

Schweizerische Eidgenossenschaft
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Swiss Confederation

Federal Office of Communications OFCOM

Annual report 2011

Table of contents

Editorial	4
The year 2011 in review	5
Radio and television	9
Telecom services	13
The information society in Switzerland	18
Surveillance and radiocommunication licences	21
Frequency management	28
International relations	32
Resources and organisation	36
Contact	44

Editorial



Martin Dumermuth, Director

The construction of high-performance telecommunications infrastructures is of great importance for the development of Switzerland. The roll-out of high-speed broadband connections is forging ahead and the preconditions for new applications such as cloud computing are constantly being improved. The Round Table organised under the aegis of the Federal Communications Commission (ComCom) has also made a major contribution to this. Within this framework, OFCOM has set up working groups with representatives of the telecommunications industry that have developed common ground for important points which in particular facilitate the construction of fibre-optic networks and the marketing of corresponding products and services.

The Round Table has completed its work, now that its original objectives have been achieved. Whilst the development of high-performance networks is taking place primarily in urban areas, the question of how the whole country can be provided with adequate infrastructures is increasingly being posed. In this context, OFCOM launched a working group last summer which deals with the high-speed broadband networks from the viewpoint of coverage policy. It involves participants from the industry, the government, associations, cantons and communes.

The examples show that the government's activities are far from limited to actual enforcement activity, i.e. the application of the law. It is increasingly a question of difficult processes in which many players with quite different viewpoints participate and seek solutions together with the administration.

In the middle of the year the Federal Council submitted a report on the status of the press in Switzerland. OFCOM prepared the report on the basis of scientific studies. The report points to the structural changes in the media and shows above all that as a result the traditional funding models have faltered. The media companies are aware of the changes and are currently involved in a challenging process to try and reposition themselves. Last but not least, this concerns the development of viable business models which will fund the high-quality journalism upon which a democratic society depends. The Federal Council recognises that this process will take time, and for the time being has resolved not to take any concrete measures. However, it does envisage a renewed assessment of the situation. The corresponding preparatory work is currently in hand in OFCOM.

Martin Dumermuth, Director

The year 2011 in review

Chronology of major OFCOM, DETEC and ComCom decisions

14.01.2011

At the seventh of a series of Round Tables, the market players discussed progress on implementation of fibre-optic networks in Switzerland. The co-operation work, which was launched two years ago, is now entering a crucial phase, for example with the testing of a common operating platform in order to enable processing of orders between service and network providers. The participants expanded the discussion to address possible scenarios for comprehensive coverage with next generation broadband networks (fibre-optic networks, cable networks and mobile communication networks such as LTE).

18.01.2011

The majority of viewers and listeners rated Swiss radio and television services as good. The results of a representative audience survey indicated that SRG radio came out on top. The comprehensibility, professionalism, reliability and relevance of the information services were rated as qualitative strengths.

31.01.2011

The Federal Communications Commission (ComCom) is extending the candidature period for participation in the auction for mobile radio frequencies. It has also decided to invite interested companies to a hearing in order to clarify various aspects related to the auction.

01.02.2011

Whether from abroad or within Switzerland or one's own linguistic region, the SRG radio stations provide a wide range of reports from political, economic, business, sport and cultural life. This is the main result of the analysis of SRG radio programme services which is regularly commissioned by the Federal Office of Communications (OFCOM). Interchange between the different linguistic regions, however, continues to take place only rarely.

01.02.2011

Of the local radio stations in Bern and the Ticino, Radio BeO and the French-language radio station Canal 3 devote the most transmission time to information. These are the results of an independent analysis of programme services. In terms of topics, the private radio stations report on many different subjects, but the economy and culture are fairly low in the ranking.

04.02.2011

Interested organisations in the media sector have until 11 March to comment on the study commissioned OFCOM entitled "Future of the media in Switzerland".

09.02.2011

The Russian public service broadcaster "Voice of Russia" has been granted permission to transmit its program service on medium-wave from the Monte Ceneri transmitter. OFCOM awarded the station a corresponding licence.

28.02.2011

The "SME web presence - Online checklist" provides tips to small and medium-sized enterprises (SMEs) on optimising their web presence. The aim is to make the internet offerings of Swiss SMEs even more attractive through greater security, confidence and user-friendliness. The checklist is a joint publication by OFCOM, the State Secretariat for Economic Affairs (SECO) and the InfoSurance association.

01.03.2011

The online service offering of the SRG is fulfilling the regulations specified in its licence to a large extent. In around 8% of the cases studied, conformity with the licence was called into question. These were the results of a study by the University of Zurich commissioned by OFCOM.

04.04.2011

From 1 April, paying bills from tOFCOM will be simpler and more eco-friendly: OFCOM customers can now receive their bill electronically – there is no need to enter payment data. To use the "e-bill" you will need an online account with PostFinance or a bank. OFCOM is the first government office to offer this facility. By the end of 2012, all federal administrative offices will also be able to issue and receive bills electronically.

30.05.2011

Nancy Wayland Bigler has been appointed by Federal Councillor Doris Leuthard as OFCOM Vice Director and new head of the Office's Radio and Television Division. She will take up her functions on 1 October 2011. The 44-year old lawyer has previously been active in the area of social security.

31.05.2011

ComCom is maintaining its intention to award all of the mobile radio frequencies which will become free in the next few years in a single auction. It had already launched the corresponding invitation to tender in November 2010. Since then, ComCom has completed its examination of all the changes requested by various interested companies. It will modify some points in its invitation to tender and will extend the deadline for candidatures for the auction to the end of September. The auction will be held in the first quarter of 2012.

01.06.2011

Since 1 June 2011, numerous new products and services are available at the "OFCOM Online" one-stop shop. Individuals, businesses and government agencies can submit applications, place purchase orders, register for examinations and pay bills electronically. With the expansion of the www.eofcom.admin.ch online shop, OFCOM is a step closer to its goal of offering a comprehensive online service.

20.06.2011

In the future, new internet domain name extensions (top-level domain names) will be possible. In addition to the 22 existing generic domain name extensions such as ".com", ".org" or ".info", various extensions will now be possible (e.g. thematic: .hotel, .bank, geographic: .switzerland, or featuring trademarks). This development is the result of a decision by ICANN, the global co-ordination body for internet addresses (Internet Corporation for Assigned Names and Numbers). In this way, ICANN seeks to promote competition and diversity in the domain name system. The application window will open on the 12th of January 2012.

29.06.2011

The media are facing some difficult challenges. This is the conclusion drawn by the Federal Council in a report in response to a postulate submitted by National Council member Hans-Jürg Fehr. Conscious of the role which the media play in the democratic process and in forming public opinion, however, the Federal Council considers that it is up to the industry to keep pace with constant structural change. For the time being, the Federal Council is forgoing any new state measures of support and will carry out another assessment of the situation in four years.

05.07.2011

Data traffic on Swiss telecommunication network is increasing. In order to meet the demand for increased capacity, very fast data networks - so called "super-fast broadband networks" - are being planned and constructed. At its media conference, the Federal Office of Communications gave an overview of the situation and made comparisons between Switzerland and the European Union. In addition, OFCOM and the telecommunications Ombudsman, Oliver Sidler, also focussed on consumer protection. In relation to radio and television, two questions took centre stage: How does the public assess the quality of these media and what is the composition of the programme services of the private radio stations in the Zurich area? The commissioned researchers, Professor Heinz Bonfadelli (University of Zurich) and Dr. René Grossenbacher (Publicom) presented the corresponding studies.

