



**BAKOM
OFCOM
UFCOM**

Annual report 2004



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FOREWORD

FOREWORD

Dear Reader,

This is the last time I will be presenting the Annual Report to you as the Director of the Federal Office of Communications.

I have been privileged to help fundamentally reshape one of the most important sectors of our economy – the telecommunications sector. The liberalisation of the market, which began in 1992 with the first Law on Telecommunications (LTC) and the formation of OFCOM, ushered in one of the most turbulent decades in our economic history – with some very positive aspects overall for consumers, but also with some negative sides, with regard to (failed) speculations.

In these breakneck developments, OFCOM acted simultaneously as a catalyst and a control. On the one hand it was our job to enable and facilitate the introduction of new technologies and services and on the other we had to ensure that development could proceed subject to a degree of control, without «collateral damage» to competition or to the public. The universal service was always centre-stage – everyone should be able to benefit from information technologies: rich and poor, the city and the countryside, young and old. OFCOM, therefore, was and remains much more than just a regulator – it puts itself at the service of a modern, social information society.

We have always faced the challenge of fulfilling our task innovatively and at the same time constructively. We did not merely wish to administer; we wanted to generate new ideas – for the benefit of the Swiss economy and consumers. The rapidly developing areas of telecommunications and the electronic media do not give a conscientious regulator time to relax. In all our attempts to achieve a consistent, seamless practice, we therefore always have to critically re-think our approach and adapt to new circumstances. With a view to creating the optimum framework conditions, this has also led to the second revision of the LTC and to a revision of the Law on Radio and Television.

After almost 13 years, I can now make way for new ideas and new energy. The convergence of telecommunications, electronic media and the internet remains fascinating. As president of the Federal Communications Commission (ComCom), I shall continue to be involved in this and will certainly benefit from my experience with OFCOM and the groups which the Office deals with. I shall continue as before to ensure that the Swiss economy as well as consumers can benefit from the advantages of telecommunications and the electronic media.

I would like to thank all those who have supported me for almost thirteen years – even if the road has not always been smooth and free from conflict.

Yours sincerely, Marc Furrer, Director, OFCOM



CENTRE OF COMPETENCE

CENTRE OF COMPETENCE OFCOM

It is becoming more and more complicated to understand and interpret technological developments in telecommunications and the electronic media. In such a situation, there is a need for a reliable partner to produce, compile and impart knowledge. OFCOM's strength lies in the fact that the different yet convergent areas can be dealt with together under one roof. Our employees are required to exchange knowledge from the different areas and increasingly to work together to generate solution concepts. In the reporting year, OFCOM introduced a strategic «knowledge management» project: from 2005 onwards, it will be possible to apply available knowledge in a more systematic and targeted way.

We provide compiled knowledge to the market players and other interested parties, for example in the daily customer contacts. There are also events such as the Biel Bienne Communication Days which we held for the third time in 2004 in collaboration with the City of Biel Bienne and the Swiss Information and Communications Technology Association (SICTA). The event was attended by over 700 specialists from the telecommunications and media sectors, with international level speakers and the opportunity to network in an informal context.

Even in the late 'eighties, parliament had the foresight to recognise the trend towards convergence and combined the different individual sectors in a single authority. This solution means that OFCOM falls under two different authorities: on the one hand OFCOM prepares matters in the area of the electronic media and legislation in the entire electronic communications sector for the Federal Council and the Federal Department of Environment, Transport, Energy and Communications, submitting the corresponding applications and implementing decisions. On the other hand,



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within the telecommunications sector, it is active 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 March the National Council, as first of the two parliament chambers, adopted the draft of a new Law on Radio and Television (LRTV) by a large majority. In terms of content, the National Council is broadly following the proposal of the Federal Council. In particular, it shares the core concerns of the draft law – to continue in the future to ensure a strong public service in broadcasting, but at the same time to relax the regulations for private broadcasters. The National Council also wishes to provide more support for local and regional radio and television broadcasters through contributions from reception fees. However, the Council has rejected the proposed new organisational structure for the authorities with a comprehensive commission for telecommunications and the electronic media at its centre. The National Council has also rejected the idea of an independent advisory body or public councils which would have critically monitored the programming of the Swiss Broadcasting Corporation (SRG) and those private broadcasters with a performance agreement. With regard to exemption from fees, the National Council is proposing a change to the system, under which recipients of supplementary benefits will no longer be exempted from the reception fees as they are today but will receive a refund. Furthermore, the National Council wishes to allow private Swiss broadcasters to carry political and religious advertising as well as advertisements for beer and wine.

After the National Council, the Commission for Transport and Telecommunications of the Council of States devoted six sessions to the revision of the LRTV. Consultations had not been completed by the end of the reporting year.

International, national and regional language broadcasters

In 2004, radio and television were in a consolidation phase. Apart from the evangelical/free church radio broadcaster ERF Schweiz, no new market players were licensed. However, the steady growth in the Swiss TV advertising market and the development potential are continuing to attract the interest of foreign TV stations in Swiss programming windows; unlike the German regulatory authorities, OFCOM is of the firm opinion that such offerings are possible only with Swiss licences. OFCOM has also continued to support the SRG in its interventions with the French authorities to prevent the dissemination of the M6 advertising window on Swiss cable networks. It has reminded the French authorities of the pluralism and protection of cultural diversity in the Swiss media.

OFCOM made efforts to ensure that SRG programmes are carried on TV5, the international television channel of public television broadcasters from France, Quebec, Belgium and Switzerland.

In broadcasting, the restricted access to the cable network operators' analogue distribution infrastructures is proving to be a brake on development. Those who are excluded from the cable networks in the major urban areas have only limited opportunities in the market. This is why the Elevator TV project cannot be implemented for the time being.



Local and regional broadcasters

On 27 October the Federal Council issued new directives for VHF transmitter network planning. These instructions define the coverage areas for local radio stations. With regard to the adoption of the new LRTV and the current discussion about the longer-term use of the VHF frequency band, the new directives have a distinct transitional character and largely reflect the status quo. On the basis of the new VHF directives, the Federal Department of Environment, Transport, Energy and Communications (DETEC) has renewed the existing local radio licences expiring at the end of 2004 in good time. These licences will be valid until 5 years after the entry into force of the new LRTV or until the end of 2014 at the latest. In the course of the licence renewals, DETEC approved the transfer of the Biel local radio station Canal 3 to a subsidiary company of the Berne Espace Media Groupe. Conditions are imposed to guarantee Canal 3's bilingual character and local base. The Framboise local radio station in Vaud received a provisional licence, as the approval procedure for the economic transfer of the licence to a group of new investors had not yet been concluded by the end of 2004. On 15 December 2004 a new youth radio station in Zurich was added to the 44 existing local VHF radio stations: DETEC selected the 'djradi' project from the 5 candidates.

Digital broadcasting

Protracted frequency negotiations with France delayed the introduction of terrestrial digital television in French-speaking Switzerland, which had been planned for the end of 2004. Without neglecting coverage of regions with a poor cable infrastructure, OFCOM and the SRG are examining optimisation of the current scenario for expansion and opening up larger areas using elevated transmitter locations. In order to reduce operating costs, the possibility of shortening the duration of parallel analogue and digital transmission of TV signals to one to two years is being examined. The head of DETEC will take the decision in 2005.

In the case of terrestrial digital radio (DAB), the SRG, in agreement with OFCOM, wishes to further extend coverage in German-speaking Switzerland and introduce comprehensive DAB reception along the north-south axis of the A2 from Basle to Chiasso.

See also «Planning conference on the introduction of digital broadcasting for TV and Radio», page 15.

