

# Communications Authority press release

The following is issued on behalf of the Communications Authority:

This press release summarises the decisions of the Communications Authority (CA) following its 93rd meeting held in March 2020:

Disruptions of the Telecommunications Services of Hong Kong Broadband Network Limited (HKBN)

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On June 8, 2019, two incidents of HKBN network outage caused disruptions to the provision of fixed broadband services and Internet Protocol telephony services to some of its customers, in one case lasting for about four and a half hours and in the other lasting for 39 minutes. The Office of the Communications Authority (OFCA) conducted an investigation into the two incidents. Having considered OFCA's assessment and HKBN's representations, the CA concluded that there had been no breach by HKBN of General Condition 5.1 of its Unified Carrier Licence (Licence No. 045), which requires it to operate, maintain and provide a good, efficient and continuous service in a manner satisfactory to the CA. For details, please refer to the CA's Decision published on the CA's website:

[www.coms-auth.hk/filemanager/statement/en/upload/528/HKBN\\_FinalDecision\\_e.pdf](http://www.coms-auth.hk/filemanager/statement/en/upload/528/HKBN_FinalDecision_e.pdf).

Broadcast Complaint

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The CA considered a complaint case about the radio programme "C Hing Temple" broadcast on July 9, 2019, on the Radio 2 channel of Radio Television Hong Kong (RTHK). The CA decided that RTHK should be strongly advised to observe more closely the relevant provision of the Radio Code of Practice on Programme Standards. Details of the case are at

[www.coms-auth.hk/filemanager/en/content\\_713/appx\\_20200319.pdf](http://www.coms-auth.hk/filemanager/en/content_713/appx_20200319.pdf).