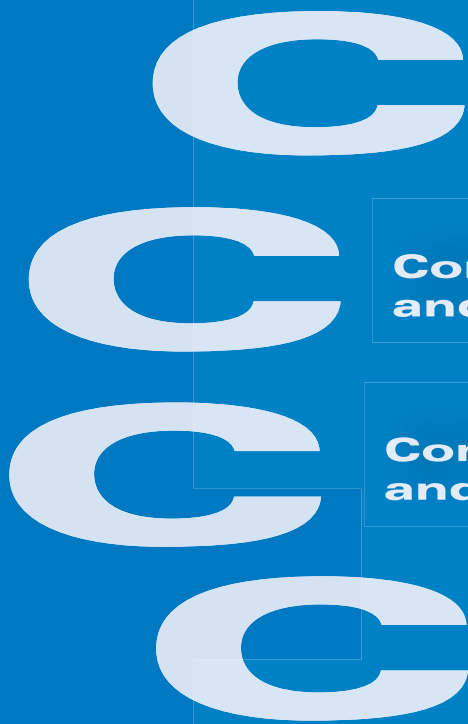


# DGTP Policy Agenda

**four c's**

**2005-2007**



**Consumers in position  
and market rules**

**Continuity, safety, trust  
and quality**

**Competitive power  
and innovation**

**Co-ordination, cohesion,  
and applications**



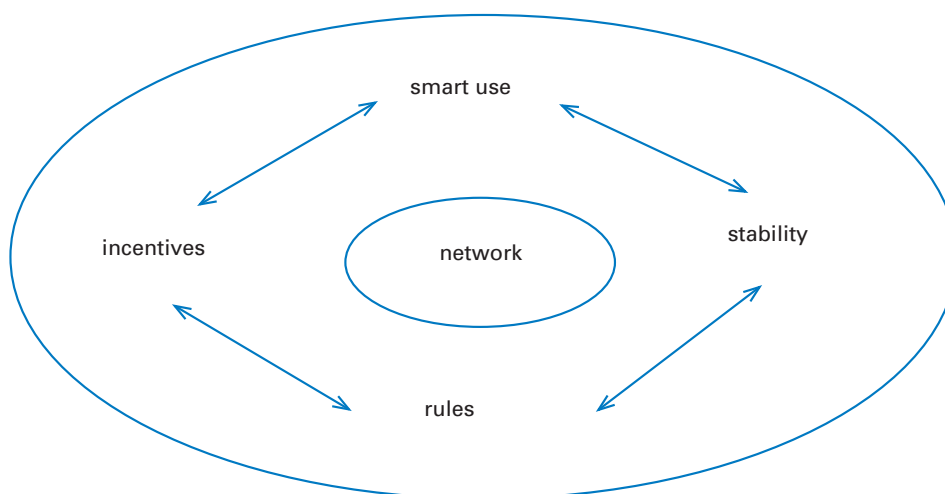
## The policy agenda of the Directorate-General for Telecommunications and Post

The Ministry of Economic Affairs aims to achieve sustainable economic growth. DGTP is contributing to this by working towards the realisation of a properly functioning communication network as the basis and the smart use of this network.

This policy agenda is based on the four Cs:

1. Consumers in position and rules for the market;
2. Continuity, safety, trust, quality;
3. Competitive power and innovation;
4. Co-ordination, cohesion and application.

In order to give proper substance to the achievement of this mission, DGTP uses a 4-tiered approach. This approach is characterised by the formulation of rules, the organisation of stability, the promotion of new development and collaboration in smart use.



DGTP's agenda sets out the steps planned for the near future. Emphasis is placed on 'achieving concrete steps forward', in a way that is consistent and coherent. The policy agenda is based on the budget of the Ministry of Economic Affairs.

Mark Frequin  
Director-General for Telecommunications and Post  
The Hague, January 2005

