

# National Communications Commission Administration Plan 2011

## 1. Communications Policy

- (1) Establish and enhance the mechanism and capacity for the analysis of developments of the communications industry
  - a. Strengthen the mechanism of compiling and analyzing developments in communications, as well as other important information regarding the communications industry, for the production of performance reports that present a broad perspective of the communications market;
  - b. Analyze the latest developments and future trends of communications industry to more effectively ascertain the pulse of industrial development as a basis for the development of relevant policies; and
  - c. Review and analyze communication indices, such as international evaluations, and improve the national performance of Taiwan in international indices of communications.
- (2) Review and analyze the renewal policy of the second generation mobile telephone service licenses in Taiwan
  - a. Develop guidelines for the 2G license renewal policy to be approved by the Executive Yuan;
  - b. Hold meetings for the discussion of the guidelines;
  - c. Preliminarily announce the (draft) amendment of “Regulations Governing Mobile Telecommunications Business”;
  - d. Organize public hearings; and
  - e. Announce the amendment of “Regulations Governing Mobile Telecommunications Business.”
- (3) Review Price-cap regulation and Calling Party Pays (CPP) arrangement
  - a. Implement Price-cap regime and determine its impact on the telecommunications industry in Taiwan;
  - b. Implement Calling Party Pays arrangement between fixed and mobile providers and determine their impact on the telecommunications industry in Taiwan.
- (4) Facilitate international cooperation in communications
  - a. Organize international activities or conferences on communications for the improvement of knowledge of professional technology of information and communications;
  - b. Facilitate official visits to international communication organizations and establish platforms for long-term interaction and dialogue;
  - c. Attend meetings and activities of international communication organizations to portray the Taiwan perspective, give comments on certain issues, and demonstrate our soft power in information and communication technology.
  - d. Participate in bilateral or multilateral counseling meetings of communications, and improve Taiwan’s competitiveness in the communications market.
- (5) Promote the online application service to improve the service performance.  
Promote the online application service and increase the online applications service rate to 20%.
- (6) Establish the online geographic information demonstration system in case of national emergencies and disasters  
Promote the registration and reporting of television, cable television, and high-power radio service providers.

## **2. Supervision of the Communications Industry**

- (1) Further facilitate universal service in order to bridge the digital divide  
Embody the functions and aims of the telecommunication universal service, the telecommunications universal services fund, and the cable television development fund, which are subsidized by the service providers, as to put to the most effective use for telecommunications universal service and bridge the digital divide, in accordance with the Telecommunications Act, Telecommunications Universal Service Regulations, the Cable Radio and Television Act, Regulations on the Management and Operation of the Cable Radio and Television Development Fund, Essential operations in promoting the development of cable broadcasting.
- (2) Outsource public surveys to ascertain the satisfaction with the service quality of fixed telecommunication networks
  - a. Plan the outsourcing of surveys of satisfaction with the service quality of fixed telecommunication networks;
  - b. Entrust organizations, groups, consultants, or academic institutes that are experienced in consumer satisfaction surveys as a just third party for the service quality surveys and assessments; and
  - c. Publish the results of the surveys as a basis for service providers to improve service and for consumers to more effectively determine the most suitable providers; the surveys may also serve as reference for providers to review and revise unreasonable part(s) of their service contracts.
- (3) Review and revise the unreasonable part(s) of service contracts  
In light of emerging consumer awareness and protection of the general public, the service contracts provided by various mobile service providers will be reviewed according to Article 78 of the Regulations Governing the Mobile Telecommunications Service, Article 71 of the Regulations Governing the Third Generation Mobile Telecommunications Service and Article 54 of the Administrative Regulations governing 1900MHz Digital Low-Tier Cordless Telephone Business. The changes in the telecommunications service provided by the providers, types of consumer complaints and concerns of consumer protection groups will be incorporated in the review and revision of the service contracts established between mobile service providers and users.
- (4) Conducts audits of telecommunication businesses  
With on-site measurement, conduct auditing of service providers with regards to the production of phone bills and billing accuracy as an effort to encourage service providers to improve their billing quality and protect consumers.
- (5) Conduct audits of standardized contracts for cable television service and the performance bonds for service prepayment  
Determine whether the cable radio and television service providers have provided performance bonds, as announced by NCC; the NCC shall conduct administrative inspections on the revision and signing of standardized contracts and auditing on the accounts established by service providers as the designated account for performance bond.

## **3. Management of Communications Resources**

- (1) Review the radio frequency charging criteria of Taiwan
  - a. Compile and study the frequency use charging systems of advanced countries;
  - b. Compare the radio frequency charging criteria of those countries and determine pros and cons; and

- c. Propose suggestions for the improvement of Taiwan's radio frequency charging criteria.
- (2) Improve the radio wave monitoring network in response to the development of latest wireless broadband technology
    - a. Upgrade the software and hardware of two radio wave monitoring vehicles; and
    - b. Purchase spare parts/components to support the operations of six upgraded monitoring vehicles.
  - (3) Expand the telecommunication number management information system
    - a. Outsource this expansion project;
    - b. Revise the allocation of telecommunication number administration system and its management framework to accord with the planning of the integration of telecommunication numbers in networks of different nature or cross-service provider use, coding and number upgrades in the medium and long-term, and changes in the telecommunication coding roadmap under convergence;
    - c. Establish the number charging subsystem; and
    - d. Establish the interface between NCC's online approval operation system and the commercial certificate management mechanism.
  - (4) Promote improved understanding of the use of amateur radios
    - a. Organize two promotional presentations;
    - b. Produce short films for promotion on radio media; and
    - c. Produce promotional materials.

