



2018 NCC Report on Broadcasting Supervision

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media. The establishment of a mechanism for the general public to file complaints is one part of its comprehensive supervision policy. In order to utilize public feedback to enhance the quality of broadcasting content and protect public interests, the NCC established the “Broadcasting Content Complaints Website” in January 2009. Quarterly and annual reports on broadcasting supervision are published as a means for the general public to understand the status of broadcasting supervision and participate in the supervision of radio and TV media.

The NCC regulates television and radio businesses in accordance with the Radio and Television Act, the Satellite Broadcasting Act, and other related regulations. Although there is currently no specific agency that is in charge of Internet content, in accordance with Article 46 of the Protection of Children and Youths Welfare and Rights Act, the NCC coordinated with responsible competent authorities to commission civil associations to establish a platform for the public to complain about/report Internet-related issues. Consequently, the iWIN (www.win.org.tw) website was launched on Aug. 1, 2013. The public may file complaints about online content that is harmful to children and juveniles through iWIN. Reports are published monthly on its website to enable the public to track how complaints are being processed. Online content complaints are therefore not included in this report.

Meanwhile, in order to establish a policy framework for media self-regulation, the NCC overhauled the mechanism for broadcasting complaints and the complaints processing procedure. From Dec. 11, 2017, certain cases are transferred to the businesses in question for internal processing. By doing so, the NCC expects to increase the processing efficiency. Consequently, it also hopes that the complaints website can become a platform that facilitates communication between the public and media enterprises.

This report compiles the statistical evidence of public complaints regarding

radio and TV media, including suggestions, responses, and complaints. It does not necessarily mean that the programs or broadcasting businesses mentioned in this report violated relevant regulations. The following is a statistical report about three main issues in 2018: complaints concerning radio and TV media, primary complaints about TV programs, and the NCC's actions in response to specific cases.

◆ Complaints about Radio and TV Media

During the calendar year 2018, the NCC received a total of 2,660 complaints from the public regarding radio and TV media. Compared to the 1,906 complaints received in 2017, there were 754 more complaints in 2018. Of the complaints received in 2017 and 2018, there were 202 and 294 complaints, respectively, that were unrelated to radio and TV media. After excluding those cases, the number of complaints received in 2017 was 1,704, while that of 2018 was 2,366. In total, 2,253 complaints were made against television content in 2018, which was 723 more than the 1,530 complaints received in 2017. On the other hand, 113 complaints were made against radio content in 2018, which was 61 fewer than the 174 complaints received in 2017. The numbers of complaints against radio and TV content over the past five years can be seen in Figure 1.

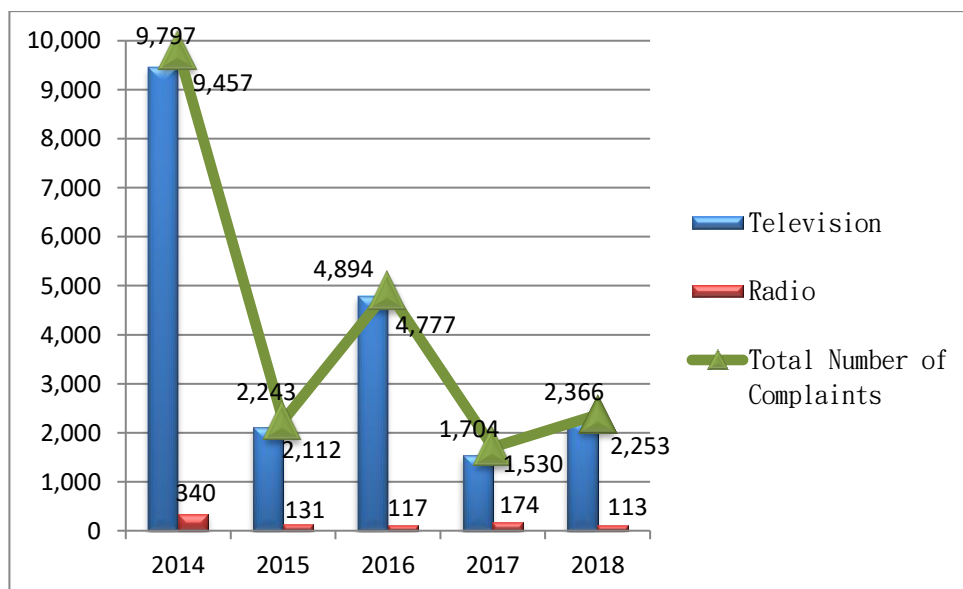


Figure 1: Complaints against radio and TV over the past five years.

