# DGTP Policy Agenda

## four c's          2003-2004

**C**onsumers in positions and market rules

**C**ontinuity , safty, trust and quality

**C**ompetetive power and innovation

**C**o-ordination, cohesion, and applications

Ministry of Economic Affairs

**Directorate-General Telecomunications and Post**

## The policy agenda of the Directorate-General for Telecommunications and Post (DGTP)
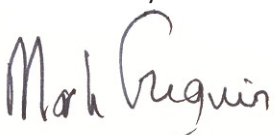
The mission of the Ministry of Economic Affairs is "to promote sustainable economic growth". DGTP contributes to this mission by acting as the market supervisor creating the conditions for the proper functioning of electronic communications and post facilities.  The Ministry of Economic Affairs, i.e. DGTP, is also responsible for coordination of the national ICT policy.The contribution of DGTP to the establishment of an excellent electronic communication network is  embedded in this policy agenda that pivots around four "Cs":

1   Consumers in position and rules of play for the market;
2   Continuity, security, confidence and quality;
3   Competitive power and innovation;
4   Coordination, coherence and application.

DGTP  aims to achieve its mission through:
*   the smart use and the promotion of the possibilities of electronic communication;
*    developing rules of  (fair) play and upholding these – with a considerable amount of focus on the consumer and the business community;
*   stimulating better use of the networks for electronic communication and the latest developments and applications in and around the networks;
*   creating stability by ensuring a secure network with guaranteed continuity and quality.

This agenda clearly shows our focus for the coming period. The emphasis is on action, in a consistent and coherent way – based on the Ministry of Economic Affairs' budget and summarised in the four basics: the four "Cs".

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# C1 Consumers in position and market rules

| Social and economic questions | What is EZ (DGTP) doing?<br>(EZ = Ministry of Economic Affairs) |
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| What is the government doing to realise a functional, transparent and competitive market for electronic communication ≠networks that is well integrated in an international context? | *"Clear rules for accessibility, affordability and availability"*<br>• 2003-2004: **amendments to the Telecommunications Act** (including sub-regulations) for the **implementation of European directives:** Access directive, Empowerment Directive, Framework Directive, Universal Service Directive, Directive on Privacy and Electronic Communications<br>• **focus on authorities and instrumentarium of OPTA** and explore possible **merger of OPTA and Nma** in order to maintain market operation in the telecommunications sector and if necessary enforce<br>• 2003-2004: **acceleration of judicial processes** in the sector for electronic communication networks<br>• 2003-2004: **2nd amendment of the Telecommunications Act**: all amendments that are not related to EU directives such as digging rights, consumer protection, etc.<br>• 2004: **targeted interventions following EU frameworks** regarding cross-border electronic communication networks (internal market regulations, competition rules, commercial agreements, etc.) 2005-2008: evaluation of EU directives, preparations for position determination and negotiations about the amendment of directives at the next **EU Electronic Communications Review** |
| What is the government doing to protect the users of electronic communication equipment (consumers and companies)? | *"Freedom of choice where possible, consumer protection where necessary"*<br>• 2003-2004: **2nd amendment of the Telecommunications Act** to extend current consumer protection from telephony services to other electronic communication services. The amendment provides the opportunity to add **additional legal guarantees**, including regarding the possibility to compel providers of electronic communication services to be subjected to **independent dispute arbitration.**<br>• 2003-2004: (together with EZ, OPTA and – where possible – user organisation): supplementary package of measures (monitoring, self-regulation consumer empowerment) amongst other things based on consumer complaints, to promote **transparency, freedom of choice and consumer protection.**<br>• 2003: **EZ memo on Consumer Policy** will be presented to the Dutch Lower House at the end of 2003.<br>• 2003-2004: **Review of the system of monitoring the use of numbers for information** services (0800 / 090X). Part of this involves the possibility for independent dispute arbitration for consumers guarantee the availability of adequate **numbers for telephony**: continuous adaptation of number plans to the needs of groups in the market, with consideration of consumer interests. |
| What is the government doing to solve the problems in the cable sector? | *What you choose on cable determines how much you pay"*<br>• 2003: **Access to the cable network bill** 2003-2004: **EZ co-ordinates** the further development of the quality of the programmes broadcast on the cable network and draws up a vision for cable, with attention amongst other things being put on the switchover from analogue to digital, matters relating to copyright, tariff setting and consumer protection |
| What is the government doing to guarantee the quality and affordability of the postal service in the event of continuing liberalisation? | *"The postal service: efficient, affordable and accessible for everyone in the entire country"*<br>• 2003: **vision of the postal market**<br>• 2004-2005: **review of the Post Office Act**<br>• 2005-2006: **evaluation of the EU Post Office Directive** and negotiations about the new Commission proposal, with final date for complete liberalisation of the postal market |

