

National Communications Commission Administration Plan 2013

1. General development plan

- (1) Complete the review of the plan for convergence regulation framework.
 - a. Compile relevant data in preparation for the establishment of a converged communications regulation framework (transmission and content service).
 - b. Review the regulatory status of communications in Taiwan.
 - c. Propose an effective legal framework for digital convergence
- (2) Develop the licensing plan for next-generation mobile communications.
 - a. Compile relevant data on global trends concerning next-generation mobile communications service (including spectrum planning, license-release method, regulatory rules, etc).
 - b. Determine and analyze the current conditions of the market development of mobile communications in Taiwan and its service management mechanism.
 - c. Develop and propose the licensing policy of the next-generation mobile communications service.
- (3) Develop and propose the eleventh radio broadcasting licensing plan.
 - a. Compile data on radio broadcast licensing from advanced countries in response to the trends of digital convergence.
 - b. Research and determine the current conditions of the radio broadcasting industry in Taiwan, and the opinions of relevant sectors.
 - c. Develop and propose the implementation plan to the Executive Yuan for approval.
- (4) Develop and propose the second stage of the digital terrestrial television licensing plan.
 - a. Develop requirements and principles of the license release for the digital terrestrial television in accordance with the principles approved by the Executive Yuan, as obliged by law; formulate a licensing plan per the procedure of the Executive Yuan and compile the opinions of relevant sectors.
 - b. Research and examine the current conditions of digital terrestrial television broadcasting and its development in Taiwan.
 - c. Develop and propose the subsequent implementation plan in accordance with the Executive Yuan's approval.
- (5) Develop and propose the accelerated development of digital cable television plan.
 - a. Develop a digital technology promotion plan aligned with the proposed amendments of the Cable Radio and Television Act.

- b. Integrate the cable radio and television licensing evaluation mechanisms and the implement the regional digital trial plan.
- c. Routinely convene meetings with invited relevant government departments and industry operators with the aim of enhancing the promotion of digitization.

2. Telecommunications supervision plan

- (1) Bridging the quality of communications services.

Utilize the telecommunications universal service fund, contributed into by the operators, with view to ensuring universal service of communications in accordance with relevant stipulations set by the Telecommunications Act and Regulations of the Telecommunications Universal Service.

- (2) Enhance the monitoring mechanism of high-speed broadband network.

Accelerate the development of the next-generation network and fiber optic broadband network by monitoring the operators' annual networking development plans; deploy broadband infrastructure with the objective of reaching 100% coverage of households with 100Mbps broadband access in non-rural areas in 2013.

- (3) Monitor SMS for disaster prevention and rescue.

Monitor the coverage areas and accuracy of the messaging service of communication operators in order to maintain normal operation of the system and to safeguard the safety of the general public and property.

- (4) Amend guidelines for fixed-line network service quality.

Review and amend the fixed network communication operators' service quality guidelines with the objective of ensuring a mechanism that ascertains consumer protection, service quality of fixed network communications, and maintains a sound environment for communications infrastructure.

- (5) Audit the accounting and billing of telecommunication enterprises.

Conduct validation work on the accuracy of telecommunication operators' call statement generating process and billing statements using the actual screening method; monitor telecommunication operators so as to enhance the quality of their account processing work to better safeguard subscribers.

3. Broadcasting supervision plan

- (1) Promote universal service of cable radio and television.

With the aim of implementing cable radio and television universal services and in accordance with Regulations on the Management and Operation of the Cable Radio and Television Development Fund and Directions for Implementing on the Subsidization of universal Cable Radio and Television

Development, system operators place funds into the Cable Radio and Television Development Fund to subsidize operations of universal services in remote areas and offshore islands.

- (2) Evaluate operation plans of broadcasting enterprises and the license renewal.

Conduct the assessment and license renewal of broadcasting businesses' operation plans; assess operation and its renewal and conduct an interview if necessary. Supervise broadcasting enterprises to execute their operation plans precisely with the aim of ensuring consumer interests.

- (3) Accept applications for the operation of cable radio and television services and the adjustment of cable radio and television operating areas.

- a. Accept the operators' applications, upon announcements of the adjustments of the operating area of cable television and complete relevant preliminary work.

- b. Implement the review and engineering validation work.

- (4) Enhance the monitoring mechanism of fixed high-speed broadband television network.

Conduct monitoring of cable television operators and their efforts to accelerate development of high-speed broadband network at optical node points and on hybrid fiber-optic coaxial (HFC) network with the aim of expanding networking infrastructure, accelerating digital convergence, and providing subscribers with high quality digital reception signals.

4. Resources supervision plan

- (1) Plan and mobilize the 700MHz frequency band.

- a. Analyze trends of global development.

- b. Commission relevant entities to conduct planning and mobilization.

- c. Complete the 700MHz frequency band planning and mobilization.

- (2) Research and analyze fee-charging Standards for Usage of Radio Frequency of the new-generation communications.

- a. Compile data of fee-charging Standards for Usage of Radio Frequency of new-generation communications.

- b. Research and analyze the fee-charging Standards for Usage of Radio Frequency of the new-generation communications.

- c. Propose an effective billing recommendation for Taiwan's fee-charging Standards for Usage of Radio Frequency of the new-generation communications of Taiwan.