A comparison between the number of complaints over the five years from 2014 to 2018 reveals a dramatic disparity. The reason was attributed to the 5,980 public complaints about inappropriate content in CTi News’ “News Tornado” program in 2014, and the 2,660 complaints about false content in “The Happiness of the Next Generation Alliance – Call for Millions of Families on 1203” commercial in 2016. (After deducting these special cases, the number of complaints in 2014 and 2016 were 3,817 and 2,234, respectively.) Comparing the number of complaints between 2014 and 2018 shows a slight increase in 2018 compared to 2017, although the difference is not significant. Complaints against television content in 2018 accounted for over 95.2% of the total number of complaints. Therefore, the general public’s comments about television programs remained the most common type of complaint.

In terms of the means of submitting complaints, Table 1 shows that 1,580 complaints were made by the public through NCC’s “Broadcasting Content Complaints Website.” They accounted for 66.8% of all complaints. There were 786 complaints made through other means (including calls or emails directly to NCC and cases forwarded from other agencies), accounting for 33.2% of all

Table 1. Means of Filing Complaints by Year				
Complaint Channel \ Year	2018		2017	
	Cases	%	Cases	%
Broadcasting Content Complaints Website	1,580	66.8%	671	39.4%
Other means	786	33.2%	1,033	60.6%
Total	2,366	100.0%	1,704	100.0%

complaints.

An analysis of the changes to the means of filing complaints over time reveals the proportion of cases filed through the “Broadcasting Content Complaints Website” versus “other means” changed from “39.4% to 60.6%” in 2017 to “66.8% to 33.2%” in 2018. Thus, the proportion of the public using the “Broadcasting Content Complaints Website” to file complaints increased by 27.4%.

Complaints about the inappropriateness of radio and TV media in 2018 can be categorized into five main types: “false or unjust content,” “disrupting public

order or adversely affecting good social customs,” “comments on the content or wording of specific channels (radio)/programs/commercials,” “commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time,” and “harmful content for children and juveniles.” These cases accounted for 71.7% of the total number of complaints. “False or unjust content” was the category with the most complaints in both 2017 (339 cases) and 2018 (541 cases). The category “disrupting public order or adversely affecting good social customs” ranked fifth in 2017 (126 cases) and rose three spots to second in 2018 (391 cases). “Comments on the content or wording of specific channels (radio)/programs/commercials” fell from second place in 2017 (257 cases) to third in 2018 (321 cases). “Commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time” remained in fourth place between 2017 (136 cases) and 2018 (281 cases). “Harmful content for children and youths” ascended from eighth place in 2017 (85 cases) to fifth place in 2018 (161 cases). Although there were some variations in the type of public complaint over the years, the majority of complaints still revolved around “false or unjust content,” “comments on the content or wording of specific channels (radio)/programs/commercials,” and “commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time.” Please see Table 2 for more details.

Table 2. Five Major Categories of Public Complaints by Year

2018			2017		
Item	Cases	%	Item	Cases	%
False or unjust content	541	22.9%	False or unjust content	339	19.9%
Disrupting public order or adversely affecting good social customs	391	16.5%	Comments on the content or wording of specific channels (radio)/programs/commercials	257	15.1%
Comments on the content or wording of specific channels (radio)/programs/commercials	321	13.6%	Disregard for the professional ethics of journalism	173	10.1%

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Commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time	281	11.9%	Commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time	136	8.0%
Harmful content for children and juveniles	161	6.8%	Disrupting public order or adversely affecting good social customs	126	7.4%
Total	1,695	71.7%	Total	1,031	60.5%

Figure 2 shows that of the total complaints received in 2018, 1,035 cases (43.8%) were submitted by males and 741 cases (31.3%) were submitted by females. Another 590 cases (24.9%) were made by people either not specifying their gender or with illegible responses.

Moreover, Table 3 shows that after excluding the cases with blank or illegible gender responses, 966 (57.4%) of the 1,683 complaints against TV content were submitted by males and 717 cases (42.6%) were submitted by females. Meanwhile, 69 complaints (74.2%) of the 93 complaints against radio content were submitted by males and 24 complaints (25.8%) were submitted by females.

