

**Statistics on 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 on 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
10/2009	961,099	300	1,570	1,833,109	162,635	8,330	2,004,074
09/2009	956,658	300	1,582	1,821,354	160,800	8,361	1,990,515
08/2009	954,591	300	1,587	1,818,548	160,260	8,374	1,987,182
07/2009	944,034	300	1,604	1,824,091	159,327	8,457	1,991,875
06/2009	937,592	300	1,612	1,812,962	158,475	8,485	1,979,922
05/2009	932,863	300	1,631	1,807,876	158,140	7,697	1,973,713
04/2009	970,588	500	1,618	1,799,715	157,861	7,730	1,965,306
03/2009	968,043	500	1,651	1,797,322	157,414	7,778	1,962,514
02/2009	964,243	500	1,675	1,790,619	157,141	8,097	1,955,857
01/2009	959,703	300	1,695	1,786,384	157,766	8,185	1,952,335
12/2008	955,000	300	1,724	1,782,587	157,807	7,877	1,948,271
11/2008	951,913	301	1,746	1,782,946	157,540	7,889	1,948,375
10/2008	947,184	300	1,765	1,777,719	157,199	7,954	1,942,872
09/2008	944,585	300	1,850	1,775,105	157,420	7,982	1,940,507
08/2008	939,463	300	1,846	1,768,521	157,132	8,047	1,933,700
07/2008	934,423	300	1,883	1,758,337	156,900	8,093	1,923,330

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
06/2008	975,153	500	1,884	1,752,268	156,748	8,169	1,917,185
05/2008	970,322	500	1,873	1,746,518	155,023	8,207	1,909,748
04/2008	965,174	500	1,840	1,738,152	154,441	8,408	1,901,001
03/2008	964,450	500	1,741	1,736,190	153,964	8,780	1,898,934
02/2008	959,671	500	1,753	1,726,532	152,695	8,804	1,888,031
01/2008	958,135	500	1,882	1,720,548	153,121	8,792	1,882,461
12/2007	959,831	500	1,913	1,718,141	152,519	9,075	1,879,735
11/2007	953,816	500	1,858	1,706,467	151,857	8,971	1,867,295
10/2007	953,128	500	1,686	1,700,726	151,506	10,373	1,862,605
09/2007	950,461	500	1,629	1,691,061	151,072	10,382	1,852,515
08/2007	946,523	500	1,645	1,684,509	149,766	10,454	1,844,729
07/2007	946,545	500	1,610	1,675,501	149,120	10,462	1,835,083
06/2007	945,313	500	1,596	1,665,882	147,761	10,565	1,824,208
05/2007	944,157	500	1,626	1,657,675	146,871	10,648	1,815,194
04/2007	943,826	500	1,646	1,649,075	145,887	10,645	1,805,607
03/2007	944,594	500	1,654	1,640,322	145,149	10,769	1,796,240
02/2007	941,209	500	1,650	1,627,676	144,142	10,494	1,782,312
01/2007	943,500	1,000	1,643	1,626,678	143,577	10,742	1,780,997
12/2006	945,193	1,000	1,641	1,594,690	139,339	10,391	1,744,420
11/2006	950,210	1,000	1,646	1,586,815	139,613	10,321	1,736,749
10/2006	950,682	1,500	1,713	1,578,333	138,902	10,456	1,727,691
09/2006	949,154	2,093	1,726	1,565,794	138,126	10,747	1,714,667
08/2006	952,351	2,000	1,725	1,557,459	137,028	10,686	1,705,173
07/2006	958,874	2,000	1,854	1,546,969	137,343	11,085	1,695,397
06/2006	958,274 (see note 15)	2,500 (see note 15)	1,840	1,536,968	136,447	11,355	1,684,770
05/2006	969,630 (see note 15)	3,000 (see note 15)	1,960	1,536,812	135,026	11,675	1,683,513
04/2006	964,175	3,500	1,963	1,529,215	133,549	10,572	1,673,336
03/2006	969,406	3,200	1,990	1,514,641	132,854	11,603	1,659,098
02/2006	972,647	4,000	1,927	1,518,704	131,320	11,350	1,661,374