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| Roads are continually being dug up for yet another cable and services are regularly interrupted due to underground lines being disturbed. What is the government doing about this? | *The ground in order: careful handling of cables and pipes is safer and cheaper"*<br>• 2003-2004: **amendment of section 5 of the Telecommunications Act** for better organisation regarding the installation, maintenance and clearing of cables for public electronic communication networks 2004: co-ordination of an **interdepartmental task force** for drawing up legislation concerning compulsory information exchange about the location of cables and pipes in the event of digging work being carried out. |
| What is the government doing about the complaints regarding the positioning of antennas and regarding health aspects? | *"Antennas must not cause any anxiety"*<br>• 2003: investigation of **radiation produced by antennas**<br>• 2004: evaluation of the **National Policy on Antennas** |
| What is the government doing to ensure that the scarce frequency space and antenna capacity are shared out as efficiently and fairly as possible? | *"Scarcity must be shared out properly"*<br>• 2003/2004: completion of the sharing out and implementation of **FM/AM frequencies**<br>• 2003: solutions for **problems regarding reception complaints for the public broadcasters by a task force of national and regional broadcasters**, Nozema and the Ministry of Economic Affairs<br>• 2003/2004: sharing out frequencies for **Wireless Local Loop**<br>• 2003/2004: sharing out frequencies for **mobile land UHF communication**<br>• 2003-2004: position regarding the tradability of **UMTS frequencies**<br>• 2003-2004: **evaluation of the National Frequency Policy** and the drawing up of a **new Memorandum on frequency policy**, focused on amongst other things the liberalisation and digitisation of the ether, simplification of the allocation, development of a framework for trading frequencies and preparations for the frequency conference for the **review of the Stockholm '61-plan** |
| | *"Good basis for broadcasting transmitter networks"*<br>• 2003: **position on the future and structure of Nozema**<br>• 2003: **detailed regulations concerning the shared use of broadcasting transmitter networks** (site sharing) via Ministerial Regulations. |