Surveillance

The amount of consultative activity in the area of surveillance also increased in 2004. Radio and television broadcasters made extensive use of the possibility of obtaining information from OFCOM regarding the legal permissibility of planned advertising and sponsorship campaigns. Apart from «classic» tasks in the areas of advertising and sponsorship, getting to grips with new forms of financing (televoting, publishing TV, media partnerships, combining editorial programming and advertising) has also become a central element of surveillance activity. In addition, there have been cases of technical surveillance (exceeding permitted radio station transmitting power, dissemination modalities in the case of television). There was also more surveillance activity in the area of financial supervision, particularly in examining the issue of licences and fee-splitting. In 2004, 38 surveillance procedures were initiated; decisions were reached in 29 cases.

Link: www.bakom.ch/en/radio_tv/aufsicht/aufschtsentscheide_archiv/entscheide2004/index.html

Collection of radio and television reception fees

OFCOM reduced the outstanding complaints against decisions of the collection agency (Billag AG), which amounted to more than 1000 cases at



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the end of 2003, to 750 cases. However, the target of 400 outstanding complaints procedures by the end of 2004 was not achieved. The reason for this is that the number of new complaints received every month (90 complaints on average) was well above the predicted level (65 complaints). OFCOM therefore decided in the summer of 2004 to extend the in-house lawyers' positions, time-limited to the end of 2004, by an additional year.

See also «Surveillance in the area of radio and television reception fees», page 14.

CENTRE OF COMPETENCE FOR TELECOM SERVICES

The market for telecommunication services

As is apparent from the statistics produced by OFCOM, the telecommunications industry was enjoying good overall results as early as 2003. Overall, for the first time, service providers who have entered the market since 1998 achieved a positive operating result – together with that of the historic operator – more than CHF 3 billion, i.e. nearly 22% of their total sales (compared to 12% in the preceding year).

This trend seems to have been confirmed in 2004 as well. Our surveys show that the Swiss telecommunications market is very well placed in a comparison with other European countries. Whereas Switzerland is performing very well in the price comparisons which have been made in the fixed network market, mobile telephone rates are clearly above the European average and have remained relatively stable. In particular, the cost of termination of calls on mobile telephone networks is at the high end. Interconnection charges are also comparatively high.

Development of broadband was again strong in the reporting year. This means that Switzerland occupies a leading position in Europe, although the range of products and in particular the available bandwidth-price ratio is less advantageous.

Market access, licences and notifications

The number of telephony services providers has remained stable, whilst the number of telecommunication services providers as a whole has increased slightly, despite some leaving the market. Two new mobile telephony operators, In&Phone and Tele2, received a GSM licence from ComCom for operating campus and city networks respectively. OFCOM held consultations on the distribution of remaining GSM frequencies and prepared ComCom's decision, in order to allocate these frequencies to the existing GSM operators. This should give them the necessary capacities – based on EDGE technology – to offer data communications in all regions of the country. Also, together with the providers, pilot trials were prepared for the restricted use of GSM jamming transmitters in prisons. Likewise in contact with the providers, the Office defined the technical conditions for the minimal identification of the location of mobile emergency calls to the emergency services. OFCOM is partially funding a study into the effects of UMTS radiation, a replication of the Dutch TNO study. The construction of the mobile radio networks based on the UMTS standard was closely monitored by OFCOM. The universal service continues to be guaranteed: OFCOM verifies its quality twice a year, using the defined criteria.

The Office has agreed with the universal service licensee on the phased conversion of public telephones which do not yet provide access for the disabled. Furthermore, OFCOM has maintained a constant dialogue with its social partners concerning compliance with working conditions customary in the sector by the telecommunication services providers.

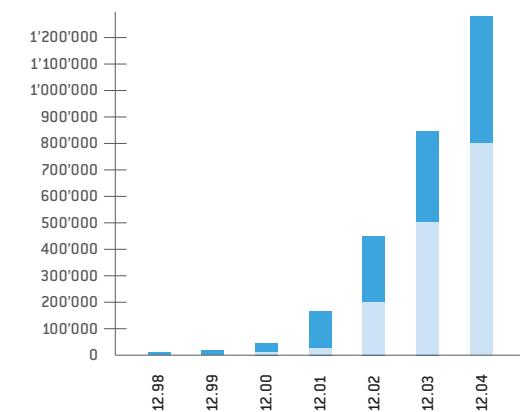
**Consumer Price Index for telecommunication services
[Fixed network, mobile radio, internet]**

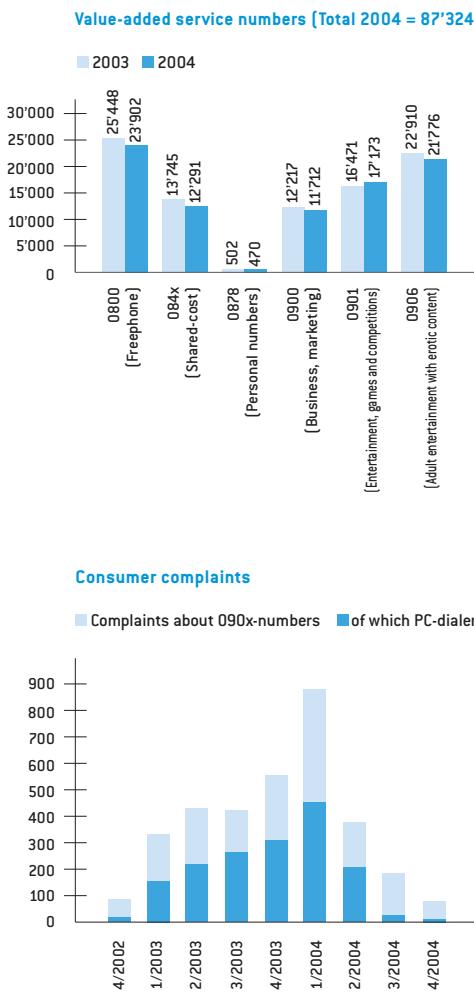
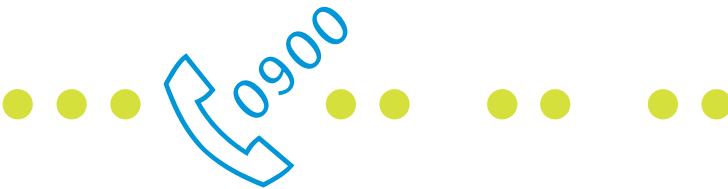
Source: Swiss Federal Statistical Office



ADSL and TV cable modem connections

■ ADSL ■ TV cable modem Source: Swisscable





Consumer protection and combating abuse; supervision

OFCOM dealt with numerous consumer complaints, especially abuse related to 090x added-value service numbers (excessively high rates, web diallers, series calls on competitions and TV games), SMS spam, aggressive customer acquisition particularly with regard to telemarketing, inadequate customer service, non-availability of services such as ADSL, etc. We have published useful information for consumers on these topics.