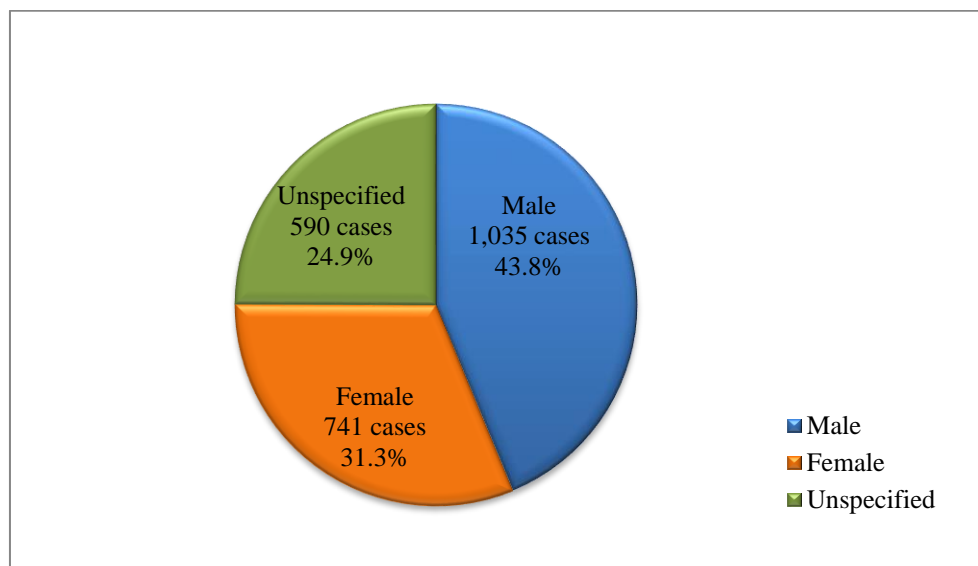


Figure 2: Public complaints by gender in 2018

Table 3. Complaints by Gender (2018)				
Media Type \ Gender	TV		Radio	
Male	966	57.4%	69	74.2%
Female	717	42.6%	24	25.8%
Total	1,683	100.0%	93	100.0%

Note: Complaints from people with unspecified gender were excluded.

With regards to complaints about inappropriate content, “false or unjust content” topped the list with 541 cases (22.9%). It was followed by “disrupting public order or adversely affecting good social customs” with 391 (16.5%), “comments on the content or wording of specific channels (radio)/programs/commercials” with 321 cases (13.6%), “commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time” with 281 cases (11.9%), and “harmful content for children and juveniles” with 161 cases (6.8%).

These top five types of complaints accounted for 71.7% of all complaints. In addition, since 2015, the NCC has incorporated public complaints against radio broadcasting and operations into analyses¹: the total number of public complaints against radio broadcasting and operations in 2018 was 270, which accounted for 11.4% of all complaints. Please see Table 4 for the numbers and percentages of other types of complaints.

¹ The types of complaints about inappropriate broadcasting operations include “issues regarding program planning/production/broadcasting,” “issues related to license conditions,” “inappropriate customer service attitude,” “issues regarding property rights, distribution rights, or broadcasting rights,” “issues related to the management of broadcasting operations,” “inquiries about the operations of broadcasting stations,” “technical issues with radio or TV reception, image quality, or volume,” “issues regarding the number of channels or fixed frequencies,” and “inquiries about channel establishment, license renewal, and evaluation processes.”

Table 4. Complaints by Type of Inappropriate Content (2018)

	Item	Cases	%
Content	False or unjust content	541	22.9%
	Disrupting public order or adversely affecting good social customs	391	16.5%
	Comments on the content or wording of specific channels (radio) /programs/ commercials	321	13.6%
	Commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time	281	11.9%
	Harmful content for children and juveniles	161	6.8%
	No distinction between programs and commercials	112	4.7%
	Disregard for the professional ethics of journalism	92	3.9%
	Suggestions for the business operations of NCC	70	3.0%
	Regulations/information inquiries	48	2.0%
	Overly frequent replays	22	0.9%
	Inappropriate program rating	22	0.9%
	Other ²	35	1.5%
	Subtotal	2,096	88.6%
Operations	Suggestions on the overall broadcasting policies/regulations or the NCC's administration	122	5.2%
	Issues regarding program planning/production/broadcasting	56	2.4%
	Issues about the management of radio and TV operations	38	1.6%
	Inappropriate customer service attitude	29	1.2%
	Other ³	25	1.0%
	Subtotal	270	11.4%

²Other types of inappropriate content complaints included “sexually discriminatory content” with 14 cases, “illegal use of interstitial subtitles” with 14 cases, “program rescheduling without prior notice” with four cases, and “overrunning commercials” with three cases.

