

# National Communications Commission Administration Plan 2010

## 1. Supervision Policy Plan

- (1) Plan the license and renewal policy for the 2G mobile telephone service
  - a. Compile information on and determine benchmarks from other advanced countries;
  - b. Assemble all related agencies and invited experts;
  - c. Complete the planning for major issues; and
  - d. Announce relevant policies to seek public opinions.
- (2) Conduct a study to determine a sound supervision system for the multiple-play service
  - a. Analyze the impact of the multiple-play service on the current supervision system;
  - b. Compare with regulations and the spirits of legislation of other advanced countries, and analyze the response of these countries to such a new service model; and
  - c. Propose suggestions for potential approaches for reference.
- (3) Conduct a study of the telecommunication fees of Taiwan and marketing strategies of Taiwan
  - a. Compare charging information and other statistics regarding mobile communications, fixed network communications, and fixed network broadband services in Taiwan with neighboring countries (e.g. Japan);
  - b. Organize a series of meetings according to the information collected and assemble a group of scholars, experts, and service providers for comments; and
  - c. Propose suggestions of regulatory policy for telecommunication fees in Taiwan.
- (4) Plan for the Price-cap regulation and the calling network provider pays (CNPP) system.
  - a. Compile information on the responses of advanced countries to digital convergence;
  - b. Seek public opinions on the administrative plan for the Price-cap regulation and the calling network provider pays (CNPP) system.
  - c. Hold relevant meetings and plan to amend relevant regulations.
- (5) Promote international interaction and cooperation in communications
  - a. Organize international meetings or conferences in order to lead the convergence of communications;
  - b. Intensify official visits overseas to industrial, governmental, academic, and research sectors in communications with the aim of establishing long-term ties;
  - c. Seek opportunities to participate in international communication-related organizations and events, and propose standpoints and comments on certain issues so as to protect the benefits of the industry;
  - d. Engage in bi- or multi-lateral negotiations regarding communications in order to enhance the competitiveness of Taiwan internationally.
- (6) Promote network application and improve the performance of service for people  
Improve the internet access application service by 10 percent.
- (7) Establish a GIS for providing integrated information on the availabilities of communication networks for emergency response purpose  
Complete a GIS for providing integrated information on the availabilities of fixed, mobile, cable TV, TV and large-power radio station networks in need of emergency response.

## 2. Business Supervision Plan

- (1) Facilitate the popularization and promotion of reducing the digital divide
  - a. Continue efforts in the “Broadband for Every Tribe” policy according to the results of research and consequent suggestions provided by the objective and neutral groups entrusted in 2009;
  - b. Announce that the cable radio and television system operators may apply for subsidies of the cable radio and television business development fund, in order to encourage system operators to develop in areas where service is not available temporarily due to certain reasons, and facilitate the wide-spread development of cable radio and television;

- c. Review the program proposed by cable radio and television system operators regarding the program content, and the reports of audience ratings of wireless television service and the viewership demands of the public in the areas in which the operators are financially assisted, in order to accelerate the approval of the subsidies for establishment or maintenance fees for faster development;
  - d. Determine the remote areas where people have the need for voice communication service, digital network access service, and cable television service as areas of priority for the establishment or operation of communication popularization service in response to the relocation or rehabilitation as the result of the destruction of Typhoon Morakot.
- (2) Implement entrusted surveys of the satisfaction with the quality of the mobile communications service network
- a. Outsource the survey programs of the satisfaction of the public with the quality of the mobile communications service network;
  - b. Entrust institutes, groups, consultants or academic organizations that have previous experience in consumer satisfaction surveys to conduct service quality surveys and assessments as a just third party; and the results of the surveys as a reference for the service quality improvement of the operators and consumer information for the public, and review and revise the unreasonable service contracts of the operator, if any.
- (3) Review and revise unreasonable telecommunication service contracts
- a. Assemble the telecommunications service providers to review the disputed contents of service contract based on the result of service quality satisfaction surveys;
  - b. Request service providers to adjust the unreasonable service contract contents, if any, and announce the adjustments as required in order to ensure consumers of the benefits they are entitled to.
- (4) Audit the bookkeeping of the telecommunication service providers
- a. Audit operators running fixed communication network, mobile communications (2G), 3G mobile communications, and 1900MHz low-power mobile telephone service;
  - b. Verify whether the communication records are correct by comparing the actual calls made and the communication records provided by the service providers;
  - c. Verify the production of CDR and preciseness of bills provided by the service providers using field testing in order to urge providers to improve their billing quality and to protect the benefits of consumers.
- (5) Assess the performance guarantee of the prepaid television service as part of the standard cable television service contract
- a. Join local competent agencies to examine the execution of the publically announced standard cable television service contract on the side of the service provider;
  - b. Conduct random inspections of the service providers that choose to open a bank account for contract performance bond; prosecute those who fail to observe Article 60 of the Cable Radio and Television Act.