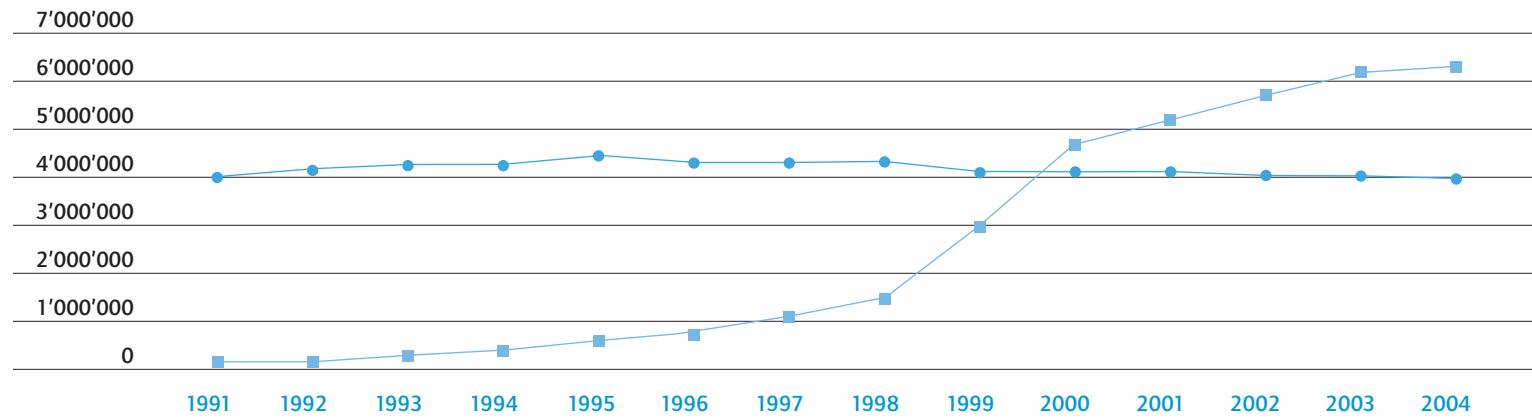
OFCOM has conducted numerous procedures to revoke numbers from guilty 090x providers as well as a number of supervisory procedures against individual telecommunication services providers. The measures introduced were successful and helped to reduce the number of complaints very considerably.

Link: www.ofcom.ch/0900

Other supervisory procedures concerned the implementation of the minimum operation obligation for licensees of WLL (Wireless Local Loop) networks. We also checked the subscriber lines which have the authorisation to identify the location of callers. In the process we had to withdraw this authorisation for the numbers of several administrative bodies.

Source: Swisscom, Sunrise, Orange, OFCOM calculations

● PSTN/ISDN connections ■ Mobile radio subscribers





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Legislation, unbundling of the local loop

The National Council has debated the revision of the Law on Telecommunications. The issue of unbundling of the local loop led to a major controversy, although it was subsequently confirmed in principle. It means that a market-dominant provider will be obliged to provide access to its networks and services in the forms of full unbundling, fast bit-stream access, leased lines, interconnection, cable channels and charging for the subscriber connection. OFCOM has prepared the necessary documents for the National Council's commission. The submission is now with the preliminary advisory committee of the Council of States.

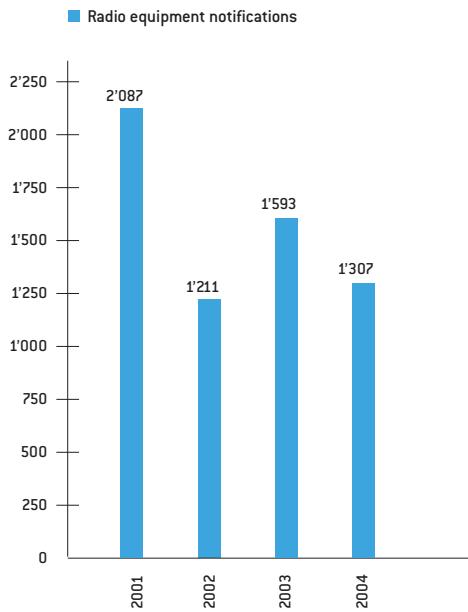
OFCOM has prepared the implementing decree and the necessary technical regulations for the electronic signature. The relevant law entered into force on 1 January 2005. In connection with the abuse of 090x numbers, the Office has tightened up not only the enforcement of the existing regulations, but also the regulations themselves; for example, we have banned the use of web diallers on such numbers. The regulations concerning the obligation to indicate prices were also tightened up and an option was introduced which allows consumers to bar calls to 090x numbers free of charge. On 1 March, the assignment of domain names in the «.ch» domain with umlauts and accents was introduced. At the same time, the dispute resolution service for domain names commenced its activities.

Interconnection

OFCOM conducted 11 interconnection procedures. After the Federal Court had annulled two ComCom decisions for formal reasons, OFCOM resumed the corresponding legal action. These were procedures in which, primarily, Swisscom's interconnection costs (using the LRIC method) were in dispute. Three similar procedures were suspended, in anticipation of the Federal Court's final judgement. In the absence of a formal legal foundation, the Federal Court annulled ComCom's decision in principle to unbundle the local loop, which had been based on a relevant provision in a decree. This question will be pursued in parliament as part of the revision of the Law on Telecommunications. We have continued legal action in relation to the procedures for fast bit-stream access and leased lines. In addition, OFCOM is dealing with one procedure respectively on the prices of number porting and the cost of collection, and on billing in the case of added-value services by the connection operator.

The information society in Switzerland

OFCOM coordinates the implementation of the Federal Council's strategy for an information society in Switzerland. In Switzerland, some two thirds of the population use the internet at least on an occasional basis. However, there are differences according to education, age and gender. As part of the information society strategy, the competent agencies of the Confederation, together with cantonal bodies and businesses, are implementing, for example, the «Schools on the Net» initiative, which has to date provided more than 2,700 schools with about 600,000 schoolchildren with broadband internet connections. With a view to promoting e-government at all levels (the Confederation, the cantons and the municipalities), the competent agencies have introduced various measures, for example, the eVanti initiative, to improve cooperation and fully harmonise the overall strategy and architectures. At the end of the year the Notification and Analysis Centre for Information Security, MELANI, became operational. OFCOM held the «Knights of Communication» competition to honour projects aimed at



reducing the danger of a digital divide, and with «Tour de Clic» conducted a training and awareness-raising campaign aimed at sectors of the population less familiar with the internet.

Links:

www.ppp-sin.ch
www.evanti.ch
www.melani.admin.ch
www.comknight.ch
www.tour-de-clic.ch
www.infosociety.ch

Basic questions and international cooperation

OFCOM has participated in various industry working groups on basic technical questions, such as the topics of «Voice over IP and Regulation», «Analysis of Security Risks in the Operation of Telecommunications Networks», «Prioritisation of Calls in Mobile Networks in Crisis Situations», «Routing of Emergency Calls», etc.

In many international standardisation committees, our staff is monitoring technical developments and defending Swiss interests. These interests are also being actively represented in the relevant satellite organisations, the International Telecommunication Union, the Conference of European Postal and Telecommunications Administrations and in particular within the group of European regulatory authorities with its thematic working groups.

See also «Centre of Competence for International Relations», page 18.

CENTRE OF COMPETENCE FOR RADIO LICENCES AND EQUIPMENT

Telecommunications equipment

Facilitating market access

The centre of competence for radio licences and equipment is responsible for facilitating and speeding up market access for telecommunications equipment. To this end, the range of terminals (e.g. telephones and radios) has to be more diverse, whilst ensuring that technical reliability is maintained.

Pragmatic solutions have ensured that it has been possible to implement new technologies such as remote-controlled systems for transporting wood, sensors for measuring levels in liquid storage tanks and radio equipment for monitoring wild animals.

Notification of radio equipment

As a result of the harmonisation of new frequency bands at European level, the number of radio equipment notifications (notifications of intent to offer such equipment or put it on the market) in non-harmonised frequency bands has fallen. Among other things, this concerns certain medical implants and voice transmission equipment.

We decided to accept notifications both by e-mail and by using the European form. This is based on the results of a survey of the telecommunications equipment market's satisfaction with OFCOM regulations and information. Under OFCOM's leadership, a European Union working group is developing a uniform European solution for notifications. In future, our customers will be able to enter the necessary information on a central internet site and will no longer have to send the paper forms to the various European administrations, thereby reducing their administrative costs.



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Market observation

In order to better assess the trends and structures of the market for telecommunications equipment; in the last quarter of 2004 OFCOM contacted dealers active in this market. These contacts allowed us to obtain basic information on better targeted observation and surveillance of the market.