19.07.2011

The amended tender documents for the auction of mobile radio frequencies have been published. Interested companies have until 30 September 2011 to submit a candidature to OFCOM for participation in the auction, which will be held in the first quarter of 2012. OFCOM published the tender documents on behalf of ComCom.

11.08.2011

OFCOM has provided clarifications on various Swiss radio and television broadcasts which are moderated by candidates in the forthcoming federal elections. It concludes that there is no illicit funding by politics. The Independent Complaints Authority (ICA) is responsible for content-related questions regarding appropriateness and plurality in the event of complaints.

01.09.2011

Policy decision-makers at municipal, cantonal and federal level are to be given a better overview of the various technologies available for providing modern telecommunications networks in Switzerland. To this end, OFCOM has set up a working group. Representatives of telecommunications network operators, electricity utilities, associations, cantons and the federal administration will compile and publish details of the availability of high-speed broadband products and services, the demand for these and decision aids for municipalities and regions. The working group defined its mandates on 31 August.

06.09.2011

At their eighth Round Table on fibre-optic networks, market players exchanged views on how the deployment of telecommunications networks with very high bandwidth is progressing and how cooperation in constructing optical fibre networks is evolving.

12.10.2011

The German-speaking TV channel SF info will in future feature broadcasts from French-speaking and Italian-speaking regions of Switzerland. The Federal Council has given the SRG SSR permission and adapted the corresponding licences. This will further contribute to the exchange between the language regions in Switzerland.

20.10.2011

Switzerland has pledged its support for the European Ministerial Declaration on better use of the radio spectrum. This was adopted at the Conference on perspectives for the development of the electronic communications market in the European Union (EU), which was held in Warsaw on 19 and 20 October 2011. In response to the invitation of the Polish Presidency of the EU Council of Ministers, the Federal Council had decided to dispatch a Swiss delegation to participate in the discussions, which focused on the deployment of next-generation access networks and management of frequencies used for wireless communication (radio spectrum).

26.10.2011

The scarce VHF frequencies are used for analogue broadcasting of licensed radio programme services. On the basis of a postulate by National Councillor Filippo Leutenegger, the Federal Council looked into the issue of whether new studies should indicate further frequencies for radio transmitters. It decided against this in its report, because it sees no potential in this technology. Instead, the Federal Council is opting for the more promising future of digital broadcasting.

03.11.2010

The Federal Department of the Environment, Transport, Energy and Communications (DETEC) is awarding the licence for a regional television station in eastern Switzerland to the company Tele Ostschweiz AG and its programme service TVO. Following a decision by the Federal Administrative Court in December 2009, DETEC had to clarify whether the award of a licence to TVO in eastern Switzerland would threaten diversity of opinion and offerings. This was deemed not to be the case, despite the market dominance of the NZZ Group in the radio advertising market. DETEC therefore upheld its licence decision made in 2008. Tele Säntis, which was unsuccessful in its licence application, may appeal against the published decision before the Federal Administrative Court.

10.11.2011

DETEC has decided that the German entrepreneur Karlheinz Koegel will be allowed to take over Radio Basel AG. Kögel had previously owned Radio Basel together with Christian Heeb, who has now sold his holding to Koegel and withdrawn operationally from the private Basel radio station.

08.12.2011

Lower prices for Swisscom competitors, retroactive for 2011: ComCom has reduced the price for the unbundled subscriber line by approximately seven percent. In addition, ComCom is reducing the prices for interconnection and rental prices at the main distribution frame (co-location). From 2013, ComCom will use modern technologies such as optical fibre as a basis for calculation.

09.12.2011

The Federal Council has increased the transmission speed guaranteed as part of the universal service to download data from the internet, whilst reducing the ceiling price for this service. It has also improved the protection of young users of mobile phones from premium-rate services of an erotic or pornographic nature. These amendments to the Ordinance on Telecommunications Services (OTS) will enter into force on 1 March 2012.

Radio and Television



Nancy Wayland Bigler, Vice-Director and Head of Division

Against the backdrop of the convergence of broadcasting and telecommunications, changes in the media sector continued to accelerate in 2011. The developments are unsettling not only for the participants in the market but also for government and politicians: in the future, will the media still be able to guarantee their intended national political function? In its postulate report entitled "Ensuring press diversity" of 29 June 2011, the Federal Council highlighted shortcomings which could become problematic. Thus for example quality assurance in relation to on-line content, the working conditions of journalists or the lack of an economically viable foundation for on-line editorial content. However, for the time being, it is counting on the responsibility of the industry itself. In the light of the audience's changing usage behaviour, the SSR SRG should be adequately represented on the internet. The Federal Council will only decide whether and to what extent the commercial use of the internet should remain open when private companies and the SSR SRG have reached a consensus on joint use. The interest of the political sphere in the media is also apparent in that in the past two years some 48 new initiatives from the National Council and the Council of States have been submitted on the subject of radio and television.

Report: "Ensuring press diversity" (available in German, French and Italian only):

[www.bakom.admin.ch > Themen > Radio & Fernsehen > Medienpolitik > Aktuelles und Hintergründe > Postulatsbericht Fehr – Pressevielfalt sichern](http://www.bakom.admin.ch/Themen/Radio_Fernsehen/Medienpolitik/Aktuelles_Hintergruende/Postulatsbericht_Fehr_Pressevielfalt_sichern) or
www.bakom.admin.ch/themen/radio_tv/00509/01188/03754/index.html?lang=de

Nancy Wayland Bigler, Vice-Director and Head of Division

Radio and television broadcasters

The withdrawal of the publishing house Tamedia AG from broadcasting sparked a whole wave of changes in the private broadcasting sector in 2011: for example, in August the licensed company TeleBärn and the Telezüri company, which was subject to registration, were acquired by Aargau's AZ Medien, owned by Peter Wanner, which already owns the licensed regional TV channel Tele M1. The transfer of a licence for a radio or television programme service requires approval by DETEC. This is granted if the statutory licensing requirements and the undertakings made in the original licence continue to be fulfilled.

DETEC approved the commercial transfer of TeleBärn in the autumn of 2011. In December 2011, the Aargau publishing company also announced the acquisition of Zurich's Radio 24, previously owned by Tamedia AG. At the end of the year, OFCOM was involved in examining this deal in terms of its media law aspects. In December 2011 Tamedia AG sold its Bern Radio Capital FM to Radio Zürichsee AG. The procedure for approval of the relevant licence transfer was still under way at the end of 2011. Other approval procedures relating to the sale of various Tamedia AG minority holdings were also pending. For example, the publishing company sold its 31% stake in the Biel local radio station Canal 3 to the main shareholder, Radio Bilingue AG, and disposed of its 21% holding in the Vaud regional television station La Télé to its managing director Christophe Rasch.

