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OFCOM
UFCOM
Annual report 2003

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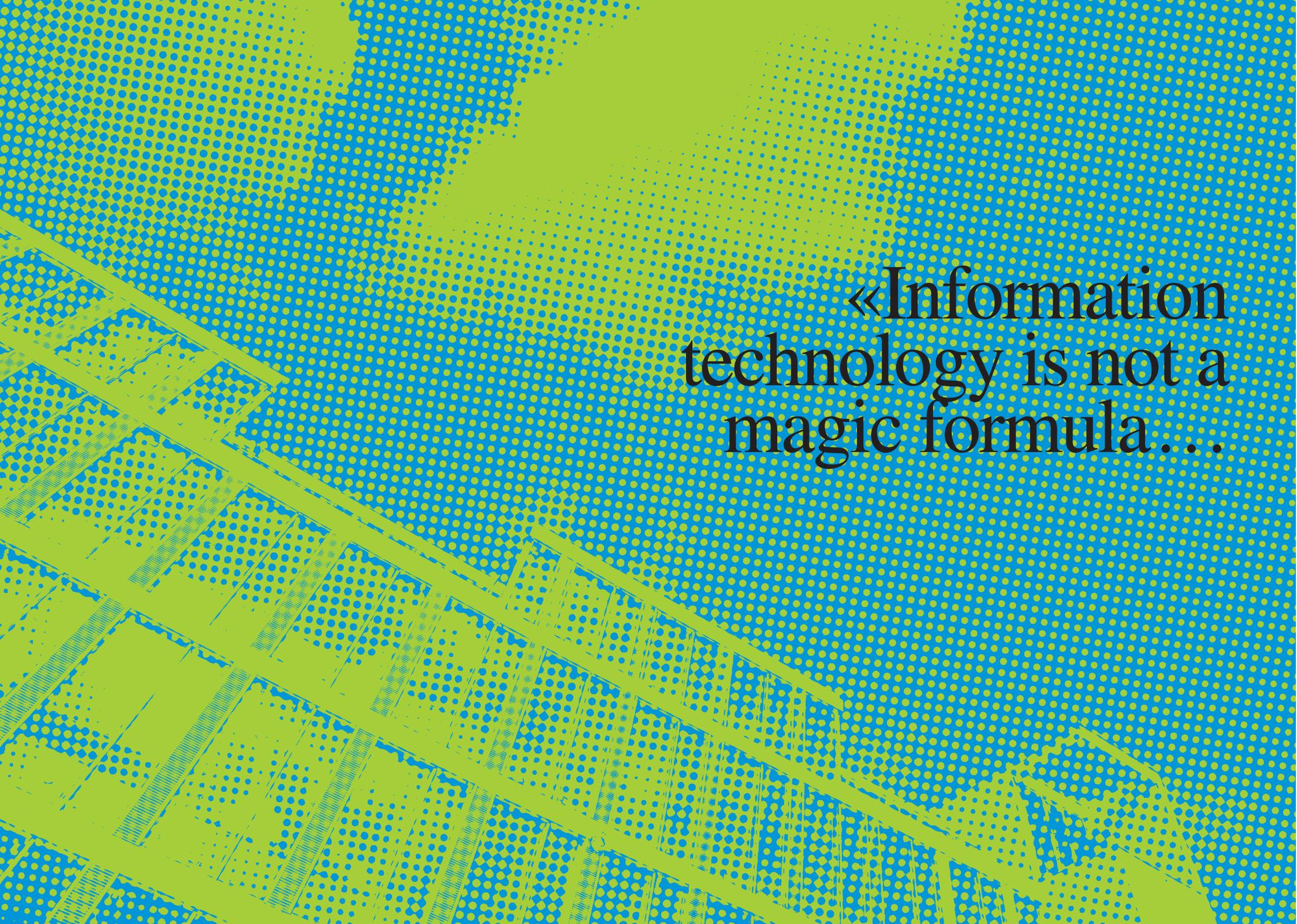
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«Information
technology is not a
magic formula...



FOREWORD

As you study this annual report you will notice that the Federal Office of Communications (OFCOM) is something of a «general store». For example: our activities extend from control of the frequency spectrum to identifying any sources of interference through to the granting of professional radio licences to airlines, the railways and even taxis. It also covers the highly contentious opening-up of the 'last mile' in telecommunications, the cultural and political significance of radio and television licences, through to the holding of a UN World Summit on the Information Society in Geneva.

The common thread which runs through all these activities of our Office is the needs of consumers. And naturally these needs – particularly in relation to communication – are very diverse. Everyone wants telecommunication services and radio and TV programmes which combine a wide choice, good quality and the lowest possible price. In addition, all interested enterprises should have free access to the market. One of our roles is to facilitate such access. However, we must also ensure that consumers can find their way through this jungle and are treated fairly.

Our activity is also focused on those consumers and citizens who are not at the centre of marketing strategies: older people, for instance, who find it difficult to relate to the new technologies; or those who live in mountainous areas, who want to communicate using broadband just as much as city dwellers; opera buffs and hip-hop fans, who don't just want to listen to the hit parade on the radio but who want their favourite music and information about it; the hard of hearing, who also want to watch television and make telephone calls; and Swiss expatriates who want regular news from their former homeland.

In our activities, these and other consumer concerns are always closely associated with the public service in the communications sector. The information society in Switzerland must not be a 'two-tier' society. It is precisely those who are on the sidelines who have a particular need for the benefits of information and communications technologies. This is why our activity is also social and highly political.

Technology and the market are never ends in themselves. We must therefore support both the market and optimal use of and support for the technology; we also have to make these available to everyone.

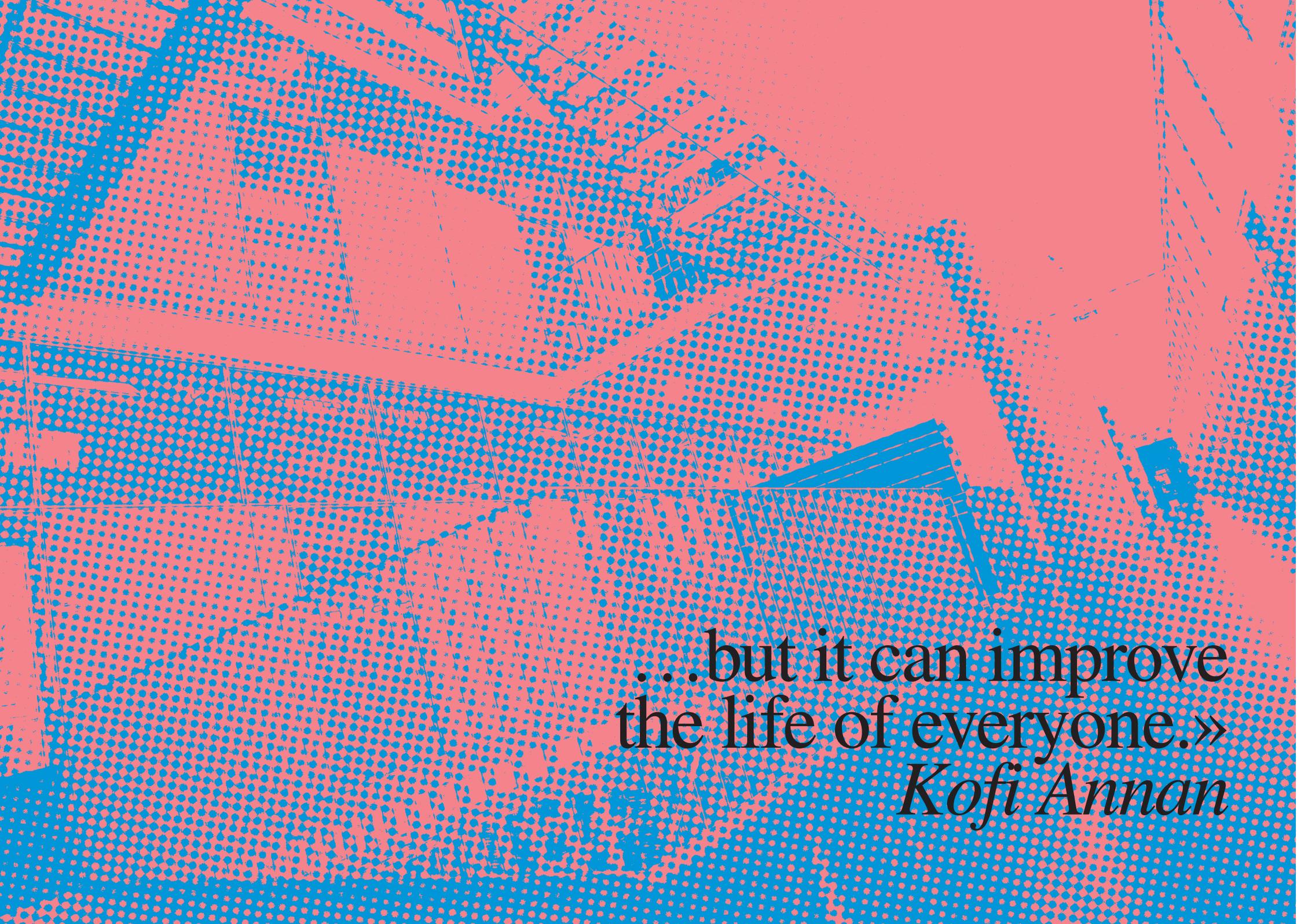
This annual report shows that this is happening in many different ways. I hope you enjoy reading it!

Marc Furrer, Director

FOREWORD

*OFCOM is back under one roof:
Having worked for six years from two locations –
Biel and Nidau – we have had a common base for a
few weeks now. In February 2004, we could move
into the new building on Zukunftstrasse in Biel.*

*The pictures in this annual report give an
impression of the development of the new, light
and transparent OFCOM building.*

An aerial photograph of a large stadium under construction, featuring a prominent blue and white grid pattern overlay. The stadium's structure is visible, including the seating bowl and surrounding infrastructure. The grid pattern is composed of small blue squares on a white background, creating a textured effect over the entire image.

...but it can improve
the life of everyone.»
Kofi Annan



CENTRE OF COMPETENCE

CENTRE OF COMPETENCE

OFCOM AS A CENTRE OF COMPETENCE

It is becoming an increasingly complex task to monitor, understand and interpret the technological developments in telecommunications and the electronic media. In such a situation there is a need for a reliable partner who acquires, collates and processes knowledge. OFCOM's strength resides in the fact that areas which are both different and convergent can be accessed 'under one roof'. We are able to provide market players and other interested parties with the knowledge we are able to acquire. Our employees are required to exchange knowledge from these different areas and spend time finding common solutions.