³Other types of inappropriate operations complaints included “technical issues, including reception, image quality, or volume issues” with 13 cases, “issues regarding property rights, distribution rights, or broadcasting rights” with eight cases, “inquiries about channel establishment, license renewal, and evaluation processes” with three cases, and “inquiries about the operations of broadcasting stations” with one case.

Total	2,366	100.0%
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With regards to public complaints about TV program content, Figure 3 shows that out of the 2,017 complaints about television programs, the majority involved “news reports,” with 911 cases (45.2%), followed by 560 (27.8%) involving “commercials,” 292 cases (14.5%) involving “general programs⁴,” 106 cases (5.3%) involving “non-specific programs,” 89 cases (4.4%) involving “political talk shows,” and 59 cases (2.9%) involving “general talk shows.”

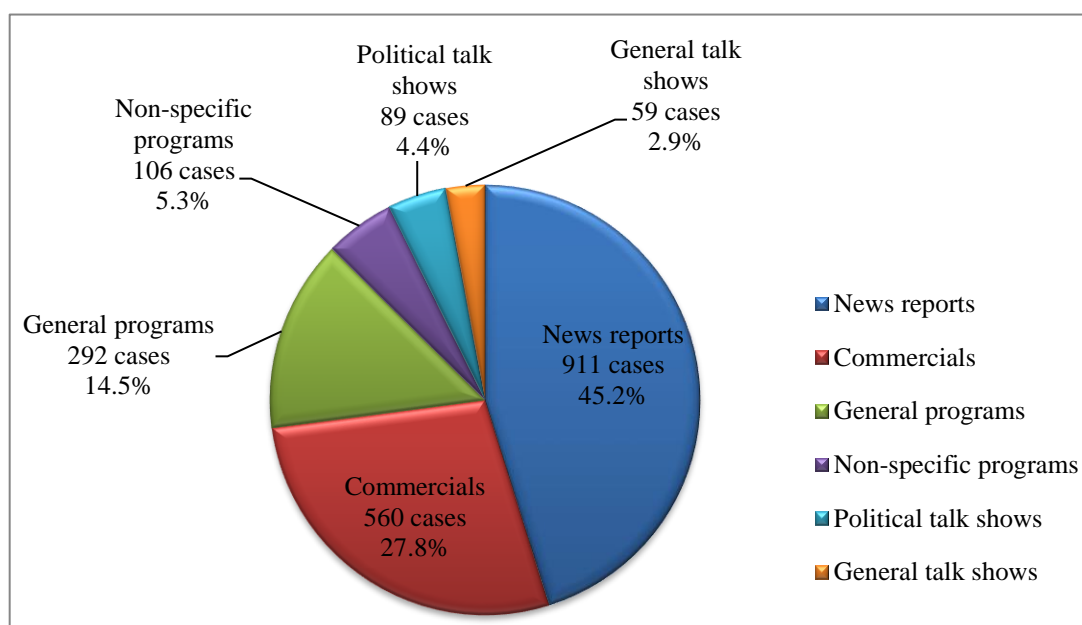


Figure 3: Complaints about TV by program type in 2018.

⁴Refers to programs other than “news reports,” “talk shows,” and “commercials” (including dramas; variety shows; children’s programs; sports programs; infomercials; and programs about finance/economics/stock market, folk religion, religion and culture).

Figure 4 shows that among the 79 complaints received about radio in 2018, 44 (55.7%) were regarding “variety shows⁵,” followed by 13 (16.5%) about “programs of other types⁶,” 9 (11.4%) about “music programs,” 8 (10.1%) about “news reports and political talk shows,” and 5 (6.3%) about “commercials.”