Two other licensed local radio stations changed owners in 2011: the founder of Central Switzerland's local radio station Radio Sunshine, Markus Ruoss, withdrew from business operations in the summer of 2011 and transferred his majority shareholding to two Zug entrepreneurs and the current managing director of the station, Marco Meier. In Basel, the co-founder of Radio Basel, Karlheinz Koegel, took over the shares of his former fellow shareholder Christian Heeb, Radio Nostalgie SA and a number of other small shareholders. DETEC approved the commercial transfer of both these licences.

In addition to the licensed stations, there are radio and television stations which are subject to registration; any changes in their ownership are not subject to authorisation.

In early November 2011 DETEC took a long-awaited decision by awarding the licence for a local TV station in Eastern Switzerland for the second time to Tele Ostschweiz AG. After a successful objection by competitor Tele Säntis AG to the Federal Administrative Court, DETEC was obliged to examine in detail the consequences of the award of the licence to Tele Ostschweiz AG in relation to freedom of expression and choice in the coverage area. Despite the market dominance of Tele Ostschweiz AG's parent company, the NZZ Group, on the local commercial radio market, DETEC found there was no risk to freedom of expression and choice by Tele Ostschweiz AG. Tele Säntis AG again challenged this decision in the Federal Administrative Court in December 2011.

Financial supervision and statistics

Within the framework of the financial supervision exercised by the Confederation over the SSR SRG, OFCOM, under a mandate from DETEC, audited the SSR SRG's annual accounts, budget and financial planning. It also continued its analyses relating to the analytical accounting system introduced in 2009.

As far as the financial supervision of private broadcasters is concerned, OFCOM carried out four on-site audits and finalised two others initiated in the preceding year. Although numerous gaps were found in accounting between linked or related companies during these checks, the shortcomings which were found did not give rise to any repayments.

The broadcasting statistics for the years 2009 and 2010 were also updated.

Law and surveillance

Legislation

On 1 January 2011 a further partial revision of the Radio and Television Ordinance (RTO) entered into force. It empowers Billag to bill reception fees for radio and television annually instead of quarterly. At the same time, the SRG's advertising possibilities were relaxed. Thanks to these two measures, the Federal Council was able to waive an increase in reception fees.

(See also "Surveillance and collection of radio and television reception fees", p. 27)

On 13 September 2011, parliament adopted the motion of the National Council's Commission for Transport and Telecommunications. As a result, the Federal Council was instructed to prepare a system to replace the current collection system for the radio and TV licence fee with a device-independent charge for households and businesses. This proposal, together with a number of other specific amendments to the Radio and Television Act (RTA), is expected to be sent out for public consultation in the spring of 2012.

Partial revision of the RTO of 1 January 2011 (available in German, French and Italian only):

[www.bakom.admin.ch > Topics > Radio & television > Media policy > News and background > Revision of the Radio and Television Ordinance](http://www.bakom.admin.ch/Topics/Radio%20%26%20television/Media%20policy/News%20and%20background/Revision%20of%20the%20Radio%20and%20Television%20Ordinance) or
www.bakom.admin.ch/themen/radio_tv/00509/01188/03536/index.html?lang=en

New fees for radio and television (available in German, French and Italian only)

[www.bakom.admin.ch > Gebuehrensysteem und dessen Anpassungen > Systemwechsel bei der Empfangsgebuehr fuer Radio und Fernsehen](http://www.bakom.admin.ch/Gebuehrensysteem%20und%20dessen%20Anpassungen/Systemwechsel%20bei%20der%20Empfangsgebuehr%20fuer%20Radio%20und%20Fernsehen) or
www.bakom.admin.ch/empfangsgebuehren/03812/03817/index.html?lang=de

Surveillance

In the election year 2011 we dealt with several cases of possible election and campaign advertising, which is prohibited under the Radio and Television Act. Specifically, this related to advertising for or against nuclear power ahead of cantonal popular votes, and also to editorial broadcasts which were moderated by candidates in the federal parliamentary elections. It was possible to avoid supervisory procedures: in the case of the energy ballots, the advertisers accepted OFCOM's prior legal information and agreed not to broadcast sensitive spot advertising.

In relation to editorial broadcasts we found no illicit cash flows to the broadcasters from the candidates who were hosts and moderators or from their political parties. These are in the foreground of the ban on political advertising: economically powerful forces cannot gain any advantage in the democratic decision-making process from expensive television advertising.

Supervisory procedures in the area of advertising and sponsorship declined, in particular as a result of a relaxation of the legal provisions. Enquiries in this area also halved from the previous year to about 400. Despite the relaxation, some regulatory interventions were necessary – for example against a health programme in which, among other things, there were promotional appearances by sponsors.

Differences of opinion between broadcasters and telecommunications service providers about the broadcasting of television programme services resulted in several procedures, some of which were referred to the Federal Administrative Court. The Federal Administrative Court upheld an OFCOM decision in favour of the youth TV station "Joiz" from the year 2010, which assigned the so-called "must-carry" status to the television station. Thus the cable network operator must broadcast "Joiz" on its network in analogue and digital formats. This decision was challenged by the cable network operator concerned and is pending before the Federal Court. As part of a connection decision, OFCOM decided that the broadcasting of the programme services will be at the expense of "Joiz". This decision was also confirmed by the Federal Administrative Court.

Media release on political advertising of 11.08.2011 (available in German, French and Italian only):

[www.bakom.admin.ch > Dokumentation > Medieninformationen > Keine Aufsichtsverfahren wegen politischer Werbung in Radio und Fernsehen](http://www.bakom.admin.ch/Dokumentation/Medieninformationen/Keine%20Aufsichtsverfahren%20wegen%20politischer%20Werbung%20in%20Radio%20und%20Fernsehen) or
www.bakom.admin.ch/dokumentation/medieninformationen/00471/index.html?lang=de&msg-id=40541

Database with a number of decisions by OFCOM (available in German, French and Italian only):

[www.bakom.admin.ch > Dienstleistungen > Entscheiddatenbank](http://www.bakom.admin.ch/Dienstleistungen/Entscheiddatenbank) or
<http://www.bakom.admin.ch/dienstleistungen/entscheiddatenbank/index.html?lang=de#edb-such-ergebnis>

Digitisation

To comply with a postulate by National Councillor Filippo Leutenegger on Swiss frequency reserves, at the end of October 2011, the Federal Council submitted a report in which it categorised the development potential of conventional analogue FM technology as low and instead acknowledged the promising future of digital broadcasting.

Federal Council report: FM frequency reserves in Switzerland (available in German, French and Italian only)

www.bakom.admin.ch > Topics > Radio & television > Transmission and technology > VHF > Status quo for VHF - Federal Council opts for digitisation or www.bakom.admin.ch/themen/radio_tv/01214/02302/03865/index.html?lang=en

In 2011 the market penetration of digital terrestrial radio DAB+ (Digital Audio Broadcasting) continued to develop satisfactorily: by the end of 2011 there were some 850,000 digital receivers in circulation. Whilst the SSR SRG has been operating its own digital programme platform for more than ten years in each language region, DAB+ is increasingly finding support from the private radio stations. In addition to actual digital radio stations, more and more existing local VHF radio stations are opting for regional language DAB+ broadcasting. This prompted the operator of the first private digital platform for German-speaking Switzerland (SwissMediaCast), to launch a project for a second digital radio platform for German-speaking Switzerland, which can be split into regions. DETEC has already released the necessary digital frequencies. A survey to determine interest, to be carried out by OFCOM in early 2012, will reveal whether only one candidate registers. If so, OFCOM could grant the relevant radio licence at its own discretion. If there are multiple expressions of interest, the Federal Communications Commission (ComCom) will be obliged to license the future operator of this digital platform. In French-speaking Switzerland negotiations between two potential operators of a digital radio platform continued until the end of 2011. Consequently it has not yet been possible to award the corresponding radio licence.

