

**Statistics of Customers of
Licensed Internet Service Providers in Hong Kong (Note 1) (since March 1999)**

After consulting the Hong Kong Internet Service Providers Association (“HKISPA”), OFTA has improved the arrangement for the publication of Internet Statistics. With effect from 1 March 1999, the following statistics of the Internet industry will be published on a monthly basis:

- estimated no. of registered customer accounts with dial-up access (excluding Internet pre-paid calling cards);
- estimated no. of Internet pre-paid calling cards for dial-up access; and
- estimated no. of registered customer accounts with leased line access.

With effect from February 2000, statistics on the estimated number of registered broadband Internet customer account will also be published on a monthly basis.

End of Month	Estimated no. of registered customer accounts with dial-up access (narrowband Internet access up to 1 Mbps) (excluding Internet pre-paid calling cards) (see Notes 2 and 3)	Estimated no. of Internet pre-paid calling cards for dial-up access	Estimated no. of registered customer accounts with leased line access (see Notes 2 and 3)	Estimated no. of registered broadband Internet access customer accounts (see Note 5)			
				Households	Offices	Others	Total
03/1999	683,193	296,748	5,291 (see Note 4)	-	-	-	-
04/1999	704,493	306,555	5,314	-	-	-	-
05/1999	769,564	309,313	5,662	-	-	-	-
06/1999	817,723	226,808	5,663	-	-	-	-
07/1999	890,230	107,806	6,207	-	-	-	-
08/1999	1,006,855	104,795	6,265	-	-	-	-
09/1999	1,188,792	111,783	6,759	-	-	-	-
10/1999	1,321,626	118,775	7,127	-	-	-	-
11/1999	1,560,618	118,781	7,129	-	-	-	-
12/1999	1,734,254	117,496	7,495	-	-	-	-

01/2000	1,851,190	46,500	8,300	-	-	-	-
02/2000	1,876,734	54,500	8,658	-	-	-	51,494
03/2000	1,980,953	44,500	9,114	-	-	-	86,467
04/2000	2,133,385	44,504	9,117	-	-	-	116,520
05/2000	2,222,445	44,504	9,414	-	-	-	144,562
06/2000	2,249,537	44,504	9,709	-	-	-	165,280
07/2000	2,298,208	44,500	10,122	-	-	-	207,102
08/2000	2,328,235	44,500	10,302	-	-	-	243,999
09/2000	2,306,188	44,500	10,748	-	-	-	285,496
10/2000	2,295,679	44,659	11,189	-	-	-	325,578
11/2000	2,269,972	44,706	11,349	-	-	-	345,197
12/2000	2,283,047	38,708	11,527	-	-	-	392,118
01/2001	2,199,820	38,744	10,759	-	-	-	406,882
02/2001	2,179,720	35,903	10,850	-	-	-	417,266
03/2001	2,175,186	36,552	10,200	-	-	-	444,450
04/2001	2,111,807	36,795	9,821	-	-	-	385,392 (see Note 6)
05/2001	2,120,186	37,253	9,640	-	-	-	403,592
06/2001	2,093,474	37,192	8,896	-	-	-	415,369
07/2001	1,996,118	41,069	8,453	-	-	-	442,176
08/2001	2,085,041	17,426	8,032	-	-	-	470,964
09/2001	2,078,668	17,604	7,683	-	-	-	501,859
10/2001	2,048,979	18,738	7,575	-	-	-	543,433
11/2001	2,026,753	19,678	6,884	-	-	-	577,868
12/2001	2,018,238	18,569	7,066	-	-	-	623,302
01/2002	1,984,687	11,168	6,093	596,267	50,923	1,554	648,744
02/2002	1,931,836	10,812	5,469	623,570	48,135	1,551	673,256
03/2002	1,887,311	10,999	5,720	663,751	51,133	1,551	716,435
04/2002	1,829,291	11,375	5,273	701,330	53,636	1,589	756,555
05/2002	1,848,172	12,041	5,345	734,039	54,460	1,589	790,088
06/2002	1,788,670	12,304	5,033	758,837	55,812	1,551	816,200
07/2002	1,711,295	14,152	4,020	782,410	59,599	1,551	843,560
08/2002	1,646,154	14,260	3,219	805,983	60,718	2,052	868,753
09/2002	1,624,667	14,319	2,766	844,522	62,082	2,975	909,579
10/2002	1,602,595	14,647	3,743	872,297	65,051	2,967	940,315
11/2002	1,583,908	14,792	3,697	898,425	67,955	2,975	969,355
12/2002	1,371,705	14,978	3,439	915,517	70,623	2,975	989,115
1/2003	1,361,420	15,219	3,486	934,821	71,630	2,975	1,009,426

