary of the Hong Kong Special Administrative Region's (HKSAR) establishment; the visit of Mainland astronauts to Hong Kong; anti-drug efforts; fight crime; environmental protection; road safety and fire prevention.

The division also helps organise major promotional activities such as exhibitions, cultural performances, film festivals and media partnerships overseas and in the Mainland.

The division handles about 3,600 titles and produces a wide variety of government publications, including the Hong Kong Annual Report and its internet and iPad versions. A large number of free publications, including fact sheets, brochures and posters, are distributed by the division each year. In 2012, the division sold 166,034 government books and miscellaneous printed items through its sales outlet and online bookstore, and also sold photographs.

Public Relations Outside Hong Kong Division

The division helps develop and implement the Government's public relations and communications strategy outside Hong Kong, working closely with the Government's offices overseas, in the Mainland and Taiwan. Its Overseas Public Relations Sub-division promotes and monitors Hong Kong's image overseas. The sub-division is in close liaison with some 85 foreign media organisations based in Hong Kong, handling press enquiries, disseminating news and arranging briefings and interviews. It also runs a programme for visiting journalists, produces summaries of overseas reports on Hong Kong and distributes promotional material on Hong Kong worldwide. In addition, it co-ordinates and implements overseas publicity projects to tie in with senior officials' visits abroad.

The Brand Hong Kong Management Unit handles the Brand Hong Kong (BrandHK) programme which promotes Hong Kong as Asia's world city in Hong Kong and around the world. To ensure the brand's consistent application, the unit develops advertising campaigns and publicity material in print and electronic formats to support the Government's Economic and Trade Offices' activities, senior officials' visits and major promotional programmes outside Hong Kong. The unit also seeks opportunities to highlight the brand and collaborates with organisers of major events of international significance hosted by Hong Kong to bolster the city's image. BrandHK souvenirs are now available for sale to members of the public.

The Visits and International Conferences Sub-division runs the department's Sponsored Visitors Programme for opinion formers, political leaders and think tank members to visit Hong Kong to enhance their understanding of the city. The sub-division also helps draw up programmes for influential visitors coming to Hong Kong on private trips. In addition, it runs an Overseas Speakers Programme which arranges for senior government officials, prominent members of the community and local personalities to address targeted audiences abroad, enabling foreign investors to better understand Hong Kong's development and what makes it competitive.

Promoting Hong Kong Worldwide

The HKSAR Government's offices overseas and in the Mainland, as well as the Hong Kong Economic, Trade and Cultural Office in Taiwan, play an important role in promoting Hong Kong globally. They do this through regular meetings with counterparts and contacts in the territories they cover, through visits by senior Hong Kong officials and by staging or taking part in cultural events or promotional activities such as film festivals, exhibitions and performances by Hong Kong artistes.

Europe

In November, the Hong Kong Economic and Trade Office (ETO) in Brussels organised the visit of Chief Secretary for Administration, Mrs Carrie Lam, to Spain, where she signed two bilateral

agreements on legal matters with the Spanish Government on behalf of the HKSAR Government, and a Memorandum of Understanding of co-operation with the Mayor of Barcelona relating to urban planning, infrastructure development and waterfront design.

The Brussels ETO organised or co-organised 10 business seminars or luncheons in the countries under its purview, and receptions in 11 cities for 1,900 guests to celebrate Chinese New Year. It also organised or supported 21 arts and cultural events during the year, including the Brussels ETO's annual Hong Kong Film Panorama, which was screened in seven cities, the Brussels International Fantastic Film Festival, the Paris Cinema International Film Festival, the Udine Far East Film Festival in Italy and the Sitges and Vic festivals in Spain, all showcasing Hong Kong cinema.

Other highlights included Hong Kong's participation in the 2012 Bordeaux Wine Festival as the Guest City of Honour in June, the Second Port of Antwerp Dragon Boat Festival in September, the first Hong Kong Week in Burgundy in November, and events in June and July to mark the 15th anniversary of the HKSAR's establishment, including concerts by Hong Kong ensemble SIU2 in Amsterdam and Bordeaux and the presentation of a Hong Kong costume to Brussels' iconic statue Manneken-Pis.

In 2012, the London ETO organised eight visits by principal officials of the HKSAR Government to the countries it covers, including two by the Financial Secretary, Mr John C Tsang, to Russia in August and September and one by the Chief Secretary for Administration, Mrs Carrie Lam, to the UK in November.

During the year, the London ETO organised many business seminars and receptions in countries under its purview to promote Hong Kong as the preferred gateway to China and Asia. The London ETO also organised or supported many arts and cultural events to celebrate the HKSAR's 15th anniversary, including Hong Kong film festivals in London, Manchester and Moscow; an art exhibition in Manchester, and theatre performances in London, Edinburgh and Manchester; a children's choir's concert in Helsinki; and the London Hong Kong Dragon Boat Festival. In addition, the London ETO staged a competition to encourage more UK students to study in Hong Kong and took part in the London Lord Mayor's Show.

In 2012, the Berlin ETO organised the visit by the then Chief Executive, Mr Donald Tsang, to Switzerland in January to address the World Economic Forum's annual meeting, and the visit of the Secretary for Financial Services and the Treasury, Professor K C Chan, to Switzerland in November to promote Hong Kong as China's global financial centre.

Besides regular meetings during 2012 with government officials, business communities and think tanks, the Berlin ETO also organised, or participated in, 18 business forums or seminars promoting Hong Kong, hosted eight arts and cultural events, four promotional dinners and 13 receptions. These included film festivals and concerts commemorating the HKSAR's 15th anniversary, the annual Chinese New Year receptions in February and March, and dinners promoting Hong Kong as Asia's culinary and wine trading centre in October. Supported and sponsored by the Berlin ETO, a programme on the latest economic developments of Hong Kong was screened in December on the national German news channel, n-tv.

North America

In 2012, the ETO in Washington, DC organised the visits of the then Chief Executive, Mr Donald Tsang, to Brazil and Chile as well as visits by the Secretary for Financial Services and the Treasury, Professor K C Chan, and the Under Secretary for Financial Services and the Treasury, Ms Julia Leung, to Washington, DC; and gave support to the Financial Secretary, Mr John C Tsang, when he attended the G-20 meeting in Mexico.