At the end of October 2011, DETEC laid down its future practice for the release of digital radio frequencies. Of the seven available regional-language digital coverages, it will initially leave three unallocated. DETEC wants to defer a decision to a later date, in connection with a possible migration of analogue FM radio to the digital DAB+ band. Whilst one coverage is already being operated in each language region by the SSR SRG and a second one is to be part of the regional-language universal service with mainly private programmes, DETEC is refraining from laying down coverage conditions for two further coverages. Instead, this frequency capacity should be released as required by private-sector projects.

(See also "Broadcasting", p. 30)

Telecom services



Philip Metzger, Vice Director
and Head of Division

In early 2011 parliament discussed the report on the telecommunications market from the year 2010 submitted by the Federal Council. A revision of the Telecommunications Act (TCA) was at that time considered by the Federal Council to be premature. Parliament now wants a supplementary report and OFCOM made considerable progress on the preparation of this in 2011.

The preparations for the auction of mobile radio frequencies were also completed; this is being conducted by OFCOM in the first quarter of 2012 on behalf of the Federal Communications Commission (ComCom). The deadline for applications expired on 30 September 2011. At the end of 2011, at OFCOM's request, ComCom also reduced the charge for the last mile to CHF 15.50, i.e. the price a telecom company has to pay Swisscom for the direct connection to customers (the local loop or the "last mile").

Other important steps for telecommunications in Switzerland in the reporting year included the newly introduced OFCOM Online electronic internet registration system for telecoms providers, as well as the international liberalisation of internet domain names. In addition, OFCOM set up a broad-based working group which is dealing with the issues surrounding the roll-out of new and very powerful networks – so-called super-broadband networks.

Finally, in December 2011 the Federal Council adopted an amendment to the Ordinance on Telecommunications Services (OTS) which results in an even better broadband universal service: from 1 March the minimum speed will be 1 megabit per second while a maximum price of CHF 55 will apply to such connections – instead of the previous CHF 69.00.

Philip Metzger, Vice Director and Head of Division

Market for telecommunication services

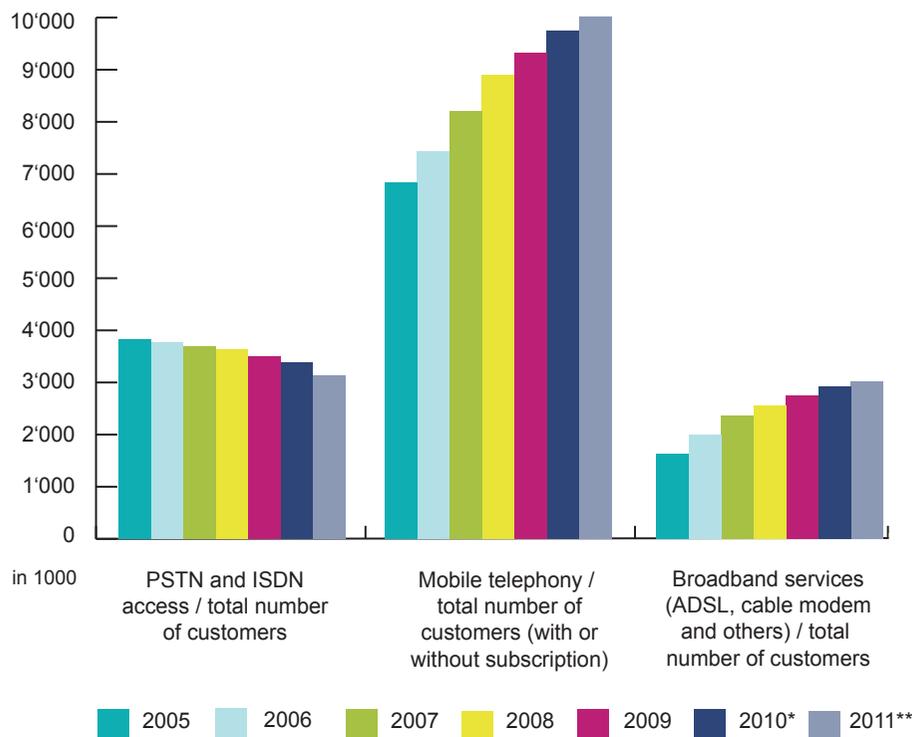
The market for fixed-network telephony continued to shrink in 2011, as can be seen from the falling number of fixed-network telephone connections. Prices for calls to landlines also fell slightly.

The number of mobile phone contracts increased slightly and totalled about 10 million contracts sold at the end of 2011. This figure includes mobile broadband, which is being increasingly used by mobile data terminals such as smartphones or tablets. The prices for calls to Swiss mobile networks fell slightly in 2011.

The trend was also positive in the case of broadband connections. We estimate that in Switzerland at the end of 2011 there were more than 3 million broadband connections. Broadband prices also fell slightly.

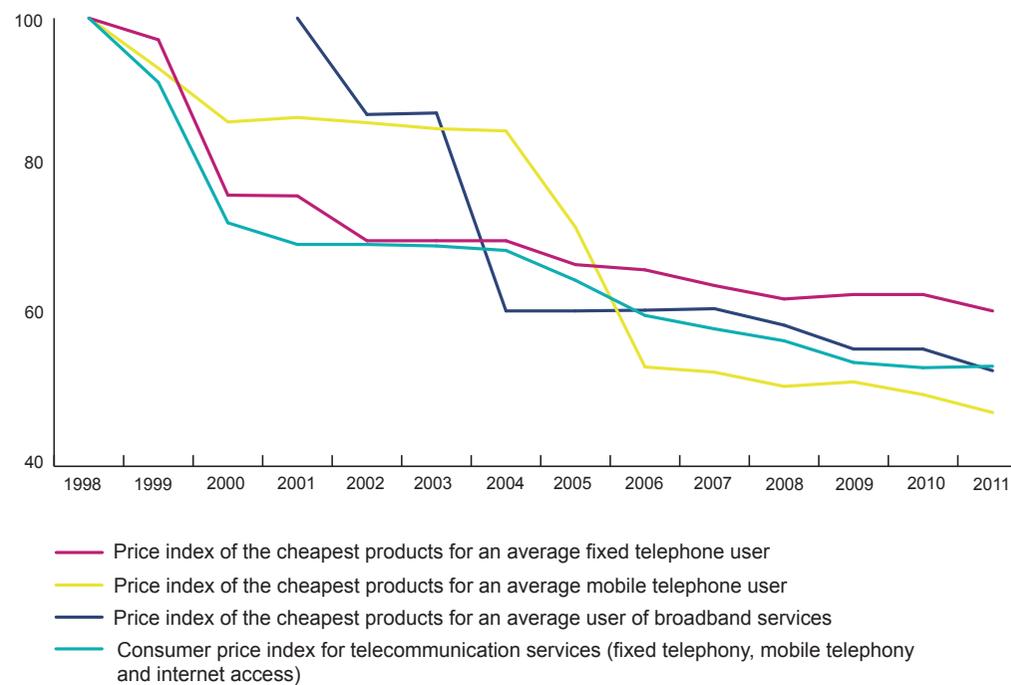
The Federal Statistical Office (FSO) general price index for telecommunication services at the end of 2011 was at about 53.4 (base year = 1998). Prices for telecommunications services have therefore fallen by more than 46 percent since the liberalisation of the market in 1998.