### **3. Resource Management Plan**

- (1) Conduct a study on the possible frequency bands for 4G mobile communications service
- a. Compile information on the allocation of 4G spectrum of international organizations or advanced countries;
  - b. Analyze information on the allocation of 4G spectrum of international organizations or advanced countries; and
  - c. Study the regulatory policies of international organizations or advanced countries as well as their radio characteristics.
- (2) Conduct a study on the spectrum management of new communications and broadcasting technologies and their applied services
- a. Compile information regarding the current status, spectrum demands and future development of new communications and broadcasting technologies and their applied services (UWB, cognitive radio, ITS);

- b. Analyze the spectrum planning in advanced countries for the new communications and broadcasting technologies; and
  - c. Study the spectrum management for the new communications and broadcasting technologies used in the applied services.
- (3) Improve the performance of radio monitoring network in response to the development of wireless broadband technology  
Complete upgrading of software and hardware for two mobile monitoring stations.
- (4) Conduct subsequent expansion of the Number Administration System
- a. Outsource this expansion work;
  - b. Connect the Number Portability Administration System with NCC's Communication Administration Information System and others; and
  - c. Revise the allocation and management framework of the Number Administration System in light of the evolution of the telecommunication number coding under the convergence of communications.
- (5) Conduct a research on the integration of telecommunication numbers on different networks
- a. Outsource the research on the integration of telecommunication numbers on different networks;
  - b. Study possible integrated applications and profiles of communication service;
  - c. Study the future planning guidelines and supervision policies of advanced countries for telecommunication numbers; and
  - d. Evaluate the integration of telecommunication numbers in different networks and the possibility of the cross-service applications, and propose suggestions for the development and amendment of related regulations.
- (6) Promote awareness of the correct use of amateur radios
- a. Provide two promotional presentations;
  - b. Produce promotional short films to broadcast on radio media; and
  - c. Produce campaign materials to enhance promotion.

#### **4. Technology Supervision Plan**

- (1) Promote high definition technology for digital television
- a. Complete the digital HDTV broadcast trial report and determine global trends of analysis and development in terms of the technical aspects of HDTV;
  - b. Complete the amendment of technical specifications of digital television and include technical specifications of HDTV; and
  - c. Hold conferences on digital HDTV technology and invite industrial, governmental and academic sectors to participate in order to improve awareness and understanding of HDTV.
- (2) Implement codes of practice for installing broadband telecommunication equipment in buildings
- a. Complete the study of the building fiber optics design standard and example collection;
  - b. Complete the study of the introduction of fiber optics technology to the telecommunication equipment in and outside of buildings;
  - c. Stipulate the telecommunication engineering specifications and the amendments for inside and outside of buildings to lower levels;
  - d. Introduce the building broadband label mechanism and complete the amendment of the Regulations Governing the Management of Building Telecommunication Equipment and Space Arrangement and Use; and
  - e. Promote codes of practice for installing broadband telecommunication equipment in buildings.
- (3) Increase public awareness of the correct values of electromagnetic waves emitted from base stations
- a. Determine goals of the annual electromagnetic wave campaign (including communication of base station and electromagnetic wave understanding) and other items (the public or government agencies);
  - b. Select appropriate public relation consultants for campaign;
  - c. Produce campaign materials and complete event reports; and
  - d. Review the performance of the campaign.