Radio licences

OFCOM regularly reviews its charges using the results of detailed cost-benefit accounting and market developments. The latest change to the administration and licence fees entered into force on 1 January 2004. It was possible to reduce some administrative charges to reflect lower costs, whereas some licence fees had to be increased. At the same time, radio licence fees were adapted to the development of the market and the economic value of the licence in the mobile telephone sector.

See also «Finances Revenue», page 21.

Radio operators' examinations

Interest in amateur radio and yacht radio continues and this was also reflected in 2004 by a large number of candidates for the examinations.

Surveillance of the market for radio equipment and licences

It should be noted that an increasing number of devices which do not comply with the formal requirements (e.g. the declaration of conformity or the provision of information for users) are being offered on the Swiss market. This increase is explained by the increasing marketing of equipment which is being produced for the non-European market (e.g. the USA, Japan...).

In 2003 OFCOM participated in a European campaign on surveillance of the telecommunications equipment market. The results were published in the reporting year: in the 19 participating European countries, only 456 (24%) of 1900 randomly selected items of telecommunications equipment met all the formal requirements. In Switzerland, 32% of equipment met all the requirements. As a result of the industry's reaction to the presentation

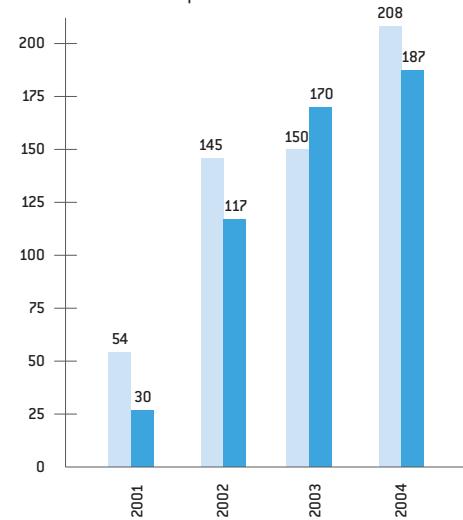
Radio licences: number of licences

Year	Professional radio licences	Marine licences	Mobile aircraft radio licences	Amateur radio licences	CB radio licences	Total
2000	12'312	1'342	4'342	4'465	12'325	34'786
2001	12'191	1'479	4'330	4'468	10'211	32'679
2002	11'738	1'510	4'236	4'461	8'747	30'692
2003	11'373	1'549	4'149	4'511	7'708	29'290
2004	10'967	1'572	4'030	4'556	6'917	28'042

Administrative procedures in the radio equipment area

Administrative procedures opened

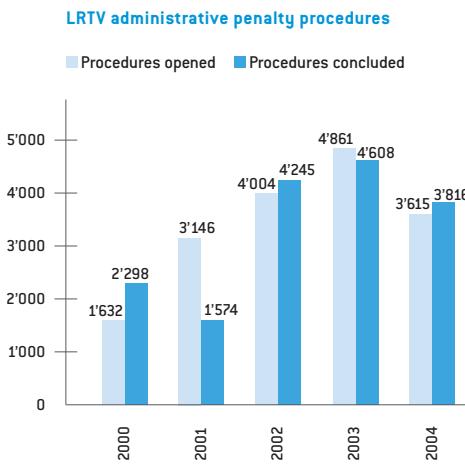
Administrative procedures concluded



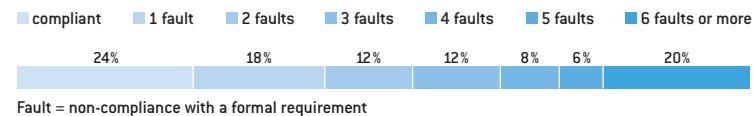


of the results, a set of simplified instructions for putting telecommunications equipment on the market was produced under OFCOM's leadership and published on the EU website. These instructions are targeted at market players and summarise the conditions for putting telecommunications equipment on the market.

link: www.europa.eu.int/comm/enterprise/rtte/guide7.htm



Results of the European campaign on surveillance of the market for telecommunications equipment



Radio operator examinations: number of candidates

Year	Amateur radio	LRC	SRC	Inland navigation	Total
2000	99			38	137
2001	141	24		47	212
2002	212	117	29	33	391
2003	236	283	169	55	743
2004	244	241	191	74	750

In the past year we have mostly inspected taxi and haulage companies, private security companies and professional fire-fighting forces in possession of a radio licence. We found that about 15% of the licensees inspected use more devices than specified in the licence and that approximately 45% do not inform OFCOM of changes (e.g. to the network plan, etc.) which would necessitate an amendment of the licence.

Surveillance in the area of radio and television reception fees

The number of procedures initiated against unlicensed viewers and listeners fell slightly; the number of procedures completed fell more markedly.

This circumstance is attributable to two factors. On the one hand we registered a drop in Billag notifications of possible violations from 80,713 to 68,790. On the other hand, because of the economic situation it has become more costly to bring administrative penalty procedures against unlicensed viewers and listeners. The accused dispute the results of investigations more often by lodging objections. This leads to additional clarifications and extra costs in individual cases.



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In this year too we prioritised dealing with indications from Billag AG, carried out 'termination checks' (notifications of customers who despite cancellation continue to receive programmes without being registered) as well as checking notifications of people already registered for radio reception but not paying television reception fees.

See also «Collection of radio and television reception fees», page 8.

CENTRE OF COMPETENCE FOR FREQUENCY MANAGEMENT

Frequency planning at international level

The manufacture and use of telecommunications equipment are no longer limited to one country or region. To ensure that telecommunications equipment can be marketed throughout Europe or world-wide, the utilisation of frequencies must be harmonised at the international level. OFCOM is involved in this process, taking part in the activities of the ITU (International Telecommunication Union), the CEPT (European Conference of Postal and Telecommunications Administrations) and various European Union working groups and commissions which deal with frequency-related questions. In 2004 a compromise was reached among these bodies regarding the use of short-range radar in vehicles: this equipment will contribute to improving safety in road traffic. The CEPT has defined conditions related to the use of the frequency band in the 5 GHz range and additional frequency bands for wireless networks (RLAN).

Planning conference on the introduction of digital broadcasting for TV and Radio (DVB-T and T-DAB)

OFCOM participated in the first part of the two-stage «Regional Radio Conference» (RRC) in Geneva in May 2004. Some 750 delegates from 95 countries discussed complex regulatory and technical questions relating to

a new frequency plan. The 400-page concluding document will serve as a basis for the second part of the conference in May/June 2006 (RRC-06). It lays down the fundamental technical and regulatory conditions for the forthcoming frequency plan. The document also regulates organisation and cooperation at international level as well as the chronological sequence of events until RRC-06. In view of the many and varied interests which were represented by the conference participants from Europe, Russia, Africa and the Near East, the results of the conference can be assessed as a success and a satisfactory compromise.

We have already taken in hand the preparations concerning frequency planning for the second RRC conference and have almost concluded the frequency planning for DVB-T, thanks to intensive negotiations with the administrations of neighbouring countries.

We have drawn up frequency plans for T-DAB to extend the urgently needed spectrum resources. We intend to conclude the harmonisation negotiations with administrations of neighbouring countries in the course of 2005.

See also «Digital broadcasting», page 8, for information on the development status of DVB-T and T-DAB in Switzerland.

Electromagnetic compatibility

Following the study on wired communications in mains electricity networks (PLC – Power Line Communications) which we had conducted in Fribourg in 2003, we examined the effects of «inhouse PLC systems». The assessments of a measurement programme in single and multi-occupancy dwellings have now produced a picture of the interference properties of such systems. The results will be submitted to the international working groups in 2005. Any necessary measures in Switzerland will be based on this work.