Parliament had the foresight to recognise the trend towards convergence as early as the late 'eighties and combined the areas into a single authority. This solution means that OFCOM reports to two different authorities: on the one hand, OFCOM carries out preparatory work in the realm of electronic media, submits the necessary applications and implements the decisions for the Federal Council and the Federal Department for Environment, Transport, Energy and Communications. On the other hand, it is active in the telecommunications sector on behalf of the independent Federal Communications Commission (ComCom).

CENTRE OF COMPETENCE FOR RADIO AND TELEVISION

Revision of the Law on Radio and Television

In November, after nine sessions, the National Council's Commission for Transport and Telecommunications concluded its consultations on revising the Law on Radio and Television (LRTV). The Commission decided to adopt the December 2002 Message of the Federal Council and to submit it to the plenum of the Council. The Commission adhered to the core concerns of the revision, namely to preserve a strong public service in broadcasting in the future and at the same time to relax the regulations on private broadcasters. It also wishes to maintain the improved support of local/regional radio and television stations via reception fees. In particular the Commission modified the future organisation of the authorities: it rejected the Federal Council's proposal for a new Commission for Telecommunications and Electronic Media as the licensing and supervisory authority and wishes in principle to continue with the existing arrangements.

International, national and regional-language broadcasting

After years of stagnation, investment is returning to new radio and television projects: on 2 July, the Federal Council for the first time approved a private TV channel for the whole of French-speaking Switzerland – TVM3; in German-speaking Switzerland the U1 channel, financed by Austrian capital and licensed on 12 November by the national government, has begun transmitting. Finally, a further German-language service offering, Elevator TV, is on the starting blocks. A new feature in radio should also be mentioned: on 21 May Radio Top Two acquired an international transmission licence. The cloud of station closures over the past few years has now dispersed revealing a thin silver lining.



Local and regional broadcasters

The series of important mergers and acquisitions in the radio sector continued in 2003. Thus the Department of Environment, Transport, Energy and Communications approved the take-over of 49% of the shares in Radio Z (now: Energy Zürich) by the French media group NRJ and the transfer of One FM (Geneva) and Lausanne FM to the Swiss businessman Antoine de Raemy. In May 2003 the licence for a new youth radio station in Zurich was put out to tender. After the withdrawal of one candidate, five competitors are still in the race. The Department will decide on the new broadcaster in the summer of 2004. The Federal Council extended at the end of November 2003 the coverage area of Radio Emme to include the Willisau and Münsingen areas. It also cancelled the programming space in the Solothurn agglomeration, which had been intended for a non-commercial cultural radio station. Finally it reduced the coverage area of Radio Munot in Schaffhausen back to its original size. Radio Munot had previously renounced its option to extend its coverage towards Winterthur.

At the end of the year the Department renewed the licence of the Zurich local television channel ZüriPlus. At the same time OFCOM rejected an application aimed at obliging Cablecom to broadcast the channel on its network in Zurich as the legal conditions had not been met. Earlier in the year, OFCOM had approved the transfer of ownership of Cablecom GmbH to a consortium of foreign investors and credit guarantors.

Digital broadcasting

In the case of television, an important step was taken towards new technologies: after a trial phase in Engadin, at the beginning of August SRG (Swiss Broadcasting Corporation) launched a digital terrestrial TV transmitter network (Digital Video Broadcasting; DVB-T) in Ticino, after the Federal Council had granted it the corresponding rights and obligations for national coverage on 25 June. DVB-T will for the time being provide the universal service and language exchange with SRG programmes. Within OFCOM the preparations for constructing the network in the French-speaking areas has been set in motion; they are expected to be concluded in the course of 2004. By 2008/09 it is expected that the whole of Switzerland will be able to receive digital TV signals via internal or external aerials. In all, more than 100 digital broadcasting transmitter installations are already in operation in Switzerland.

See also «Planning conference on the introduction of digital broadcasting», p. 16.

In the digital radio (DAB) sector, SRG has lifted its moratorium and is going ahead with the further expansion of the transmitter network.

Improving VHF coverage

In May 2003 OFCOM published the final report of the VHF 2001 group of experts. In it, several scenarios for more efficient use of VHF frequencies are presented. With an eye on the public hearing on this topic OFCOM has commissioned an additional technical and media business report. The results of these studies are expected in spring 2004 and will then be presented to the public.

www.ofcom.ch/en/radio_tv/sender/ukw2001/index.html



CENTRE OF COMPETENCE

Supervision

About one third of the 44 supervisory decisions related to technical questions. In most of these cases OFCOM complained about permitted transmitter powers being exceeded; this can cause interference with reception of adjacent radio stations or radio services. In addition to the formal procedures, consultative activity for radio and television broadcasters in the area of advertising and sponsorship continued to increase. On sponsorship, it is desired that clearer guidelines, requiring less interpretation, be established in 2004. The corresponding initial foundations have already been drawn up in 2003.

See also «Surveillance of the radio equipment market and of the radio licences», p. 14, 15.

Collection of radio and television reception fees

Outstanding complaints about the decisions of Billag AG have increased markedly. At the beginning of 2003 complaints totalled just over 600; by the end of 2003 this had reached over 1'000. This trend had been foreseeable for some time and is due to the difficult economic situation. OFCOM therefore employed more staff for this task. The additional positions are financed via the reception fees.

See also «Supervision in the area of radio and television reception fees», p. 15.

A CENTRE OF COMPETENCE FOR TELECOMMUNICATION SERVICES

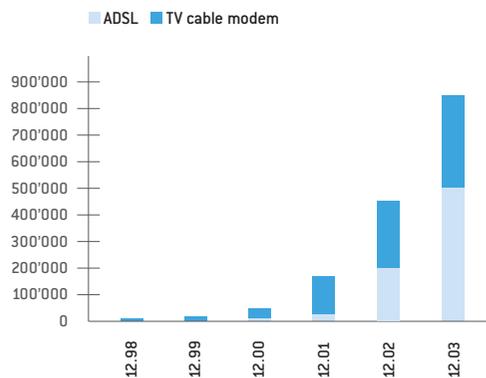
Development of the market for telecommunication service providers

The consolidation of telecommunication service providers has slowed down; the number of providers active in the market has continued to decline slightly. The number of ADSL service providers, based on the Swisscom

Date	TSP over fixed networks	TSP over mobile networks	Cancelled (for all TSP categories)	Interconnection contracts
31.03.98	57	-	-	7
31.12.98	147	6	25	35
31.12.99	234	20	32	50
31.12.00	289	26	36	71
31.12.01	313	35	95	77
31.12.02	321	47	144	51
31.12.03	282	45	189	64



ADSL and TV cable modem connections



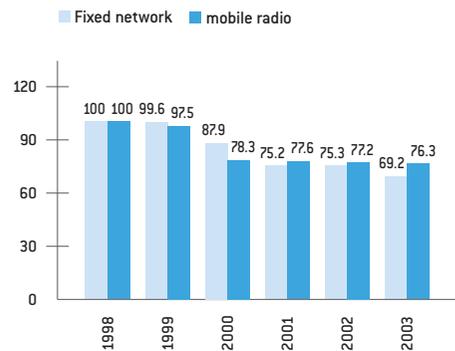
wholesale product, has increased to 28. Broadband is therefore one of the standard products offered by internet service providers. On the other hand, only one small company is offering WLL (Wireless Local Loop) connections. One WLL licence had to be withdrawn owing to lack of use and a further withdrawal procedure is in process.

With the invitation to tender (a competition based on a «beauty contest») for additional GSM frequencies (2x15 MHz), which OFCOM organised on behalf of ComCom, an attempt is being made to stimulate the Swiss mobile telephony market by means of innovative projects. On the basis of OFCOM's analysis, in December 2003 ComCom granted one national licence to the Tele2 and In&Phone companies, respectively.

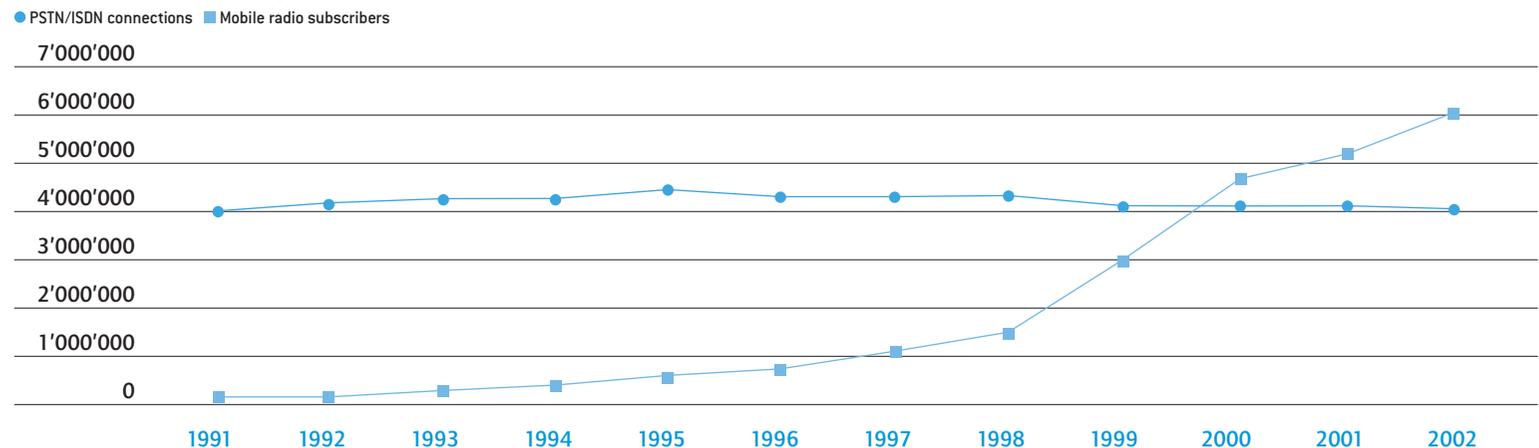
With the exception of 3G Mobile (Telefonica), the licensed operators pressed ahead with the construction of the UMTS infrastructure. In December 2003, ComCom maintained the coverage condition of 50% of the population by the end of 2004, after it had scrapped the originally scheduled interim coverage condition of 20% of the population by the end of 2002, in particular because of the immature technology at that time and the lack of market-ready terminals.

It is apparent that various technological platforms are finally available in an integrated fashion for «nomadic» and mobile users (GSM, WLAN, UMTS). In particular the trend towards the establishment of so-called «hot spots» with WLAN technology means that at some points «Nomadic» users have wide bandwidths at their disposal for their connections.