<b>Consumers in position and rules for the market</b>	
<b>Social and economic questions</b>	<b>What the Ministry of Economic Affairs (DGTP) does?</b>
What is the government doing to achieve a properly functioning, transparent and competitive market for electronic communication networks, a market that is well integrated in its international context?	<p><i>"Clear rules for accessibility, affordability and availability"</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>policy rules: focus OPTA (Dutch regulator) powers and instruments</b> on maintaining and, where necessary, enforcing the operation of market forces in the telecommunications sector.</li> <li>• 2005: <b>evaluation of OPTA</b>: prepare government position.</li> <li>• 2005: <b>amendment of the Telecommunications Act [Telecommunicatiewet]</b>: digging rights, consumer protection.</li> <li>• 2005: <b>targeted interventions in respect of EU frameworks</b> with regard to cross-border electronic communication networks (internal market regulations, rules on competition, commercial policy agreements, etc.).</li> <li>• 2005 – 2008: <b>evaluation of EU directives</b>, preparation of position determination and negotiations on the modification of directives during the next <b>EU Electronic Communications Review</b>.</li> <li>• 2005-2006: <b>creation of preconditions</b> for the facilitation of safe, easy and efficient payments.</li> <li>• 2005: formulation of <b>policy framework Voice Over Internet Protocol (VOIP)</b>.</li> </ul>
What is the government doing to protect the users (consumers and companies) of electronic communication technology?	<p><i>"Consumer protection essential, freedom of choice where possible"</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>amendment of the Telecommunications Act</b> in order to extend current consumer protection from telephony services to other electronic communications services. The amendment offers the opportunity to add <b>additional statutory guarantees</b>, including the possibility to oblige the providers of electronic communications services to allow themselves to be subjected to <b>independent dispute resolution</b>.</li> <li>• 2005: ICT/Telecom consumer policy (with OPTA and – where possible – user organisation): additional package of measures (monitoring, self-regulation, consumer empowerment) on the basis of consumer complaints, amongst other things, in order to promote <b>transparency, freedom of choice and consumer protection</b>.</li> <li>• 2005: Revision of supervision of the use of <b>numbers for information services</b> and the <b>improvement of rules for price transparency</b>.</li> <li>• safeguard the <b>availability</b> of adequate <b>numbers for telephony</b>: modify number plan in line with the needs of market parties, with a view to consumers' interests.</li> </ul>
What is the government doing to rectify the problems being experienced in the cable sector?	<p><i>"What you choose on the cable determines what you pay."</i></p> <ul style="list-style-type: none"> <li>• 2005: further to market analysis, amongst other things, put measures in place in the field of <b>open access, price system, and price regulation</b> for the cable sector.</li> </ul>
What is the government doing to guarantee the quality and affordability of the postal service in the event of continued liberalisation?	<p><i>"Postal services: good, affordable and accessible for everyone, throughout the country"</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>revision of postal legislation</b>.</li> <li>• 2005 – 2006: <b>evaluation of EU postal directive</b> and negotiations on new Committee Proposal with end date for full liberalisation of the postal market.</li> </ul>
Every other day, streets are being dug up for some type of cable or services are breaking down when an underground cable is hit. What is the government doing about this situation?	<p><i>"The underground in order: being careful with cables and pipes is safer and cheaper"</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>amendment of Chapter 5 of the Telecommunications Act on digging rights</b>, in order to improve the organisation of the laying, maintenance and clearance of cables for public electronic communication networks.</li> <li>• 2005: agreement on a statutory regulation '<b>compulsory information exchange</b> on the positioning of cables and pipes for digging activities' in co-ordination with other departments and stakeholders.</li> </ul>

<p>What is the government doing about the unrest caused by the installation of antennas and about health aspects?</p>	<p><i>"Antennas should not be a reason for commotion"</i></p> <ul style="list-style-type: none"> <li>• 2005: National agreement between the government and the sector on the creation and implementation of <b>research agenda on antennas and health</b>.</li> <li>• 2005: Improvement of the position of citizens when antennas are installed via <b>evaluation of the Antenna covenant</b> [Antenneconvenant].</li> <li>• 2005: Optimisation of performance by the <b>National Antenna Bureau</b>.</li> <li>• 2005: <b>Evaluation of the National Antenna policy</b>.</li> <li>• 2005: Report on outcome of <b>COFAM replication study</b>.</li> <li>• 2005: <b>Statutory anchoring of antenna register</b> and more transparency for antenna data.</li> <li>• 2005/2006: Contribute to <b>EU harmonisation and collaboration in the field of health and antennas</b>.</li> </ul>
<p>What is the government doing to distribute the scarce frequency space and antenna capacity as well and as fairly as possible?</p>	<p><i>"Scarcity must be shared out properly"</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>Frequency policy document</b>, with consideration for economic growth, innovation and new technologies, flexibilisation by, for instance, free licensing, marketability, shared use and the simplification of procedures.</li> <li>• 2005: <b>Frequency allocation Private Access Mobile Radio (PAMR)</b>.</li> <li>• 2005: 2nd round of licensing for <b>Wireless Local Loop (WLL)</b>.</li> <li>• 2005: NL position <b>Regional Radio Conference</b>.</li> <li>• 2005/2006: preparation <b>World Radio Conference 2007</b>.</li> </ul> <p><i>"Good basis for broadcasting networks"</i></p> <ul style="list-style-type: none"> <li>• 2005: implementation <b>Nozema split</b>, Novec shareholding.</li> <li>• 2005: aftercare reception complaints commercial radio.</li> </ul>