The Washington ETO presented the 17th annual 'Made in Hong Kong' Film Festival co-sponsored by the Smithsonian Institution.

The Toronto ETO presented a series of business seminars featuring speakers from Hong Kong in Toronto and its environs to promote Hong Kong as a listing destination and international insurance market, as a hub for technological co-operation, and as a regional logistics centre. Similar events were held jointly with the Hong Kong Trade Development Council (HKTDC) and Hong Kong-Canada Business Association in western Canada to promote Hong Kong's role as an international financial and trading centre. A *Port of Hong Kong* video was produced and telecast on Canadian networks.

Over 10 major cultural and community events were organised to celebrate the HKSAR's 15th anniversary, including the Canadian debut of the Hong Kong Sinfonietta in Toronto and Vancouver, and the performances by the Hong Kong Ballet at the opening of the 16th Festival des Arts de Saint-Sauveur in Quebec.

Other promotional activities included featuring recent award-winning Hong Kong films, such as Ann Hui's *A Simple Life*, at Canadian film festivals, and exhibitions to promote Hong Kong creativity. The Toronto ETO also supported some of the 27 Canadian dragon boat teams that took part in dragon boat races in Hong Kong in July.

In 2012, the New York ETO arranged visits to 30 US cities to promote Hong Kong. It also organised a number of visits by officials from Hong Kong, including that of the Secretary for Financial Services and the Treasury, Professor K C Chan, to New York and Boston.

To celebrate the HKSAR's 15th anniversary, the New York ETO organised receptions in New York and Montgomery, Alabama and conducted a number of cultural programmes, including an Arts and Design forum featuring Hong Kong designers and an exhibition on Hong Kong buildings designed by US architects. Hong Kong films were highlighted at the New York Asian Film Festival and the 'Hong Kong!' film series in Chicago. In addition, the New York ETO provided support and sponsorship to the Hong Kong Ballet's debut performance at the Jacob's Pillow Dance Festival in Massachusetts, the Hong Kong Sinfonietta's first concert in New York and the inaugural Manhattan Hong Kong Music Festival. The New York ETO also organised the 15th Anniversary Hong Kong Cup Chinese Speech Contest for university students and held dragon boat festivals in Boston, New York and Atlanta.

To commemorate the HKSAR's 15th anniversary, the San Francisco ETO organised a series of events, including hosting a reception in San Francisco and producing a special video incorporating local leaders' views about Hong Kong's achievements in the past 15 years. A

three-film retrospective representing the range of cinema in Hong Kong during the past 15 years was included in the Hong Kong Cinema festival held in San Francisco which featured a total of nine Hong Kong movies. The San Francisco ETO sponsored the HKSAR 15th Anniversary Cup at the San Francisco International Dragon Boat Festival.

A reception was hosted to welcome Hong Kong Ballet's debut performance in Aspen, Colorado, on their North America tour to celebrate the HKSAR's 15th anniversary.

In addition, the San Francisco ETO actively promoted wine business opportunities in Hong Kong through organising or participating in trade promotion events in California, Washington, Oregon and Idaho and meeting with wine trade associations.

North Asia

To reinforce the ties between Hong Kong and Japan on various fronts, the Tokyo ETO organised a series of events in 2012 under the theme of 'Think Partnership, Think Hong Kong', including a large-scale publicity and promotion campaign in Tokyo and Osaka in May, jointly organised with the Hong Kong Trade Development Council and the Hong Kong Tourism Board, and attended by the Secretary for Commerce and Economic Development Mr Gregory So. The campaign included an exhibition, a forum and workshops to promote exchanges and collaboration between the creative talents of Japan and Hong Kong and symposiums and a gala dinner to promote Hong Kong as the springboard for Japanese companies interested in developing their business globally.

Mr So visited Sendai, Miyagi Prefecture in the Tohoku area of Japan, which was badly damaged by the 2011 tsunami and earthquake, to underline Hong Kong's commitment to assisting Japan's recovery from the disasters.

The Tokyo ETO also organised and supported other business, arts and cultural events in Japan and Korea, including business seminars in various cities in Japan and Korea, a film festival in Osaka, the Yokohama Dragon Boat Race, the Asian Youth Orchestra concerts in Sendai and Tokyo, a reception at the Busan International Film Festival and an English speech contest for university students in Japan.

Visits by government officials to Japan and Korea were also arranged, including one by the Financial Secretary, Mr John C Tsang, to Tokyo in October to attend the annual meeting of the International Monetary Fund.

Southeast Asia

In 2012, the Singapore ETO organised and supported visits by a number of senior officials to the region, including the Financial Secretary, Mr John C Tsang; the then Secretary for Security, Mr Ambrose Lee; the then Secretary for Development, Mrs Carrie Lam; the Secretary for Home Affairs, Mr Tsang Tak-sing; the Secretary for Food and Health, Dr Ko Wing-man and the Secretary for Commerce and Economic Development, Mr Gregory So. During his visit to Malaysia, the Financial Secretary signed a Comprehensive Agreement for the Avoidance of Double Taxation between Hong Kong and Malaysia.

On the cultural front, the Singapore ETO organised two Hong Kong Film Festivals in Malaysia and Thailand in March and April respectively. The festivals, especially the first ever film festival of Hong Kong movies in Thailand, attracted wide local media coverage and public interest.

To celebrate the HKSAR's 15th anniversary, the Singapore ETO together with its partners organised the Hong Kong Festival 2012 in Singapore, showcasing Hong Kong's vibrancy and diverse arts and culture as well as its status as a premier business destination. The Secretary for Commerce and Economic Development, Mr Gregory So, opened the festival, which featured a host of events including a wine and dine event, a theatrical performance, a Gala Dinner with more than 400 guests, a business forum with an audience of over 300 and a dragon boat race featuring champion teams from Hong Kong and Singapore. The festival ended on a high note when the Hong Kong team won the Hong Kong Cup at the dragon boat race.

To celebrate the Chinese New Year, the Singapore ETO co-hosted with its partners receptions in Singapore, Indonesia, Malaysia, the Philippines and Thailand.