2/2003	1,347,627	15,373	3,511	946,678	74,484	2,975	1,024,137
3/2003	1,330,340	15,614	3,368	960,885	75,135	2,975	1,038,995
4/2003	1,361,323	15,700	3,282	975,714	76,884	2,973	1,055,571
5/2003	1,382,474	15,818	3,160	1,001,341	77,838	2,973	1,082,152
6/2003	1,374,093	20,214	3,084	1,020,537	80,645	5,957	1,107,139
7/2003	1,351,787	21,390	2,991	1,037,958	81,209	5,957	1,125,124
8/2003	1,343,314	18,977	2,882	1,058,010	83,074	5,955	1,147,039
9/2003	1,110,968	19,164	3,084	1,078,343	85,425	5,955	1,169,723
10/2003	1,096,604	19,252	3,025	1,100,047	87,592	5,955	1,193,594
11/2003	1,089,374	19,569	2,974	1,116,510	88,700	5,955	1,211,165
12/2003	1,084,368	20,411	2,739	1,134,041	90,611	5,955	1,230,607
1/2004	1,075,635	13,053	2,686	1,137,718	90,338	5,955	1,234,011
2/2004	1,071,299	12,039	2,682	1,152,501	91,040	6,173	1,249,714
3/2004	1,059,003	11,204	2,643	1,165,555	93,536	6,232	1,265,323
4/2004	1,050,978	10,946	2,521	1,177,564	96,191	6,246	1,280,001

- Note 1: The statistics are OFTA estimated figures based on the return from the Internet Service Providers (“ISPs”). They do not include users who are not customers of the licensed ISPs, such as users of the campus networks in the universities.
- Note 2: Registered customer accounts refer to the customer accounts of ISPs (including those free-of-charge customer accounts). For a registered customer account which has more than one user login ID, it is counted as one registered customer account only.
- Note 3: Registered customer accounts do not include customer accounts which are provided with e-mail addresses only.
- Note 4: The estimated number of registered customer accounts with leased line access as at March 1999 has been adjusted to correct the errors of certain reported figures from the ISPs.
- Note 5: Broadband Internet access refers to services with downloading speed of 1 Mbps or above using cable modem, ATM (asynchronous transfer mode), ADSL (asymmetric digital subscriber line), DSL (digital subscriber line) or other technologies.
- Note 6: The drop in the number of broadband Internet access customer accounts in April 2001 was due to downward adjustment of the reported data from some operators.

**Statistics of Customers of
Licensed Internet Service Providers in Hong Kong (Note 7) (up to Dec. 1998)**

End of Month	A	B	C	D
	Estimated no. of customer accounts with switched access (see Note 8)	Estimated no. of customers with individual e-mail address under accounts stated in column A	Estimated no. of customer accounts with dedicated access (see Note 9)	Estimated no. of customers with individual e-mail address under the accounts stated in column C
06/1998	422,391 (see Note 10)	582,620 (see Note 10)	3,901 (see Note 11)	91,303 (see Note 11)
12/1998	616,436	695,683	4,746 (see Note 11)	111,080 (see Note 11)

Note 7: The statistics are OFTA estimated figures based on the returns from the Internet Service Providers ("ISPs"). They do not include users which are not customers of the licensed ISPs, such as users of the campus networks in the universities.

Note 8: This item refers to those customers who use dial-up lines to connect with the ISPs' servers for access to Internet.

Note 9: This item refers to those customers with dedicated access to their ISPs but it does not include the customer accounts which are resellers of Internet Access Service (i.e. the piggy-back ISPs).

Note 10: The estimated number of customer accounts with switched access (column A) as at June 1998 has been adjusted to correct an error filed by an ISP and to exclude the number of customers using Internet prepaid calling cards. The statistics as from June 1998 have excluded the customers using Internet prepaid calling cards. The estimated number of customers with individual e-mail addresses (column B) has also been revised correspondingly.

Note 11: The estimated numbers of customer accounts with dedicated access (column C) as at June 1998 and December 1998 were adjusted to correct the errors of certain reported figures from ISPs. The estimated numbers of customers with individual e-mail addresses (column D) have also been revised correspondingly.