## Continuity, safety, trust and quality

Social and economic questions	What the Ministry of Economic Affairs (DGTP) does
<p>How is the government responding to the increasing level of threats surrounding networks for electronic communication?</p>	<p><i>"If we are threatened, we know what to do"</i></p> <ul style="list-style-type: none"> <li>• 2005: Extension of <b>emergency provisions</b>: in emergency situations, the government will be able to continue to communicate.</li> <li>• 2005: Conclusion of the <b>protection of critical infrastructure project</b> ICT component, and consolidation in the standard organisation: the critical ICT sector is optimally protected against threats.</li> <li>• 2005: <b>Platform for Critical ICT Companies</b> set up: information exchange is being arranged.</li> <li>• 2005: Creation of the <b>international forum Critical Infrastructure Information Protection (CIIP)</b>: improvement of international agreement on ICT protection.</li> <li>• 2005: Active participation in WSIS discussion on the management of the Internet.</li> </ul>
<p>What is the government doing to guarantee the continuity of critical services?</p>	<p><i>"Everyone accessible, whatever happens"</i></p> <ul style="list-style-type: none"> <li>• 2005: Active participation in <b>European Network and Security Agency (ENISA)</b>.</li> <li>• 2005: Expansion of the PPP <b>National Continuity Plan Telecommunication (NACOTEL)</b> in a <b>national and European framework</b>: practising agreements made.</li> <li>• 2005: Safeguarding the <b>continuity and sovereignty</b> for the <b>.nl domain</b>.</li> <li>• 2005: <b>Publish frequencies for Private Access Mobile Radio</b>.</li> </ul>
<p>What is the government doing to promote electronic trade?</p>	<p><i>"A basis for trusted and reliable trading"</i></p> <ul style="list-style-type: none"> <li>• 2005: further elaboration of the <b>Electronic Commerce Directive</b>. <ul style="list-style-type: none"> <li>o Creation of <b>point of contact</b> for questions from citizens and companies at <b>ECP.NL</b> (platform for e-Nederland).</li> <li>o <b>Online Dispute Resolution (ODR)</b>, on-line complaint settlement for NL trade and industry</li> </ul> </li> <li>• 2005: Continuation of <b>provision of information</b> to consumers via consumer portal <b>www.staaksterk.nl</b></li> </ul>
<p>Many people feel that the Internet is not safe. What is the government doing to promote the increased reliability of the Internet and its safe use?</p>	<p><i>"Internet must become safe and reliable."</i></p> <ul style="list-style-type: none"> <li>• 2005: Continuation of <b>early warning centre</b> for viruses, etc.</li> <li>• 2005: Promote the availability of <b>protection products (KWINT project)</b>.</li> <li>• 2005: Intensification of <b>Safe Surfing</b> information campaign.</li> <li>• 2005: Active involvement in the EU <b>Safer Internet Plus programme (2005-2008)</b>.</li> <li>• 2005: Implementation of current EU project <b>national awareness node</b> on safe Internet use.</li> <li>• 2005: Pilot and development <b>safe Internet certificates [Diploma Veilig Internet]</b> for primary schools in collaboration with (market) parties.</li> </ul>
<p>What is the government doing to combat cyber crime?</p>	<p><i>"Internet is not a domain for criminals"</i></p> <ul style="list-style-type: none"> <li>• 2005: In collaboration with the Ministry of Justice, creation of a <b>reporting centre</b> for e-fraud and cyber crime, etc.</li> <li>• 2005: Inclusion of Cybercrime Project in the action plan for safe entrepreneurship [<b>Actieplan veilig ondernemen II</b>]</li> <li>• 2005: In the framework of National Platform for Crime Control (NPC), implement the <b>Cybercrime project</b>.</li> <li>• 2005: <b>Project National High Tech Crime Centre (NHTCC)</b>.</li> <li>• 2005: Decision-making on structure of <b>Project National High Tech Crime Centre (NHTCC)</b> with the National Police Agency [KLPD], the Ministry of the Interior and the Ministry of Justice.</li> </ul>

