

## Regulatory Framework for Opening, Operating and Closing a Business

Disclaimer: Any information rendered in this document is for general references only and should not be considered as legal advice. Users are strongly advised to seek independent legal advice if they are in doubt of their legal position.

### Utility Services - Internet

| No.                                                                | Regulatory Framework                                                                                                                                                                                                                           | Link                                                                                        |
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| <b><i>Regulatory Monitoring of Tariffs and Service Quality</i></b> |                                                                                                                                                                                                                                                |                                                                                             |
| 1.                                                                 | Per the regulatory framework, the regulatory agency required to oversee the following: <ul style="list-style-type: none"> <li>Wholesale connectivity tariffs</li> <li>Interconnection agreements between internet service providers</li> </ul> | ➤ Sections 7F and 36A, <a href="#">Cap. 106 Telecommunications Ordinance</a>                |
| <b><i>Monitoring of Service Quality</i></b>                        |                                                                                                                                                                                                                                                |                                                                                             |
| 2.                                                                 | Per the regulatory framework, the Competition Commission and Communications Authority are required to initiate investigations for anticompetitive practices, whereas the Competition Tribunal can impose fines for anticompetitive practices   | ➤ <a href="#">Cap. 619 Competition Ordinance</a>                                            |
| <b><i>Rights of way</i></b>                                        |                                                                                                                                                                                                                                                |                                                                                             |
| 3.                                                                 | Provisions regulating rights of way for internet service providers to install and maintain their equipment on public and private lands                                                                                                         | ➤ Sections 14(1), 14(1A) and 14(1AA), <a href="#">Cap. 106 Telecommunications Ordinance</a> |
| 4.                                                                 | Regulatory provisions stipulating requirements for operators owning passive infrastructure to share access for the last mile with internet service providers                                                                                   | ➤ Section 36AA, <a href="#">Cap. 106 Telecommunications Ordinance</a>                       |

| No.                                            | Regulatory Framework                                                                                                                                                | Link                                                                                                                                                          |
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| 5.                                             | Regulatory provisions stipulating requirements for operators owning active infrastructure to share access for the last mile with internet service providers         | ➤ Section 36AA, <a href="#">Cap. 106 Telecommunications Ordinance</a>                                                                                         |
| <b>Open Infrastructure</b>                     |                                                                                                                                                                     |                                                                                                                                                               |
| 6.                                             | Regulatory provisions guaranteeing both local loop unbundling and line access                                                                                       | ➤ Sections 36A and 36AA, <a href="#">Cap. 106 Telecommunications Ordinance</a>                                                                                |
| 7.                                             | Regulatory framework allows utility partnerships for infrastructure sharing                                                                                         | ➤ Sections 36AA(1) and 36AA(4), <a href="#">Cap. 106 Telecommunications Ordinance</a>                                                                         |
| 8.                                             | Asymmetric regulations for dominant operators or operators with significant market power that establish remedial actions                                            | ➤ Sections 7Q(1), 7Q(4) and 36A, <a href="#">Cap. 106 Telecommunications Ordinance</a><br>➤ Sections 21 to 23, <a href="#">Cap. 619 Competition Ordinance</a> |
| <b>Mechanisms on Service Quality Assurance</b> |                                                                                                                                                                     |                                                                                                                                                               |
| 9.                                             | Regulatory framework stipulates sanctions, and/or remedies applicable to utilities to ensure reliable internet supply (limit internet service outages or slowdowns) | ➤ Sections 36B(1)(a) and 36C, <a href="#">Cap. 106 Telecommunications Ordinance</a>                                                                           |
| <b>Liability Regimes</b>                       |                                                                                                                                                                     |                                                                                                                                                               |
| 10.                                            | The regulatory framework stipulates liability for personal data protection breaches, including the right to pursue compensation                                     | ➤ Sections 50, 50A, 64 and 66, <a href="#">Cap. 486 Personal Data (Privacy) Ordinance</a>                                                                     |