Numbers of subscribers (31.12.2011)



Source: OFCOM (*) provisional (**) Estimates

Price index for telecommunication services and consumer price index for telecommunication services (fixed telephony, mobile telephony and internet access)



Source: OFCOM / Swiss Federal Statistical Office

Market access and universal service

Market access

In May the procedure relating to fast bitstream access was resolved, because the applicant had withdrawn. After the Federal Administrative Court upheld Swisscom's market dominance in relation to bitstream, the procedure remained suspended for nearly two years, because the parties were negotiating and came to an agreement. Fast bitstream access is therefore the only form of access for which prices have not been decreed.

By means of bitstream access, telecom providers have the possibility of offering their customers a fast data connection without their own infrastructure over the "last mile". As with bitstream, Swisscom, the former monopoly operator, offers all telecoms providers who request it various forms of access to its network. If the other providers do not agree with the terms, they can apply to ComCom for a decision. Appeals are dealt with by the Federal Administrative Court.

In December ComCom concluded the procedure opened in 2010 concerning access to the cable ducts of the provider Swisscom, as well as the conditions for re-billing of fixed-network connections. ComCom was also to decide for the first time on prices and conditions for access to Swisscom's main distribution frame (co-location). In a second decision, ComCom also set the prices for interconnection, for fully unbundled access to the local loop and for co-location. Thus, among other things, the price for the last mile was again reduced. The new price is CHF 15.50.

ComCom also announced a change in practice which will have major implications for fixing the price of access to the Swisscom network. According to the Ordinance on Telecommunications Services, the cost of infrastructure corresponds to the replacement cost – as if a new network were to be constructed. In this context, the key costs are those for a modern, functionally equivalent technology (modern equivalent assets; the MEA approach).

Swisscom has been using copper technology as the basis for its calculations; in the past this had been accepted by ComCom, though the Commission pointed out in previous decisions that in the foreseeable future a change in technology would take place and that this would also affect the MEA approach.

Accordingly, in future ComCom will no longer accept calculations based on copper technology. In the future, for the areas of network interconnection and unbundled access to the local loop, a new established technology will be assumed, based on a high-performance packet switching communications network (a Next Generation Network - NGN). Network interconnection will also be based exclusively on the Internet Protocol (All-IP). Finally, in the case of the access network, it must be assumed that today this would be constructed using optical fibre. As a change in its practice, ComCom announced that from 1 January 2013 it will only accept prices based on a costing which takes account of this change in technology.

The Federal Administrative Court dealt with several complaints concerning cable duct access and held that Swisscom is obliged to provide an online tool indicating to the other providers the network capacities in use and those which are available - where these are known.

Complaints proceedings are still pending regarding access to leased lines, such as the complaints against the access decisions made in December 2010. The latter complaint procedures have even been suspended in anticipation of the decisions in the parallel pending appeals proceedings.

Also in the reporting year, hardly any new access requests were received by ComCom. Only the suspended proceedings in respect of leased lines are still outstanding. These procedures clearly show that the lengthy appeals procedures are leading to a holdup in relation to fixed access prices. Increasingly, the proceedings have to be suspended because relevant points of law are already pending in parallel matters before the courts. This has the effect that multiple partial decisions are taken in respect of access requests, which leads to higher costs.

Telecommunications Service providers obliged to register

Since mid-2011 providers obliged to register have had the possibility of doing this electronically using the "OFCOM Online" shop. This form of registration is for the time being limited to new registrations. 10 out of 34 registrations were submitted electronically in 2011.

The OFCOM Online electronic shop:

www.ebakom.admin.ch

(See also "e-Government applications within OFCOM" p. 20 and "Resources and organisation" p. 36)

Ref.	Service category	2010	2011
1.a	Telephone service via fixed-network connections	167	181
1.b	Telephone service nomadically accessible via Internet	146	125
1.c	Telephone service via terrestrial mobile networks	51	60
1.d	Telephone service via satellite mobile networks	9	11
1.e	Telephone service via access number (two-step dialing)	35	39
2	Transmission of radio/TV programme services	145	149
3	Internet access	243	257
4.a	Constant bitrate transmissions capacity	139	149
4.b	Variable bitrate transmissions capacity	211	216
5.a	SMS/MMS services	86	96
5.b	Hosting of individual numbers and/or short numbers	35	41
5.c	Other services	118	118

The number of new registrations increased slightly. Over all categories, 34 new providers were registered, and in the same period 18 providers were de-registered. In the reporting year we conducted a surveillance campaign to determine whether telecommunications service providers were implementing the emergency number services via Voice over Internet Protocol (VoIP) for the benefit of end customers. As a result of this campaign, many VoIP providers have arranged to delete the corresponding category of service 1b, because they do not offer their services directly to end customers but only to third-party companies.

Universal service

The services forming part of the universal service remained unchanged. In December 2011 the Federal Council increased the data transfer rate for internet access from 600/100 kbit/s to 1000/100kbit/s effective from 1 March 2012. At the same time, along with the amendment of the Ordinance on Telecommunications Services, it was decided to reduce the upper price limit for a connection from CHF 69 to CHF 55 (excl. VAT). These adjustments will not affect customers – if at all – until next year.

The coverage situation for VDSL and ADSL broadband technologies has continued to improve. Universal service connections using alternative technologies, for customers who cannot be served by DSL lines, are therefore in decline. The number of customers served via satellite decreased from 1713 (2010) to 1653 (2011).

The number of public telephones ('Publifon') was also down. The reduction of 376 telephone boxes in 2011 was similar to that in the previous year (2010: 379)

Telephone box statistics	2008	2009	2010	2011
Universal service public telephones: locations in municipalities	4833	4813	4437	4058
Communities without universal service telephone boxes	260	237	332	517

The annual report on the quality of the universal service confirms that Swisscom, the licensee, fully met all the targets in the regulations.

Mobile radio licences

On 26 November 2010, on behalf of ComCom, OFCOM launched the invitation to tender for the award of currently free mobile radio frequencies and those which will become free in the foreseeable future. Bids were invited for the frequencies in the GSM and UMTS mobile radio bands (900 MHz, 1800 MHz, 2100 MHz and 2600 MHz) and the frequencies of the so-called "digital dividend", in the frequency band from 790 to 862 MHz. For the award procedure, ComCom chose a "combinatorial clock auction".