<p>What is the government doing to ensure that criminals are not able to abuse electronic communications networks for their activities?</p>	<p><i>"Monitoring the electronic highway"</i></p> <ul style="list-style-type: none"> <li>• 2005: Set out position on <b>saving traffic data</b> in a European context.</li> <li>• 2005: <b>Implementation</b> of the outcome of the <b>interception policy</b> evaluation.</li> <li>• 2005: entry into force of regulations governing the costs of interception in collaboration with the Ministry of the Interior, the Ministry of Justice, the Ministry of Defence and the Ministry of Finance.</li> <li>• 2005: Determine supervision of Dutch emergency number <b>112</b>.</li> </ul>
<p>What is the government doing to combat unwanted commercial communication (SPAM)?</p>	<p><i>"Boss of your own e-mail box"</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>Amendment to Act on opt-in regime</b> also for business users</li> <li>• 2005: Further <b>international agreements</b> (EU, US, ITU, OECD, etc.).</li> <li>• 2005: <b>WSIS/WGIG</b>: include spam under <b>internet governance</b>.</li> <li>• 2005: <b>Information on spam</b>: publication of spam brochure, website, more about phishing, etc. (also see Safe Surfing).</li> </ul>

# Competitive power and innovation

Social and economic questions	What the Ministry of Economic Affairs (DGTP) does
<p>What is the government doing to achieve the Lisbon objective, i.e. to “be the most competitive and dynamic knowledge-based economy in the world by 2010, with more employment and greater social cohesion”?</p>	<p><i>“Aiming to be leader in Europe”</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>Renewal of the Lisbon agenda and</b>, in collaboration with the European Commission and presidencies of UK and Luxembourg, formulate a <b>new EU-ICT agenda</b> addressing standardisation and interoperability, e-content, innovation and skills for all.</li> <li>• 2005: <b>Increase NL participation in European programmes</b> on R&amp;D (IST), applications (<b>eTen</b>) and content (<b>eContent</b>).</li> </ul>
<p>What is the government doing to strengthen the Netherlands’ competitive power via ICT?</p>	<p><i>“Netherlands Broadband Land”</i></p> <ul style="list-style-type: none"> <li>• 2005: implementation of recommendations from the <b>Broadband Impulse Committee</b>: <ul style="list-style-type: none"> <li>o Organisation of <b>financial instrument</b> (guarantee fund) <b>for network development</b>.</li> <li>o <b>Stimulation fund services/application development</b>.</li> <li>o <b>Knowledge diffusion</b> by supporting <b>Netherlands Broadband Land</b>.</li> <li>o <b>Handbook for municipalities/housing corporations</b> based on the report by the Interdepartmental Committee on Market Forces.</li> <li>o <b>Cost/benefit analysis</b>.</li> </ul> </li> <li>• 2005: Start <b>‘Connecting the Dots’</b> and continue <b>Smart City Eindhoven</b>.</li> <li>• 2005 – 2007: Intensification and broadening of international collaboration, etc. in order to <b>promote broadband via SCIN</b> (Smart Cities International Network).</li> </ul> <p><i>“Promote ICT in social sectors”</i></p> <ul style="list-style-type: none"> <li>• 2005: ICT &amp; Sectors Action plan.</li> </ul> <p><i>“Paying for New Media”</i></p> <ul style="list-style-type: none"> <li>• 2005 – 2006: <ul style="list-style-type: none"> <li>o Create preconditions for collaboration (standardisation) in the market for innovative payment instruments and perform cost/benefit analysis.</li> <li>o Create <b>High Level Group on Mobile Payment [High Level Group Mobiel Betalen]</b>.</li> <li>o Initiate two <b>demonstration projects</b> on mobile payment for government applications.</li> </ul> </li> </ul> <p><i>“Local public service provision”</i></p> <ul style="list-style-type: none"> <li>• 2005: Roll-out of local public service provision.</li> </ul>
<p>What is the government doing to promote and utilise innovation?</p>	<p><i>“Innovation in the ether”</i></p> <ul style="list-style-type: none"> <li>• 2005: Policy frameworks, licensing and transition policy <b>digitalisation of the ether (Digital Video Broadcasting and Digital Audio Broadcasting)</b>, including a plan for the <b>transition from analogue to digital</b>.</li> </ul>
<p>What is the government doing to reduce the administrative burden for companies? And government and companies must be able to communicate faster and better using electronic communication.</p>	<p><i>“A reduced administrative burden using ICT”</i></p> <ul style="list-style-type: none"> <li>• 2005-2006: <b>ICT &amp; administrative burden programme</b> (ICTAL) Reduction in the administrative burden for and the improvement of service provision to companies through the smart use of ICT, by: <ul style="list-style-type: none"> <li>o 2005: <b>company desk, Basic Business Register (BBR)</b>,</li> <li>o 2005: <b>Government Transaction Portal</b>;</li> <li>o Creation of <b>standardisation forum and council</b>;</li> <li>o Decision-making on and the introduction of a company number;</li> <li>o Mid 2006: Proposal for <b>‘Basic Business Register Act’ [Wet basis bedrijvenregister]</b> submitted to the Lower House;</li> <li>o 2005 – 2007: implementation of proposals for the <b>reduction of administrative burden</b> in postal and telecommunications legislation.</li> </ul> </li> </ul> <p><i>“Preconditions arranged”</i></p> <ul style="list-style-type: none"> <li>• 2005: With the Ministry of the Interior, create the <b>electronic government programme</b> and contribute to the development of <b>the central provisions</b> for this programme: basic registers, authentication facility (DigiD), electronic desks and the <b>Shared Service Organisation</b>.</li> </ul>