- (3) Survey the nationwide conditions of fixed-line broadband speeds.

- a. Develop a hardware monitoring unit as part of an effective long-term mechanism that evaluates broadband speeds. Convene a taskforce to discuss the measurement/testing procedures, hold presentations, and compile opinions from all sectors. The taskforce shall analyze various theories and measurement and testing methods and shall utilize precision screening equipment and appropriate manpower to conduct screening at busy traffic areas using the specified screening methods. The taskforce shall hold review meetings to disclose results in order to improve public confidence of the operators and the general public alike.
 - b. Complete measurements of fixed-line broadband speeds in six major cities, as well as the western region, eastern region (Ilan, Hualien, and Taitung counties), and the offshore islands of Taiwan:
 - (a) Complete measurements of fixed-broadband in the six major cities in 2013.
 - (b) Complete measurements of fixed-broadband in the western region in 2014.
 - (c) Complete measurements of fixed-broadband in the eastern region (Ilan, Hualien, and Taitung counties) and the offshore islands of Taiwan in 2015.
- (4) Strengthen the maintenance of improvement stations for digital terrestrial television signal.
- a. Form a review team to analyze subsidization of power charges of improvement stations in accordance with Directions for the Operation of Improvement Stations. The review team shall convene meetings to examine the financial classification, number of stations and the ratio of power bill to cable fund subsidies and shall recommend a cap of subsidization according to the funding budget and principles; then, submit the proposal to the commission meeting for approval.
 - b. In view of the long-term development of digital terrestrial television, the maintenance of improvement stations for digital terrestrial television signals will be commissioned to professional corporations or via open tender.
- (5) Impart correct information regarding electromagnetic waves of base stations to the general public.
- Host seminars and workshops to highlight the true characteristics of electromagnetic waves and living peaceably with them, so as to increase awareness of the general public, civil servants of elementary government agencies, and teachers of elementary and junior high schools.
- a. Establish the current year's campaign objectives (including the management of base stations and communication regarding electromagnetic waves) and their recipients (the general public or the government entities).
 - b. Appoint a qualified PR firm to conduct the campaign.
 - c. Produce campaign literature and reports.

- d. Review the campaign performance.
- (6) Survey the conditions of mobile broadband speeds nationwide.
 - a. Convene meetings to discuss the screening methods and procedures to establish an evaluation mechanism. Then, utilize the most stringent sampling theory, precise screening equipment, appropriate manpower, and adequate methods and processing flows to steadfastly conduct the screening work at rational times in busy areas. Compile and review the data routinely and publish the results to the general public.
 - b. Complete measurements of mobile broadband speeds in 2013.

5. Contents supervision plan

- (1) Improve online safety for children and juveniles.

Organize and hold several plays with the aim of improving online safety for children and juveniles. Plays will be presented in a fun and exciting way and will promote better online manners. Brochures and other information will be distributed to help educate children with regard to online behavior so as to reduce the risk of being exposed to inappropriate content.
- (2) Instigate a variety of programming production and broadcast guidelines, laws and regulations, and exchanges of case studies.
 - a. Select varied program types, such as news, drama, children’s programming, variety shows, etc and encourage the participation of radio and television operators in the commission’s campaign for relevant radio and television laws and regulations. Hold radio and television program/advertisement consultation meetings to discuss case studies with invited scholars and experts.
 - b. Hold discussions with operators, through which to assist and encourage more effective public responsibility and enforce self-regulation.
- (3) Promote access to media and media literacy.

Subsidize broadcasting businesses under the commission’s purview to conduct media literacy education programs in order to promote media literacy and upgrade the public’s concept of access to media and media literacy.

6. Legal affairs administration plan

- (1) Strengthen subscribers’ rights and interests via the promulgation of laws and regulations of communications and broadcasting.
 - a. Strengthen laws and regulations of communications and broadcasting concerning subscriber protection.

Compile and study communications and mass media consumer protection policy, laws and regulations, as well as standardized contract templates, of advanced countries and present the commission’s recommendations for a consumer protection mechanism.

- b. Establish guidelines for the regulatory control of commercial email.
 - (a) Establish relevant laws and regulations in support of the anti-spam bill, reviewed by the Executive and Legislative Yuan.
 - (b) Establish an effective means of cross-border control against malicious emails by expanding practical cross-border coordination; amend legislation in response to global legislative trends.
 - (c) Continue to encourage self-regulation of operators by urging them to adopt effective, voluntary preventive measures for better safeguarding consumers.

7. Regional supervision plan

(1) The terrestrial television digitization optimization plan.

- a. Evaluate the conditions and coverage of digital improvement stations via electric wave survey to discern the accuracy of the computer simulated evaluation and the state of user reception; compile a comprehensive coverage database.
- b. Evaluate the performance of the digital improvement stations, upon installation with the view to adjustments for optimization; ascertain the need for additional stations to provide high quality digital terrestrial television reception.
- c. Ensure high quality digital terrestrial television reception for residents in rural areas and offshore islands so as to offer high quality reception and bridge the divide between rural and urban areas.

(2) Monitor mobile network base stations.

Randomly select base stations for auditing to determine whether the station's equipment conform to the regulations; ensure that the stations' equipment fully comply with legal and regulatory stipulations.