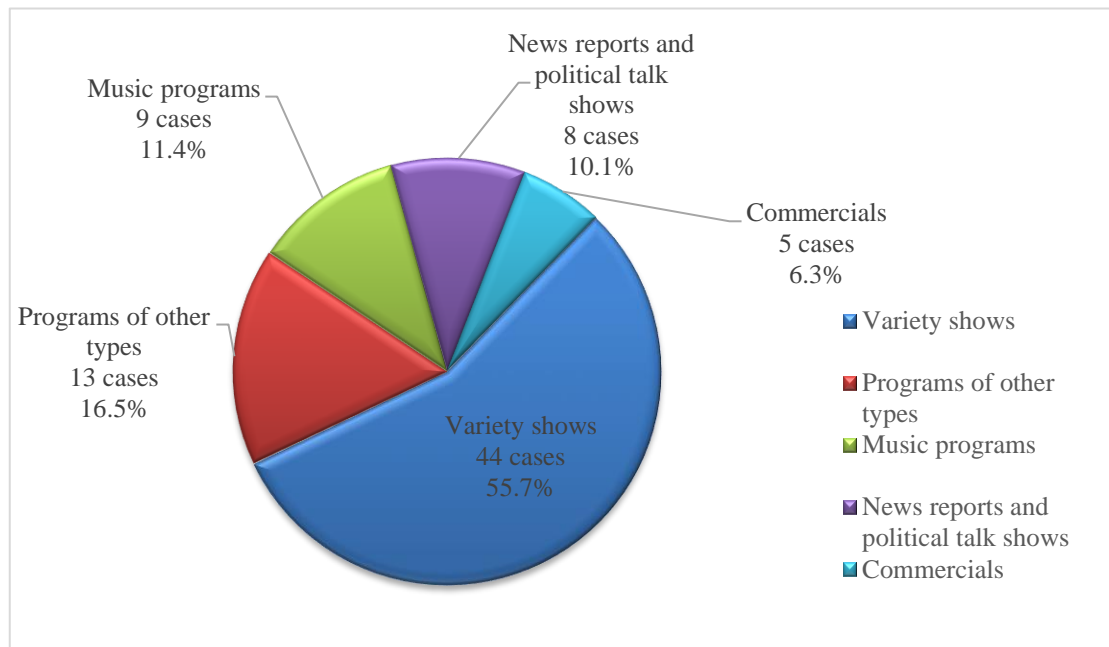


Figure 4: Complaints about radio by program type in 2018.

◆ Complaints - TV

1. Complaints by content category

The majority of public complaints about TV content in 2018 were against “news reports” and “commercials.” From Table 5, it can be seen that among the 911 complaints about inappropriate content in news reports, “false or unjust content” topped the list with 431 complaints (47.3%), followed by 153 (16.8%) about “disrupting public order or adversely affecting good social customs,” 148 (16.2%) “comments on the content or wording of specific news reports,” 70 (7.7%) regarding a “disregard for the professional ethics of journalism,” and 39 (4.3%) about “no distinction between programs and commercials.” These top five types of complaints about inappropriate content in TV news reports accounted for 92.3% of all complaints.

⁵Variety shows refer to programs with diverse content.

⁶Programs of other types refer to when the public did not specify a specific program in the complaint.

Table 5. Complaints about TV News Reports by Inappropriate Content Category (2018)

Program type	Type of inappropriate content	Cases	%
News reports	False or unjust content	431	47.3%
	Disrupting public order or adversely affecting good social customs	153	16.8%
	Comments on the content or wording of specific news reports	148	16.2%
	Disregard for the professional ethics of journalism	70	7.7%
	No distinction between programs and commercials	39	4.3%
	Business operations suggestions for the NCC	26	2.9%
	Harmful content for children and juveniles	18	2.0%
	Other ⁷	26	2.9%
Total		911	100.0%

With regards to complaints about commercials, Table 6 indicates that the largest proportion of complaints was about “commercial violations (including broadcasting time, length, and content)” with 234 cases (41.8%), followed by “disrupting public order or adversely affecting good social customs” with 141 cases (25.2%), and “harmful content for children and youths” with 111 cases (19.8%). These top three types of complaints about inappropriate content in commercials totaled 486 and accounted for 86.8% of all complaints.

Table 6. Complaints about Commercials by Inappropriate Content Category (2018)

Program type	Inappropriate content	Cases	%
Commercials	Commercial violations (including broadcasting time, length, and content)	234	41.8%
	Disrupting public order or adversely affecting good social customs	141	25.2%
	Harmful content for children and juveniles	111	19.8%

⁷Other complaints about inappropriate content in news reports included: “commercial violations (including broadcasting time, length, and content)” with 11 cases, “regulations/information inquiries” with six cases, “illegal use of interstitial subtitles” with four cases, “overly frequent replays” with two cases, “inappropriate program rating” with two cases, and “sexually discriminatory content” with one case.

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	Comments on the content or wording of specific commercials	30	5.4%
	False or unjust content	27	4.8%
	Other ⁸	17	3.0%
Total		560	100.0%

2. Television programs and commercial receiving more than 10 complaints

Nine programs and commercials received more than 10 complaints during 2018, including EBC News' "African Swine Fever Epidemic" news report; commercials for the mobile phone game "Dynasty Legends;" and TVBS News' "News at 1 p.m." and TVBS' "Change in China" variety show. Table 7 lists each of these programs and commercials in order of the number of complaints received.