Australia and New Zealand

In 2012, the Sydney ETO organised visits by senior HKSAR Government officials to Australia and New Zealand, including one by the then Chief Executive, Mr Donald Tsang, to New Zealand in April and the Chief Justice, Mr Geoffrey Ma Tao-li, to Australia in August.

Activities organised by the Sydney ETO to celebrate the HKSAR's 15th anniversary included 'Light Up Hong Kong House' (a laser light show on the façade of Hong Kong House, where the Sydney ETO has its offices), the Hong Kong Children's Symphony Orchestra's concert tour of Australia and New Zealand, a festival of Hong Kong movies, an art exhibition and a multi-media exhibition.

The Sydney ETO commissioned a coffee table book on Hong Kong House, highlighting previously unknown information about the building, the area and the site. The year 2012 also marked Hong Kong House's first participation in Sydney Open (a biennial event presented by the Historic Houses Trust showcasing Sydney's architectural and heritage heart) and over 1,000 people visited the building on the day.

The Sydney ETO organised or supported a wide range of arts and cultural events, including performances by the Hong Kong *acappella* group Hong Kong Melody Makers in six cities in Australia and New Zealand, the City of Sydney Chinese New Year Dragon Boat Race, the Auckland Lantern Festival, and five film events in Australia and New Zealand featuring Hong Kong films.

The Sydney ETO also launched the New Zealand Hong Kong Parliamentary Friendship Group in Wellington in March.

Mainland and Taiwan

In 2012, the Beijing Office (BJO) and the three Hong Kong ETOs in Guangdong, Shanghai and Chengdu organised a number of activities to promote Hong Kong's strengths and advantages. These included the 'Chongqing-Hong Kong Week 2012' jointly organised by the Chengdu ETO

and the Chongqing Municipal People's Government; the '2012 Sichuan-Hong Kong Music Exchange' co-organised by the Chengdu ETO and the Hong Kong and Macao Affairs Office of the Chengdu Municipal People's Government; the '2012 Hubei Wuhan Hong Kong Week' organised by the Shanghai ETO in association with the Hubei Provincial People's Government and the Wuhan Municipal People's Government; and an exhibition entitled 'Towards a Better Future' to celebrate the 15th anniversary of the HKSAR's establishment and a film exhibition entitled 'Hong Kong Film Memories', both organised by the BJO.

The BJO and the Mainland ETOs also organised seminars and visits to different parts of the Mainland for Hong Kong business delegations and organisations. The Investment Promotion Divisions of the BJO and the Mainland ETOs liaised closely with Mainland enterprises intending to invest in Hong Kong and assisted them in setting up businesses here.

The Hong Kong Economic, Trade and Cultural Office (HKETCO) in Taiwan was officially opened on 15 May 2012. It established contacts with various sectors and the cities and counties in Taiwan to promote bilateral economic, trade and cultural exchanges. The HKETCO also co-organised 'Hong Kong Week 2012 — Culture and Creativity @ Taipei', a large-scale arts performance and exhibition event to promote Hong Kong's arts and culture.

Government Home Pages on the Internet

In line with the Government's commitment to openness, transparency and accountability, Government bureaux and departments use the internet to communicate with the public and to disseminate information on their policies, services and activities. All Government home pages (including those produced for special events and topics) are in Chinese and English and can be accessed through the Government's one-stop portal, GovHK, at www.gov.hk.

GovHK provides 24-hour government news updates, consultation papers and topical information and gives the public access to electronic government services, such as filing of tax returns and booking of leisure and sports venues. Many bureaux and departments also make use of popular social media such as Facebook, Youtube and blogs to reach stakeholders and the public.

Code on Access to Government Information

As an open and accountable Government, all government bureaux and departments are committed to making information available to the public in accordance with the Code on Access to Information. The code sets out the types of government information the public may have access to, and the grounds on which disclosure may be refused. The public may complain to the Ombudsman if government bureaux and departments do not comply with the provisions of the code.

The Communications Authority — the Unified Regulator for Telecommunications and Broadcasting

To meet the regulatory challenges brought about by rapid technological advances and the convergence of telecommunications and broadcasting, the Communications Authority (CA)

was established under the Communications Authority Ordinance on 1 April 2012 as an independent statutory regulator for the entire electronic communications sector. The CA comprises 10 non-officials from various sectors of the community and two public officers. As a unified regulatory body conferred with the functions previously performed by its predecessors, the former Broadcasting Authority and Telecommunications Authority, the CA's role is to regulate the telecommunications and broadcasting industries in Hong Kong in accordance with the Broadcasting Ordinance, the Telecommunications Ordinance, the Unsolicited Electronic Messages Ordinance, the Communications Authority Ordinance, and the Broadcasting (Miscellaneous Provisions) Ordinance.

The Office of the Communications Authority (OFCA) (the CA's executive arm and secretariat) assists the CA in administering and enforcing the relevant ordinances governing the broadcasting and telecommunications sectors.

Telecommunications

The Government's telecommunications policy is to facilitate the development of the telecommunications industry and enhance Hong Kong's position as the region's telecommunications hub.

Hong Kong's telecommunications markets are fully liberalised. Being one of the most competitive and affordable markets for telecommunications services in the world, keen competition has benefited consumers in terms of prices, service quality and choices. This demonstrates the success of the city's pro-competition policy and pro-market approach, which enables consumers and business users in Hong Kong to enjoy high quality telecommunications services at affordable prices.

Mobile Communications Services

Five mobile operators provide second generation (2G), third generation (3G) and fourth generation (4G) services in the city. As at December 2012, there were over 16.39 million subscribers to mobile communications services. This represents a population penetration of 228.5 per cent, one of the highest in the world. The number of 3G/4G users also continued to rise and reached 9.38 million in December 2012.

Mobile data services are available at downlink speeds of up to 100 Mbps using Long Term Evolution (LTE) technology.

With the increasing popularity of smart phones, the monthly mobile data usage surged to 7,674 Terabytes (7,674,493 Gigabytes) in December 2012, representing 1.86 times and 4.15 times the monthly usage over the same period in 2011 and 2010 respectively. On average, each 2.5G/3G/4G mobile user used 762.6 Mbytes per month.