Price Index for private subscribers
Source: OFCOM



Source: Swisscom, Sunrise, Orange, OFCOM calculations





CENTRE OF COMPETENCE

The trend towards a slight decrease in telephone connections on the fixed network has continued; also, fewer consumers are switching from analogue to digital connections. Both trends are heavily influenced by developments in mobile telephony and the growth in broadband connections. The number of mobile telephone connections continues to increase, although more slowly than in the boom years. On the other hand the market for broadband connections has «taken off». About 850,000 such connections were in service at the end of 2003. In the process, ADSL has already caught up with TV cable modems. More than half the connections have been provided via the Swisscom wholesale product. Overall, the evolution of prices according to the telecom consumer price index has stabilised; the index is still falling but only slightly. In mobile communications in particular, prices within the same type of contract have moved little since 2000, whilst in the fixed network prices were still falling in 2003.

Universal service and information security

The universal service continues to be assured. Under the licence in force since 1 January 2003, ISDN has been additionally included in the universal service offering; this presented no problems. The number of public call-box sites again dropped slightly, above all because of the spread of mobile phones. In view of a light increase in the number of consumer complaints in connection with the subscription line it is possible to discern greater customer sensitivity to quality of service; for this reason OFCOM has increased surveillance.

A number of events with serious damaging effects, such as, the total loss of all e-mail content by one internet provider in Switzerland, or the spread of the Blaster worm, have shown that great risks exist for the telecommunication infrastructures. In the reporting year, OFCOM, in conjunction with the InfoSurance foundation, carried out a comprehensive risk analysis.

Following parliament's adoption of the federal law on electronic signature certification services in December, OFCOM is drawing up the necessary implementing regulations.

Interconnection

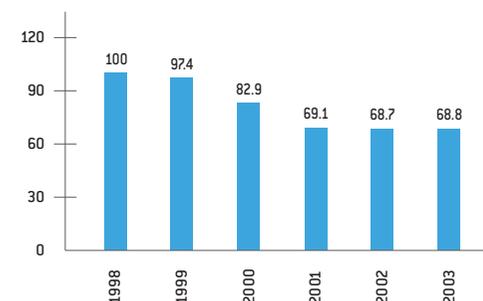
In the reporting year, a total of 8 interconnection procedures were pending with ComCom. Five procedures were handed over to ComCom for a decision. In the case of three procedures the investigation is not yet complete and will be continued in 2004. Tele2's procedures against Orange and Swisscom, respectively, concerning mobile termination prices could be concluded on the grounds of withdrawal of the applications. In the procedures of Sunrise and MCI WorldCom, respectively, versus Swisscom, ComCom reduced interconnection prices in the fixed network by 25–35% on the basis of extensive cost analyses by OFCOM. This decision was contested and is pending in the Federal Court. ComCom furthermore rejected Tele2's application for the enforcement of an offering concerning reselling of the subscriber line. At present, three interconnection procedures by sunrise against Swisscom are outstanding. They relate to leased lines, fast bitstream access and fully unbundled access to the local loop.

Numbering and addressing resources

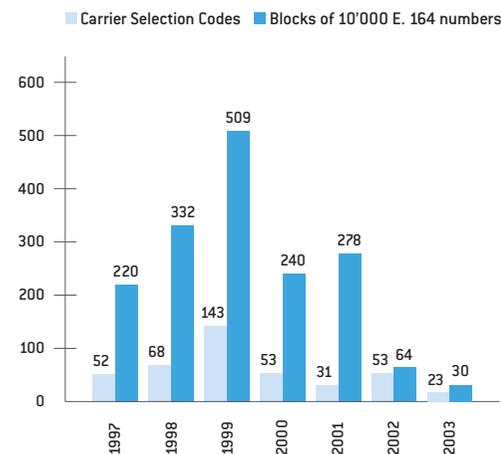
As in the previous year, there were fewer requests for number blocks and Carrier Selection Codes.

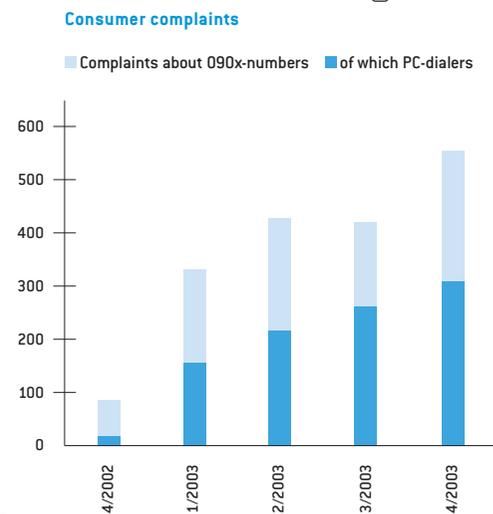
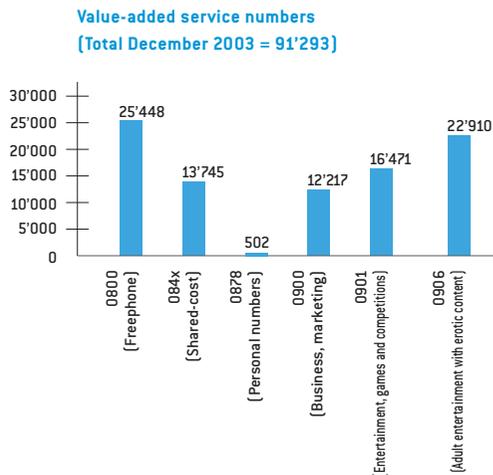
On the other hand, the dynamism of the value-added service number sector was maintained: some 15,000 such new numbers were allocated, but because of the numerous numbers which were not taken up, a slight decrease (-2.5 %) was discernible compared with the previous year. About 91,000 of these numbers had been allocated by the end of the year; of these about 52,000 were in the categories 0900 (business, marketing), 0901 (entertainment, games and competitions) and 0906 (adult entertainment with erotic content).

Consumer Price Index for telecommunication services
[Fixed network, mobile radio, internet]
Source: BFS



Development in demand for CSC and blocks of 10,000 numbers over 5 years (1997–2003)





09XY numbers in particular conceal a significant potential for misuse (in the reporting year approximately 2000 consumer complaints were received by OFCOM). The Office has therefore successively restricted the conditions of use and increased surveillance. Comprehensive consumer information (www.ofcom.ch/0900) was drawn up, more than 200 supervisory procedures were initiated and 117 numbers were revoked; in individual cases, new allocations were rejected.

After ComCom confirmed the changeover from the 01 code to 044 in the Zurich area following a repeated examination, OFCOM, in cooperation with the telecommunication service providers is preparing for this migration on the technical and communication front (www.ofcom.ch/044).

In connection with the convergence of traditional telephony and the internet, OFCOM granted the Switch Foundation a trial authorisation to use addressing resources for ENUM. ENUM is a system developed by the Internet Engineering Task Force (IETF), which enables the automatic conversion of telephone numbers into internet addresses. This will make it possible to achieve communication capability between the internet and the traditional telephone service. The trial is being monitored by a joint working group with the industry.

Supervision

In 2003 too, the obligations deriving from the telecommunications legislation had to be implemented within the framework of numerous supervisory procedures; the majority concerned abuse of value-added service numbers. In addition, one operator violated interoperability by blocking connection to certain numbers without an OFCOM revocation procedure. Other procedures concerned inadequate data submissions for the telecommunications statistics. Dubious and excessively aggressive acquisitions of customers also led to a preliminary investigation of one telecommunication service provider.

According to the Law on Telecommunications (LTC), telecommunication services providers must «comply with the provisions on working conditions applicable in the sector». In connection with restructuring processes, this condition led to discussions. With the aim of preventing social dumping, according to a report commissioned by the Office the working conditions of the industry are not complied with if substantial deviations from the industry averages exist in the core content of the employment relationship, namely working hours, wages and holiday entitlements.

www.ofcom.ch/en/telekommunikation/grundlagen/arbeitsbedingungen/index.html – available only in German.

Legislation

The obligation to unbundle the local loop (shared access and fully unbundled access to the subscriber line), for which an adequate legal basis had hitherto been lacking, was anchored in the Decree on Telecommunications Services (DTS). With the amendment of this decree, which entered into force on 1 April 2003, fast bitstream access and leased lines were also subjected to the interconnection obligation. At the same time the results of the public consultation procedure held in the summer of 2002 on changes to the LTC were submitted to the Federal Council. The latter adopted its message for the attention of parliament on 12 November 2003. In analogy with the new European legal framework, the changes to the law are intended to promote competition and at the same time increase consumer protection and the protection of personal data. In addition, in the course of the year various decrees and technical regulations were revised.

The information society

On 25 June 2003, the Federal Council acknowledged the 5th report of the Information Society Coordination Group (ISCG), in which, in addition to a snapshot of the information society in Switzerland, the goals and measures of the Interdepartmental Committee for the Information Society are also



defined. In October, OFCOM conducted a campaign on internet use in Switzerland, the «Tour-de-Clic.ch» project. For three weeks an 'infomobile' equipped with internet access toured Switzerland in order to make people who had never or rarely used the internet before aware of the first steps towards using this medium. Some 1,200 people took advantage of this opportunity; about two thirds were older people and one third immigrants. In December Federal Councillor Moritz Leuenberger, during the World Summit on the Information Society, honoured the best projects relating to digital integration in Switzerland with the «Knights of Communication 2003» awards (cf. also: www.infosociety.ch/, www.tour-de-clic.ch/, www.comknight.ch/). See also «World Summit on the Information Society», p. 18.

CENTRE OF COMPETENCE FOR LICENCES AND EQUIPMENT

Equipment

Simplifying market access

The objective of the «Centre of Competence for Licences and Equipment» is to facilitate and speed up access to the market for telecommunications equipment, in order to increase the range of available equipment (telephones, radios, etc.) whilst guaranteeing the technical safety of this equipment.

The greater responsibility of the manufacturer (and of the supplier) due to the introduction of the R&TTE directive and its consequential obligation to provide evidence of conformity play a major role in bringing equipment onto the market. The regulations are limited to the essential points and are regularly adapted to international developments in order to allow new technologies to be introduced quickly. For example, in the case of the new WLAN (Wireless Local Area Network) systems, which operate at higher transfer

rates on extended frequency bands, it was possible to put this equipment on the market rapidly and simply. Another example was the immediate introduction of the new frequency bands for active medical implants (e.g. insulin pumps).

Cooperation with rescue services

OFCOM and the various rescue services worked together to establish regulations regarding the use of PLBs (Personal Location Beacons – small, portable transmitters, which can be activated in emergency situations to transmit distress signals). These are registered with OFCOM; REGA will act as the mission control centre and work closely with the other rescue services.