Owing to numerous questions from potential bidders, ComCom decided in January 2011 to defer the originally scheduled date of 18 March 2011 for the submission of candidature dossiers. It subsequently conducted a consultation of interested parties. After ComCom had amended individual points of the invitation to tender, the award procedure continued in July 2011. Interested companies had to submit their candidature dossiers to OFCOM by 30 September 2011. Companies which complied with the tender conditions and the legal requirements were admitted to the auction by an official decision. The auction takes place in the first quarter of 2012.

(See also "Mobile communication", p. 31)

Numbering and addressing

ICANN (Internet Corporation for Assigned Names and Numbers) decided to allow the creation of new top-level internet domains (gTLD) from 2012. The existing extensions such as .com, .org or .info will be joined by thematic, geographical or brand-related extensions. OFCOM has informed Swiss businesses and the public sector of the opportunities and risks associated with these developments.

(See also "Information Society", p. 34)

Consumer protection and surveillance

The number of enquiries and complaints from consumers remained approximately at the same level as the previous year. In 2011 some 1500 enquiries and complaints were submitted, of which approximately 64 percent (963) were in writing, mostly by e-mail or via the contact forms on the OFCOM website; this compares with 957 written communications in 2010. Verbal enquiries and complaints were recorded statistically for the first time in 2011, so no corresponding comparison is yet possible.

In terms of content, the two topics of 'unsolicited telemarketing calls' and unauthorised mass advertising ('spam') again predominated. Increasingly, people were receiving such calls and messages from abroad. As in the previous year, these two areas account for by far the greatest and ever-growing number of enquiries and complaints. In addition, OFCOM received in particular numerous enquiries and complaints about unwanted switching of telecoms provider (so-called "preselection") and about billing by providers in general.

In relation to supervision of value-added service numbers (090x numbers) too, the number of proceedings opened against number holders remained reasonably constant, though it did show a slight decline. 214 procedures had to be opened in 2010; in the reporting year the number was 204. The proceedings related predominantly to violations of the regulations on notification of prices.

The information society in Switzerland



Véronique Gigon, Deputy Director and
Head of the Information Society
Coordination Office

The strategy for an information society in Switzerland lays down the common framework for the activities of the federal administration in relation to the information society. The strategy was adopted by the Federal Council in 1998 and revised for the first time in 2006. In the meantime the information society has developed significantly, both nationally and internationally. New challenges are arising in the technical, economic and social spheres which a Federal Council strategy must take into account. For the end of its three year mandate in December 2011 the IISC, which coordinates the implementation of the strategy within the federal administration, had the strategy and the activities implemented under it evaluated. It also determined the need for further action by the Confederation in the individual areas. As a result, the IISC, under OFCOM's chairmanship, has drawn up an updated strategy which will be submitted to the Federal Council for adoption in the spring of 2012.

Véronique Gigon, Deputy Director and Head of the Information Society Coordination Office

Key areas in 2011

The evaluation and updating work on the 2006 information society strategy was at the centre of the IISC's activity in 2011. This strategy was revised, taking into account the results of the evaluation and the developments and trends in the information society, in close cooperation with the federal agencies responsible for individual areas. The new Federal Council strategy aims to exploit the opportunities arising from the use of information and communication technologies (ICT) in order to make Switzerland an attractive and competitive location for business and environment for living. It defines the principal future lines of action of the Confederation and sets out basic guidelines for their implementation.

In addition, in 2011 the last projects for implementation under the strategy, which had been assigned by the Federal Council at the end of 2008 to the competent departments, were completed or sent into a new phase of work by Federal Council decision. The projects include a broad spectrum of themes, such as e-Participation, security and trust in the use of ICT, digital integration (e-Inclusion), ICT and sustainable development, preservation of the cultural and social heritage (archiving policy), securing the legal basis for the information society and coordination of data collection. Detailed information on this, as well as on other activities of the federal administration in the area of the information society, is provided in the IISC's 2009-2011 report (available in German, French and Italian only):

www.bakom.admin.ch > Themen > Informationsgesellschaft > Berichterstattung über die Umsetzung der Strategie Informationsgesellschaft or
www.bakom.admin.ch/themen/infosociety/00695/01729/index.html?lang=de

Activities of the Information Society Coordination Office

In 2011, OFCOM's Information Society Coordination Office (ISCO) supported the external evaluation of the strategy carried out by the Prognos AG consultancy company by organising an expert workshop. The ISCO also worked with approximately 200 experts on the preparation of an online survey concerning the trends and the need for action by the Confederation in relation to the information society. On the basis of this work and of the evaluation report by Prognos AG, the ISCO then submitted recommendations in several phases to the IISC for the revision of the strategy and of the implementation structures within the federal administration. In consultation with the federal departments concerned, it also drew up proposals for future projects in relation to internet domain names (internet addresses), statistical indicators on the information society and barrier-free accessibility of federal government data and information.

In addition to those activities, the ISCO was also involved in working groups within the federal administration and with external partners on selected themes of the information society, such as youth media protection and the promotion of basic ICT skills. At the international level, the ISCO monitored the developments of the information society by participating in national and international conferences and workshops and represented Switzerland's position in OECD and EU working groups. As the business office of the IISC, it also compiled a final report on implementation activities in the years from 2009 to 2011.

(See also "Information Society", p. 34)

e-Government applications within OFCOM

In 2011 OFCOM came much closer to achieving the goal of providing a comprehensive online service. For customers, businesses and authorities, it has become even easier to submit applications, process orders and register for examinations.

The "OFCOM Online" electronic shop was expanded in December 2009 by 15 products. After the second expansion phase in 2011, a total of 49 products and services are now available.

The range includes, for example, the registration of radio and TV stations and telecommunications service providers. In addition to a whole range of radiocommunication licences, licences for local and regional radio stations can also be applied for. Interference reporting to OFCOM as well as registrations for radio operator examinations can be processed using the online shop. In relation to addressing elements, most individual telephone numbers (0800, 0900) are now applied for online.

In parallel with the expansion of the product range, the functions of the portal were also expanded. Anyone with an online PostFinance or bank account can now receive bills electronically. The option of receiving all correspondence electronically, including notifications of decisions, is also very popular. This method is quicker and cheaper than the postal service and is already chosen by more than 63% of users. It also allows better tracking of application processing, because the documents remain available in the customer's account and can be viewed at any time. The authenticity of documents and the sender's identity can be verified by the use of electronic signatures in this type of communication.

In 2012 the range of products will be further expanded and extended. The business identification number (UID) and the "SuisseID" electronic identity card are also to be used for better identification of users.

OFCOM's online shop: www.ebakom.admin.ch

(See also "Telecommunications Service providers obliged to register", p. 16 and "Resources and organisation", p. 36)

Surveillance and Radiocommunication Licences



Véronique Gigon, Deputy Director and Head of Division

In 2011, OFCOM made special efforts to inform the market players on the consequences of the digital dividend on wireless microphones. Among other things, manufacturers were informed of the frequency bands which could be used from 1st January 2013 and users were informed about the future of their equipment.