To meet the booming demand for mobile data services and to sustain market growth, the OFCA successfully conducted an auction to assign 90 MHz of frequency spectrum in the 2.3 GHz band in February 2012. The OFCA will auction 50 MHz of frequency spectrum in the 2.5-2.6 GHz band in the first quarter of 2013.

To ensure efficient spectrum utilisation in the age of big data, the Government has started reviewing the spectrum re-assignment arrangements for the frequency spectrum in the 1.9 – 2.2 GHz band when the existing assignments for 3G mobile services expire in October 2016. The OFCA issued consultation papers in March and December 2012 and the Government aims to announce its decision on the way-forward by October 2013 so that the industry will have three years to plan its business and services.

Fixed Communications Services

The local fixed communications services market was fully liberalised in 2003. There is no preset limit on the number of licences that can be issued, nor any deadline for the submission of applications. By the end of 2012, there were 18 local fixed telephone network licensees, providing 101 telephone fixed-lines per 100 households, one of the highest in the world. As a result of the Government's policy to promote facility-based competition in the local fixed services market, 86.7 per cent and 76.3 per cent of residential households enjoyed a choice of at least two or three self-built local fixed customer access networks respectively as at March 2012.

Fixed Broadband Services

Hong Kong has one of the world's most advanced fixed broadband network infrastructures and a high household fixed broadband penetration rate of 86.1 per cent.

Hong Kong is also a world leader in fibre-to-the-home (FTTH) and fibre-to-the-building (FTTB) coverage, according to information published in December 2012 by the Fibre-to-the-Home Council. As at December 2012, the OFCA's voluntary registration scheme for FTTB and FTTH residential buildings had recorded over 13,000 FTTB or FTTH buildings in Hong Kong, indicating that more than 83 per cent of households in Hong Kong have access to FTTB or FTTH network(s).

Hong Kong's fixed broadband services are competitively-priced and very affordable — they are offered at a monthly rate as low as around \$218, or US\$28 for broadband internet access service at a speed up to 1 Gbps.

Hong Kong is also at the forefront in the provision of public Wi-Fi service. At the end of the year, Hong Kong had 15,715 Wi-Fi hot spots in about 5,797 areas across the territory.

Mobile TV Services

Broadcast-type mobile TV service was launched in February 2012 with, as at December 2012, a total of eight TV programme channels targeting different audience segments in Hong Kong. Mobile TV service offers a wider choice of high quality TV programmes and strengthens Hong Kong's status as a world-class wireless city.

Migration to the Next Generation Network

The Next Generation Network (NGN) embraces multiple services such as voice, data and multi-media delivered over a single Internet Protocol-based platform. In May 2011, the OFCA commissioned a study of NGN's implications on Hong Kong's telecommunications regulatory

framework to ensure that the regulatory regime remains updated and appropriate in the NGN environment. To facilitate the industry's smooth migration to NGN, the OFCA has formed a working group with the stakeholders to discuss and tackle issues relating to NGN.

External Telecommunications Facilities and Services

The external telecommunications facilities market was liberalised fully in 2000, and by December 2012, 41 licensees were authorised to provide cable-based and/or non-cable-based external telecommunications facilities. Hong Kong has six submarine cable landing stations and is connected to seven regional and trans-Pacific submarine cable systems. It is also connected to the Mainland's three overland cable networks. The external telecommunications facilities' total equipped capacity in December 2012 was over 9,400 Gbps.

Satellite Communications

The two Hong Kong companies licensed to operate and provide satellite communication services were operating nine satellites at the end of 2012. Some of these satellites have been in service for more than 15 years and will soon reach the end of their designed operation lives. In March 2012, one of the licensees launched a replacement satellite. The two companies have entered a new investment cycle of launching new satellites for replacement and provision of new business.

Combating Unsolicited Electronic Messages

The Unsolicited Electronic Messages Ordinance (UEMO) regulates the sending of commercial electronic messages (CEMs), including fax, pre-recorded voice messages, short messages and emails. Under the UEMO, senders of CEMs are required to comply with specific sending rules. There are three 'do-not-call' registers (DNCs) for fax, short messages and pre-recorded telephone messages respectively. Senders are prohibited from sending CEMs to the DNC-registered numbers without the consent of the number's registered user. By 31 December 2012, more than 2.47 million numbers were registered in the three DNCs.

Since the introduction of the UEMO in 2007, the CA has received over 23,000 reports of suspected contraventions and has issued 509 warning letters and 15 enforcement notices to senders. The number of reports fell from 6,100 in 2009 to around 2,600 in 2012, a testimony to the effectiveness of the Government's regulatory regime. The HKSAR Government continues to work with other countries and regions to combat spam or unsolicited e-mails sent indiscriminately.

Protection of Consumers

The booming mobile telecommunications market, growing number of smart phone users and rapid technological developments in recent years have generated a number of consumer issues, such as service quality, billing and contractual disputes, which the OFCA has been working closely with the industry to resolve. From 2010 onwards, the OFCA and the industry started to adopt a number of initiatives to tackle issues concerning chargeable mobile content services, mobile bill shock, contractual disputes, billing information and payment collection, and performance of mobile broadband services.

To ensure a uniform application of fair usage policy (FUP) by fixed and mobile broadband service providers and to enhance customers' understanding of FUP so as to enable them to compare the different offers in the market and to make informed subscription decisions, the OFCA's mandatory guidelines governing how service providers should implement FUP took effect from February 2012, with full compliance by fixed and mobile broadband services providers.

To resolve billing disputes in deadlock between telecommunications service providers and their customers, the telecommunications industry launched a Customer Complaint Settlement Scheme (CCSS) for a trial period of two years from November 2012 with funding support from the OFCA. The CCSS seeks to resolve the disputes through mediation, which is more efficient, effective and less costly than formal litigation.