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
01/2006	971,694	4,000	1,951	1,514,391	130,362	11,666	1,656,419
12/2005	974,873	4,800	1,925	1,507,176	129,918	11,315	1,648,409
11/2005	977,549	5,000	1,931	1,503,065 (see note 14)	128,701	8,345	1,640,111 (see note 14)
10/2005	980,151	5,500	2,094	1,490,823	126,822	8,479	1,626,124
09/2005	985,457	5,800	2,071	1,478,346	125,655	8,591	1,612,592 (see note 13)
08/2005	986,852	6,500	2,117	1,485,947	124,579	8,449	1,618,975
07/2005	993,105	6,000	2,144	1,471,273	121,993	8,498	1,601,764
06/2005	989,277	7,000	2,081	1,441,003	123,010	6,285	1,570,298
05/2005	987,073	7,600	2,113	1,430,508	120,249	6,088	1,556,845
04/2005	990,287	9,786	2,101	1,417,502	119,348	6,085	1,542,935
03/2005	992,812	9,786	2,096	1,395,338	116,333	6,070	1,517,741
02/2005	997,654	10,386	2,179	1,389,632	117,403	6,068	1,513,103
01/2005	1,001,227	9,877	2,208	1,387,898	109,878	6,066	1,503,842
12/2004	1,003,604	9,800	2,259	1,370,056	108,371	6,059	1,484,486
11/2004	1,006,974	9,894	2,382	1,359,771	105,903	6,084	1,471,758
10/2004	1,009,589	10,322	2,394	1,346,049	105,980	6,081	1,458,110
09/2004	1,012,954	9,626	2,358	1,327,134	104,859	5,753	1,437,746
08/2004	1,016,436	9,254	2,436	1,247,053	103,660	6,235	1,356,948
07/2004	1,014,690	8,733	2,443	1,233,915 (see note 12)	102,483	6,027 (see note 12)	1,342,425
06/2004	1,041,698	9,797	2,544	1,217,242 (see note 12)	101,589	6,070 (see note 12)	1,324,901
05/2004	1,048,350	10,846	2,584	1,189,639	98,921	6,276	1,294,836
04/2004	1,050,978	10,946	2,521	1,177,564	96,191	6,246	1,280,001
03/2004	1,059,003	11,204	2,643	1,165,555	93,536	6,232	1,265,323
02/2004	1,071,299	12,039	2,682	1,152,501	91,040	6,173	1,249,714
01/2004	1,075,635	13,053	2,686	1,137,718	90,338	5,955	1,234,011
12/2003	1,084,368	20,411	2,739	1,134,041	90,611	5,955	1,230,607
11/2003	1,089,374	19,569	2,974	1,116,510	88,700	5,955	1,211,165
10/2003	1,096,604	19,252	3,025	1,100,047	87,592	5,955	1,193,594
09/2003	1,110,968	19,164	3,084	1,078,343	85,425	5,955	1,169,723