## Co-ordination, cohesion and applications

Social and economic questions	What the Ministry of Economic Affairs (DGTP) does
<p>How does the Ministry of Economic Affairs plan to give substance to its role of co-ordinating ministry for ICT and to achieve more cohesion in terms of ICT policy?</p>	<p><i>“Coalitions for strong ICT policy”</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>Progress and update report national ICT agenda.</b></li> <li>• 2005: In collaboration with the Ministry for the Interior, creation of a strategic ICT discussion forum on progress and choices in national ICT policy, creation of support for breakthroughs.</li> <li>• 2005: co-ordination with environment through various consultation structures, such as DGTP-diner, colloquia, joint study trips and round table discussions.</li> </ul>
<p>How does the Ministry of Economic Affairs plan to promote interaction and cohesion between international and the national ICT policy?</p>	<p><i>“Coalitions for strong ICT policy”</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>Co-ordination of the implementation and revision of the e-Europe action plan.</b></li> <li>• 2005: <b>World Summit on the Information Society (WSIS)</b>, in collaboration with the Ministry of Foreign Affairs, the Ministry of Interior relations (BVK) and the Ministry of Education, Culture and Science.</li> <li>• 2005: Follow up <b>High Level Conference</b> September 2004.</li> <li>• 2005: Following <b>resolution by the Transport, Telecommunications and Energy Council [VTE raad]</b> merge with DG Energy (Ministry of Economic Affairs) to achieve a more cohesive approach on network policies.</li> <li>• 2005: Views on the <b>Future of Electronic Communication.</b></li> <li>• 2005: Views on <b>market development.</b></li> </ul>
<p>How is the Ministry of Economic Affairs promoting the smarter use of ICT for improved education, improved care, improved government services and increased innovation and productivity in the private sector?</p>	<p><i>“Using ICT to achieve improved healthcare, traffic and transport, education and public service provision”</i></p> <ul style="list-style-type: none"> <li>• 2005-2007: Use ICT to respond better to citizens’ needs in socially relevant sectors.</li> <li>• <b>Action programme</b> ICT in sectors to the Lower House, plus co-ordination, implementation incentive scheme for service development.</li> </ul>
<p>What is the government doing to create and improve preconditions for the information society?</p>	<p><i>“Preconditions achieved”</i></p> <ul style="list-style-type: none"> <li>• 2005: Client (with the Ministry of the Interior) for the <b>Open Standards and Open Source Software programme (OSOSS)</b>, in order to reduce government’s dependence on software suppliers.</li> <li>• 2005: (with the Ministry for the Interior) introduction of <b>personal records databases [basisadministraties]</b> including identification and authorisation (<b>Personal number policy and Public Key Infrastructure</b>).</li> <li>• 2005: (with the Ministry of justice) <b>Focus regulations on the needs of the information society</b> and the removal or prevention of obstacles for online service provisions (in the field of privacy, copyright, intellectual and industrial property, fundamental rights, on-line dispute resolution, etc.).</li> </ul>
<p>What is the government doing to gain up-to-date information on the status of the information society in the Netherlands and internationally?</p>	<p><i>“Policy based on facts”</i></p> <ul style="list-style-type: none"> <li>• 2005: <b>Streamlining of publications Digital Delta and ‘Networks - Facts and Figures’ [Netwerken in Cijfers].</b></li> <li>• 2005: Research programmes <b>Next Generation Infrastructures (NGI) and Network of Networks (NVN).</b></li> <li>• 2005: Exploration of <b>Electronic communication and Media.</b></li> </ul>