International Activities

Hong Kong continues to be an active player in international telecommunications forums. In addition to being a member of the Mainland delegation to conferences and meetings organised by the International Telecommunication Union (ITU), Hong Kong participates as an independent member at meetings of the Asia-Pacific Telecommunity (APT) and the Telecommunications and Information Working Group of the Asia-Pacific Economic Co-operation (APEC). During 2012, Hong Kong attended 26 conferences and meetings held by the ITU, APT and APEC. Hong Kong was the chair of the APT Working Group on international mobile roaming between 2010 and 2012.

Broadcasting

Hong Kong is a forerunner in the adoption of advanced broadcasting technologies. The Government's broadcasting policy objectives are to widen programme choice and diversity through competition, to facilitate the introduction of new, innovative broadcasting services and to enhance Hong Kong's position as a regional broadcasting hub.

To achieve these objectives, Hong Kong adopts a facilitating and pro-competition approach to promote the application of various innovative broadcasting technologies, and provides a liberalised and light-handed regulatory environment for new broadcasting services to flourish. This allows Hong Kong to enter into a new era of broadcasting, with broadened programming choice and innovative services available to the viewing and listening public. At the end of 2012, Hong Kong had some 700 satellite and pay television channels available in digital format, and was the world leader in deploying Internet Protocol Television (IPTV) technology, with some one million subscribers. There were also 17 licensed satellite television broadcasters providing more than 200 channels for the Asia-Pacific region. The two terrestrial television broadcasters launched digital broadcasting officially in December 2007. By the end of 2012, there were a total of 15 free-to-air television channels (four analogue and 11 digital free TV channels). Radio Television Hong Kong (RTHK), Hong Kong's public service broadcaster, produces programmes of public interest for broadcast on free and pay TV channels. There are three radio stations, including two commercial operators and RTHK, providing a total of 13 analogue channels in Hong Kong. In 2012, three commercial operators (including one existing licensee providing

analogue radio service) and RTHK formally launched digital audio broadcasting (DAB) services. There will be a total of 18 new DAB channels.

Regulatory Approach

Provision of television programme services and the carriage networks in Hong Kong are regulated separately. A television programme service provider may hire any transmission network operator to transmit its service instead of investing in transmission infrastructure itself. This arrangement facilitates market entry and encourages competition.

Under the Broadcasting Ordinance, the four categories of television programme services — domestic-free, domestic-pay, non-domestic (mainly satellite television services targeting the Asia-Pacific region) and other licensable television programme services (mainly television services for hotel rooms) — are regulated according to their characteristics and pervasiveness rather than their transmission mode. The provision of sound broadcasting services is regulated under the Telecommunications Ordinance and the Broadcasting (Miscellaneous Provisions) Ordinance.

As a result of its liberalised, light-handed and pro-competition regulatory approach, Hong Kong enjoys a vibrant broadcasting industry and a multitude of television and radio channels with diversified programming.

Public Service Broadcasting — Radio Television Hong Kong

RTHK is a government department tasked with providing high quality and professional public service broadcasting through radio, television and new media platforms. The RTHK Charter enshrines the editorial independence of RTHK, and sets out the public purposes and mission of RTHK, its relationship with the Commerce and Economic Development Bureau, the Communications Authority and the Board of Advisors.

RTHK currently operates 12 radio channels, with three of them using FM, four using AM transmission and five DAB channels formally launched in September 2012. The station produces over 1,035 hours of radio programmes of different genres in Cantonese, English and Putonghua every week.

RTHK produced about 630 hours of television programmes for broadcasting on Hong Kong's two local free television stations and pay-TV platforms in 2012. RTHK officially kicked off the digital terrestrial television (DTT) transmission signal test at the Temple Hill transmission tower on 1 July 2012. After the signal tests have been completed, a test run of programmes will be rolled out and RTHK is now devising and formulating its long-term plan for the DTT service.

In addition to 35.7 hours of new school educational television programmes and pre-primary school programmes, an interactive learning platform, eTVonline, provides educational information to complement the Government's education policies. RTHK also provides local and overseas broadcasters with audio and video pool feeds of events of public interest, such as the annual National Day celebration and flag raising ceremony, the national leaders' official visits, the delivery of the Chief Executive's Policy Address and the ceremonial opening of the Legal Year.

The RTHK website (www.rthk.hk) has an average daily hit rate of 33 million. RTHK continues to harness the multi-media potential of the different emerging media platforms, including providing applications for mobile services ('RTHK On the Go', 'RTHK Thumb' and 'RTHK Node') and applications for tablet computers ('RTHK Prime'). These bring RTHK productions to local and overseas audience for their enjoyment any time, anywhere, by any device.

In 2012 RTHK launched 'RTHK Memory', a large-scale online programme archive project. The first phase offers public access to over 100 hours of audio and visual contents on the RTHK Memory website (<http://rthk.hk/rthkmemory/>), including productions from the early years and much invaluable historical footage.

Recent Developments

The Government encourages the deployment of digital terrestrial television broadcasting technology in Hong Kong to enhance spectrum efficiency and enable the provision of television services of higher quality. The two incumbent terrestrial broadcasters, Asia Television Limited and Television Broadcasts Limited, launched digital terrestrial television, including the broadcasting of free high-definition television programmes and channels in 2007. Currently, about 70 per cent of Hong Kong households receive digital television via set-top boxes, integrated digital television sets and computers. The two broadcasters achieved digital coverage of about 98 per cent of the population by the end of 2012 and aim ultimately to achieve digital network coverage at least on par with that of analogue television broadcasting, which is close to 99 per cent of the population. Having regard to the actual coverage and take-up rate of digital terrestrial television, the Government decided in mid-2011 that the end of 2015 should be the working target for ending analogue television broadcasting.

The Government is handling three applications for domestic free television programme service licences in accordance with the Broadcasting Ordinance and established procedures.

Information Technology

Digital 21 Strategy

The Government is committed to making Hong Kong a leading digital city. The Government's 'Digital 21 Strategy', updated continually in tandem with technological advancements and the community's changing needs, has produced the right environment, infrastructure, skills and culture for developing and adopting information and communications technology (ICT), as reflected in Hong Kong's mobile subscription rate of 228.5 per cent and household broadband penetration rate of 86.1 per cent, which are among the highest in the world.