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
08/2003	1,343,314	18,977	2,882	1,058,010	83,074	5,955	1,147,039
07/2003	1,351,787	21,390	2,991	1,037,958	81,209	5,957	1,125,124
06/2003	1,374,093	20,214	3,084	1,020,537	80,645	5,957	1,107,139
05/2003	1,382,474	15,818	3,160	1,001,341	77,838	2,973	1,082,152
04/2003	1,361,323	15,700	3,282	975,714	76,884	2,973	1,055,571
03/2003	1,330,340	15,614	3,368	960,885	75,135	2,975	1,038,995
02/2003	1,347,627	15,373	3,511	946,678	74,484	2,975	1,024,137
01/2003	1,361,420	15,219	3,486	934,821	71,630	2,975	1,009,426
12/2002	1,371,705	14,978	3,439	915,517	70,623	2,975	989,115
11/2002	1,583,908	14,792	3,697	898,425	67,955	2,975	969,355
10/2002	1,602,595	14,647	3,743	872,297	65,051	2,967	940,315
09/2002	1,624,667	14,319	2,766	844,522	62,082	2,975	909,579
08/2002	1,646,154	14,260	3,219	805,983	60,718	2,052	868,753
07/2002	1,711,295	14,152	4,020	782,410	59,599	1,551	843,560
06/2002	1,788,670	12,304	5,033	758,837	55,812	1,551	816,200
05/2002	1,848,172	12,041	5,345	734,039	54,460	1,589	790,088
04/2002	1,829,291	11,375	5,273	701,330	53,636	1,589	756,555
03/2002	1,887,311	10,999	5,720	663,751	51,133	1,551	716,435
02/2002	1,931,836	10,812	5,469	623,570	48,135	1,551	673,256
01/2002	1,984,687	11,168	6,093	596,267	50,923	1,554	648,744
12/2001	2,018,238	18,569	7,066	-	-	-	623,302
11/2001	2,026,753	19,678	6,884	-	-	-	577,868
10/2001	2,048,979	18,738	7,575	-	-	-	543,433
09/2001	2,078,668	17,604	7,683	-	-	-	501,859
08/2001	2,085,041	17,426	8,032	-	-	-	470,964
07/2001	1,996,118	41,069	8,453	-	-	-	442,176
06/2001	2,093,474	37,192	8,896	-	-	-	415,369
05/2001	2,120,186	37,253	9,640	-	-	-	403,592
04/2001	2,111,807	36,795	9,821	-	-	-	385,392 (see Note 6)

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
03/2001	2,175,186	36,552	10,200	-	-	-	444,450
02/2001	2,179,720	35,903	10,850	-	-	-	417,266
01/2001	2,199,820	38,744	10,759	-	-	-	406,882
12/2000	2,283,047	38,708	11,527	-	-	-	392,118
11/2000	2,269,972	44,706	11,349	-	-	-	345,197
10/2000	2,295,679	44,659	11,189	-	-	-	325,578
09/2000	2,306,188	44,500	10,748	-	-	-	285,496
08/2000	2,328,235	44,500	10,302	-	-	-	243,999
07/2000	2,298,208	44,500	10,122	-	-	-	207,102
06/2000	2,249,537	44,504	9,709	-	-	-	165,280
05/2000	2,222,445	44,504	9,414	-	-	-	144,562
04/2000	2,133,385	44,504	9,117	-	-	-	116,520
03/2000	1,980,953	44,500	9,114	-	-	-	86,467
02/2000	1,876,734	54,500	8,658	-	-	-	51,494
01/2000	1,851,190	46,500	8,300	-	-	-	-
12/1999	1,734,254	117,496	7,495	-	-	-	-
11/1999	1,560,618	118,781	7,129	-	-	-	-
10/1999	1,321,626	118,775	7,127	-	-	-	-
09/1999	1,188,792	111,783	6,759	-	-	-	-
08/1999	1,006,855	104,795	6,265	-	-	-	-
07/1999	890,230	107,806	6,207	-	-	-	-
06/1999	817,723	226,808	5,663	-	-	-	-
05/1999	769,564	309,313	5,662	-	-	-	-
04/1999	704,493	306,555	5,314	-	-	-	-
03/1999	683,193	296,748	5,291 (see Note 4)	-	-	-	-

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

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

Note 12: The estimated numbers of broadband customer accounts under “households” and “others” categories were adjusted to correct wrong entries made by one ISP previously.

Note 13: The drop in the number of broadband Internet access customer accounts in September 2005 was due to downward adjustment of the reported data from one operator.

Note 14: The estimated numbers of broadband customer accounts under “households” category was adjusted to correct an error filed by an ISP.

Note 15: The estimated numbers of registered customer accounts with dial-up access and Internet pre-paid calling cards for dial-up access categories were adjusted to correct an error filed by an ISP earlier.