OFCOM provided official assistance with measurements and advice for the application of the Decree on Protection from Non-Ionising Radiation for various cantonal authorities. In addition, we extended our test equipment and skills to cover UMTS technology.

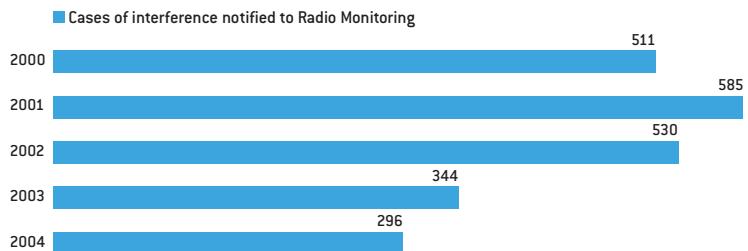
The project for the database on non-ionising radiation (information on transmitters) is reaching its conclusion. In 2005 this database will give cantons and network operators direct access to operational and site data for all mobile radio installations.

PLC report:

Link: www.bakom.ch/en/funk/elektronegatisch/plc_freiburg/index.html

Radio Monitoring

Our Central Operations Group, the Technical Service and the Technology and Maintenance Groups have moved from the Gurten measurement station to OFCOM's headquarters in Biel; this enables us to make better use of our synergies. The move was able to be completed without any substantial adverse effect on day-to-day business (planning measurements in the VHF band, interference investigations, licence checks and measurements in the electromagnetic area). The Gurten station was converted into an unmanned measurement station.



We have concluded a cooperation agreement with France on the joint use of measurement stations in the border area. As part of a CEPT project we drew up a technical solution for joint use of short-wave direction finders.

Radio technology

OFCOM has played an active part in the technical work of the international organisations responsible for radio technology (ITU, CEPT, ETSI and EBU). Within these bodies, OFCOM represents the interests of Switzerland and its users of the frequency spectrum.

We have continued our cooperation with various technical universities:

- For some years we have been working with Biel's University of Technology and Architecture on solving problems which are posed by the introduction of the digital broadcasting systems. For example, a study was carried out which enables calculation of the optimal coverage areas for T-DAB. In addition, in conjunction with OFCOM Radio Monitoring, the most suitable propagation algorithms for radio broadcasting were evaluated. We have also contributed to improving the ITU's new wave propagation model to take account of Switzerland's mountainous topography.
- A project with the Swiss Federal Institute of Technology in Lausanne (EPFL) led to an initial model for simulating intelligent antenna systems. Using intelligent antennas, it is possible to increase the capacity of mobile radio networks whilst keeping the transmitting power constant. The module which has been developed will be integrated in Seamcat. Seamcat is a Europe-wide software program for calculating interference scenarios.



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→ Fribourg's University of Technology and Architecture carried out a study of telecommunications equipment which can be configured by software. The goal of this study was to show what effect the introduction of «software-defined radio technology» may have on the current regulatory conditions for frequency management. This technology will make it possible to build useful equipment which is able to communicate across different radio interfaces and constantly adapt them to the latest requirements. This will make it possible to introduce new technologies into existing radio networks more flexibly. At present the greatest technological obstacle to the introduction of these systems is secure transmission of the software packages.

We were also active in the area of Ultra-Wide-Band technology (UWB). UWB, which features transmission of very short-duration pulses (of the order of one billionth of a second). It is becoming very popular for wireless connection of high-speed local area networks (100 Mbit/s to 1 Gbit/s) and also has the amazing ability to penetrate physical objects. Thus examples of «exotic» uses also include detection of objects through walls or locating victims under avalanches or debris. Under the aegis of the European Commission, in spring 2004, the Task Group ECC/TG3 was set up to determine the conditions for introducing UWB technology in Europe as a matter of urgency. OFCOM chaired the Compatibility Group of this Task Group, whose compatibility report, «draft ECC Report 64», was published at the end of last year. In 2005, it will be important to develop the final report containing the definitive regulatory proposals for the rapid introduction of this technology in Europe. In this context, OFCOM organised the first «Swiss UWB Forum» at national level, bringing together all the active Swiss UWB

players, the universities, research institutes (ETHZ, EPFL, ZMA, CSEM, EIVD) and industry (IBM, Motorola, Swatch Group, EM Microelectronic, Ericsson, RUAG). The purpose of this meeting was on the one hand to inform the participants of the services which OFCOM can provide in the context of the forthcoming launch of this technology and on the other hand to allow the various players to get to know each other better, to get an overview of UWB activities in Switzerland, to exchange their viewpoints and to begin cooperation.

A new planning environment for microwave frequency allocation

After a preparatory phase lasting several years, in the first quarter of the reporting year we put into operation a new planning environment for microwave. The new interference modelling produces more realistic results and allows denser utilisation of the frequency spectrum. Thanks to electronic data transfer, operators and OFCOM benefit from shorter cycle times. Despite an unavoidable break in allocations during the migration phase, the improvement in efficiency enabled us to increase the total number of allocations by about 30% and to meet the continuing strong demand for microwave frequencies for the construction of the UMTS networks.



CENTRE OF COMPETENCE FOR INTERNATIONAL RELATIONS

ITU

Switzerland participated in the Council of the International Telecommunication Union (ITU), the World Telecommunications Standardisation Assembly (WTSA-04) in Florianopolis (Brazil) and in the Global Symposium for Regulators in Geneva (GSR-04). In view of the financial crisis and the inadequate transparency within the ITU, Switzerland asked the Council to take the necessary decisions. The ITU will therefore implement the recommendations of the experts in order to improve its financial management and make it more transparent, primarily with the introduction of cost-benefit accounting. OFCOM contributed its experience with this accounting system. The study groups of WTSAs-04, which are active in the area of standardisation and responsible for the development of telecommunications standards, were restructured. The Global Symposium for Regulators dealt with topical subjects such as spam, IP telephony and frequency trading; more than 80 regulatory authorities from all over the world expressed their opinions. Switzerland not only contributed to these topics but in relation to the World Summit on the Information Society (WSIS) also noted that developing universal access is of the greatest importance.

CEPT

In the reporting year, Switzerland chaired the European Conference of Postal and Telecommunications Administrations (CEPT). OFCOM organised two meetings of the Assembly in Montreux and Berne. Common European positions were elaborated and defended before the International Telecommunication Union (ITU), in particular concerning the ITU financial reform (introduction of cost-benefit accounting) and selection of the European candidate for the office of ITU General Secretary, who will be elected by the ITU's Conference of Plenipotentiaries in 2006. Switzerland highlighted the serious state of the International Telecommunication

Union's finances. The CEPT also tackled the problem of the misuse of web diallers and is considering those frequencies which will become free as a result of the migration to digital television and which can be used for new services such as interactive TV, mobile internet, etc.

The European Union

After publication of the message concerning the MEDIA agreement with the European Union, the houses of Parliament adopted the bilateral agreement. With the entry into force of the 2005/2006 MEDIA agreement, professionals from the Swiss cinema and television industry as well as their colleagues in the 25 EU member states will be able to benefit from the EU's support measures. Switzerland took an active part in the activity of the European regulators in the telecommunications sector, both within an independent framework (the Independent Regulatory Group – IRG) and within the European community (the European Regulatory Group – ERG).

Switzerland's decisions in the area of information society services will be influenced by the regulatory decisions taken in Brussels. In this context, the delegation of an OFCOM employee to the Swiss Mission to the EU in Brussels also proved beneficial in 2004.

OECD

The Organisation for Economic Cooperation and Development (OECD) has campaigned for stronger international cooperation to combat unsolicited e-mails (spam). An OFCOM representative is active within a new ad-hoc working group on spam, based with the Committee for Information, Computer and Communications Policy, and is tasked with defining guidelines at international level.