Table 7. Complaints about TV Programs and Commercials in 2018			
Program/Commercial Name	Channel	Category	Number of Complaints
African Swine Fever Epidemic	EBC News	News report	293
Dynasty Legends	Multiple channels	Mobile phone game commercial	268
News at 1 p.m.	TVBS News	News report	58
Change in China	TVBS	Variety show	52
Pro-Family Referendums	Multiple channels	Commercial	47
100% Wife	SET Taiwan	Drama	23
Mafia City	Multiple channels	Mobile phone game commercial	15
Legend of the Empress	Multiple channels	Mobile phone game commercial	14
Zheng Know	SET Money	Political talk show	12

1. The news report "African Swine Fever Epidemic" aired by EBC News

⁸Other complaints about inappropriate content in commercials included: "sexually discriminatory content" with four cases, "regulations/information inquiries" with four cases, "no distinction between programs and commercials" with four cases, "overly frequent replays" with two cases, "business operations suggestions for the NCC" with two cases, and "inappropriate program rating" with one case.

received a total of 293 complaints.

Complaints:

At 9 a.m. 9 a.m. on Dec. 13, 2018, EBC News aired a total of three news reports, entitled “First National Alert Issued for African Swine Fever, Violators to be Fined NT\$1 Million,” “Five African Swine Fever Cases Detected in 40 Days, First National-Level Alert Issued,” and “Online Rumors Circulate About Free Taobao Pork Sausage Gifts, Public Advised to Thoroughly Cook or Discard Pork Sausages.” The public submitted complaints claiming that the news reports were imparting false and misleading information, which could result in a worsening of the epidemic.

Actions of the NCC:

- (1) The NCC sent a letter of advice to EBC News on Dec. 14, 2018 and also requested the Council of Agriculture to determine the rights and responsibilities for this issue.
- (2) In response, a statement issued by EBC News indicated the title of the news report in question was simplified due to restrictions on the number of characters that could be displayed. To avert public misgivings, it produced and aired two follow-up reports on the same day to again explain the proper handling procedures for problematic meat products. It also launched an investigation into news report contents and reinforced awareness and training of its news production and broadcasting units to conform to the requirements of the law. The Bureau of Animal and Plant Health Inspection and Quarantine under the Council of Agriculture stated in a written response that the news report in question did not fully explain the handling method..
- (3) During the NCC’s 839th committee meeting on Jan. 16, 2019, it was determined that the news report content incorrectly conveyed information on preventing the epidemic, which could potentially result in gaps in prevention efforts for African swine fever epidemic and disrupt public order. The content was also in violation of Article 27, Paragraph 3, sub-paragraph 3 of the Satellite Broadcasting Act, which states that contents of programs may not disrupt public order. Therefore, a resolution was passed to issue a fine of NT\$200,000 in accordance with Article 53, Paragraph 2 of the aforementioned act.

2. Commercials advertising the mobile game “Dynasty Legends” received

a total of 268 complaints.

Complaints:

Between April 20, 2018 and April 22, 2018, commercials for the mobile game “Dynasty Legends” aired on multiple channels. Complaints regarding sexual discrimination and the objectification of women were received, especially concerning the action of pushing a woman’s head towards a man’s abdomen, and a phrase in Taiwanese that translates to “Let me help you win” in the commercials.

Actions of the NCC:

In response to the gender-related complaints about commercials for the mobile game “Dynasty Legends,” the NCC immediately requested the Association of Terrestrial Television Networks and the Satellite Television Broadcasting Association to notify their television channel members to launch their self-regulation mechanisms to handle this case. This case was also submitted to the NCC’s “Broadcast Television Program Commercials Consultation Meeting” for discussion. At the NCC’s 805th commission meeting, a resolution was passed to send administrative guidelines to all television channels that aired the commercials to allow them to make improvements and avert breaking the law and receiving penalties.

3. The “News at 1 p.m.” program broadcast by TVBS News and the “Change in China” variety show broadcast by TVBS received a total of 58 and 52 complaints, respectively, regarding the “Hundred Year Culture of Rail-Transported Foreign Good ‘Saveloy’” report aired by both channels.

Complaints:

A total of 110 public complaints were received as of Dec. 17, 2018. The public complaints can be summarized as: Taiwan is currently making a great effort to prevent African swine fever from spreading to Taiwan. The Council of Agriculture and other agencies have repeatedly reminded the public through various methods not to bring pork products from China and other affected areas into the country. However, these two programs still aired reports on China’s meat products, and appeared to be encouraging the purchase of such products in violation of legislation on agricultural products and in disregard of media

responsibilities.