Hong Kong as a Leading Digital Economy

Driving E-business

To support the continuous development of a digital economy, the Government has established a clear legal framework for the conduct of secure electronic transactions through the Electronic Transactions Ordinance. Two certification authorities are recognised under the ordinance to issue digital certificates to enable the conduct of electronic transactions in a secure manner.

The Government encourages small and medium enterprises (SMEs) to take advantage of ICT and cloud computing services to enhance efficiency and productivity, through various initiatives including the Sector-Specific Programme.

IT Manpower

The Government also works with the industry and academia to map out strategies and measures to create an environment where a well-qualified IT workforce can flourish and meet the needs of a digital economy. The Government undertakes projects to encourage students to pursue IT as a career and in 2012 formed a Task Force on ICT Professional Development and Recognition to consider establishing a framework for ICT professional recognition in Hong Kong, with reference to practice elsewhere.

Information Security

The Government's information security portal (InfoSec.gov.hk) provides the latest IT security news, protection measures, best practices and guidelines, and short videos and radio episodes, helping to raise the public's awareness of security threats and to protect their computer systems and data. The Hong Kong Computer Emergency Response Team Co-ordination Centre also provides computer security incident response services.

Hong Kong as a Hub for Technological Co-operation and Trade

Facilitating the IT Industry

The Government has introduced a range of measures to cultivate a vibrant, competitive and innovative ICT industry by increasing business opportunities, improving service quality and building expertise.

The Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA) allows Hong Kong service suppliers to apply for Computer Information System Integration qualification certification and provide various IT services in the Mainland, including system integration, implementation and database services. Moreover, in August, Guangdong and Hong Kong turned a pilot scheme for the mutual recognition of electronic signature certificates issued in the two places into a standing arrangement.

To recognise outstanding achievement and to showcase Hong Kong's ICT success at home and abroad, the Government collaborates with the local ICT industry in organising Hong Kong ICT Awards and encourages award winners to participate in international awards. In 2012, Hong Kong's ICT products and solutions won nine grand awards in three prestigious international awards: the World Information Technology and Services Alliance Global ICT Excellence Awards, the World Summit Award Mobile, and the Asia Pacific ICT Awards.

The Government supports the development of data centres as essential infrastructure for the continuing development of the economy. Since 2010, the Government has allocated over 12 hectares of land in the Tseung Kwan O Industrial Estate and has reserved two hectares of land in Tseung Kwan O for the development of high-tier data centres. The first reserved site of about one hectare will be ready for open bidding in 2013. To encourage the conversion of industrial buildings into data centres and the development of high-tier data centres on existing industrial

lots, two new data centre specific incentive measures on top of the existing optimisation schemes for industrial buildings have been implemented since June 2012. The Office of the Government Chief Information Officer has also established a Data Centre Facilitation Unit to provide one-stop assistance to interested local and overseas organisations.

Facilitating Development of Cloud Industry and Standards

In July 2012, the 'Hong Kong/Guangdong Expert Committee on Cloud Computing Services and Standards' was established to facilitate expert exchanges between Hong Kong and the Mainland to develop good practices and guidelines in respect of security and privacy on the provision and use of cloud services and to drive cloud computing adoption.

Cyberport

The 24-hectare Cyberport brings together a cluster of IT enterprises, facilitating synergy and partnership among members of the ICT industry. It is home to more than 127 local, Mainland and overseas companies specialising in IT applications, information services and multi-media content creation, including 56 start-up companies. Cyberport is a major venue for IT and digital entertainment-related conferences in Hong Kong and Asia. Cyberport also provides the ICT and digital media industries with infrastructure, technical and resource support and facilitates the development of local SMEs through its industrial support centres.

Developments in E-government

Building on the foundation laid down over the past few years, Hong Kong has launched the next stage of e-government. Key developments include:

(a) Mobile applications

The Government has developed mobile applications ('apps') to provide the public with information on weather, transport, health, news, leisure and education. In 2012, 27 mobile apps were launched, bringing the number of government mobile apps to 49. The new 'GovHK Notifications', a centralised platform for the public to receive time-critical government information while on the go, has received over 400,000 downloads since its launch in August 2012.

(b) Data.one

Promoting value-added re-use of public sector information is conducive to the development of a knowledge-based society. The Data.One portal (<http://Data.One.gov.hk>), established permanently in April, provides eight data types, encompassing hundreds of datasets. These have been used by the community to develop a number of mobile applications, providing innovative services for the public.

(c) Electronic Health Records

The first stage of the electronic Health Record (eHR) Programme, expected to be completed in 2013-14, is targeted to: (1) set up the eHR sharing platform for connection with all public and private hospitals; (2) have electronic medical/patient

record and health information systems available in the market for private doctors, clinics and other healthcare providers to connect to the eHR sharing platform; and (3) formulate a legal framework to protect the system security and data privacy prior to the commissioning of the eHR Sharing System. Protection of data privacy and system security is of paramount importance in developing the eHR sharing system.

(d) GovWiFi Programme

The Government launched the 'Next Generation GovWiFi Programme' in December 2012, which will extend free public Wi-Fi coverage for the public and visitors to more than 440 government premises in 2013.

(e) Government Cloud Platform

The Government is developing a government cloud platform. The first phase will include provision of common e-government services such as electronic information management, collaborative working and e-procurement services for shared use by government departments. The platform is expected to be put into operation in late 2013.

Digital Inclusion

To build an inclusive, knowledge-based society, the Government has initiated programmes to promote adoption of ICT among various needy groups, including students from low-income families, persons with disabilities and the elderly.

Internet Learning Support Programme

The Government's Internet Learning Support Programme helps low-income families acquire affordable computers and internet access services, and provides them with support on effective use of the internet for learning. By the end of 2012, some 65,000 families had enrolled in the programme.

Promoting ICT Adoption among Persons with Disabilities

The Government has funded the development of nine ICT-based tools and applications for persons with disabilities. The products, ranging from input and control assistance devices, web-based services, rehabilitation tools and software applications, are available for free download, free distribution to needy groups, or further development.