Approval

At OFCOM's proposal, the Federal Council allowed the offering and placing on the market of telecommunications equipment for public safety or law enforcement (e.g. wireless mini surveillance cameras), provided that these are acquired and operated by the authorities which are responsible for law enforcement or for the enforcement of sentences.

Proliferation of radio equipment

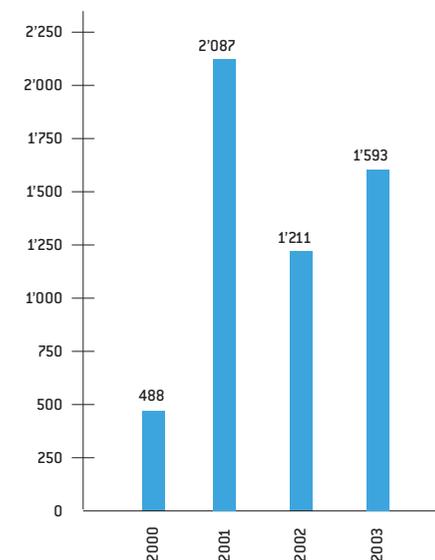
The number of notifications of radio equipment increased, even though the number of equipment types which have to be notified decreased. The latter is a result of the efforts to harmonise the use of frequency bands at the European level.

Market observation

Market observation will play an increasingly important role, as it will anticipate the industry's needs relating to the introduction of new technologies. OFCOM aims for an early detection of technological trends by collaborating consistently with the relevant international standardisation committees.

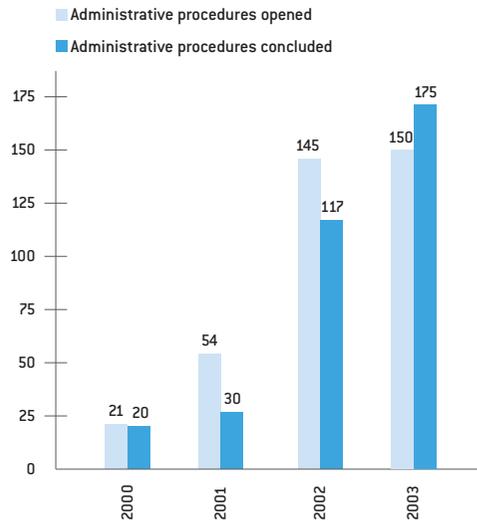
CENTRE OF COMPETENCE

■ Number of notifications of radio equipment





Administrative procedures in the area of telecommunications equipment



Regulatory measures and information are provided in good time by the Office in order to support and stimulate the market for telecommunications equipment and prevent interference.

Online survey on customer satisfaction

In autumn 2003 an online survey with the objective of measuring the satisfaction of the telecommunications equipment market regarding regulations and information was carried out. More than 200 respondents replied to the questionnaire. Three quarters of those surveyed are generally satisfied with OFCOM's services. OFCOM is examining measures to additionally promote competition in the telecommunications equipment market as well as evaluating e-government solutions and improving our information resources and the website.

Radio licences

«Electronic Licensing»

In the course of 2004, steps towards «electronic licensing» are planned. Customers will then have the possibility of completing and submitting applications for licences via the internet.

Radio licences: number of licences

Year	Professional radio licences	Marine licences	Mobile aircraft radio licences	Amateur radio licences	CB radio licences
1999	13'017	1'302	4'414	4'508	15'172
2000	12'312	1'342	4'342	4'465	12'325
2001	12'191	1'479	4'330	4'468	10'211
2002	11'738	1'510	4'236	4'461	8'747
2003	11'373	1'549	4'149	4'511	7'708

Radio operator examinations

At the World Radio Conference 2003 (WRC 03), it was decided to abolish the Morse code examination for amateur radio operators who wished to access the short wave bands. After the conference, OFCOM was the first administration in Europe to grant amateur radio operators the right to use the short wave bands without passing a Morse code examination.

Surveillance of the radio equipment market and of the radio licences

The various procedures related to surveillance activities have been optimised. One new approach was to introduce the possibility of a preliminary warning as a first measure in the case of non-compliance with legal requirements. Consequently, surveillance of the players in the market becomes less incisive. Simultaneously the information for the involved parties will be improved and the monitoring campaigns will be carried out in a more selective way.

In the case of telecommunications equipment, the proportion of cases which are concluded according to the principles of the administrative procedure instead of criminal proceedings is increasing.



OFCOM also took part in a European Union (EU) campaign regarding surveillance of the telecommunications equipment market. The purpose of this campaign was to gather data on the compliance of telecommunication equipment with formal requirements (e.g. declaration of conformity, provision of user information, etc.). Each of the 19 countries taking part examined one hundred different items of equipment. The EU will produce a final report in 2004. The conclusion drawn from this report will form the basis for an evaluation and may even lead to an adaptation of the provisions in force in the EU and in Switzerland.

Supervision in the area of radio and television reception fees

As a result of the constant optimisation of the procedure for prosecuting and punishing TV and radio licence dodgers, and thanks to the good cooperation with Billag AG, it was possible in 2003 to deal with cases more quickly and to increase the number of procedures handled. One of the priorities for 2003 was to deal with people who had already paid the radio reception fees but who had not registered their television.

See also «Collection of radio and television reception fees», p. 9.

Radio operator examinations: number of candidates

Year	Amateur radio	ROC	Yacht radio	LRC	SRC	Inland navigation
1999	122	194	101			36
2000	99	270	52			38
2001	141	288	57	24		47
2002	212	175	59	117	29	33
2003	236			283	169	55

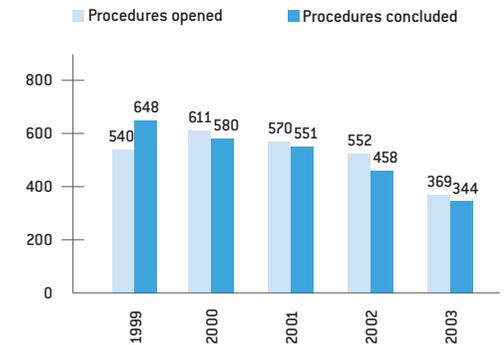
CENTRE OF COMPETENCE FOR FREQUENCY MANAGEMENT

The World Radio Conference

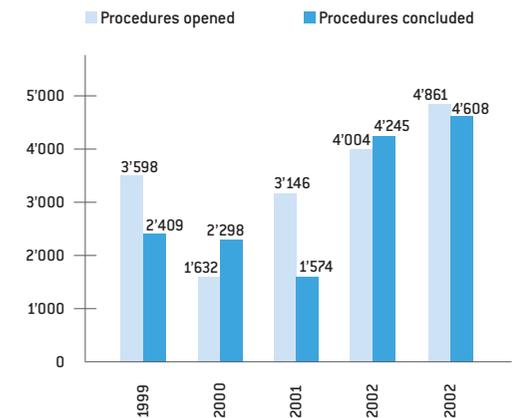
At the 2003 World Radio Conference (WRC), which was held in Geneva under the auspices of the International Telecommunications Union (ITU), the radio regulations were revised. It was possible to realise important European and Swiss goals. Of special interest are the agreements on satellite-based radio navigation systems (the European GALILEO project) and the national positions regarding the plan for satellite broadcasting, which could be successfully defended. Furthermore, the 5 GHz band has been harmonised world-wide for RLAN (Radio Local Area Network) applications. OFCOM is already actively preparing for the next WRC, which will take place in 2007 (www.itu.int/ITU-R).

CENTRE OF COMPETENCE

Administrative penalty procedures in the area of radio equipment and licences



LRTV administrative penalty procedures





Planning at European level

By setting up various bodies, the European Union has given itself the resources to define the guidelines of the future utilisation of frequencies in Europe. The frequency policy group is charged with defining strategies for the utilisation of the frequency spectrum; the frequency committee takes its decisions in close cooperation with the Electronic Communications Committee (ECC) of the CEPT (European Conference for Post and Telecommunications). Thanks to its cooperation agreements with the principality of Liechtenstein, OFCOM could participate in the work of these two EU bodies as an observer.

Planning conference on the introduction of digital broadcasting

In the reporting year OFCOM carried out comprehensive studies on frequency technologies with regard to the launch of digital terrestrial video broadcasting (DVB-T) in Switzerland.

In addition, we have largely completed the technical preparations for the regional broadcasting planning conference on the introduction of DVB-T in Europe, Africa and various Arab countries, which is due to take place in Geneva in May 2004.

With regard to the second part of the conference – scheduled for February 2006 – we have intensified bilateral negotiations with neighbouring countries in order to achieve the joint development of a frequency plan for the fully-digital future of terrestrial broadcasting. The different technical interests and media policy interests of the countries concerned will involve extremely complex negotiations.

Electromagnetic compatibility and the environment (EMC/EMCE)

EMC

OFCOM has led and completed the work of an interdepartmental group which was charged with estimating the extent to which wirebound communications systems in the low voltage network (Power Line Communication, PLC) may interfere with security radio systems. In 2004 we will analyse the interference caused by PLC systems used for telecommunications within buildings.

EMCE

In order to provide further support to the cantonal authorities in the implementation of the Decree on Protection from Non-Ionising Radiation, in 2004 OFCOM will acquire instruments for measuring the electric field strength generated by the base stations of third-generation mobile telephone systems.

VHF

To improve radio station coverage, we have surveyed the situation regarding reception. These data will be used for targeted improvements, such as, for example, SRG programmes for Engadin or private broadcasters in central Switzerland. In addition we can make use of these basic data to set up a VHF coverage register.

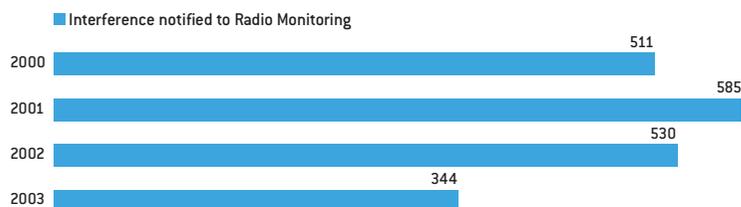
In cooperation with the Dutch frequency planning authority, we have examined VHF receivers (radio sets) and found that given our dense spectrum utilisation, modern sets and mini-receivers are unfortunately unsuitable for interference-free reception. This circumstance should be taken into account in the future shaping of the VHF landscape.



Radio Monitoring

In addition to the usual VHF measurements for planning purposes, interference investigations, licence checks and electromagnetic measurements, we have offered our services at five major events:

- at the World Economic Forum (WEF) in Davos, we supported the cantonal police as well as all other frequency users;
- the World Cup Skiing in St. Moritz was not just a sporting highlight; we also had to coordinate and check the very different needs of the media, the security services and the event organisers to ensure interference-free operation;
- at the G8 Summit in Evian and the World Summit on the Information Society (WSIS) in Geneva, close cooperation with our French colleagues was required and implemented with great success;
- the four-yearly Telecom exposition in Geneva completed the range of our special activities.