| No.                               | Regulatory Framework                                                                                                                                                      | Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Cybersecurity Coordination</b> |                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11.                               | Per the regulatory framework, the agency responsible for cybersecurity coordination at national level have the mandate to define and implement risk assessment strategies | <ul style="list-style-type: none"> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/</a></li> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/</a></li> <li>➤ <a href="https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/">https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/</a></li> <li>➤ <a href="https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf">https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf</a></li> <li>➤ <a href="https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html">https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html</a></li> <li>➤ <a href="https://cyberdefender.hk/en-us/">https://cyberdefender.hk/en-us/</a></li> <li>➤ <a href="https://www.hkcert.org/about-us/csirt-description-for-hkcert">https://www.hkcert.org/about-us/csirt-description-for-hkcert</a></li> <li>➤ <a href="https://www.govcert.gov.hk/doc/PG%20for%20SIH_EN.pdf">https://www.govcert.gov.hk/doc/PG%20for%20SIH_EN.pdf</a></li> <li>➤ <a href="https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf">https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf</a></li> <li>➤ <a href="https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf">https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf</a></li> <li>➤ <a href="https://www.sb.gov.hk/eng/CI/protection.html">https://www.sb.gov.hk/eng/CI/protection.html</a></li> </ul> |

| No. | Regulatory Framework                                                                                                                                | Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 12. | Per the regulatory framework, the agency responsible for cybersecurity coordination at national level have the mandate to carry out security audits | <ul style="list-style-type: none"> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/</a></li> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/</a></li> <li>➤ <a href="https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/">https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/</a></li> <li>➤ <a href="https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf">https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf</a></li> <li>➤ <a href="https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html">https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html</a></li> <li>➤ <a href="https://cyberdefender.hk/en-us/">https://cyberdefender.hk/en-us/</a></li> <li>➤ <a href="https://www.hkcert.org/about-us/csirt-description-for-hkcert">https://www.hkcert.org/about-us/csirt-description-for-hkcert</a></li> <li>➤ <a href="https://www.govcert.gov.hk/doc/PG%20for%20ISIH_EN.pdf">https://www.govcert.gov.hk/doc/PG%20for%20ISIH_EN.pdf</a></li> <li>➤ <a href="https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf">https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf</a></li> <li>➤ <a href="https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf">https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf</a></li> <li>➤ <a href="https://www.sb.gov.hk/eng/CI/protection.html">https://www.sb.gov.hk/eng/CI/protection.html</a></li> </ul> |

| No. | Regulatory Framework                                                                                                                                                                                                                       | Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 13. | The regulatory framework establishes procedures for the agency responsible for cybersecurity coordination at national level to lead collective response involving both public and private stakeholders in handling cybersecurity incidents | <ul style="list-style-type: none"> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/</a></li> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/</a></li> <li>➤ <a href="https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/">https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/</a></li> <li>➤ <a href="https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf">https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf</a></li> <li>➤ <a href="https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html">https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html</a></li> <li>➤ <a href="https://cyberdefender.hk/en-us/">https://cyberdefender.hk/en-us/</a></li> <li>➤ <a href="https://www.hkcert.org/about-us/csirt-description-for-hkcert">https://www.hkcert.org/about-us/csirt-description-for-hkcert</a></li> <li>➤ <a href="https://www.govcert.gov.hk/doc/PG%20for%20ISIH_EN.pdf">https://www.govcert.gov.hk/doc/PG%20for%20ISIH_EN.pdf</a></li> <li>➤ <a href="https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf">https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf</a></li> <li>➤ <a href="https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf">https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf</a></li> <li>➤ <a href="https://www.sb.gov.hk/eng/CI/protection.html">https://www.sb.gov.hk/eng/CI/protection.html</a></li> </ul> |

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| 14. | Per the regulatory framework, the agency responsible for cybersecurity coordination at national level have the mandate to enforce cybersecurity laws and regulations | <ul style="list-style-type: none"> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/</a></li> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/</a></li> <li>➤ <a href="https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/">https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/</a></li> <li>➤ <a href="https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf">https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf</a></li> <li>➤ <a href="https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html">https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html</a></li> <li>➤ <a href="https://cyberdefender.hk/en-us/">https://cyberdefender.hk/en-us/</a></li> <li>➤ <a href="https://www.hkcert.org/about-us/csirt-description-for-hkcert">https://www.hkcert.org/about-us/csirt-description-for-hkcert</a></li> <li>➤ <a href="https://www.govcert.gov.hk/doc/PG%20for%20ISIH_EN.pdf">https://www.govcert.gov.hk/doc/PG%20for%20ISIH_EN.pdf</a></li> <li>➤ <a href="https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf">https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf</a></li> <li>➤ <a href="https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf">https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf</a></li> <li>➤ <a href="https://www.sb.gov.hk/eng/CI/protection.html">https://www.sb.gov.hk/eng/CI/protection.html</a></li> </ul> |