#### **4. Supervision of Communications Technology**

- (1) Introduce broadband technology in the telecommunications equipment of buildings
  - a. Instill a mechanism for broadband labeling in buildings and complete amendments of Regulations Governing the Management of the Establishment and Use of Telecommunications Equipment and Space in Buildings; and
  - b. Promote broadband technology in the telecommunications equipment of buildings
- (2) Promote correct awareness and perception of electromagnetic wave of base station to the public
  - a. Develop subjects (including base station management and communications of ideas regarding electromagnetic wave emission) and objects (the public or government agencies) for the promotion;
  - b. Determine the most effective PR companies for promotion;
  - c. Produce promotional materials and activity reports; and
  - d. Review and discuss the achievements of the promotion.
- (3) Provide subsidies for STB (set-top-box) for the digital television switchover plan
  - a. Conduct analysis of what measures Japan and Korea took for subsidies for the digital switchover; provide subsidies for one set-top box (including antenna and installation) for each of the 120,000 low-income households (based on the data provided by the Ministry of Interiors as of December 2010);
  - b. Provide set-top box subsidies for 85,000 households in 2011 and 35,000 in 2012;
  - c. Determine the specifications for the digital television sets and set-top boxes suitable for the subsidy programs to ensure the quality of set-top boxes and facilitate the development of multimedia audio/video compression technology; and
  - d. Establish a technical service center to coordinate with television companies, Taiwan Digital Television Committee, local governments, and electric appliance distributors for the installation and antenna adjustment at homes.

## **5. Management of Broadcasting**

- (1) Promote the online safety mechanism for children and youths
  - a. Promote and embody the Internet content rating system for the protection of children and youths; and
  - b. Facilitate public participation in the Internet co-regulation.
- (2) Enhance the communication rights of children and youths
  - a. Establish a taskforce for the policy of determining the communication rights of children and youngsters; and
  - b. Develop a policy white paper as guidelines for the legislation development and administrations of the NCC and facilitate the improvement of the communication rights of children and youths due to convergence.

## **6. Legislation**

Establish commercial email anti-spam regulations and control

- (1) Propose necessary reports or explanatory data for the review of the Draft Governing Commercial Electronic Mail Abuse Act, and intensify communications with the Legislation Yuan for the approved legislation as soon as possible;
- (2) Compile and analyze specifications for standardized contracts for the sending of commercial email in order to match the legislative development of the Draft Governing Commercial Electronic Mail Abuse Act
- (3) Expand the scope of international cooperation and establish effective channels for international control over SPAM;
- (4) Encourage self-discipline of service providers and encourage cooperation by establishing effective and active control measures; and
- (5) Provide promotional material to improve public awareness, and determine the correct perception of business sectors and the general public for the use of commercial email.

## **7. Regional Supervision**

- (1) Investigate illegal radio stations
  - a. Improve public awareness of what a legal radio station is;
  - b. Bestow the correct legal knowledge upon those who provide land, buildings and power to illegal radio station operators; and
  - c. Cooperate with the joint-force investigation taskforce on the investigation of illegal radio stations and prevent them from interfering with flight communications and legal radio station operators; the number of illegal radio stations prosecuted in 2011 is set to be (illegal radio stations prosecuted of the year/illegal radio stations existing by the end of December of the year)  $\times$  100%.
- (2) Promote the measurement of electromagnetic wave emissions at base stations
  - a. Provide free measurements of electromagnetic wave emissions at base stations, intensify the promotion of electromagnetic wave emission knowledge to community development associations and staff of elementary and high schools, and provide a measurement service, while explaining how it works, in order to reduce suspicions of people and reduce the number of complaints about base stations; and
  - b. Distribute mobile communication base station promotional brochures to improve the public's perception of electromagnetic waves emitted by base stations.

- (3) Determine the perception of distributors in regards to the sales of legal controlled telecommunications and radio equipment for consumer protection
  - a. Continue examinations of manufacturers of control radio equipment and illegal suppliers;
  - b. Promote sales of controlled telecommunications and radio equipment that are type-tested and given the corresponding type test qualification labels; and
  - c. Distribute promotional materials improving awareness of the legal use of controlled telecommunications and radio equipment and of how to avoid violations and subsequent punishments.
  
- (4) Embody supervision of fixed communication network operators in order to prevent illegal wiretapping
  - a. Prevent illegal wiretapping by supervising service providers, internal auditing, and implementing examination measures;
  - b. Carry out inspections on the internal equipment facilities of telecommunications service providers and inspect the safety control facilities of their external user circuit telecommunication equipment (including telecommunication switch room, wiring hub, general switch panel, telecommunications room, and so on) on a regular basis, and inspect whether service providers have informed the building's tenants about the safety control mechanism; and
  - c. Encourage fixed communications network operators to improve the security level of their equipment so as to minimize the chance of telecommunications equipment being sabotaged or wiretapped, thereby protecting communication security and general consumers.
  
- (5) Administrative examinations of Type II telecommunications  
Provide guidelines for the auditing of Type II telecommunications service providers, so that their operations satisfy the relevant communication supervision regulations.
  
- (6) Establish stations to improve the signal of digital television
  - a. Use the scope of the existing analogue television converter service as the goal for digital signal improvement; and
  - b. Establish thirty stations in 2011.