

## **National Communications Commission Administration Plan 2014**

### **1. General development Project**

- (1) Complete the research, analysis and planning of the converged communications regulatory framework (draft).
  - a. Compile information related to the communications regulatory framework (transmission and content service).
  - b. Research and analyze present conditions of communications supervision in Taiwan.
  - c. Propose a converged communications regulatory framework (draft) suitable for Taiwan.
- (2) Promote and initiate measures for the development of applications in the digital bandwidth of cable television.
  - a. Harmonize the legal framework of convergence and research supplementary measures for the promotion of digitization.
  - b. Adjust service areas of cable television operators and accept and handle applications for cable television service under key conditions concerning digitization.
  - c. Provide conceptual, practical, and technological guidance, as well as provide incentives for cable television operators to steadily digitize.
  - d. Integrate appropriate administrative tools related to the supervision of cable television operators and implement regional trial projects of digitization.
  - e. Invite related government departments and industries to attend periodic meetings to accelerate the promotion of digitization by means of cross-organizational cooperation.
- (3) Enhance international exchanges and cooperation.
  - a. Participate in bilateral and multilateral negotiations and conferences with a view to greater trade benefits for the communications services industry of Taiwan.
  - b. Strengthen official relationships with international communications organizations by means of bilateral exchanges on regulatory perspectives and visits to international peers.
  - c. Host international communications forums with an objective of enhancing the global exposure of Taiwan.
  - d. Participate in international communications conferences with a view to staying abreast of the latest global developments of convergence technologies.
- (4) Establish cloud-based endpoint virtualization solutions.
  - a. Implement necessary hardware and software for the virtualization platform.

- b. Construct an application for virtualization and remote desktop virtualization.
- c. Provide cost-saving and more efficient mobile information service.
  - (a) Access information on mobile devices to realize no-paper meetings.
  - (b) Through a remote desktop, deliver the Windows environment to a mobile device to run Windows applications.
  - (c) Share software by application virtualization technology.
  - (d) Solve issues with the execution of old applications and software.
  - (e) Provide quasi-physical isolation computer environment.
  - (f) Provide computer network environment for emergencies.

## **2. Communications Management Project**

- (1) Conduct operations checking the telecommunication industry.

Conduct operations to verify the accuracy of call records and telephone billing of telecommunication enterprises and supervise them to improve operation quality to guarantee the rights of consumers.

- (2) Review and revise the operation regulations and service contracts of telecommunication operators.

Review and revise the operation regulations and service contracts proposed by telecommunication operators by means of conferences and discussions in order to ensure operators implement related consumer protection mechanisms and improve service quality to safeguard consumer rights.

- (3) Promote universal service.

Achieve the objectives of universal service and, in accordance with Telecommunications Act and Telecommunications Universal Service Regulations; manage payment into the Universal Service Fund by the telecommunications industry.

## **3. Broadcasting Management Project**

- (1) Promote the development of cable television.

Achieve the objectives of the universal development of cable television; utilize 1 percent of business revenue appropriated by cable television operators to maintain the Cable Radio and Television Development Fund and continue to subsidize the installation fees and operational deficits for the provision of cable television in remote areas and outlying islands. In addition, plan related subsidies to promote the digitization of cable television.

- (2) Evaluate and renew licenses for the broadcasting industry.

Evaluate and renew licenses, on the basis of the terms of validity; conduct on-site inspections when necessary to ensure service providers execute their operation plans effectively so as to guarantee the rights of consumers.