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| <b><i>Cybersecurity Safeguards</i></b> |                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 15.                                    | The regulatory framework establishes mandatory cybersecurity standards and cybersecurity safeguards | <ul style="list-style-type: none"> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/</a></li> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/</a></li> <li>➤ <a href="https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/">https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/</a></li> <li>➤ <a href="https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf">https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf</a></li> <li>➤ <a href="https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html">https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html</a></li> <li>➤ <a href="https://cyberdefender.hk/en-us/">https://cyberdefender.hk/en-us/</a></li> <li>➤ <a href="https://www.hkcert.org/about-us/csirt-description-for-hkcert">https://www.hkcert.org/about-us/csirt-description-for-hkcert</a></li> <li>➤ <a href="https://www.govcert.gov.hk/doc/PG%20for%20SIH_EN.pdf">https://www.govcert.gov.hk/doc/PG%20for%20SIH_EN.pdf</a></li> <li>➤ <a href="https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf">https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf</a></li> <li>➤ <a href="https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf">https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf</a></li> <li>➤ <a href="https://www.sb.gov.hk/eng/CI/protection.html">https://www.sb.gov.hk/eng/CI/protection.html</a></li> </ul> |

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| 16. | The regulatory framework requires the establishment of at least one computer security incident response team responsible for handling cybersecurity incidents | <ul style="list-style-type: none"> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/</a></li> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/</a></li> <li>➤ <a href="https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/">https://www.hkma.gov.hk/eng/key-functions/international-financial-centre/fintech/research-and-applications/cybersecurity-fortification-initiative-cfi/</a></li> <li>➤ <a href="https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf">https://www.sfc.hk/-/media/EN/assets/components/codes/files-current/web/guidelines/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading/guidelines-for-reducing-and-mitigating-hacking-risks-associated-with-internet-trading.pdf</a></li> <li>➤ <a href="https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html">https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/tcd.html</a></li> <li>➤ <a href="https://cyberdefender.hk/en-us/">https://cyberdefender.hk/en-us/</a></li> <li>➤ <a href="https://www.hkcert.org/about-us/csirt-description-for-hkcert">https://www.hkcert.org/about-us/csirt-description-for-hkcert</a></li> <li>➤ <a href="https://www.govcert.gov.hk/doc/PG%20for%20ISIH_EN.pdf">https://www.govcert.gov.hk/doc/PG%20for%20ISIH_EN.pdf</a></li> <li>➤ <a href="https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf">https://www.ia.org.hk/en/legislative_framework/files/Guideline_on_Cybersecurity_English.pdf</a></li> <li>➤ <a href="https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf">https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf</a></li> <li>➤ <a href="https://www.sb.gov.hk/eng/CI/protection.html">https://www.sb.gov.hk/eng/CI/protection.html</a></li> </ul> |

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| <b><i>Practices supporting international trade in services – Digital and Sustainable Trade</i></b> |                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                              |
| 17.                                                                                                | Electronic contracts issued in a foreign country legally enforceable under the legal framework                                                                      | ➤ <a href="#">Cap. 553 Electronic Transactions Ordinance</a>                                                                                                                                                                                                                                                                                                                 |
| 18.                                                                                                | Electronic signature issued in a foreign country legally enforceable under the legal framework                                                                      | ➤ <a href="#">Cap. 553 Electronic Transactions Ordinance</a>                                                                                                                                                                                                                                                                                                                 |
| 19.                                                                                                | The legal framework establishes principles of personal data protection that regulate cross-border data flows                                                        | ➤ Data Protection Principles, Schedule 1 to <a href="#">Cap. 486 Personal Data (Privacy) Ordinance</a>                                                                                                                                                                                                                                                                       |
| <b><i>Regulatory Restriction on international trade – Digital Trade</i></b>                        |                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                              |
| 20.                                                                                                | The legal framework does not require companies to obtain a specialised government license to offer goods or services digitally, beyond the general business license | Licensing requirements of starting a business in Hong Kong is set out in the webpage below, which does not include any specialised requirements for companies to engage in electronic commerce:<br>➤ <a href="https://www.gov.hk/en/business/supportenterprises/businesspics/licensing.htm">https://www.gov.hk/en/business/supportenterprises/businesspics/licensing.htm</a> |
| 21.                                                                                                | The legal framework requires specific data transfer agreements or a formal consent from data subjects prior to the cross-border transfers of personal data          | ➤ Data Protection Principles, Schedule 1 to <a href="#">Cap. 486 Personal Data (Privacy) Ordinance</a>                                                                                                                                                                                                                                                                       |
| 22.                                                                                                | The legal framework imposes penalties for businesses that fail to comply with online consumer protection provisions concerning cross-border consumers               | ➤ <a href="#">Cap. 362 Trade Descriptions Ordinance</a>                                                                                                                                                                                                                                                                                                                      |

## Public Services that Facilitate Trade

[Including services provided by government bureaux and departments, and other public organisations]

Disclaimer: There are other digital public services that aim to facilitate business and compliance in Hong Kong. Please refer to the webpages of individual bureaux / departments / public organisations for details.