## 5. Radio and Television Business Management Plan

- (1) Sponsor the children's online safety mechanism
  - a. Publish and promote the website content screening and rating system in effect for the protection of children while surfing the internet; and
  - b. Encourage the public to participate in supervision of the internet.
- (2) Hold the "Move toward a healthy broadcasting content environment – event series"
  - a. Coordinate with the Broadcasting Contents Complaints website for the "Move toward a healthy broadcasting content environment – event series;"
  - b. Coordinate with the Broadcasting Contents Complaints website for prize drawing; and
  - c. Develop a communication platform between the broadcasting service providers, the government agencies (including local governments), and the public, to respond to the public demands to participate in media supervision; determine whether the broadcasting service providers satisfy the benefits and demands of people in their areas of service (or operation), promote more effectively the internal auditing of the service providers and the public review system, and submit the analysis reports.
- (3) Establish television production principles in terms of racial issues
  - a. Review the performance of Taiwan's television programs in terms of racial issues, and publish case analysis reports;
  - b. Develop the preliminary program production principles based on the results of the review above; and
  - c. Provide training to workers of NCC responsible for the program content monitoring in order to improve their monitoring capability.
- (4) Conduct a study on the production specifications and indices for the verification of news
  - a. Compile and investigate the specifications and handling principles of other countries (including the US, UK, EU and Japan) regarding the self-disciplinary and disciplinary verification of news;
  - b. Case study: Note cases that made mistakes by not verifying what really happened behind a piece of news (5 cases at least - researchers have to offer their specific basis for case selection and provide a brief description of why such cases were selected prior to the case study), determine the causes of mistakes by scrutinizing the data sources, such as literature, observations or interviews, and propose solutions and preventive measures.
  - c. Organize seminars and seek opinions: develop preliminary production specifications and indices for news fact verification based on the findings of case studies before inviting experts, scholars, news practice staff, and public groups to the seminars for suggestions; and
  - d. Develop the production specifications and indices for the verification of news as the reference for NCC to develop the production specifications as authorized by the Satellite Broadcasting Act.

## 6. Legislation Plan

- (1) Study the organization and operation of independent agencies
  - a. Organize one session at the 2010 conference, NCC's Review and Expectations for the Independent Agency on its Fourth Anniversary to improve the credibility of the independent agency system of NCC, people of practice, and the academic society, as well as its administration performance.
  - b. Collect literature and reports on the specifications and handling principles of the independent agency; develop topics of discussion in the conference and the visitor list, and invite experts and scholars for preparatory meetings and suggestions as reference at the conference if necessary; and assemble staff for communication with visitors to be invited and for the request of articles; and
  - c. Publish brochures and online announcements, hold campaign events and invite people from industrial, governmental, and academic sectors.
- (2) Establish commercial email specifications and control
  - a. Develop necessary reports or briefing materials to match the progress of the "Abusing Commercial Electronic Mail Management Act", which is currently being reviewed at the Legislation Yuan, in order to improve the communication with the Legislation Yuan for their support of this draft;

- b. Study the class action mechanisms carried out by legal groups according to the progress of the “Abusing Commercial Electronic Mail Management Act”;
  - c. Expand international cooperation and build an effective channel for the control of cross-border spam practices; and
  - d. Continue to request the self-discipline of the internet service providers and urge them to take effective control measures.
- (3) Intensify the promotion of consumer benefit protection
- a. Continue efforts in the review of the standard contract for communication services and intensify the promotion of the self-protection awareness of general consumers;
  - b. Realize service providers’ education and promotion for consumer protection; and
  - c. Encourage service providers to establish consumer service, consultation or a complaint department and hotline, and improve their functionality.
- (4) Improve the law enforcement’s professional legal knowledge for better law enforcement credibility of the government
- a. Cooperate with the “Action solution for crime prevention and legal education” of the Ministry of Justice and improve the professional knowledge of NCC’s law enforcement in order to realize the protection of human rights, and the fair and just law enforcement image trusted by people; and
  - b. Hold legal education workshops in response to the issues that NCC’s law enforcement has encountered, which cover seminars and campaigns of theories and practices, including the Administrative Procedure Act and Judicial Remedies Act.