# C2 Continuity, safety, trust and quality

| Social and economic questions | What is EZ (DGTP) doing? |
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| How is the government tackling the increasing threats against networks for electronic communication? | *"If we are threatened we know what to do"*<br>• 2004: presentation of the **action plan for combating terrorism** with measures for improved protection of key telecommunications networks and services against amongst other things terrorist attacks 2004: expansion of **emergency facilities**: so that in an emergency situation the government can still communicate. |
| What is the government doing to guarantee the continuity of key services? | *"Everyone accessible, no matter what happens"*<br>• 2003: policy proposal to the Council of Ministers about how undesirable effects for users can be prevented in the event of **bankruptcy of vital infrastructures**<br>• 2003-2004: agreements concerning the **National Continuity Plan for Telecommunications (NACOTEL)**: all providers of networks for electronic communication must have a continuity plan in 2004<br>• 2004: **international expert meeting** about continuity and prevention<br>• 2004: **investigate quality requirements** for the network for fixed telephony 2004: **market consultation** about new regulations for guaranteeing continuity and access in the **Internet domain '.nl '.** |
| What is the government doing to stimulate e-business? | *"A basis for trusty and reliable commerce"*<br>• 2003-2004: implementation of the **Directive on Electronic Commerce**<br>  - **bill to amend the directive on electronic commerce**<br>  - setting up of a **contact point** for questions from citizens and companies at **ECP.NL**<br>• 2003: **information provision** to consumers via the consumer portal **www.staiksterk.nl** 2004: International conference about the applicability of the regulations of international privacy law to **e-commerce disputes** (in collaboration with The Hague Conference on International Privacy Law and the International Chamber of Commerce) |
| Many people feel the Internet is not safe. What is the government doing about this? | *"The Internet must become safe and reliable"*<br>• 2004: continuation of the **Warning Service** for amongst other things viruses<br>• Stimulating the availability of **products providing protection (project KWINT)** 2003-2004: user empowerment by continuation of the information campaign **'Safe Surfing'** |
| What is the government doing to combat cyber crime? | *"The Internet is no domain for criminals"*<br>• 2003-2004: **Preventing and combating cyber crime**<br>  - simplification of reporting cyber criminality<br>  - information to citizens and SMEs about what to do in the event of cyber crime (products from KWINT)<br>  - information to potential hackers at schools about damage caused and legal consequences (action 'Safe Surfing') |
| What is the government doing to prevent criminals misusing electronic communication networks for their activities? | *"Monitoring the electronic highway"*<br>• 2004: position regarding the **storage of traffic data**<br>• 2004: harmonise **tapping legislation and the monitoring of this** with new technological developments such as Internet and satellite communication |
| What is the government doing about undesirable commercial communication (SPAM)? | *"Be the boss of your own e-mail inbox"*<br>• 2003: legislation regarding **electronic advertising** and the storage and use of **personal data** for commercial activities<br>• 2003: (together with ECP.NL): **code of conduct** that protects **consumers** and gives companies the opportunity to legally keep employing electronic c**ommercial advertising**. 2003-2004: **international campaign against spam**: Dutch contribution to the EU action plan against spam that is being launched in October 2003. |

# C3    Competitive power and innovation

| Social and economic questions | What is EZ (DGTP) doing? |
|---|---|
| What is the government doing to achieve the Lisbon objective of "being the most competitive and dynamic knowledge-based economy in the world by 2010, with greater employment opportunities and greater social cohesion"? | *"A leader in Europe"*<br>• 2004: g**overnment position on behalf of the annual European Council** regarding the Lisbon objectives (the so-called spring stop). Viewpoint focused on increasing importance of ICT for realising the Lisbon objectives.<br>• 2004: **EU chairmanship**: give extra impulse to **further formulating and realising Europe's vision and ambition** in the area of electronic and communication networks, amongst other things via a comparative study of the contribution made by ICT to realising the Lisbon objectives and holding a series of strategic discussions at ministerial and departmental levels.<br>• 2003-2004: **establishing the European Network and Security Agency (ENISA)**<br>• 2003-2004: **increase Dutch participation in European programmes** in the area of R&D (IST), applications (eTen), content (eContent) and broadband installation (structure funds). |
| What is the government doing to strengthen the competitive power of the Netherlands by means of ICT? | *"Broadband in the Netherlands"*<br>• 2003-2007: **Execution of the Broadband Action Programme**<br>EZ assumes a co-ordinating role, in accordance with the **Cabinet position on Broadband**, in areas such as legislation, experimentation, knowledge diffusion via the **Broadband Expertise Centre,** international **benchmarking** and gives **impulses** amongst other things to chain concepts for service provision and the opening up of public structures<br>• 2003-2004: **Broadband paper**: greater focus of the action programme via update of the Cabinet position<br>• 2004: interim evaluation of the **Knowledge Base** 2003-2007: increasing and expanding international collaboration, amongst other things to **promote broadband via SCIN** (Smart Cities International Network) and to stimulate the roll out of broadband in non-profitable regions (structure funds) |
| What is the government doing to promote and utilise innovation? | *"Innovation in the ether"*<br>• 2003: position of **Digitenne**<br>• 2004: exploring the possibilities for making **experimentation with frequency space** fast and effective 2003-2004: **stimulating digitisation of the ether (Digital Video Broadcasting and Digital Audio Broadcasting),** with amongst other things a plan for switching over from analogue to digital on the basis of the recommendations of the **Switch off committee** and the issuing of **'digital' licenses** for public and commercial broadcasters |
| What is the government doing to reduce the administrative expense for companies? | *"Less administrative expense with ICT"*<br>• 2003-2006: **Programme ICT & administrative expense (ICTAL)**<br>Smart use of ICT means less administrative expense for companies and improved information provision from the government to businesses.<br>– 2003: **Company helpdesk** operational<br>– 2004: **Base company register** operational<br>- 2004: **Government transaction port (OTP)** becomes operational |