Actions of the NCC:

(1) On Nov. 29, 2018, the NCC requested the Council of Agriculture to determine if there were any violations of industry management legislation. The COA responded on Dec. 7, indicating the content of the aforementioned report had not violated the Statute for Prevention and Control of Infectious Animal Disease and other relevant regulations. The COA also requested “TVBS” on Nov. 27 to postpone the broadcasting of the programs and remove the programs from relevant websites or add a warning to the report.

(2) The NCC also requested an explanation from the television company on Nov. 29, 2018. The television company responded on Dec. 10, indicating the aforementioned report featured Harbin’s snacks and snacks industry. It also mentioned the current African swine fever epidemic situation, emphasizing that northeast China has been particularly hard hit and discouraging people from making purchases. The company said it had not violated agricultural regulations. As it respects disease prevention efforts, it has already added the caption “China is suffering from an African swine fever epidemic, so please do not bring meat products from affected areas into the country” to the title of the YouTube link. It also made adjustments to the broadcasting and online link warning to comply with the COA’s request.

4. The “Pro-Family Referendums” commercial received a total of 47 complaints.

Complaints:

The public complaints were regarding the “Coalition for the Happiness of our Next Generation – Pro-Family Referendums 11/24” commercial (Chinese and Taiwanese versions) that Taiwan Television, China Television, Chinese Television System, Formosa Television, Next Television News, Formosa Television News, TVBS, TVBS News, TVBS Entertainment, SET News, SET Taiwan, SET Metro, CTi News, EBC News, EBC Financial News, EBC Drama, EBC Variety, Videoland On TV, GTV Drama, GTV One, USTV News, Era TV, Videoland Drama, Star Chinese, Much TV, JET TV, SET iNEWS, and Super TV were commissioned to air from Nov. 1, 2018 to Nov.

24, 2018. Complaints were centered on that the content was false, involved discrimination, and misled the public.

Actions of the NCC:

(1) In response to public complaints that the “Coalition for the Happiness of our Next Generation – Pro-Family Referendums” television commercial had false content, involved discrimination, and misled the public, the NCC consulted a video capture of the commercial to determine if its content explicitly violated the laws, regulations, or policies of relevant authorities in the areas of gender equality; referendums and elections; education curriculums; and amending of laws. It also assessed whether the commercial exceeded the scope of the freedom of speech guaranteed by Article 11 of the constitution, and if there was any specific content that infringed on public interest or the rights of others. Moreover, the NCC requested that the Ministry of Justice, the Gender Equality Committee of the Executive Yuan, the Ministry of Education, and the Central Election Commission to provide their professional opinions within their scope of authority regarding the commercial’s disputed statements to determine if any laws were violated. In the case of violations, the agencies were asked to elaborate on the reason to serve as a reference for the NCC during program advertising consultation meetings.

(2) In addition, considering that the content of the commercial involved social concerns and controversial issues; that the government should administrate according to law, respect the editorial independence of the media, and guarantee the right of citizens to exercise freedom of speech through the media; and to err on the side of caution, the NCC proposed a program advertising consultation meeting to allow a variety of social opinions and values to be expressed through a deliberative democratic dialogue; determine if the disputed commercial content violated laws including the Radio and Television Act and the Satellite Broadcasting Act; provide advice and recommendations; and submit the case to the NCC for deliberation according to administrative procedures. During the NCC’s 839th committee meeting on Jan. 16, 2019, the committee resolved to send a letter to relevant industry (academic) associations to be forwarded to television networks stipulating that commercial content must respect multiculturalism. Moreover, television networks, industry (academic) associations, advertising associations, and

representatives of advertising enterprises were invited to this year's television content regulations and operations management exchange forum and broadcast content production and broadcast and operational development forum to discuss cases with controversial commercial content and determine which positions should be adhered to and how to strike the right balance of diverse social opinions in the production and broadcasting of commercials.

5. The TV program “100% Wife” received a total of 23 complaints.

Complaints:

The public complaints were regarding: the plot where the main protagonists mutually swapped souls; deviations from secular order; supernatural phenomena; potential stigmatization of practitioners of related religions; derogatively impacting society; violation of good social customs; inappropriate airing during family viewing time; and blatantly obvious product placements.