## **7. Regional Supervision Plan**

- (1) Investigate illegal radio stations
- a. Increase public awareness of legal radio stations;
  - b. Provide correct legal knowledge to those who provide land, buildings and power to illegal radio station practices;
  - c. Continue to coordinate closely with the joint investigation team to investigate illegal radio stations and to prevent interference to aviation communications and legal radio practices. The number of illegal radio stations to be prosecuted is that of the number of illegal radio stations existing by the end of the year.
- (2) Conduct Type 2 telecommunication administration inspections
- a. Verify that service providers act in accordance with communication supervision regulations;
  - b. Verify that the network equipment establishment matches the business plan proposed;
  - c. Ensure that the original caller’s numbers are attached to the voice transmission for the simple resale service or internet telephone service providers to protect consumers.
  - d. Carry out administration inspections on an estimated 150 Type 2 telecommunication service providers in a year.
- (3) Instill the correct ideas in providers to sell legal equipment in order to protect consumers
- a. Continue efforts in the inspections of the controlled radio equipment suppliers and illegal equipment;
  - b. Campaign for the suppliers to sell radio equipment of telecommunication control that are type-approved and carry type approval labels; and
  - c. Distribute literature to increase awareness of how to choose legal radio equipment and avoid breaking the law.
- (4) Improve the qualification of amateur radio operators and the quality of test service
- a. Provide test simulators and the proper environment for the examinees to review their practice;
  - b. Provide simulation tests for examinees to test themselves at home; and
  - c. Achieve a qualification rate of 28 percent for amateur radio operators year round.
- (5) Increase the percentage of network applications for the Controlled Telecommunications Radio-Frequency Devices import permit.

- a. Campaign for the importers, manufacturers, and customs brokers of the Controlled Telecommunications Radio-Frequency Devices to take advantage of NCC's online application service; and
  - b. Achieve the rate of 10% of online applications for the Controlled Telecommunications Radio-Frequency Devices import permit.
- (6) Implement handling the appeals of cell phone base station
- a. Continue to promote the free electromagnetic wave measurements and guidance in order to minimize protests; and
  - b. Actively superintend service providers to co-construct and beautify base stations.
- (7) The operation of radio wave monitoring equipments
- a. Maintain the security of monitoring stations and keep equipment in good working order; send service staff to carry out at least one inspection per month throughout the island. Those located on the outer islands are to be inspected at least once every two months.
  - b. Ensure self-examinations are performed during the field inspection and a log is kept for reference.
  - c. Ensure an emergency contact list is established for each station.
  - d. Improve public relations with the neighboring communities for neighborhood watches.
- (8) Monitor radio waves and handle interference
- a. Prepare a monitoring plan in advance every month and monitor radio waves according to the "Directions Governing Radio Wave Monitoring and Maintenance";
  - b. Ensure the monitoring stations monitor all the radio waves in the jurisdiction, including aviation frequencies, AM, FM and TV frequencies. In addition keeping records, the measurements results shall be submitted to relevant agencies for reference; and
  - c. Designate staff to receive complaints (including holidays) and detect and eliminate the source of interference of aviation frequencies.
- (9) Establish more remote monitoring modules for better coverage of radio wave monitoring
- a. Maintain the original monitoring capacity (some key components of NCC's monitoring equipments are out of production, which has resulted in the shutdown of part of the radio monitoring network) before the new system is in place; Plan to install three remote monitoring modules at the monitoring stations where the system is shut down as well as in Hualien; and
  - b. Ensure the server of the new remote monitoring modules is capable of receiving, modulating, and recording via 2 channels, as well as being preset for multi-channel monitoring. The results of the monitoring will be used for spectrum analysis to ensure smooth use of the spectrum for legal users.
- (10) Implement the applications of radio and television service providers for investment tax credits
- a. Realize the legislation idea of the "Statute for Upgrading Industries" in order to facilitate the upgrade of radio and television service and economic development;
  - b. Ensure the applicable items include automatic equipment and technology, for which 7 percent and 5 percent, respectively, of the purchase cost is deductible for the business income tax of the year.
  - c. Monitor to ensure that the equipment of the radio and television service providers for investment tax credits is installed at where it should be and carry the issuing of documents of proof.
- (11) Improve the signal service of communications
- a. Compile information of or conduct a field survey on the communication signals at remote areas;
  - b. Invite service providers to evaluate and discuss the feasibility and necessity of communications development for areas of poor reception;
  - c. Urge service providers to come up with development and implementation schedules;
  - d. Supervise the service providers to complete the development within the given schedule;
  - e. Call on the heads of villages and boroughs in areas where the popularized service is available and require them to promote and relay the information of convenient communication services to the people.
- (12) Conduct random inspections on cable television engineering technology for better service quality
- a. Measure the cable television system signal quality in remote areas and urge system operators to ensure the benefits of cable television service subscribers at the end of network;

- b. Examine the audio equipment at the cable television service providers, and balance the output volume of all channels for the perception of service subscribers; and
- c. Examine the leaks of cable television network signals, to block stray signals from exterior sources, and ensure that other radio channels are not affected by the stray signals of cable television.