#### **4. Management Project of Resources and Technologies**

- (1) Plan and reorganize 1800MHz frequency band.
  - a. Research and analyze trends in international development.
  - b. Hold meetings with related parties to conduct planning and reorganization.
  - c. Complete the planning and reorganization of the 1800MHz frequency band.
- (2) Research and analyze the fee charging standards of utilization fees of new generation communications.
  - a. Compile information regarding the utilization fees of new generation communications.
  - b. Research and analyze the charging systems of utilization fees of new generation communications.
  - c. Propose suggestions on the charging system of utilization fees of new generation communications that are suitable for Taiwan.
- (3) Undertake measurements of broadband speeds of fixed networks in Taiwan.
  - a. Develop terminal speed measurement boxes that meet the needs of long-term measuring activities; establish a comprehensive and permanent evaluation mechanism. Hold meetings and invite related parties to discuss and analyze measurement procedures. With stringent theories and measurement methods, precise equipment and sufficient manpower, undertake measurements in accordance with procedures and at the appropriate timing and places. Based on the results of the measurements, explore the rationale and correlation of data when necessary and hold meetings to discuss which measurement indexes can be announced and the means of announcement so as to gain trust from the operators and the public.
  - b. Complete measurements of broadband speeds in six metropolitan areas, other areas in western Taiwan (six metropolises excluded), Yilan, Hualien, Taitung, and the outlying islands.
    - (a) Measurements in six metropolitan areas completed in 2013.
    - (b) Complete measurements in six metropolitan areas and other areas in western Taiwan in 2014.
    - (c) Complete measurements around Taiwan (including six metropolitan areas, other areas in western Taiwan, Yilan, Hualien, Taitung, and the outlying islands).
- (4) Strengthen operations of the improvement stations for digital terrestrial television (DTT).

- a. In 2013, in accordance with the subsidies for the utility costs of DTT improvement stations, NCC formed an inspection team to convene conferences to examine financial resources, number of stations, the ratio of digital improvement stations and to subsidize municipal and county (city) governments. The inspection team also suggests the maximum amount of subsidies for utility fees on the basis of budgets and principles regarding subsidies in that year, which then must be ratified by the Commission Meeting.
  - b. With respect to the maintenance of equipment of digital improvement stations, NCC adopts a long-term perspective for development of DTT and considers the public's viewing rights; thus, subsidies are made available to local governments to conduct maintenance fees for improvement stations.
- (5) Measure mobile broadband speeds in Taiwan.
- a. Convene meetings to discuss measurement methods and procedures and establish an effective evaluation mechanism. With stringent theories and measurement methods, precise equipment, and sufficient manpower, undertake measurements in accordance with procedures and at the appropriate timing and places. Moreover, regularly check the relation of measurements and timely announce the results so as to provide information to the public.
  - b. Complete measurements of mobile broadband speeds around Taiwan.

## **5. Content Administration Project**

- (1) Initiate exchanges with broadcasting enterprises on regulations and laws concerning the production and broadcasting of various programs.
  - a. Highlight specific broadcasting and television laws concerning various program types, such as news, dramas, children's programs, variety shows, and so on, and outline specific cases with broadcasters that are discussed at the Radio and Television Contents Counseling Meeting. In addition, invite scholars and experts on related issues to provide professional opinions.
  - b. Exchange opinions and assist and urge broadcasting enterprises to take more social responsibility for their broadcasts and implement self-regulatory mechanisms.
- (2) Promote broadcasting and television media access and literacy education.

Promote media literacy courses and improve public awareness of media access and literacy; subsidize and supervise broadcasting enterprises to conduct literacy education of mass media.

## **6. Legal Affairs Project**

- (1) Enact laws and supplementary regulations to safeguard communications rights.
  - a. Enact laws and supplementary regulations to safeguard

communications rights.

Settle major consumer disputes or consumer disputes derived from new technology and techniques in Taiwan; research and analyze policies, laws and regulations, and practical approaches that advanced countries adopt for similar disputes, as reference for effective planning for consumer protection mechanisms, and revise related laws and regulations.

- b. Enact laws and decrees and formulate related technical stipulations.
  - (a) Stipulate related laws and decrees in accordance with the draft of “Commercial Electronic Mail Abuse Management Act” to be examined by the Executive Yuan and the Legislative Yuan.
  - (b) Continue to promote strategies and international cooperation on anti-spam work in order to establish effective means of exchange with view to preventing the abuse of commercial email; research and analyze the amendment of future supplementary laws and regulations to respond to the trends of international legislation.
  - (c) Enhance mechanisms related to the management and reporting of spam after it has been removed so as to effectively urge self-regulation of email service providers or internet access service providers and to maintain the rights of consumers.
  - (d) Compile and analyze control mechanisms concerning spam in advanced countries to serve as a reference for NCC to strengthen its techniques of preventing the abuse of commercial email.