### Utility Services - Internet

| No.                                  | Public Services                                                                           | Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Electronic Application</i></b> |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1.                                   | Possible to apply for a new commercial internet connection through a fully online process | <p>Links for online applications are available, the below are some examples but not exhaustive:</p> <ul style="list-style-type: none"> <li>➤ <a href="https://www.hkt-sme.com/en/business-broadband/#eform-product">https://www.hkt-sme.com/en/business-broadband/#eform-product</a></li> <li>➤ <a href="https://www.hkbnes.com/web/gigafast-business-broadband/?utm_medium=cpc&amp;utm_source=hp_google_sem&amp;utm_campaign=HKBN_ES_Brand_Button">https://www.hkbnes.com/web/gigafast-business-broadband/?utm_medium=cpc&amp;utm_source=hp_google_sem&amp;utm_campaign=HKBN_ES_Brand_Button</a></li> <li>➤ <a href="https://www.smartonesolutions.com.hk/en/contactus/?kind=14&amp;gad_source=1&amp;gclid=EAlaIQobChMI-cuK1uHYiQMvI0PAh2LbiLhEAAYASAAEgLHOPD_BwE">https://www.smartonesolutions.com.hk/en/contactus/?kind=14&amp;gad_source=1&amp;gclid=EAlaIQobChMI-cuK1uHYiQMvI0PAh2LbiLhEAAYASAAEgLHOPD_BwE</a></li> <li>➤ <a href="https://corp.hk.chinamobile.com/en/detail/business-broadband-service.html">https://corp.hk.chinamobile.com/en/detail/business-broadband-service.html</a></li> <li>➤ <a href="https://www.hgcbiz.com/products-and-services/broadband?t=1731482955854">https://www.hgcbiz.com/products-and-services/broadband?t=1731482955854</a></li> </ul> |

| No.                       | Public Services                                                                                        | Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.                        | Possible to track online the status of the connection process for a new commercial internet connection | <p>Links for online applications are available, the below are some examples but not exhaustive:</p> <ul style="list-style-type: none"> <li>➤ <a href="https://www.hkt-sme.com/en/business-broadband/#eform-product">https://www.hkt-sme.com/en/business-broadband/#eform-product</a></li> <li>➤ <a href="https://www.hkbnes.com/web/gigafast-business-broadband/?utm_medium=cpc&amp;utm_source=hp_google_sem&amp;utm_campaign=HKBN_ES_Brand_Button">https://www.hkbnes.com/web/gigafast-business-broadband/?utm_medium=cpc&amp;utm_source=hp_google_sem&amp;utm_campaign=HKBN_ES_Brand_Button</a></li> <li>➤ <a href="https://www.smartonesolutions.com.hk/en/contactus/?kind=14&amp;gad_source=1&amp;gclid=EAIaIQobChMI-cuK1uHYiQMvI0PAh2LbiLhEAAYASAAEgLHOPD_BwE">https://www.smartonesolutions.com.hk/en/contactus/?kind=14&amp;gad_source=1&amp;gclid=EAIaIQobChMI-cuK1uHYiQMvI0PAh2LbiLhEAAYASAAEgLHOPD_BwE</a></li> <li>➤ <a href="https://corp.hk.chinamobile.com/en/detail/business-broadband-service.html">https://corp.hk.chinamobile.com/en/detail/business-broadband-service.html</a></li> <li>➤ <a href="https://www.hgcbiz.com/products-and-services/broadband?t=1731482955854">https://www.hgcbiz.com/products-and-services/broadband?t=1731482955854</a></li> </ul> |
| <b>Electronic Payment</b> |                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3.                        | Possible to pay the fee for a new fixed broadband connection through electronic payment methods        | <p>Links for electronic payment are available, the below are some examples but not exhaustive:</p> <ul style="list-style-type: none"> <li>➤ <a href="https://www.hkt-sme.com/faq/what-are-the-available-payment-channels-3/?lang=en">https://www.hkt-sme.com/faq/what-are-the-available-payment-channels-3/?lang=en</a></li> <li>➤ <a href="https://www.hkbn.net/personal/support/en/accounts-billing">https://www.hkbn.net/personal/support/en/accounts-billing</a></li> <li>➤ <a href="https://ecsp.smartone.com/ecsp">https://ecsp.smartone.com/ecsp</a></li> <li>➤ <a href="https://corp.hk.chinamobile.com/en/category/payment-method.html">https://corp.hk.chinamobile.com/en/category/payment-method.html</a></li> <li>➤ <a href="https://www.hgcbiz.com/payment-methods?t=1731483004609">https://www.hgcbiz.com/payment-methods?t=1731483004609</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                              |