To facilitate access to online information and services by persons with disabilities, the Government's 'Web Accessibility Campaign' encourages accessible design in both public and private-sector websites. A series of seminars and workshops for corporate management, website managers and ICT practitioners were held in 2012 to raise awareness, share good practices and impart know-how on web accessibility. The Government also developed a management handbook and a portal to provide practical guidelines and resources on web accessibility. Government websites are required to conform to Level AA standard of the World Wide Web Consortium's Web Content Accessibility Guidelines version 2.0 by 2013.

Encouraging ICT Adoption among the Elderly

Over 38,000 elderly persons participated in a series of activities funded by the Government to encourage the elderly to use ICT. Activities included ICT training and seminars, computer on-loan services and out-reaching activities.

Creative Industries

Create Hong Kong and CreateSmart Initiative

The Government's 'Create Hong Kong' (CreateHK) office aims to drive the development of creative industries by:

- nurturing a pool of creative human capital;
- facilitating start-ups and developing creative establishments;
- generating demand for innovation and creativity and expanding the local market size for creative industries;
- promoting creative industries in the Mainland and overseas to help explore outside markets;
- fostering a creative atmosphere within the community;
- developing creative clusters in Hong Kong to generate synergy and facilitate exchanges; and
- organising major events to promote Hong Kong as Asia's creative capital.

CreateHK administers the \$300 million CreateSmart Initiative (CSI) and in 2012 the CSI provided \$92.2 million to support 51 projects, covering various creative sectors.

Creative Events

CreateHK works closely with stakeholders to foster an environment conducive to the development of creative industries. In particular, it assists industry groups in organising major creative events to attract enterprises, talent and academics in creative industries from around the world to visit Hong Kong. New initiatives in 2012 included:

- the 2012 Hong Kong Design Year presented by CreateHK and organised by the Hong Kong Design Centre with over 60 design-related events to showcase Hong Kong's strength as a regional design hub;
- 'Tian Tian Xiang Shang' Creativity-For-Community and School Development Programme 2012 which stimulated creativity among students and the public, and encouraged exchange among creative industry practitioners;

- the opening of the Hong Kong Avenue of Comic Stars at Kowloon Park in September 2012, featuring 24 figures of local comic characters and 10 bronze handprints of local comic artists; and
- the record-breaking 'World's Greatest Catwalk 2012 Hong Kong', the first free and open-to-public catwalk show with over 300 models presenting works by established fashion designers and emerging young fashion talents from Hong Kong and Denmark, as well as award-winning entries from local fashion design competitions.

Annual events include:

- 'Entertainment Expo' co-ordinated by the Hong Kong Trade Development Council, the entertainment industry's largest event in Asia;
- the biennial 'Hong Kong - Shenzhen Bi-city Biennale of Urbanism and Architecture', held from February to April 2012 at Kowloon Park; and;
- the 'Business of Design Week' (BODW) organised by the Hong Kong Design Centre, and 'DETOUR', a public engagement event organised by the Hong Kong Ambassadors of Design. The BODW and DETOUR have become leading design events in Asia and the world.

Support for Design

In 2012, a design-business collaboration scheme under the DesignSmart Initiative to encourage the wider use of design by SMEs provided funding of \$1 million for 30 projects. Separately, CreateHK supports a design incubation programme at InnoCentre to nurture design start-ups. The InnoCentre connects designers and users of design services and provides space for design ventures and activities. By the end of December 2012, 122 start-ups had been admitted to the programme since its launch in 2006.

Mainland, Taiwan and Overseas Promotions

CreateHK promotes the accomplishments of Hong Kong's creative industries to the Mainland, Taiwan and overseas countries and helps them explore new markets.

Seminars in Hong Kong and the Mainland in 2012 helped film producers and directors collaborate with each other and seize the opportunities offered under CEPA. Hong Kong film festivals were organised by the Hong Kong Economic and Trade Offices in major overseas cities to promote Hong Kong as a film production centre. CreateHK also participated in major international exhibitions and events to promote location filming in Hong Kong and in 2012, 130 overseas film crews came to Hong Kong for location filming.

Funding was also provided to creative establishments for participation in major international exhibitions and events, targeting potential clients in strategic overseas markets. For example, a Hong Kong pavilion was set up at international book fairs held in Beijing, Frankfurt, London and Taipei to showcase Hong Kong's publishing and printing sectors and a Hong Kong exhibition

was staged at the Venice Biennale International Architecture Exhibition from August to November 2012.

Representatives from various creative industries, including film, design, digital entertainment and publishing, attended the Second Hong Kong — Taiwan Cultural Co-operation Forum in Taipei in September 2012. In November/December 2012, Hong Kong Week in Taipei showcased Hong Kong's contemporary films and comics.

Exchange programmes funded by CreateHK brought two groups of local young designers to the Berlin International Design Festival in Germany and the Roskilde Festival in Denmark.

Guangdong, Hong Kong, Macao and Taiwan collaborated on the first Hong Kong Comic Camp from June to August 2012, with comic artists from the four regions sharing experiences and skills with students and practitioners at forums and workshops.

Nurturing Creative Talent

CreateHK sponsors programmes that help nurture the next generation of Hong Kong's creative talent. A teaching kit for the appreciation of architecture was launched in October 2012 for secondary students. The World Design Summer Camp Programme enabled 50 local design students to participate in the Milan Design Week and 200 local and overseas design students to join a 10-day summer camp in Hong Kong.

International Awards

CreateHK supports the participation of local creative talent and creative works in international competitions and promotional events to help them gain exposure and recognition overseas, and to raise the profile of Hong Kong and its creative industries internationally. As at 31 December 2012, over 90 awards had been won by Hong Kong's creative talents and companies sponsored by CreateHK.

To recognise design excellence, CreateHK funds design awards, such as the Hong Kong Design Centre Awards, the Hong Kong Designers Association's Global Design Awards and the Hong Kong Society of Illustrators' Greater China Illustration Awards.

Film Development Fund

The Film Development Fund finances small-to-medium budget film productions and funds projects conducive to the long-term development of the local film industry. In 2012, 11 film production financing projects and 19 other film-related projects beneficial to the healthy and long-term development of the film industry, involving a total funding of \$59.81 million, were approved.