Wireless microphones:

www.bakom.admin.ch > Documentation > Newsletter > OFCOM Infomailing > BAKOM Infomailing N. 27 > What future for my wireless microphone? or www.bakom.admin.ch/dokumentation/Newsletter/01315/03806/03808/index.html?lang=en

With regard to radio and television reception fees, a positive development could be noted. On the one hand revenue is increasing constantly year on year, which shows that many households and businesses are registered and are aware of the fee obligation. On the other hand, the continuous and consistent supervision of the collection agency is bearing fruit – our recommendations are being implemented.

Véronique Gigon, Deputy Director and Head of Division

Electromagnetic compatibility of electrical equipment and installations

Amendments to the legislation

In 2011, OFCOM monitored the work on the revision of the European regulatory framework in to the field of electromagnetic compatibility. The proposal of the European Commission was published at the end of 2011. It is expected that it will be adopted by the end of 2012 and will enter into force in 2013. As anticipated, the European Commission aligned this directive with the new legislative framework for the marketing of products. The main changes are at the level of clarification of the responsibilities of the players in the market (manufacturer, importer, seller, ...) and of strengthening market surveillance.

New EU regulatory framework:

www.ec.europa.eu/enterprise/policies/single-market-goods/regulatory-policies-common-rules-for-products/new-legislative-framework/index_en.htm

Telecommunications equipment

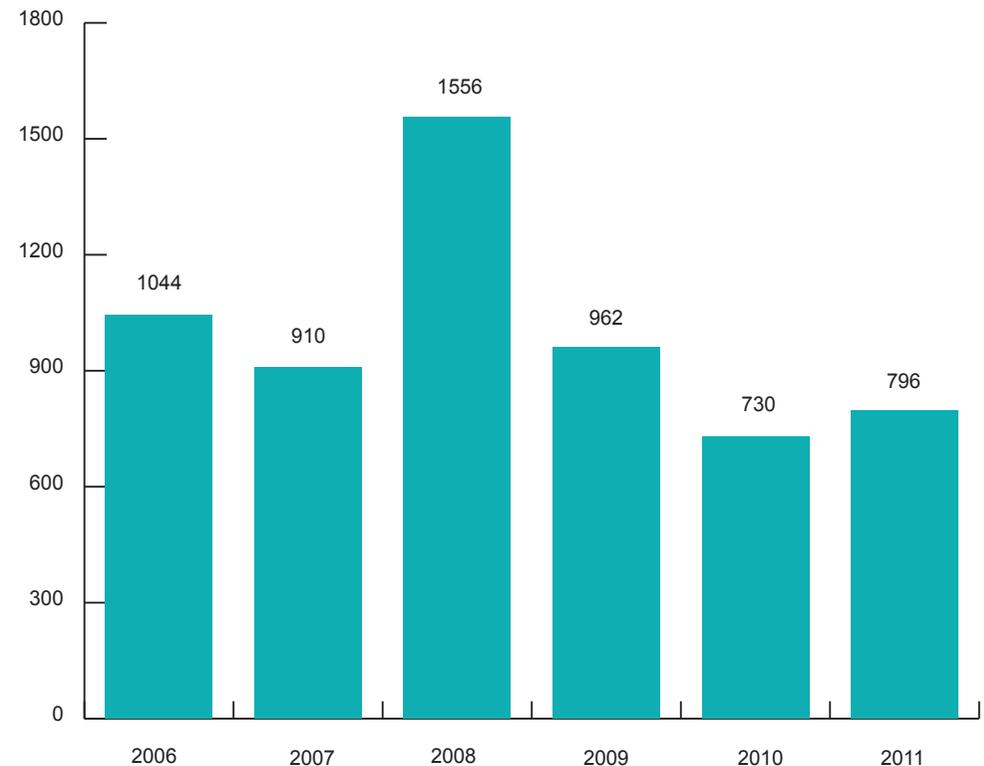
Amendments to the legislation

The checks carried out in the market in 2010 revealed that the market players are failing to appreciate the legal framework. As a result, in 2011 OFCOM adapted the legislation regarding telecommunications equipment to specify the provisions applicable to products on the market when the technical standards applicable to them change. The European Commission continued work on revising the European regulatory framework regarding telecommunications equipment which had started in 2010. It plans to publish a proposal early in 2012. The revised legislation relating to telecommunications equipment will enter into force in 2013-2014 at the earliest. Under the bilateral agreements, Switzerland will incorporate it into its own legislation.

Notifications

In 2011, OFCOM processed 796 notifications of radio equipment, i.e. a slight increase (of about 9%) on the previous year. A 10% to 15% increase was also observed in the number of notifications of equipment subject to restrictions on use in Switzerland because it uses frequencies which are not allocated to it. This increase may be linked to the ease of use of the common European notification portal (One Stop Notification): manufacturers notify their product to all the authorities, even if they are not going to place it on the market in all these countries.

Number of notifications of radiocommunication



Market observation

In 2011 we visited 54 for the OFCOM unknown companies which offer and place on the market telecommunications equipment, as well as two trade exhibitions. In this way we were able to provide targeted information and add to the database of importers, which now includes no less than 1010 companies. The aim of the visits is to enable companies to acquire accurate knowledge of the legal provisions and therefore place on the market only equipment which is conform.

Radiocommunication licences

In 2011 the number of licences which are required for use of the POLYCOM national security network continued to increase - in parallel with the continuous establishment of the cantonal sub-networks. Rescue and security services such as the police, fire brigade and ambulance service are increasingly switching from analogue to digital radio communications.

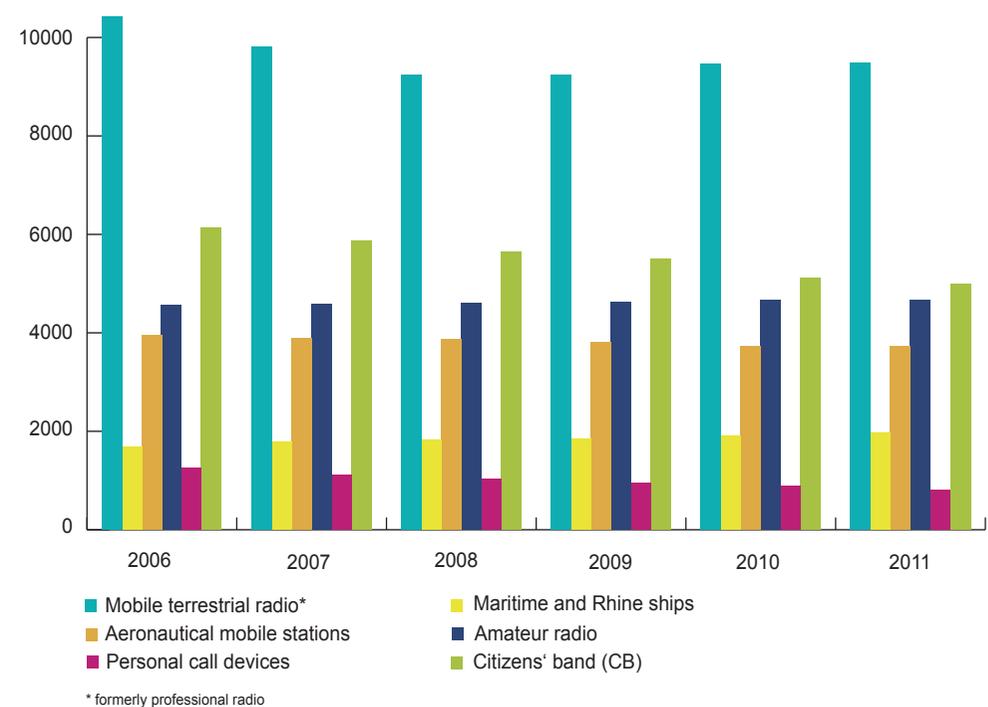
There is also a trend for more local fire brigades to combine into regional fire departments. These mergers to form larger associations should allow synergies to be exploited. These types of adaptations of organisational structures, or similar ones, contribute significantly to the continued slight fall in the number of licences for the use of frequencies allocated in a specific area of application to a limited number of licensees.

