



落實改善中西區電視訊號接收

中西區樓宇接收免費電視訊號欠佳，不少居民投訴數碼電視訊號經常中斷、畫面停頓，亦有指模擬電視訊號畫面不清，而於惡劣天氣下，電視接收更為差劣，市民即使已調整天線擺放位置及高度，情況亦未有改善。不少大廈無奈付費租用鄰近大廈天線，甚至非法接駁天線，以勉強接收電視訊號。

本年三月，當時的電訊管理局曾於回覆本會的查詢時表示，中西區約有 4403 棟樓宇，當中電視訊號屬「邊緣覆蓋」及「沒有覆蓋」的大廈竟達 1453 棟，佔大廈總數超過三成，受影響的大廈更主要集中於中區，令中區居民非常不滿。

事實上，根據當局批予兩間免費電視台的牌照的第 16.1 條，免費電視台持牌人須提供遍及全港的電視服務至令通訊局感到滿意的程度；而第 16.4 條亦規定，免費電視台持牌人須應用更新技術，令其廣播的聲畫臻完美。（電視台牌照擇錄見附件）

請問當局：

- 1) 無線及亞視現時於中西區所提供的電視服務覆蓋範圍及聲畫質素，是否達到當局滿意的程度？
- 2) 過去三年，當局每年收到有關中西區電視訊號接收欠佳的投訴數字為何？
- 3) 過去三年，當局每年曾就上述投訴個案而作出實地測量電視訊號的個案數字為何？
- 4) 過去三年，當局每年曾就上述投訴而作出的改善措施為何？是否曾要求無線及亞視改善其發射電視訊號裝置？

動議：

本會對中西區免費電視訊號接收欠佳，深表不滿，並要求通訊事務管理局責成電視廣播有限公司（無線）及亞洲電視有限公司（亞視），全面改善其廣播訊號發射裝置，使中西區居民能享受應有的免費電視服務。

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Submission of reports

- 15A.1 The Licensee shall submit reports to the Broadcasting Authority on or before 31 March each year on the extent to which the programmes provided in the previous calendar year ending on 31 December have complied with the Licensee's Proposal as set out in the Licensee's letter dated 28 December 2009.
- 15A.2 The Broadcasting Authority may in its discretion make the reports publicly available in any manner as it thinks fit, in whole or in part.

The provision of a domestic free television programme service

- 16.1 The Licensee shall at all material times provide the Service in such manner as to enable the Service to be received throughout Hong Kong to the satisfaction of the BA.
- 16.2 The BA may, by notice in writing served on the licensee, exempt the licensee from complying with Condition 16.1 in relation to any parts of Hong Kong specified in the notice and during any period specified in the notice.
- 16.3 The Licensee shall ensure that each television programme service channel shall have a television programme service channel identification which, in the opinion of the Broadcasting Authority, is not confusingly similar to any existing channel identification of any television programme service licensed or deemed to be licensed under the Broadcasting Ordinance or of any sound broadcasting licensees licensed under the Telecommunications Ordinance.

16.4 The Licensee shall apply up-to-date technology to perfect the sounds and images that it broadcasts.

Comments and complaints

17.1 The Licensee shall receive and consider any comment or complaint from or on behalf of any person who believes himself to have been treated unjustly or unfairly in any material on the Service, or who comments or complains about the whole or part, in substance or in form, of the content, production, service coverage, technical aspects or time of viewing of the Service, without limitation, the quality of the sounds and images that it provides, the service afforded the complainant, or customer service.

17.2 The Licensee shall implement a procedure for dealing with comments and complaints from the public as may be required from time to time by the Broadcasting Authority.

17.3 The Licensee shall keep a complete record, in a form and manner approved by the Broadcasting Authority, of complaints received by it and submit the same to the Broadcasting Authority on a regular basis and on demand. The record shall be retained by the Licensee for not less than 2 years.

17.4 The Licensee shall comply with directions as may be given by the Broadcasting Authority to publish, in relation to the Licensee's domestic free television programme service and within such period as may be specified by the Broadcasting Authority in that direction, a summary of any comment or complaint referred to in Condition 17.1. The form and content of such summary shall be subject to approval by the Broadcasting Authority.