Radio basics

OFCOM took part in the technical work of the international radio bodies (ITU, CEPT, ETSI and EBU) and represented Swiss interests and the interests of users of the frequency spectrum in these organisations.

Among other things we conducted compatibility studies in the area of UWB (Ultra-Wide Band) systems and contributed to improving the new ITU wave propagation model, in order to take Switzerland's Alpine topography into account. We also built up our cooperation with the technical institutions in higher education:

- for some years now we have been working with the engineering school in Biel, in particular to solve problems associated with the introduction of digital broadcasting;
- with the support of ETH Lausanne we also launched the development of a model to simulate intelligent antenna systems (smart antennas);
- the engineering school in Freiburg initiated a study on radio systems which can be reconfigured in software.

Frequency planning instruments

The planning tools acquired from the former Telecom PTT are no longer state-of-the-art. Moreover, their operating systems are no longer supported. Having concluded the modernisation which was introduced, and thanks to the adapted software, some of which was developed in-house, we now have at our disposal substantially more accurate predictions and more flexible analyses (e.g. scenarios, coverage levels).

The new planning environment is prepared for full electronic data exchange with customers. It allows semi-automatic application and assignment processes and is therefore able to support the considerable increase in the number of assignments.



CENTRE OF COMPETENCE FOR INTERNATIONAL RELATIONS

World Summit on the Information Society

The Swiss Federal Council instructed us to support the International Telecommunications Union (ITU) in the organisation of the first phase of the UN World Summit on the Information Society in Geneva. The number of participants, which exceeded all expectations (13,000 representatives of governments, business, the civil sector, the media and international organisations, including 54 heads of State and heads of government and almost 1000 media representatives), is an indication of the Summit's success. More than 38,000 visitors visited the 200 Summit Events coordinated by Switzerland. In cooperation with the Federal Department of Foreign Affairs (DFA), we made a special effort to present the 176 participating states with a sustainable Declaration of Principles and an Action Plan. Making these intentions a reality opens up new perspectives for those living in developing countries as well as for minorities in the industrialised world. It is not presumptuous to suggest that Geneva has the same importance for global promotion of the information society as the Rio conference has for protection of the environment.

The ITU

The financial crisis of the International Telecommunications Union (ITU) necessitated a special commitment from Switzerland in 2003. OFCOM made an active contribution to restructuring the organisation and to implementing measures to reduce the budget deficit. OFCOM played an important role in European coordination within the ITU committees, as well as through the presence of one of its delegates as President of the Finance Commission (for the period 2003 – 2006).

The CEPT

Switzerland, a member of the European Conference for Post and Telecommunications (CEPT) since 1959, plays an active part in activities. The CEPT has the job of preparing the European Common Proposals (ECP) which are adopted in other international organisations like the ITU. At the CEPT assembly in September 2003, Switzerland was elected to chair this organisation for a year. The Director of OFCOM will perform the functions of president of the CEPT.

The European Union

Alongside the Federal Office of Culture, OFCOM also took part in the negotiations with the European Union on an agreement with a view to Swiss participation in the MEDIA programme to promote the audio-visual sector in Europe. These negotiations were concluded at the technical level in summer 2003. Swiss professionals will be able to participate in this programme as soon as general agreement on all bilateral negotiations with the EU has been achieved. The entry into force of the MEDIA agreement in 2005 or 2006 is expected to improve the opportunities for co-productions between Switzerland and the 25 EU member states, for the marketing of Swiss films in the European market and for training in the film industry.

The Swiss mission to the EU

In view of the proximity of the Swiss and EU markets, our decisions in the area of information society services are influenced by the regulatory decisions taken in Brussels. In 2003 the presence of an OFCOM employee in the Swiss Mission to the EU in Brussels again proved valuable. It is vital to be fully informed about regulatory and policy developments in the EU. The analysis of the European institutions concerning the development of communications technologies – in terms of convergence, interoperability and increased competition – is of interest to the Office with regard to the future.



CENTRE OF COMPETENCE

OECD

The work of the Organisation for Economic Cooperation and Development (OECD) to promote electronic commerce and stimulate the ICT sector was enthusiastically continued. In 2003 the OECD expanded its activities in the area of information and communication technologies (ICT). Within this context, the Committee for Information, Computer and Communications Policy, in which Switzerland is represented by OFCOM, conducted a study on obligations in the area of the universal service via fast bitstream access.

UNESCO

The UNESCO General Conference adopted two standardising texts. OFCOM represented Switzerland in the consultations on these two texts. These were the recommendation on the promotion and use of multilingualism and universal access to cyberspace, which is intended to facilitate access to information for all, and the charter on preserving the digital heritage, which proposes measures to ensure the preservation of the digital heritage and access to this heritage. Switzerland also contributed to adoption of a ministerial declaration on the future of the knowledge society.

The Council of Europe

The Committee of Ministers adopted the declaration on freedom of communication in the internet, the recommendation on measures to promote the contribution of digital broadcasting to democracy and society, and the declaration and recommendation on dissemination of information by the media in connection with criminal proceedings, as well as the political message on the information society. Switzerland took part in the production of these texts. OFCOM provided regular information on the status of the preparatory work for WSIS and encouraged the member states to take part in the Summit.

TV5 Monde

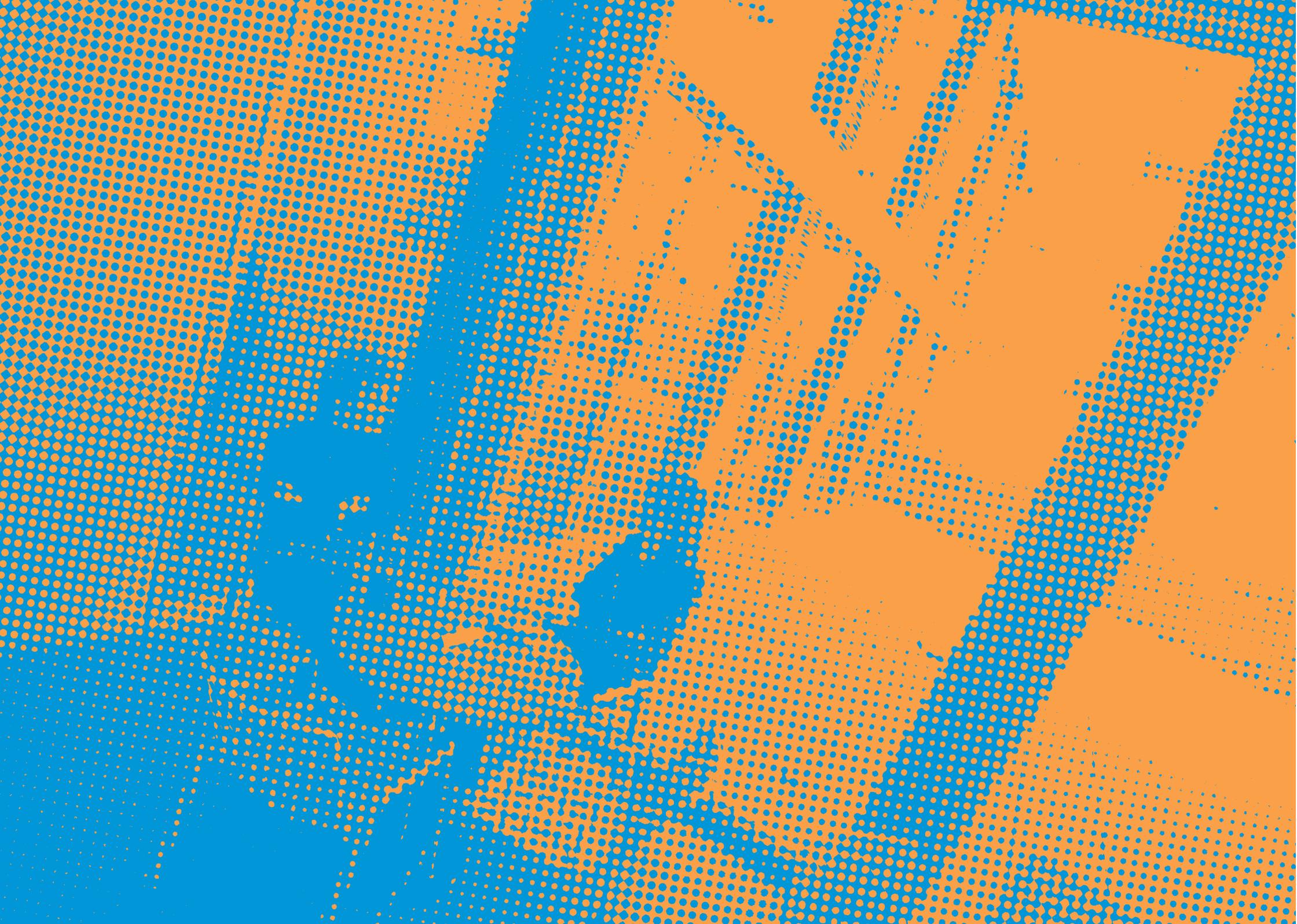
In 2003 the French-language television station TV5 reached 167 million households in 203 countries. The distribution network grew from the end of 2001 to the end of 2003 by 29 percent; the number of television viewers exceeded 56 million per week. Switzerland and TSR (Télévision Suisse Romande) are of the opinion that participation in TV5 is important for Switzerland so that it can be represented abroad in a multilateral project. The topics which OFCOM dealt with in 2003 included the launch of a French-language news broadcast with international reporting and the simplification of the structure of TV5.

M6

Since January 2002 the French television station M6 has been offering the Swiss cable networks a variant of its programmes, including an advertising window for Switzerland (retransmission with localised advertising). This variant contains no new programme service for the Swiss public and is targeted at deriving advertising revenue in French-speaking Switzerland. In November 2003 the supreme French administrative court rejected an SRG application for withdrawal of the approval which the competent French authority (Le Conseil supérieur de l'Audiovisuel) had granted to M6 for the Swiss advertising window. Since then the SRG has been maintaining its efforts against the actions of M6. OFCOM supported the SRG by intervening with the competent French authorities.

The Ministerial Conference of French-speaking countries in Rabat

In close collaboration with the French-language service of the DFA, OFCOM contributed to the preparation of the Ministerial Conference of French-speaking countries in Rabat on the World Summit on the Information Society (WSIS). The policy declaration adopted at the end of this conference was presented to WSIS in Geneva as the 54 French-speaking countries' common vision of the information society.