CENTRE OF COMPETENCE

UNESCO

At the international session in the autumn, the United Nations Educational, Scientific and Cultural Organisation (Unesco) began work on a preliminary draft of an agreement on cultural diversity, an internationally binding text. The agreement sets out to guarantee media diversity and a diverse public broadcasting service, which are in accordance with OFCOM's aims.

The Council of Europe

Switzerland participated actively in drawing up the declaration on political free speech in the media which was adopted by the Committee of Ministers. Switzerland was also active in drawing up the recommendation on the right of reply in the new media environment and the declaration on the free expression of opinion and information in connection with the fight against terrorism. In addition, it requested amendments to the preliminary draft of the recommendation on the right to short reports on significant events which are subject to exclusive rights. It furthermore followed the intrastate procedure to ratify the European agreement on legal protection of access-controlled services and access control services, as well as the agreement on cybercriminality. In this way it is helping to improve the protection of chargeable information society or radio and television services on Swiss territory or that of the member States of the Council of Europe. To this end, certain activities which enable unauthorised access to protected services have been prohibited.

World Summit on the Information Society: Preparation of the second phase

OFCOM continues to coordinate the Swiss commitment within the framework of the World Summit on the Information Society (WSIS) to its second phase, which will take place in Tunis in November 2005. The Office is coordinating the content-related work of the federal administration in a regular exchange with the Swiss private sector and civil society, as well as providing Switzerland's strategic support for those responsible for the second phase (primarily the UNO, ITU and the host country, Tunisia). OFCOM led the Swiss delegation to the first preparatory conference (PrepCom1) held from 24 to 26 June 2004 in Hammamet (Tunisia). At this conference, resolutions were compiled concerning the focus of the preparatory process (PrepCom2 and 3 – implementation of the results of the Geneva WSIS in 2003, financing mechanisms, internet governance) and the results (Tunis Document(s)) for the second phase of the WSIS. In addition, OFCOM contributed to the preparatory conference in Marrakech for the second part of the World Summit on the Information Society, during which the role and position of the media in the information society in Africa and in the Arab countries was discussed.



FINANCES

FINANCIAL REPORT

The financial result for 2004 is somewhat better than last year. The funding requirement is down by a total of CHF 3 million.

The indicated funding requirement of CHF 24.5 million in total consists of extraordinary expenditure on the World Summit on the Information Society, subsidies in the radio and television sector which are not covered by special finance arrangements, and reduced revenue from fees due to (outstanding) appeals against the corresponding decisions on fees, to the extent of CHF 6.7 million.

Without these appeals the targeted level of 100% self-financing would have been met – as in the preceding year. It is currently running at about 89 percent.

EXPENDITURE

Total expenditure for 2004 fell by approximately CHF 10 million in comparison with the previous year. This is attributable on the one hand to the reduced expenditure on the World Summit on the Information Society (WSIS) (down CHF 6.1 million). On the other hand, the contributions paid out to local and regional broadcasters from splitting the radio and television reception fees were lower (down CHF 3.5 million).



FINANCES

On behalf of the host country, OFCOM was responsible for preparing and implementing the WSIS, which was held in Geneva in December 2003. This represented the greatest single expenditure related to the year 2003. In 2004, the outstanding bills – essentially relating to security – were paid. The expenditure for this one-off event are not accounted for in the operating expenditure of the Office.

In the case of splitting of radio and television reception fees (the area of subsidies), it was not possible to allocate the resources envisaged for local and regional broadcasters because of pending decisions. These funds were placed in a special account and therefore deferred for the following year.

The operating expenditure of the Office itself (its total budget) fell slightly (down CHF 0.4 million). However, this is linked to the fact that compared with the preceding year, fewer resources from delayed projects were placed in the reserves for specific purposes (down CHF 1.4 million). Actual operating expenditure rose by CHF 1 million; this was primarily the result of filling short-term positions to reduce the waiting time for handling complaints against decisions by Billag (collection of radio and television reception fees). The amount of the office's material expenditure remained unchanged compared with the preceding year.

As a FLAG office, OFCOM has the option of establishing reserves for specific purposes. This option was again exercised in 2004. OFCOM placed CHF 1.6 million, which could not be used in 2004 because of delayed projects, in the reserves designated for special purposes. These resources are to be used in 2005 in accordance with the purpose envisaged in the preceding year.

REVENUE

Total revenue fell by CHF 7.2 million in comparison with the previous year. This fall is related to the revision of fees carried out by the Office in 2003. See also «Radio licences», page 13.

Overall, there was a fall of about CHF 6 million in administrative fees from 2004, leading to a corresponding reduction in revenue. On the other hand, increased revenue was to be expected from the amendments to the licence fees. However, a number of appeals were made against decisions on fees which were based on the new licence fees which came into effect in January 2004. These are currently pending with the appeals commission. Accordingly it was not possible to collect invoices totalling CHF 6.7 million.

Higher revenue to the tune of CHF 1.3 million was achieved from administrative penalty procedures (revenue collected as a result of legal infringements and fines).



1. Financial account in million CHF

	2001	2002	2003	2004	Changes from previous year	%
1.1 Operational expenditure and income						
Operational expenditure (incl. Comcom)						
Personnel costs	35.0	35.7	37.0	38.0	1.0	3
Material costs	21.4	18.2	16.5	16.5	0.0	0
Credit transfer to the next year	1.9	2.3	3.0	1.6	-1.4	-47
Total	58.3	56.2	56.5	56.1	-0.4	-1
Operational income (incl. Comcom)						
Administrative fees	41.2	43.1	38.4	32.4	-6.0	-16
Licence fees	217.2	29.3	19.9	17.4	-2.5	-13
Total	258.4 *	72.4	58.3	49.8	-8.5	-15
Level of self-financing in %	443.2 *	128.8	103.2	88.8		
1.2 Extraordinary expenditure						
World Summit on the Information Society	0.2	2.1	10.9	4.8	-6.1	-56
1.3 Other income						
Proceeds from prosecutions	0.1	0.6	0.6	1.9	1.3	217
1.4 Subsidies						
Income associated with specific purposes (special finance)						
Proportion of fees, local and regional broadcasters	12.0	12.0	13.5	13.5	0.0	0
Licence charges, radio and television	4.5	4.1	4.7	4.7	0.0	0
Total	16.5	16.1	18.2	18.2	0.0	0
Subsidy expenditure						
Contributions to local and regional broadcasters (fee splitting)	13.0	13.9	14.5	11.0	-3.5	-24
Training programme production personnel and media research	1.9	1.9	1.9	1.9	0.0	0
Contributions to international broadcasters	2.0	2.0	2.0	1.9	-0.1	-5
MEMORIAV contribution	0.6	1.0	1.0	1.0	0.0	0
Contributions to short-wave service (Swissinfo)	18.9	18.9	17.8	17.7	-0.1	-1
Total	36.4	37.7	37.2	33.5	-3.7	-10
Subsidies, financing in %	45.3	42.7	48.9	54.3		