Actions of the NCC:

(1) The NCC respects the autonomy and editorial independence of the media. If program content clearly contains illegal elements, then it is handled according to the law. With regards to public complaints about the broadcasting of content including kidnappings, violence, attempts to damage the reputation of public functionaries, and supernatural phenomena such as the main protagonists mutually swapping souls, the NCC examined the storyline of the program and footage. Although there were no constituents that clearly violated laws and they belonged to the category of storyline narration, the elements implied in the drama program could still have a negative impact on society. The complaints of the public were thus forwarded to the television company for its reference, and the company was asked to edit the show more strictly and make improvements to avert breaking the law and receiving penalties.

(2) Regarding the complaints about blatantly obvious product placement to the point where it became unnatural,, the NCC has already asked the television company to create a presentation on the drama's product placements, incorporate public complaints and footage from corresponding time intervals, and forward it to the company's program self-discipline committee for review.

The company convened its program self-discipline committee on May 31, 2018 to discuss this issue. On June 7, the company responded to the NCC and also sent the minutes and related resolutions from the meeting. It said it would henceforth abide by the following procedures when handling product placement in programs: 1. When the business unit and program producers negotiate, more thorough discussions will be made so that scenes with product placements appear natural and integrated into the program's storyline, thereby reducing the discontinuity experienced by viewers. 2. Multiple shot techniques can be used or the conversation and interaction between characters can be increased in the storyline and dialogue, and adjustments can be made for the natural integration of products into storylines. 3. For scripts and editing, product placements should conform to the provisions of the "Regulations for the Distinction between Television Programs and Advertisements, Product Placement Marketing, and Sponsorships." Product placement in program storylines should appear natural and conform to laws. In this way, the target customers of the placed products will be satisfied, creating a win-win situation.

(3) the NCC has already sent a written notification to the company asking it to ensure that future product placement complies with the resolutions reached during its program self-regulatory committee meeting on May 31, 2018; edit related contents of the show more strictly; and produce and broadcast the show in accordance with the provisions of the Satellite Broadcasting Act and other related laws to avert violations of law and subsequent penalties

6. Commercials advertising the mobile game "Mafia City" received a total of 15 complaints.

Complaints:

Between July 2 and 16, commercials for the mobile game "Mafia City" aired on multiple channels. Public complaints were concerned with violent content, in particular, scenes showing a gun pressed against a man's head and the action of using a knife to slit a throat.

Actions of the NCC:

In response to the public's complaints concerning graphic violence in commercials for the mobile game "Mafia City," the NCC immediately asked

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the Association of Terrestrial Television Networks and the Satellite Television
Broadcasting Association to launch their self-regulation mechanisms. It also
recommended that the commercials be aired between 11 p.m. and 6 a.m.

7. A commercial for the mobile game “The Legend of the Empress” received a total of 14 complaints.

Complaints:

The public complaints were regarding vulgar expressions such as “annoying” in a commercial for the mobile game “The Legend of the Empress” aired on multiple channels between Nov. 29, 2018 and Dec. 4, 2018.

Actions of the NCC:

With regards to the appearance of vulgar expressions in a commercial for the mobile game “The Legend of the Empress,” the NCC reviewed the commercial and determined it had not violated the NCC’s regulations. However, in order to respect the opinions of audiences, the NCC will forward the opinions of the public to the mobile game’s developer, “Palace Games,” for its reference.

8. SET Money’s “Zheng Know” received a total of 12 complaints.

Complaints:

During SET Money’s “Zheng Know” program on March 21, 2018, program host Zheng Hong-yi had a blank receipt stamped with the chop of a certain restaurant. He proceeded to fill in the item names and monetary amounts, and publicly showed the receipt during the program. The NCC was asked to handle complaints related to fraud and slandering Ko Wen-je.

Actions of the NCC:

Regarding the issue of the overall content, the NCC conducted a review and determined there were no violations of the NCC’s laws. Regarding the public complaints about instructing the public on how to forge documents, and slandering Ko Wen-je, under Articles 44 and 45-1 of the Satellite Broadcasting Act, involved parties who consider a broadcasting program to be erroneous can

use the aforementioned provisions to handle the case and inform the NCC. The NCC also forwarded the complaints from the public to SET Money for its reference and requested an explanation. Sanlih E-Television Inc. considered that this program is influenced by the opinions of the viewing audience and public media discussion, and sent an explanation to the NCC on March 31, 2018 and convened a meeting of the Sanlih News Self-Regulation Committee for the third time in 2018 on April 18. The contents of the meeting discussions were published on the Sanlih News self-regulation code of conduct website (<http://blog.iset.com.tw/news/?p=211>) for public viewing.