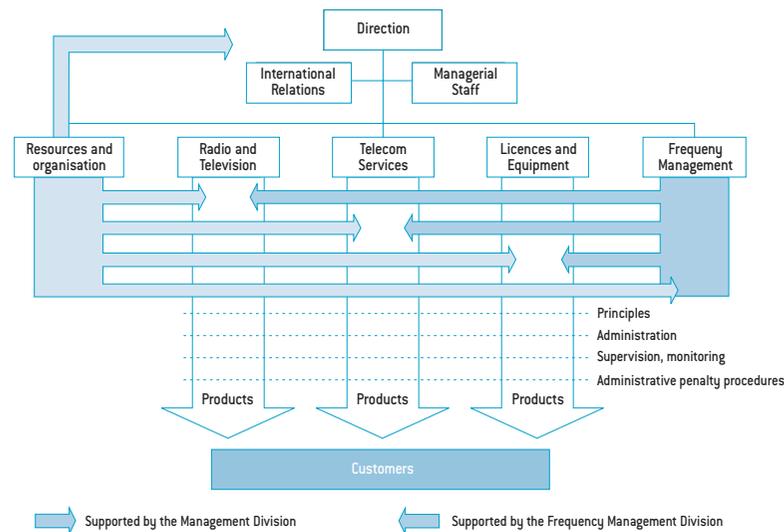


EMPLOYEES

EMPLOYEES

MANAGEMENT

The management of OFCOM consists of: the Director Marc Furrer, the Deputy Director and Division Head Telecom Services Peter Fischer, the Division Head Radio and Television Martin Dumermuth, the Division Head Licences and Equipment Véronique Gigon, the Division Head Frequency Management Peter Pauli, the Head of the International Relations Service Frédéric Riehl, the Personnel Head Georg Caprez, the Managerial Staff Head Andreas Sutter, the Head of Communications Roberto Rivola and the Head of Finances Christine Fuchs.

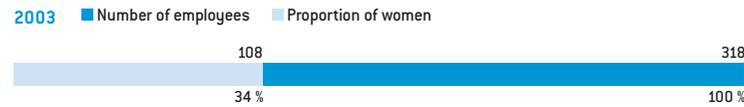


OFCOM Organisation as since 01 January 1998

STATISTICS

Proportion of women

In the reporting year, we employed 318 people, including 108 women. This corresponds to 34%, up 2% on the previous year.



Linguistic distribution

About 62% of OFCOM employees speak German as their mother tongue, 33% speak French and 4% Italian. Other languages are represented by approximately 1%.





Professional qualifications

23% of employees possess a technical qualification (ETH, HTL or UAS), 19% have a commercial qualification, 17% have completed legal studies, about 4% have completed business studies (university/UAS) and 37% have various forms of qualifications (including academic qualifications).



Origin

The majority of the employees joined OFCOM from the private sector (52%). 44% come from the federal administration (including the former Telecom PTT). 4% come from unknown origins.



Average age

The average age of 42 corresponds to the average within the federal administration.

Apprenticeships

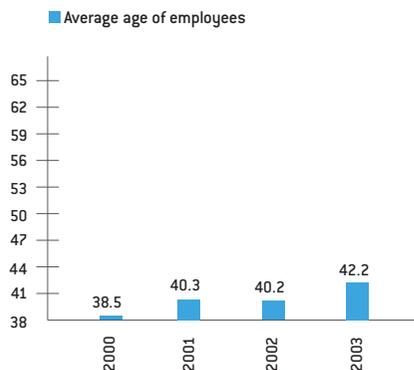
In August our media apprentice, Timothée Bourquin, completed his three-year media studies course with the third-best result in Canton Berne. From August 2004, in addition to the media studies trainees, OFCOM will also be training French-speaking commercial apprentices. From 2006 we envi-

sage training a total of 14 apprentices (8 media studies, 6 commercial). Consequently, OFCOM offers the above-average figure of 4.6 training places per 100 employees.

	2001	2002	2003	2004
1. Study Year	2	2	2	4
2. Study Year	1	2	2	2
3. Study Year	0	1	2	2
Total	3	5	6	8

The Team

Aeby André / Aeby Marcel / Aeby Maude / Affolter Markus / Amgwerd Matthias / Anderegg Hans / Andermatt Paul / Andres Marcel / Aregger Jost / Arni Viviane / Auroi Chatelain Denise / Bächtold Felix / Bär Theodor / Bärtschi Kurt / Battaglia Prisca / Baumann Franz / Baumberger Heinz / Beck Rudolf / Benczik Hanni / Berger Harald / Beyeler Niklaus / Biasutti Maurizio / Bichsel Petri / Biedermann Michel / Biolley Unternaehrer Adèle / Birrer Alfons / Birrer Philipp / Blaser Karin / Bleuer Hügli Anita / Blum Armin / Bollinger Nelly / Bondallaz Stéphane / Boschung Iwan / Brambilla Michel / Brand Susette / Breitenmoser Hans / Brenner Sabine / Brossard Muriel / Brucato Valeria / Bucher Gabrielle / Burgherr Rolf / Bürgi Laurence / Bürki Bernhard / Burri Werner / Bussmann Daniel / Büttler Daniel / Cadetg Bettina / Caprez Georg / Ceres Gerardo / Chambers Dufour Christiana / Charmillot Aline / Chavaillaz Marina / Chopard Martine / Christen Anton / Clerc Isabelle / Cocciantelli Lucio / Cocco Tino / Colombo Stephan / Conus Claude / Coray Robert / Corfu Pierre / Cotti Linda / Dähler Theres / Desaulles Joël / Dicht Nina / Dolder Hanspeter / Dönni René / Donzé Michel / Dudler Sacha / Dumermuth Martin / Duroux Charles / Ebner Mark /