Film Development Council

The Film Development Council (FDC) advises the Secretary for Commerce and Economic Development on the policy, strategy and institutional arrangements for the promotion and development of the film industry; the use of public funds to support the film industry; the planning, co-ordination and implementation of film-related activities; the industry's manpower

and training needs; and the promotion of film literacy in Hong Kong. The FDC is chaired by a non-official member and is comprised mainly of members of the film industry.

Film Classification System

Hong Kong adopts a three-tier film classification system: Category I (suitable for all ages); Category II, which is subdivided into Category IIA (not suitable for children) and Category IIB (not suitable for young persons and children); and Category III (for persons who have attained the age of 18 years only). The aim is to allow adults wide access to films while protecting young persons under the age of 18 from exposure to potentially harmful materials. Category IIA and IIB classifications are advisory (not governed by statutory age restrictions) and are intended to give more information to cinema patrons, particularly parents, to help them select films for themselves or their children. The age restriction is mandatory for Category III films.

In 2012, 1,878 films were submitted for classification, compared with 1,581 in 2011. Of these, 672 were classified Category I, 510 Category IIA, 507 Category IIB, and 189 Category III. Film trailers, instructional films and cultural films intended for public exhibition can be exempted from classification. During the year, 11,733 such films were examined and exempted from classification.

Film classification standards are kept in line with society's expectations by regular surveys of community views and consultation with a statutory panel of advisers, comprising about 300 members drawn from different levels of society.

The Board of Review (Film Censorship), a statutory body established under the Film Censorship Ordinance, is empowered to review the film censors' decisions on film classifications upon request. The board comprises nine non-official members appointed by the Chief Executive, plus the Secretary for Commerce and Economic Development as an ex officio member.

Control of Obscene and Indecent Articles Ordinance

The policy objective in regulating obscene and indecent articles is to preserve public morals and protect young people from the harmful effects of obscene and indecent materials while preserving the free flow of information and safeguarding freedom of expression. The publication (including distribution, circulation and sale) and public display of obscene and indecent articles (including printed matter, sound-recordings, video-tapes, discs and electronic publications) is regulated by the Control of Obscene and Indecent Articles Ordinance.

The ordinance does not apply to films, film packaging and film advertising material covered under the Film Censorship Ordinance and television broadcasts governed by the Broadcasting Ordinance. Under the Control of Obscene and Indecent Articles Ordinance, 'obscenity' and 'indecenty' include violence, depravity and repulsiveness. An article may be classified as Class I (neither obscene nor indecent), Class II (indecent), or Class III (obscene). The relevant enforcement agencies (the Office for Film, Newspaper and Article Administration, the Police, and the Customs and Excise Department) and the Secretary for Justice may submit articles to the Obscene Articles Tribunal for classification. Publishers, authors, printers, manufacturers,

importers, distributors and copyright owners may also voluntarily submit articles to the Tribunal for classification rulings before publication if in doubt.

The Government is reviewing the Control of Obscene and Indecent Articles Ordinance and a second round of public consultation was conducted from April to July 2012. The Government is studying the views received in mapping out the way forward.

Postal Services

Hongkong Post continues to provide an efficient, reliable and affordable postal service to the public, with overall customer satisfaction reaching 99.2 per cent. Hongkong Post handled 1.3 billion postal items in 2012, of which 83.2 per cent were local items and the rest were for delivery outside Hong Kong, mainly the United States, Australia, the United Kingdom, Canada and the mainland of China.

Speedpost

In August, a new Speedpost 'JOY Pack' with a capacity of 3kg was launched to boost traffic by encouraging casual customers and internet traders to send gifts and online purchases by Speedpost.

Promoting Philately

Hongkong Post issued 13 sets of special stamps and sheetlets in 2012 on a diversity of themes including the Year of the Dragon, the 15th anniversary of the HKSAR's establishment, the 2012 London Olympic Games, Hong Kong delicacies and the 150th anniversary of stamp issuance in Hong Kong.

Supporting Small and Medium Enterprises (SMEs) in Hong Kong

Hongkong Post's support for local SMEs by offering a cost-effective total solution to meet their postal and related business needs was recognised by the 'BEST SME's Partner Award' in May.

New and Enhanced Services

A new 'Make-My-Card' personalised greeting card service combining digitised communication with physical mail was launched in March. Customers can upload their messages and photos to Hongkong Post's web platform and physical cards will be printed and sent to the recipients through Hongkong Post's delivery network. In June, a new advertising service using second pouch boxes was launched, providing a new publicity medium with high visibility throughout the territory for government departments and other organisations. New functions were added to the EC-Ship online shipping portal to facilitate large volume postings by internet traders.

Retail Network

To make way for site redevelopment, the Hennessy Road Post Office was temporarily relocated to Johnston Road and renamed as Johnston Road Post Office in December.

International Participation

Hongkong Post continued to participate actively in multilateral and bilateral postal forums. In May, Hongkong Post supported the State Post Bureau of China in hosting the 2012 Asian-Pacific Postal Union Executive Council Meeting in Hong Kong. During September to October, Hongkong Post participated in the 25th Universal Postal Union Congress in Doha, Qatar, as part of the China delegation.

Websites

Government Home Page: www.gov.hk
Commerce and Economic Development Bureau: www.cedb.gov.hk
(links to related departments and agencies)
Digital 21 Strategy: www.digital21.gov.hk
Cyberport: www.cyberport.com.hk
Digital television: www.digitaltv.gov.hk
Digital audio broadcasting: www.digitalradio.gov.hk
Film Development Council: www.fdc.gov.hk
Film Services Office: www.fso-createhk.gov.hk
Radio Television Hong Kong: www.rthk.org.hk
Access to Government Information: www.access.gov.hk
Home Affairs Bureau: www.hab.gov.hk
Information Services Department: www.isd.gov.hk
Government's e-bulletin: www.news.gov.hk
Hongkong Post: www.hongkongpost.hk
Constitutional and Mainland Affairs Bureau: www.cmab.gov.hk
Create Hong Kong: www.createhk.gov.hk
Communications Authority: www.coms-auth.hk
Office of the Communications Authority: www.ofca.gov.hk