| No.                                                             | Public Services                                                                                                                                                                                                                                                                | Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.                                                              | Possible to pay for the monthly internet bill through electronic payment methods                                                                                                                                                                                               | <p>Links for electronic payment are available, the below are some examples but not exhaustive:</p> <ul style="list-style-type: none"> <li>➤ <a href="https://www.hkt-sme.com/fag/what-are-the-available-payment-channels-3/?lang=en">https://www.hkt-sme.com/fag/what-are-the-available-payment-channels-3/?lang=en</a></li> <li>➤ <a href="https://www.hkbn.net/personal/support/en/accounts-billing">https://www.hkbn.net/personal/support/en/accounts-billing</a></li> <li>➤ <a href="https://ecsp.smartone.com/ecsp">https://ecsp.smartone.com/ecsp</a></li> <li>➤ <a href="https://corp.hk.chinamobile.com/en/category/payment-method.html">https://corp.hk.chinamobile.com/en/category/payment-method.html</a></li> <li>➤ <a href="https://www.hgcbiz.com/payment-methods?t=1731483004609">https://www.hgcbiz.com/payment-methods?t=1731483004609</a></li> </ul> |
| <b>Information on Existing Infrastructure and Planned Works</b> |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5.                                                              | <p>Shared database for the network lines of multiple utilities, such as electricity, water, and internet</p> <p>Note:<br/>The database of internet (telecom) will only be established in Stage 2 of the UUIS Implementation (tentatively in 2026-27).</p>                      | ➤ <a href="#">Underground Utilities Information System (UUIS)</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6.                                                              | <p>Publicly available online platform with information about the planned works on utility networks that are carried out in Hong Kong</p> <p>Note:<br/>UUIS has kept the excavation permit records of planned works on utilities network for reference by registered users.</p> | ➤ <a href="#">Underground Utilities Information System (UUIS)</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Reliability and Quality of Internet Supply</b>               |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7.                                                              | Key Performance Indicators to monitor reliability and quality of internet supply (for example, percentage of the uptime of the core network in an observation period, recovery time etc.)                                                                                      | ➤ <a href="https://www.ofca.gov.hk/en/consumer_focus/operators_information/performance_pledges/index.html">https://www.ofca.gov.hk/en/consumer_focus/operators_information/performance_pledges/index.html</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| No.                                      | Public Services                                                                                                                                                                                                 | Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Tariffs and Tariff Setting</i></b> |                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8.                                       | The monthly internet tariffs for commercial customers available online                                                                                                                                          | <p>Links for online applications with monthly fees available for reference, the below are some examples but not exhaustive:</p> <ul style="list-style-type: none"> <li>➤ <a href="https://www.hkt-sme.com/en/business-broadband/#eform-product">https://www.hkt-sme.com/en/business-broadband/#eform-product</a></li> <li>➤ <a href="https://www.hkbnes.com/web/gigafast-business-broadband/?utm_medium=cpc&amp;utm_source=hp_google_sem&amp;utm_campaign=HKBN_ES_Brand_Button">https://www.hkbnes.com/web/gigafast-business-broadband/?utm_medium=cpc&amp;utm_source=hp_google_sem&amp;utm_campaign=HKBN_ES_Brand_Button</a></li> <li>➤ <a href="https://www.smartonesolutions.com.hk/en/contactus/?kind=14&amp;gad_source=1&amp;gclid=EAlaIQobChMI-cuK1uHYiQMVvI0PAh2LbiLhEAAYASAAEgLHOPD_BwE">https://www.smartonesolutions.com.hk/en/contactus/?kind=14&amp;gad_source=1&amp;gclid=EAlaIQobChMI-cuK1uHYiQMVvI0PAh2LbiLhEAAYASAAEgLHOPD_BwE</a></li> <li>➤ <a href="https://corp.hk.chinamobile.com/en/detail/business-broadband-service.html">https://corp.hk.chinamobile.com/en/detail/business-broadband-service.html</a></li> <li>➤ <a href="https://www.hgcbiz.com/products-and-services/broadband?t=1731482955854">https://www.hgcbiz.com/products-and-services/broadband?t=1731482955854</a></li> </ul> |