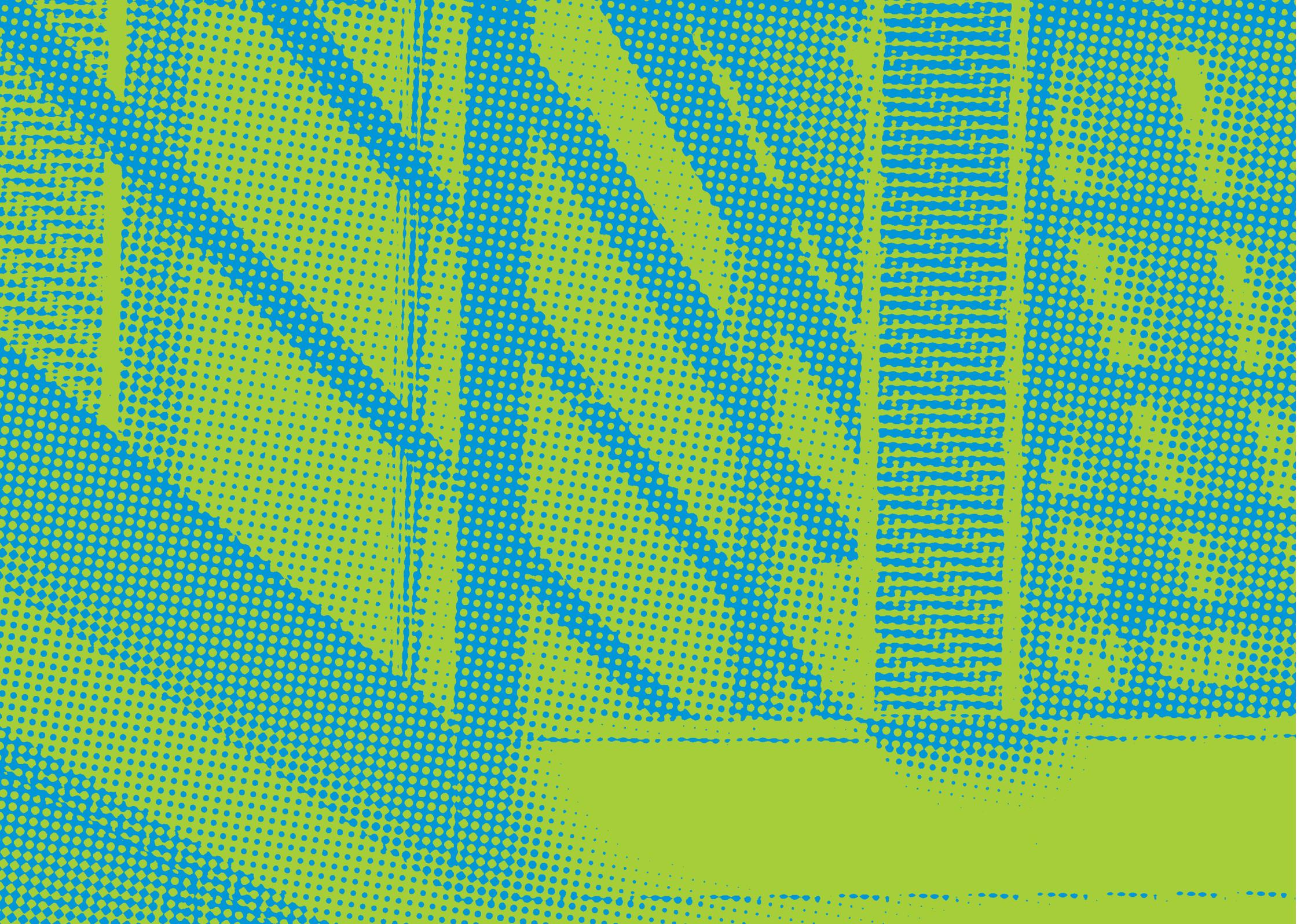




EMPLOYEES

Egger Rahel / Egold Martin / Encarnação Nuno / Erismann Yves / Esposito Sandra / Fahrni Peter / Fior Denis / Fischer Martina / Fischer Peter / Fitzpatrick Mark / Fornerod Laurence / Francesio Erika / Franic Ivan / Froidevaux Marc / Frutiger Bruno / Fuchs Christine / Furrer Angelika / Furrer Marc / Gassmann Cécile / Gatti Marco / Geiser Jean-Maurice / Gerber Michael / Gerber Monique / Germann Martina / Gex Morier Caroline / Giger Theo / Gigon Véronique / Gil Gonzalez Julio / Girard Olivier / Giraudel Michel / Götschi Alfred / Grandgirard Patrice / Grandjean Denis / Grandjean Michel / Grob Thomas / Gugelmann Rolf / Guggisberg Doris / Gurtner Martin / Gusset Samuel / Haab Françoise / Habegger Mélanie / Hager Andreas / Hanhart Andrea / Häni René / Hartmann Siegfried / Heer Patrick / Herren Rolf / Heusler Guido / Hofer Peter / Hoffmann Pia / Hofmann Beat / Hofmann Roger / Hofstetter Peter / Horisberger Philippe / Hostettler Alfred / Huber Caterina / Hurni Nadine / Jaquenoud Alipaz Murielle / Javet Christine / Jeanneret Brigitte / Jenni Peter / Jenny Christian / Jenny Marie-Jo / Jörg M'Kadmini Monique-Sylvie / Joseph Marie-Antoinette / Kaessner Jens / Käser Gerhard / Kaufmann Nicolas / Keller Roger / Kerkhoven Gabriela / Kholod Alexandre / Kholod Olga / Kilchsperger Martin / Kindlimann Peter / Kissling Marcel / Köhler Daniel / Köhler Gerd / Kölliker Max / König Markus / König-Barrer Susanne / Kottelat Serge / Krähenbühl Pascal / Krügel Urs / Kuhn-Schneuwly Carole / Kumli Peter / Kuratli Matthias / Lamon Daniel / Lavagetti Isabelle / Lehmann Leo / Lehmann Yann / Leisner Inge / Lendenmann Peter / Lenz Thérèse / Leuba Raphaël / Liechi Urs / Liechi-Scheidegger Renate / Lobsiger Rolf / Luzzi Cinzia / Macedo Juan / Mäder Philipp / Maissen Yvonne / Makki Hassane / Mann Many / Marsella Gian-Luca / Marti Damien / Marti Denise / Marti Hans-Ulrich / Marti Peter / Martin Jésus / Marty Marion / Marxer Keller Susanne / Maurer François / Meier Andreas / Meier Christian / Meier René / Michel Peter / Michel Yves / Minder-Wüthrich Dorcas / Mischler Pranadee / Monneron Gilbert / Montandon Florian / Montavon Olivier / Moser Brigitte / Muller Marc-Philipp / Müller

Barbara / Müller Peter / Mumenthaler Samuel / Mury-Bourquin Nicole / Nanchen Stéphanie / Navarro Bargetzi Angeles / Neuhaus Sylvia / Niklaus Dominique / Nyffeler Bettina / Oberhofer Manfred / Oggier Marco / Pauchard Olivier / Pauli Peter / Petri Margherita / Pfander Bernhard / Pfister Urs / Pheulpin Serge / Pillonel René / Pirker Brigitte / Pittet Pierre-André / Pizzetti Enrico / Polier Claude-André / Porlezza Monique / Pradervand François / Ramsauer Matthias / Rapaz Muriel / Rebetez Michel / Rebmann Silvia / Rechsteiner Markus / Regnotto Marcel / Richard Isabelle / Rieder Rudolf / Riederer Markus / Riehl Frédéric / Ritter Andrea Corina / Rivola Roberto / Rohrbach Daniel / Rohrbach Hans-Ulrich / Romano-Vésy Joëlle / Rossé Thierry / Roth Frédéric / Rotondo Mary / Rubli Silvio / Rudin-Goetschi Bettina / Rüfenacht Patrick / Rüfli Sonja / Rullo Antonio / Salzmann Hans / Saner Gian Reto / Saunier Vilma / Sausser Caroline / Schaffer Urs / Schär Eliane / Scheggia Laurent / Scheidegger Beat / Scherrer Damien / Schilling Michel / Schneider Thomas / Schneiter Edith / Schnider-Wittwer Janine / Schoeb Bernard / Schuppisser Ka / Schwab Nathalie / Sgier de Cerf Charlotte / Sidler Heinrich / Siebold Bucher Anja / Siegenthaler Marianne / Signer Peter / Simon Delphine / Smolik Pierre / Solomita Bernhard / Sonderegger Iris / Spring Hans Rudolf / Stauffacher Daniel / Steinmann Bernhard / Stoll Daniel / Strahm Rudolf / Streule Claudine / Sturzenegger Martin / Sudan Claude / Sutter Andreas / Taddei Alvaro / Taraschewski Annegret / Tavoletta Oscar / Thomi Urs / Trachsel Anne-Lise / Tschannen René / Tschanz Raphael / Tuschling Frank / Urfer Ariane / Verdecchia-Filloramo Marina / Vergères Daniel / Vismara Walter / Vogel Heinz / Vogel Manivone / Vogt René / Voisard Daniel / Voisard Vollmer Patricia / Von Arx Urs / von der Emden Dirk-Oliver / von Siebenthal Silvia / Vonlanthen Konrad / Vuilleumier Catherine / Wasserfallen Marina / Wehrli René / William Giovanni / Winistörfer-Gerber Carole / Wirth Gottfried / Wobmann Jean-Claude / Wuillemin Karl / Wüthrich Cloé / Wysser Rudolf / Wyssen Jürg / Zaugg Eva / Zbinden Oswald / Zbinden Roland / Zehnder Martin / Zeller Franz / Zulauf Ulrich / Zwahlen Jürg / Zwygart Heidi





FINANCES

FINANCES

FINANCIAL REPORT

The 2003 financial result was fortunately again stable at a good level, particularly for OFCOM's operational activities (excluding subsidies and extraordinary expenditure). This once again enabled OFCOM to comply with the stipulations for using the financial resources economically within the framework of cost savings.

In particular, we would like to emphasize our level of self-financing. It consists of our operational expenditure and operational revenue (administrative and licence fees). It is very positive that the latter – even in a year without extraordinary operational revenue, (e.g. from auctions of frequencies) – is about 103%. Thus, in accordance with legislators' wishes, the operational area of the Office was financed entirely by fees.

The total recorded finance requirement of CHF 27.5 million resulted from the extraordinary expenditure for the World Summit on the Information Society and subsidy expenditure for the radio and TV sector, which are not covered by special financing arrangements.

EXPENDITURE

The total extra expenditure of some CHF 9 million is attributable to the World Summit on the Information Society, which as a one-off event is not included in the operating costs of the Office. OFCOM was responsible, on behalf of the host country Switzerland, for preparation and implementation and as a result incurred the corresponding expenses.

With regard to the operational expenditure (the global budget), it should be noted that the total value in fact increased by a very moderate CHF 0.3 million. However, a shift occurred in expenditure on personnel and equipment. Since the global budget was of the same order of magnitude as the previous year, because of the cost savings, extra expenditure on personnel had to be offset by reduced equipment expenditure and investment.

As a FLAG Office, OFCOM has the possibility of building up reserves for specific purposes. Use was again made of this opportunity in 2003. OFCOM placed CHF 3 million, which it was not possible to use because of delayed projects in the year 2003, in the special reserves. These resources are expected to be used in 2004 for the purpose envisaged in the previous year.



REVENUE

The reduced total revenue of CHF 12 million compared with the previous year resulted primarily from the fact that in the previous year extraordinary revenue was forthcoming from repayments and high receipts (profit collection) within the framework of criminal prosecutions. However, a comparison of the regular operating revenue in 2002 and 2003 shows that here too the level has remained virtually unchanged.

REVISIONS TO CHARGES AND FEES

In 2003 we carried out a general revision of fees (administrative and licence fees). The particular basis for this was the findings from the cost/benefit analysis of the administrative fees and the results of the «spectrum pricing» project on radio licence fees.

Administrative fees

On the occasion of the transfer of the major tasks of Telecom PTT to OFCOM in 1998, we also inherited the charging structure, including the empirical values. Following the subsequent introduction of cost/benefit accounting in OFCOM, the extent to which administrative fees cover costs is checked periodically. In the process, an attempt is made to cover 100% of costs in the case of administrative fees which are associated with the Law on Telecommunications. Our overall target in the other areas is also to substantially cover all our expenses as the regulator from administrative and radio licence fees.



FINANCES

Analysis of the administrative fees using the data from the current cost/benefit account for 2002 has shown that various charging assumptions must be modified. We therefore subjected the administrative fees to a review. Where costs were more than covered, they were lowered; if not, they were raised. In addition, apart from the possibility of increasing fees, the potential for reducing costs should also be quantified and realised. In the final analysis the administrative fees as a whole were reduced slightly; this will lead to reduced revenue in this sector from 2004 onwards.

Fees for radio licences

In order to maintain OFCOM's 100% target level for self-financing, various radio licence fees should be raised as a counter-move to reducing the administrative fees. It has also become apparent that fees for identical types of frequency utilisation are not always consistent. This was partially due to the different articles in the decrees which lead to a disparity between the fees for providing use of the frequency spectrum for the provision of telecommunication services and for own internal use of the frequency spectrum. These circumstances, plus the only partial examination of radio licence fees carried out in 2002, demanded comprehensive investigation and revision.

The necessary compensation for lower revenue from administrative fees

in the radio sector was also made in the area of radio use, but not necessarily within the same radio category. Fairly large increases in radio licence fees were imposed only where frequency utilisation also has a market potential and the major benefit to licensees is reflected in corresponding revenue opportunities. Above all, this applies to mobile services. Now that this technology has become established, it is appropriate for the State, which makes the scarce public resource of radio frequencies available to licensees of mobile radio services, to set the fee according to its effective value. In this context we would like to point out that the radio licence fees for these radio applications remain below the European average.