# C4   Co-ordination, cohesion and applications

| Social and economic questions | What is EZ (DGTP) doing? |
|---|---|
| How will EZ assume the role of co-ordinating ministry for ICT and bring greater cohesion to the ICT policy? | *"Coalitions for a robust ICT policy"*<br>• 2003: in conjunction with other departments, **draw up an ICT agenda for the government**<br>EZ co-ordinates the ICT government policy, intervenes where necessary, explores initiatives and works together with other authorities on **improved solutions using ICT** |
| How is EZ going to promote interaction and cohesion between the international and national policies on ICT? | • 2003-2005: **co-ordination of execution of the E-Europe action plan.**<br>• 2003-2005: **preparations for the World Summit on the Information Society** (WSIS) that will take place in 2003 and 2005, in collaboration with BuZa, BZK and OC&W.  (BuZa: Ministry of Foreign Affairs; BZK: Ministry of the Interior and Kingdom Relations; OC&W: Ministry of Education, Culture and Science) |
| How does EZ promote more astute use of ICT for better education, better care provision, better government services and greater innovation and productivity in the private sector? | *"Using ICT for better health care provision, traffic and transport, education and public service provision"*<br>2003-2007: Use ICT in social-related sectors to better meet the needs of citizens<br>• 2003/2004: **ICT in health care provision**: start up of demonstration projects, collation and distribution of best practices, organising work conferences, investigate new financing structures and realise a covenant with VWS.<br>• 2003/2004: **ICT in traffic and transport**: set up ICT demonstration projects in towns and cities (improved urban accessibility) and ICT in ports (improved competitive power of ports), realise covenant with V&W.<br>• 2003/2004: **ICT in education**: set up demonstration projects with broadband services and make an inventory of best practices and opportunities in conjunction with OC&W<br>• 2003/2004: **public service provision via mobile media.** Realise a collaborative agreement between government authorities (including ICTU) for new location-dependent mobile services for (amongst other things) announcements in the event of an emergency and traffic information. (VWS: Ministry of health, Welfare and Sports, V&S: Ministry of Transport, Public Works and Water Management) |
| What is the government doing to create and improve the limiting conditions for the information society? | *"Limiting conditions established"*<br>• 2003-2005: Client (together with BZK) for the **Open Standards and Open Source Software programme** (OSOSS) in order to make the government less dependent on software suppliers<br>• From 2003: (together with BZK) development of **base administrations** including identification & authorisation (**Personal number policy** and **PKI**) 2003-2004: (together with the Ministry of Justice) **Focus legislation on the requirements of the information society** and the removal or prevention of hindrances to online service provision (amongst other things in the area of privacy, copyright, intellectual and industrial property, basic rights, cross-border dispute arbitration and international privacy law). |
| What is the government doing about having up-to-date information about the status of the information society, both in the Netherlands and internationally? | *"Policy based on facts"*<br>• 2004: **Streamlining of the various number-orientated publications** about networks and sectors for electronic communication and aiming for u**nambiguous benchmarking** of the position of the Netherlands in the area of ICT, as well as the meaning of this for the economy and community (concerns amongst other things **ICT-monitoring, Networks in facts and figures (in collaboration with TNO), the Digital Economy 2004 (in collaboration with CBS)** |