| 9.                                       | Changes in monthly internet tariffs communicated to customers at least one billing cycle in advance (for example, as published in the press, regulations, on a website, through letters, bills, and/or emails). | <ul style="list-style-type: none"> <li>➤ <a href="https://www.cahk.hk/storage/files/1d5bad83a2c85d07aebf5e555b7a7bab.pdf">https://www.cahk.hk/storage/files/1d5bad83a2c85d07aebf5e555b7a7bab.pdf</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10.                                      | The components that are included in the total amount of the internet bill explained to the customer (for example, published online or in a customer bill)                                                       | <ul style="list-style-type: none"> <li>➤ <a href="https://www.coms-auth.hk/filemanager/statement/en/upload/33/cop20111011e.pdf">https://www.coms-auth.hk/filemanager/statement/en/upload/33/cop20111011e.pdf</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| No.                                            | Public Services                                                                                                                                                                                                                                                                                                                                                                                        | Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Complaint Mechanisms</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11.                                            | Information available online to guide customers to file a complaint about their internet service under the complaint mechanism of the internet service provider <ul style="list-style-type: none"> <li>Where to file the complaint</li> </ul>                                                                                                                                                          | <ul style="list-style-type: none"> <li>➤ <a href="https://www.hkbnes.net/web/en/support/contact-us">https://www.hkbnes.net/web/en/support/contact-us</a></li> <li>➤ <a href="https://www.hkt.com/customer-services/business-customer-support/netvigator?locale=en">https://www.hkt.com/customer-services/business-customer-support/netvigator?locale=en</a></li> <li>➤ <a href="https://www.smartonesolutions.com.hk/en/contactus">https://www.smartonesolutions.com.hk/en/contactus</a></li> <li>➤ <a href="https://corp.hk.chinamobile.com/en/site/contact.html">https://corp.hk.chinamobile.com/en/site/contact.html</a></li> <li>➤ <a href="https://www.hgcbiz.com/contact-us?t=1732083466562">https://www.hgcbiz.com/contact-us?t=1732083466562</a></li> </ul>                                                 |
| 12.                                            | A complaint mechanism independent from the internet service provider to escalate complaints                                                                                                                                                                                                                                                                                                            | ➤ <a href="https://www.coms-auth.hk/en/complaints/procedures/telecomm/index.html">https://www.coms-auth.hk/en/complaints/procedures/telecomm/index.html</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Service Quality Indicators</b>              |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 13.                                            | The indicators on reliability and quality of internet supply published online at least once a year                                                                                                                                                                                                                                                                                                     | ➤ <a href="https://www.ofca.gov.hk/en/consumer_focus/operators_information/performance_pledges/index.html">https://www.ofca.gov.hk/en/consumer_focus/operators_information/performance_pledges/index.html</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Environmental Sustainability Indicators</b> |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 14.                                            | The authority responsible for cybersecurity coordination carry out the following in practice <ul style="list-style-type: none"> <li>Cybersecurity risk-assessments</li> <li>Cybersecurity audits</li> <li>Coordination of collective response involving both public and private stakeholders in handling cybersecurity incidents</li> <li>Enforcement of cybersecurity laws and regulations</li> </ul> | <ul style="list-style-type: none"> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/</a></li> <li>➤ <a href="https://www.govcert.gov.hk/en/index.html">https://www.govcert.gov.hk/en/index.html</a></li> <li>➤ <a href="https://www.hkcert.org/form/incident-report-end-user-sme/entry">https://www.hkcert.org/form/incident-report-end-user-sme/entry</a></li> <li>➤ <a href="https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/">https://www.police.gov.hk/ppp_en/04_crime_matters/tcd/</a></li> <li>➤ <a href="https://www.sb.gov.hk/eng/CI/protection.html">https://www.sb.gov.hk/eng/CI/protection.html</a></li> </ul> |
| 15.                                            | At least one operational computer security incident response team responsible for handling cybersecurity incidents                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>➤ <a href="https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/">https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/community/</a></li> <li>➤ <a href="https://www.hkcert.org/about-us/csirt-description-for-hkcert">https://www.hkcert.org/about-us/csirt-description-for-hkcert</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                            |