1. Financial account in million CHF

	2000	2001	2002	2003	Changes from previous year	%
1.1 Operational expenditure and income						
Operational expenditure (incl. ComCom)						
Personnel costs	32.9	35.0	35.7	37.0	1.3	4.0
Material costs	20.4	21.4	18.2	16.5	-1.7	-9.0
Credit transfer to the next year		1.9	2.3	3.0	0.7	30.0
Total	53.3	58.3	56.2	56.5	0.3	1.0
Operational income (incl. ComCom)						
Administrative fees	68.4	41.2	43.1	38.4	-4.7	-11.0
Licence fees	609.8	217.2	29.3	19.9	-9.4	-32.0
Total	678.2 *	258.4 **	72.4	58.3	-14.1	-19.0
Level of self-financing in %	1'272.4 *	443.2 **	128.8	103.2		
1.2 Extraordinary expenditure						
World Summit on the Information Society	0.0	0.2	2.1	10.9	8.8	419.0
1.3 Other income						
Proceeds from prosecutions	1.3	0.1	0.6	0.6	0.0	0.0
1.4 Subsidies						
Income associated with specific purposes (special finance)						
Proportion of fees, local and regional broadcasters	12.0	12.0	12.0	13.5	1.5	13.0
Licence charges, radio and television	4.8	4.5	4.1	4.7	0.6	15.0
Total	16.8	16.5	16.1	18.2	2.1	13.0
Subsidy expenditure						
Contributions to local and regional broadcasters (fee splitting)	12.3	13.0	13.9	14.5	0.6	4.0
Training programme production personnel and media research	1.9	1.9	1.9	1.9	0.0	0.0
Contributions to international broadcasters	2.0	2.0	2.0	2.0	0.0	0.0
MEMORIAV contribution	0.6	0.6	1.0	1.0	0.0	0.0
Contributions+B63 to short-wave service (SRI)	18.9	18.9	18.9	17.8	-1.1	-6.0
Total	35.7	36.4	37.7	37.2	-0.5	-1.0
Subsidies, financing in %	47.1	45.3	42.7	48.9		



FINANCES

	2000	2001	2002	2003	Changes from previous year	%
Overall result						
Total expenditure	89.0	94.9	96.0	104.6	8.6	9.0
Total income	696.3	275.0	89.1	77.1	-12.0	-13.0
Finance requirement	-607.3	-180.1	6.9	27.5		

2. Overall financial result in million CHF

	2000	2001	2002	2003	Changes from previous year	%
3.1 Total OFCOM costs and revenue						
Total operational expenditure	53.3	58.3	56.2	56.5	0.3	1.0
+ services related to the federal administration	5.4	5.4	5.5	6.5	1.0	18.0
+ imputations	3.4	3.6	3.7	4.0	0.3	8.0
+ withdrawal from reserves			1.9	1.5	-0.4	-21.0
- investments included in the financial expenditure	-4.5	-6.8	-3.5	-5.4	-1.9	54.0
- credit transfer		-1.9	-2.3	-3.0	-0.7	30.0
Total costs	57.6	58.6	61.5	60.1	-1.4	-2.0
Revenue (administration fees)	68.4	41.2	43.1	38.4	-4.7	-11.0
Total cost recovery in %	118.8 *	70.3 **	70.1	63.9		

3. Costs and services account in million CHF

3.2 Costs and revenue per product division

Telecom services product division						
Costs	21.4	19.3	20.4	20.3	-0.1	0.0
Revenue	41.2	16.7	16.9	13	-3.9	-23.0
Cost recovery in %	193 *	87 **	83	64		
Radio and television product division						
Costs	14.4	16.9	17.6	18.8	1.2	7.0
Revenue	9.4	10.9	13.6	13	-0.6	-4.0
Cost recovery in %	65	64	77	69		
Licences and equipment product division						
Costs	21.8	20.5	21.7	21.0	-0.7	-3.0
Revenue	17.8	13.6	12.6	12.4	-0.2	-2.0
Cost recovery in %	82	66	58	59		

* including proceeds from the WLL auction

** including proceeds from the UMTS auction



«Communication means
a common vision.»
Moritz Leuenberger



APPENDIX

PERSONNEL LIST

<i>Organisational unit</i>	<i>Name</i>	<i>E-mail</i>	<i>Telephone +41 32 327</i>
Management			
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Head of Managerial Staff	Andreas Sutter	andreas.sutter@bakom.admin.ch	5503
Head of Communications	Roberto Rivola	roberto.rivola@bakom.admin.ch	5650
International Relations			
Head and Vice-director	Frédéric Riehl	frederic.riehl@bakom.admin.ch	5454
Resources and Organisation			
Finances	Christine Fuchs	christine.fuchs@bakom.admin.ch	5707
Personnel	Georg Caprez	georg.caprez@bakom.admin.ch	5515
Logistics	Peter Lendenmann	peter.lendenmann@bakom.admin.ch	5456
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Radio and television			
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National and International Media	Peter Marti	peter.marti@bakom.admin.ch	5544
Local Media and Retransmission	Marcel Regnotto	marcel.regnotto@bakom.admin.ch	5535
RTV Monitoring	Carole Winistöfer	carole.winistoerfer@bakom.admin.ch	5449
Telecom services			
Head and Deputy Director	Peter Fischer	peter.fischer@bakom.admin.ch	5599
Legal Affairs and Information Society	Matthias Ramsauer	matthias.ramsauer@bakom.admin.ch	5510
Fixed Network and Universal Services	Armin Blum	armin.blum@bakom.admin.ch	5579
Mobile and Satellite Services	Urs von Arx	urs.vonarx@bakom.admin.ch	5856
Numbering and Addressing	François Maurer	francois.maurer@bakom.admin.ch	5576
Economics and Statistics (ECOSTAT)	René Dönni	rene.doenni@bakom.admin.ch	5543



Organisational unit

Licences and equipment

Head and Vice-director
 Coordination Service
 Equipment
 Radio licences
 Law and Market, German-speaking Switzerland
 Law and Market, French- and
 Italian-speaking Switzerland

Name

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 Bernhard Pfander
 Gerhard Käser
 Rudolf Rieder
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Frequency management

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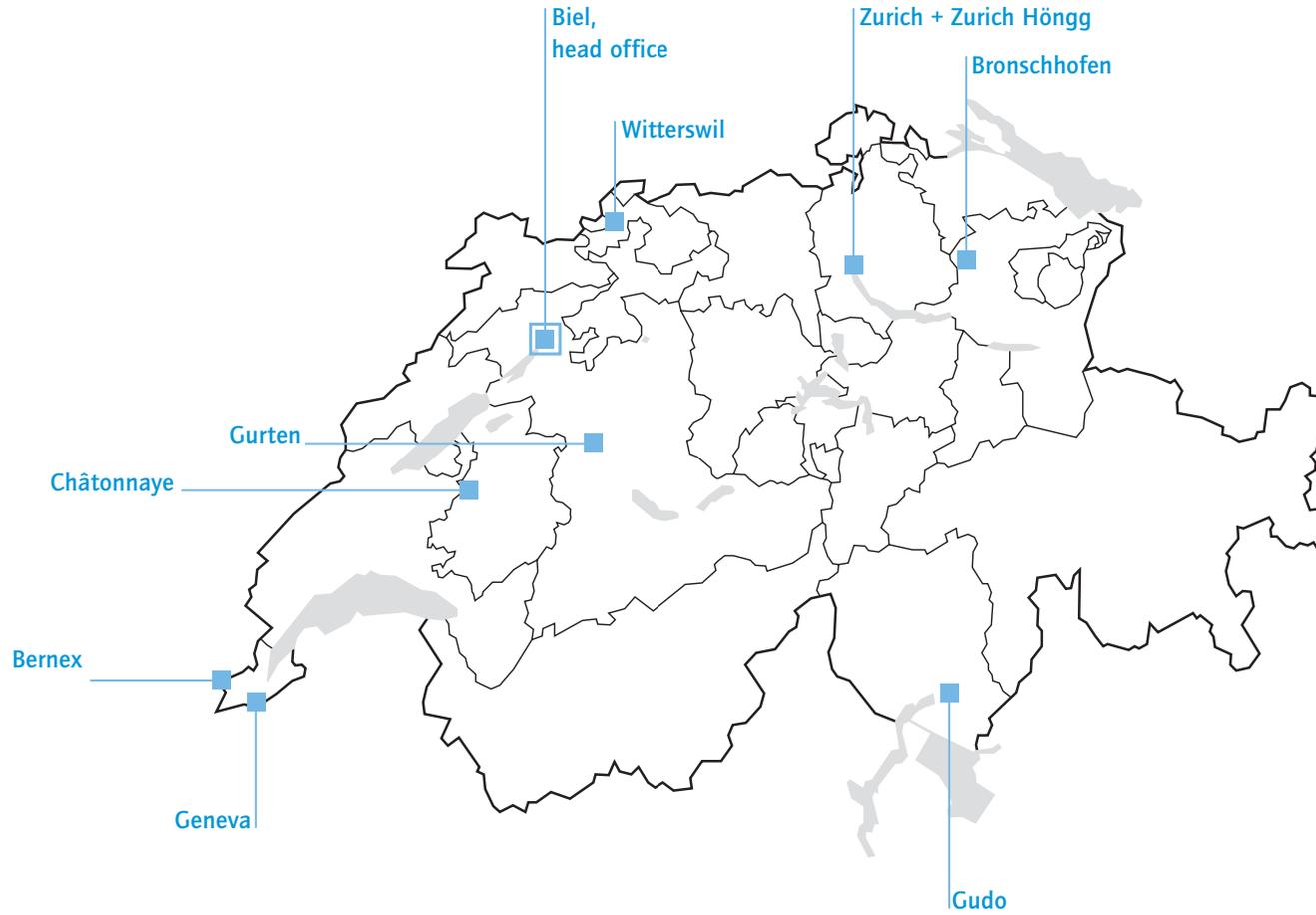
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Website

www.ofcom.ch

A map and directions to our location, Zukunftstrasse 44 in Biel can be found at www.ofcom.ch/en/amt/kontaktadressen/index.html.



Locations

OFCOM has support points throughout Switzerland. This enables us to exercise our regulatory function in the interest of markets which operate satisfactorily.

GLOSSARY

- **ADSL** Asymmetric Digital Subscriber Line
- **Billag AG** A Swisscom subsidiary mandated to collect radio and television licence fees
- **CEPT** European Conference for Post and Telecommunications
- **ComCom** Independent Federal Communications Commission
- **CSC** Carrier Selection Code
- **DAB** Digital Audio Broadcasting
- **DFA** Federal Department of Foreign Affairs
- **DTS** Decree on Telecommunications Services
- **DVB-T** Digital Video Broadcasting – Terrestrial
- **EBU** European Broadcasting Union
- **EMC/EMCE** Electromagnetic compatibility and the environment
- **ENUM** A system which enables the automatic conversion of telephone numbers into internet addresses
- **ETSI** European Telecommunications Standards Institute
- **FLAG** Management with a performance specification and global budget
- **GALILEO** European project for the construction of satellite-based radio navigation systems
- **GSM** Global System for Mobile Communications
- **ICT** Information and Communications Technologies
- **IETF** Internet Engineering Task Force
- **ISCG** Information Society Coordination Group
- **ISDN** Integrated Services Digital Network
- **ITU** International Telecommunications Union
- **LAN** Local Area Network
- **LRTV** Law on Radio and Television
- **LTC** Law on Telecommunications
- **OECD** Organisation for Economic Cooperation and Development
- **PLB** Personal Location Beacon
- **PLC** Powerline Communications
- **PSTN** Public Switched Telephone Network
- **R&TTE** Radio Equipment & Telecommunications Terminal Equipment
- **RLAN** Radio Local Area Network
- **SRG SSR Idée Suisse** Swiss Broadcasting Corporation
- **UMTS** Universal Mobile Telecommunications System
- **UWB** Ultra-Wide Band
- **VHF** Very High Frequency
- **WEF** World Economic Forum
- **WLAN** Wireless Local Area Network
- **WLL** Wireless Local Loop
- **WRC** World Radio Conference
- **WSIS** World Summit on the Information Society

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