FINANCES

	2001	2002	2003	2004	Changes from previous year	%
Overall result						
Total expenditure	94.9	96.0	104.6	94.4	-10.2	-10
Total income	275.0	89.1	77.1	69.9	-7.2	-9
Finance requirement	-180.1	6.9	27.5	24.5		
	2001	2002	2003	2004	Changes from previous year	%
3.1 Total OFCOM costs and revenue						
Total operational expenditure	58.3	56.2	56.5	56.1	-0.4	-1
+ services related to the federal administration	5.4	5.5	6.5	5.9	-0.6	-9
+ imputations	3.6	3.7	4.0	3.6	-0.4	-10
+ withdrawal from reserves		1.9	1.5	2.1	0.6	40
./. investments included in the financial expenditure	-6.8	-3.5	-5.4	-2.0	3.4	-63
./. credit transfer	-1.9	-2.3	-3.0	-1.6	1.4	-47
Total costs	58.6	61.5	60.1	64.1	4.0	7
Revenue (administration fees)	41.2	43.1	38.4	32.4	-6.0	-16
Total cost recovery in %	70.3 *	70.1	63.9	50.5		
3.2 Costs and revenue per product division						
Telecom services product division						
Costs	19.3	20.4	20.3	20.9	0.6	3
Revenue	16.7	16.9	13	8.5	-4.5	-35
Cost recovery in %	87 *	83	64	41		
Radio and television product division						
Costs	16.9	17.6	18.8	21.9	3.1	16
Revenue	10.9	13.6	13	12.9	-0.1	-1
Cost recovery in %	64	77	69	59		
Licences and equipment product division						
Costs	20.5	21.7	21.0	21.3	0.3	1
Revenue	13.6	12.6	12.4	11	-1.4	-11
Cost recovery in %	66	58	59	52		

* including proceeds from the UMTS auction

2. Overall financial result in million CHF

3. Costs and services account in million CHF



EMPLOYEES

STATISTICS

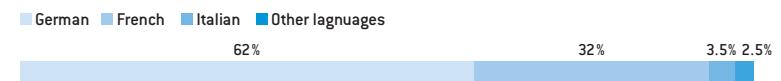
Number of Employees / Proportion of women

In the reporting year, we employed 317 people, including 113 women. This corresponds to 35.65%, up 1.65% on the previous year.



Linguistic distribution

About 62% of OFCOM employees speak German as their mother tongue, 32% speak French and 3.5% Italian. Other languages, such as Arabic, English, Laotian, Portuguese, Russian, Spanish and Thai represent approximately 2.5%.





EMPLOYEES

Origin

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



Average age

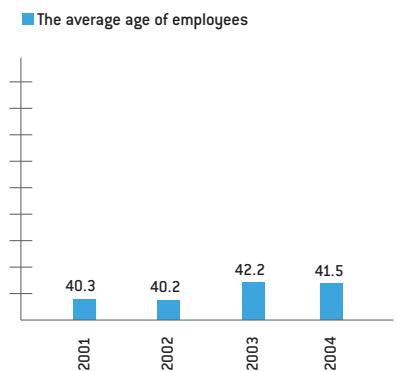
The average age accounts 41.5 years.

Apprenticeships

In July 2004, two of our «Mediamatiker» apprentices successfully completed their three-year apprenticeship. In addition to the current six «Mediamatiker» apprentices, this year we also took on two French-speaking commercial students for their three-year apprenticeship at OFCOM.

THE TEAM

Adam Kathrin / 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 / Ballestracci Joël / Balzli Prys Anne / Bär Theodor / Bärtschi Kurt / Battaglia Prisca / Baumann Franz / Baumberger Heinz / Beck Rudolf / Benczik Hanni / Benito Jaime / Berger Harald / Beyeler Niklaus / Biasutti Maurizio / Bichsel Petri / Biolley Unternaehrer Adèle / Birrer Alfons / Birrer Philipp / Blaser Karin / Blaser Marianne / Bleuer Hügli Anita / Blum Armin / Bondallaz Stéphane / Boschung Iwan / Brambilla Michel / Brand Susette / Breitenmoser Hans / Brenner Sabine / Brossard Muriel / Brucato Valeria / Burgherr Rolf / Bürgi Laurence / Bürki Bernhard / Burri Werner / Bussmann Daniel / Büttler Daniel / Cadetg Bettina / Caprez Georg / Ceres Gerardo / Charmillot Aline / Chavaillaz Marina / Chopard Martine / Christen Anton / Cocciantelli Lucio / Colombo Stephan / Conus Claude / Corfu Pierre / Cotti Linda / Dähler Theres / Desaules Joël / Dicht Nina / Dolder Hanspeter / Dönni René / Donzé Michel / Dudler Sacha / Dumermuth Martin / Duroux Charles / Ebner Mark / Egold Martin / Elsener Isabel / 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 Marc / Furrer Marco / Gatti Marco / Geiser Jean-Maurice / Gerber Michael / Gerber Monique / Gerber Oliver / Germann Martina / Giger Theo / Gigon Véronique / Gil Gonzalez Julio / Girard Olivier / Giraudel Michel / Grandgirard Patrice / Grandjean Denis / Grandjean Michel / Grob Thomas / Gugelmann Rolf / Guggisberg Doris / Gurtner Martin / Gusset Samuel / Gyger Sandra / 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 / Ifthikar Fathima / Jaquenoud Alipaz
Murielle / Javet Christine / Jeanneret Brigitte / Jelk Fabienne / 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 Andreas Martin / Krähenbühl Pascal / Krügel
Urs / Kuhn-Schneuwly Carole / Kumli Peter / Lamon Daniel / Lavagetti
Isabelle / Lehmann Leo / Lehmans Yann / Leisner Inge / Lendenmann Peter
/ Lenz Thérèse / Leuba Raphaël / Liechti Urs / Liechti-Scheidegger Renate /
Lobsiger Rolf / Luzzi Cinzia / Macedo Juan / Maeder Cindy / Maissen
Yvonne / Makki Hassane / Marsella Gian-Luca / Marti Denise / Marti Hans
Ulrich / Marti Peter / Martin Jésus / Marty Marion / Marxer Keller Susanne
/ Maurer François / Meier Andreas / Meier Christian / Meier René / Meier
Wounghy-Massaga Chloé / Michel Peter / Michel Yves / Minder-Wüthrich
Dorcias / Mischler Pranadee / Monneron Gilbert / Montandon Florian /
Montavon Olivier / Moser Brigitte / Muhmenthaler Natacha / Muller Marc
Philippe / Müller Barbara / Müller Peter / Mumenthaler Samuel / Mury
Bourquin Nicole / Navarro Bargetzi Angeles / Neuhaus Sylvia / Niklaus
Dominique / Nyffeler Bettina / Oberhofer Manfred / Oggier Marco /
Pauchard Olivier / Pauli Peter / Peter Silvana / Petri Margherita / Pfander
Bernhard / Pfister Urs / Pheulpin Serge / 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 /
Rösli Joëlle / Rossé Thierry / Roth Frédéric / Rubli Silvio / Rudin-Goetschi

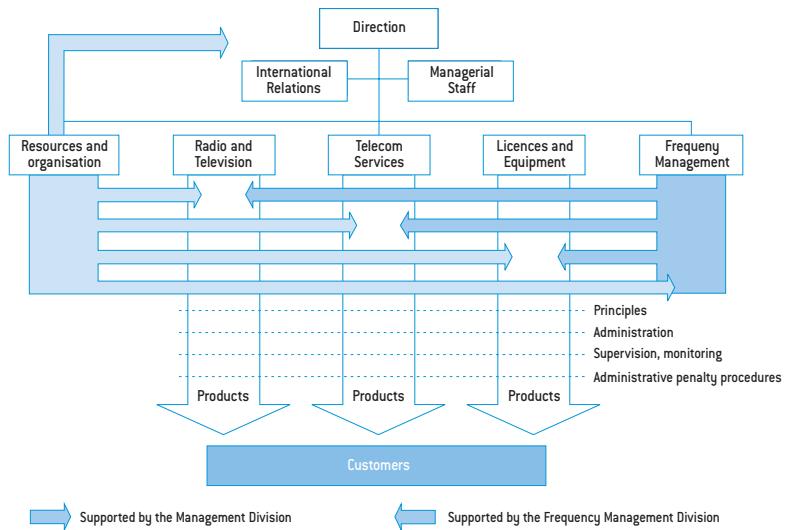
Bettina / Rüfenacht Patrick / Rüfli Sonja / Rullo Antonio / Sage Delphine /
Salzmann Hans / Saunier Vilma / Sauser Caroline / Schaffer Urs / Scheggia
Laurent / Scheidegger Beat / Scherrer Damien / Schilling Michel / Schneider
Thomas / Schneiter Edith / Schnider-Wittwer Janine / Schoch Bruno /
Schoeb Bernard / Schuppisser Ka / Schwab Nathalie / Sgier de Cerf Charlotte
/ Sidler Heinrich / Siebold Bucher Anja / Siegenthaler Marianne / Signer
Peter / Smolik Pierre / Solomita Bernhard / Sonderegger Iris / Spring Hans
Rudolf / Steinmann Bernhard / Stöckli Karin / Stoll Daniel / Strahm Rudolf
/ Streule Claudine / Sturzenegger Martin / Sudan Claude / Sutter Andreas
/ Taddei Alvaro / Taraschewski Annegret / Tavoletta Oscar / Thomi Urs /
Thomi-Gassmann Cécile / Trachsel Anne-Lise / Tschan Marc / Tschannen
René / Tschanz Raphael / Tuschling Frank / Urfer Ariane / Verdecchia
Filloromo 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 / Winistorfer-Gerber Carole / Wirth Gottfried / Wobmann Jean
Claude / Wuillemin Karl / Wüthrich Cloé / Wüthrich Mirjam / Wysseer
Rudolf / Wyssen Jürg / Zaugg Eva / Zbinden Oswald / Zbinden Roland /
Zehnder Martin / Zeller Franz / Zulauf Ulrich / Zwahlen Jürg / Zwygart Heidi



EMPLOYEES

MANAGEMENT

The management of OFCOM consists of: the Director Marc Furrer, Director (until 31st December 2004); the Deputy Director and Division Head Telecom Services Peter Fischer, the Vice-Director and Division Head Licences and Equipment Véronique Gigon, the Vice-Director and Division Head Radio and Television (until 28th February 2004) Martin Dumermuth, the Division Head Frequency Management, the Vice-Director, International Relations Service Frédéric Riehl, the Head of the International Relations Service Anja Siebold Bucher, 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 since 1st January 1998



MANAGEMENT LIST (as of 1st March 2005)

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EMPLOYEES

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* New title for the division and sections (formerly «Radio Licences and Equipment»)



APPENDIX

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Website

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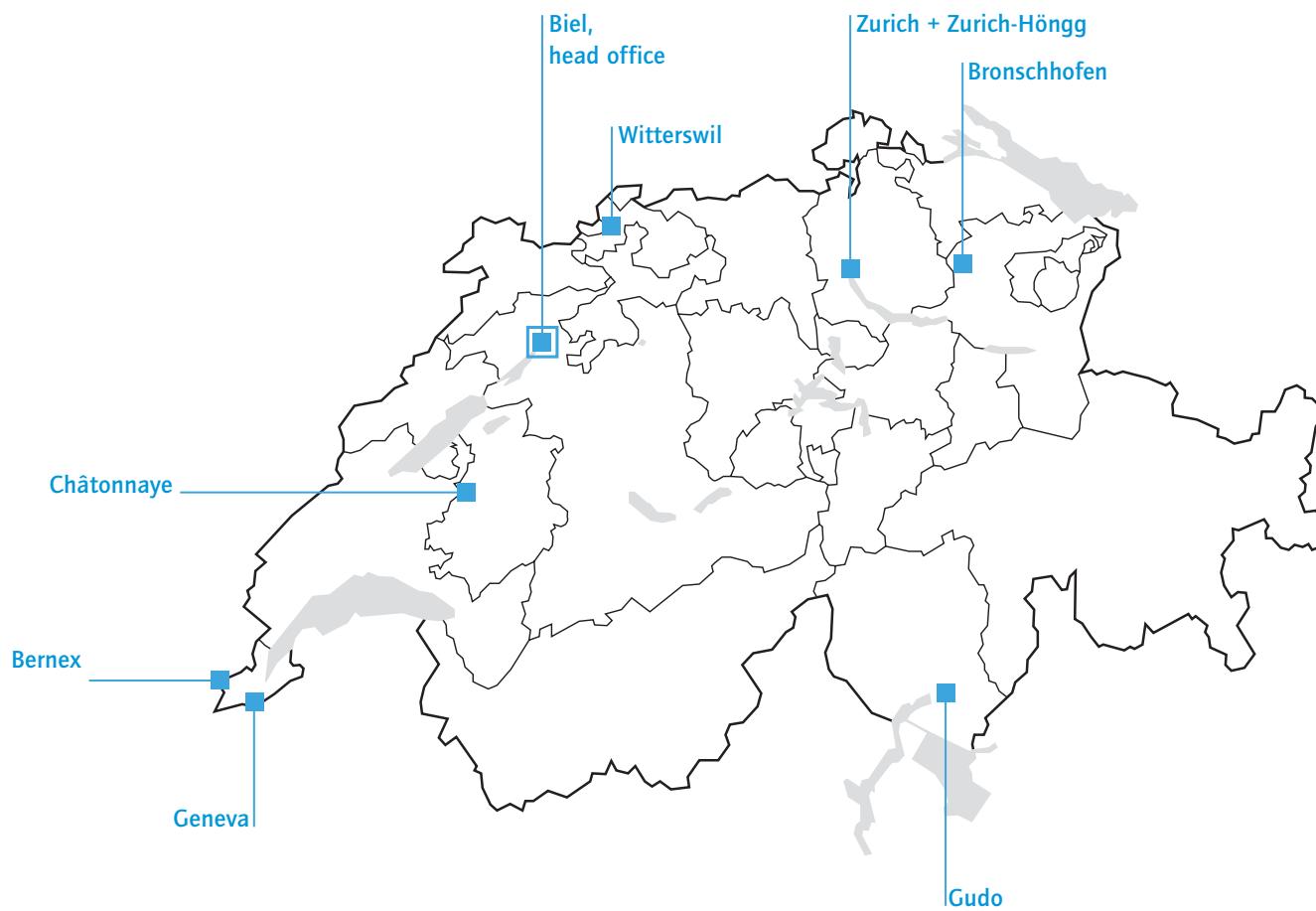
A map and directions to our location,
Zukunftstrasse 44 in Biel can be found
at www.ofcom.ch/en/amt/kontaktadressen/index.html.

Locations

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



APPENDIX





GLOSSARY

- **ADSL** Asymmetrical Digital Subscriber Line
- **DAB / T-DAB** Digital Audio Broadcasting / Terrestrial
- **DVB-T** Digital Video Broadcasting – Terrestrial
- **eVanti** An initiative of the Confederation in cooperation with the cantons and municipalities for the overall implementation of eGovernment.
- **FLAG** Management with a performance specification and global budget
- **GSM** Global System for Mobile communications
- **ISDN** Integrated Services Digital Network
- **LRIC** Long Run Incremental Costs
- **MELANI** Notification and Analysis Centre for Information Security
- **PLC** Power Line Communications
- **PSTN** Public Switched Telephone Network
- **RLAN** Radio Local Area Network (also WLAN)
- **SMS** Short Message System
- **SPAM** An electronic message (e-mail, fax, SMS message or instant message) which is sent to recipients unsolicited or without their consent.
- **UMTS** Universal Mobile Telecommunications System: the European standard of the IMT2000 family of third generation mobile cellular standards (3G).
- **UWB** Ultra-Wide-Band
- **VHF** Very High Frequency
- **WLL** Wireless Local Loop
- **WSIS** World Summit on the Information Society

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