On the other hand, there has been a continuing increase in the number of licences for the use of frequencies allocated to an unlimited number of licensees. Hence there is again a slight rise in the numbers in the "land mobile radio" sector.

Once again the number of amateur radio, maritime and Rhine navigation licences increased. In the "aeronautical mobile radio" sector, the downward trend noticeable in recent years halted.

However, numbers in the two sectors of "citizens' band radio" and "paggers" continued to fall.

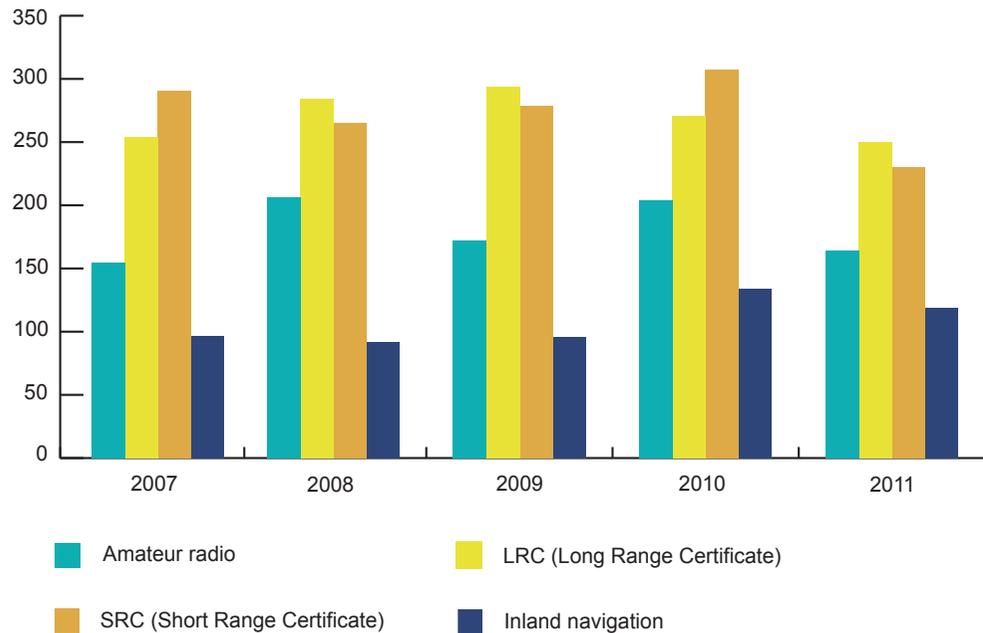
Numbers of radio licences



Radio operators' examinations

After last year's record numbers, 2011 was the first time in several years that the number of candidates fell considerably. The decline of about 17 percent was spread over all four types of test. In all, some 763 candidates passed a radio operators' examination required under international standards.

Number of radio examination

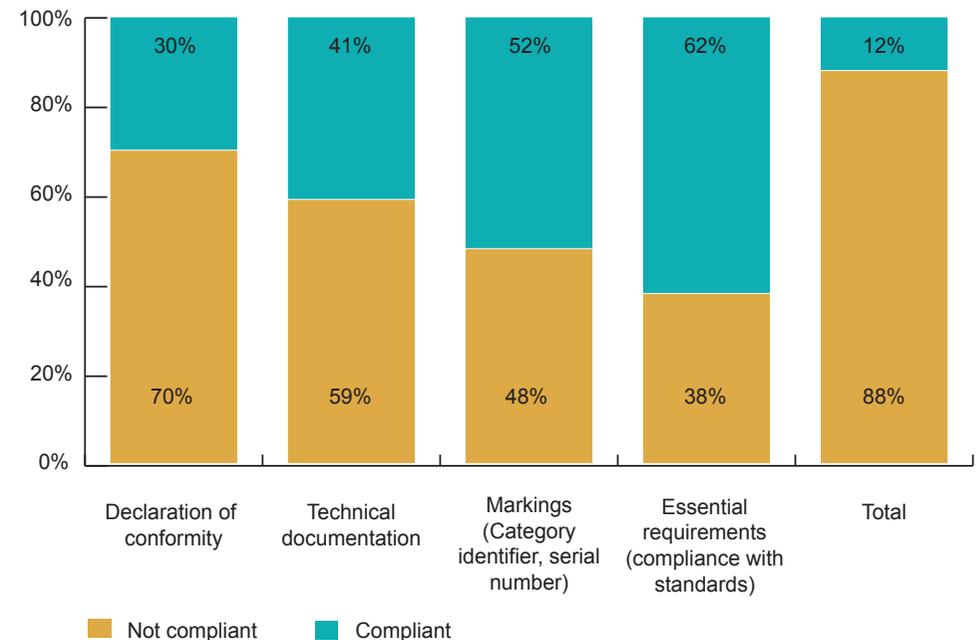


Control of equipment and installations and preventive measures

Market surveillance

In accordance with the performance mandate imposed by the Federal Council, the surveillance activities must include a sufficient annual number of control and prevention measures. In 2011, 168 telecommunications equipment were subject to a inspection; for EMC the number was about 20 (inspections in this sector are increasing following the resumption of jurisdiction from the 1st January 2010).

Most frequent non-conformity rates among equipment inspected



The rate of conformity of the equipment inspected in 2011 improved: it rose from 7% in 2010 to 12% in 2011, as 20 of the 168 items of telecommunications equipment inspected met the applicable requirements. Compliance with the essential requirements increased from 46% in 2010 to 62% in 2011. As in the past, the most problematic issue is the declaration of conformity, which is correct in only 30% of cases.

In relation to electromagnetic compatibility, OFCOM's market surveillance activities focused on low-energy LED lamps and multimedia devices such as DVD players. Thus OFCOM participated in the joint European campaign on the surveillance of LED lamps, which revealed an unsatisfactory rate of conformity: only 17% of the 168 products checked meet the applicable requirements (10% for products checked in Switzerland). Most of the cases of non-conformity were technical in nature and could cause interference in radiocommunication services. This campaign also helped to identify problems in the technical standards, which will have to be revised.

(See also "EMC (ElectroMagnetic Compatibility)", p. 29)

EU report:

www.ec.europa.eu/enterprise/sectors/electrical/files/emc/ms-campaign-fourth_en.pdf

The inspections on multimedia equipment raised the issue of the quality of connection cables. This can in fact play a significant role in spurious emissions from equipment due to digitisation of the signals and the increase in transmission rates. In 2012 the issue will be the subject of discussions which will include the possibility of putting in place regulation of connections at the European level.

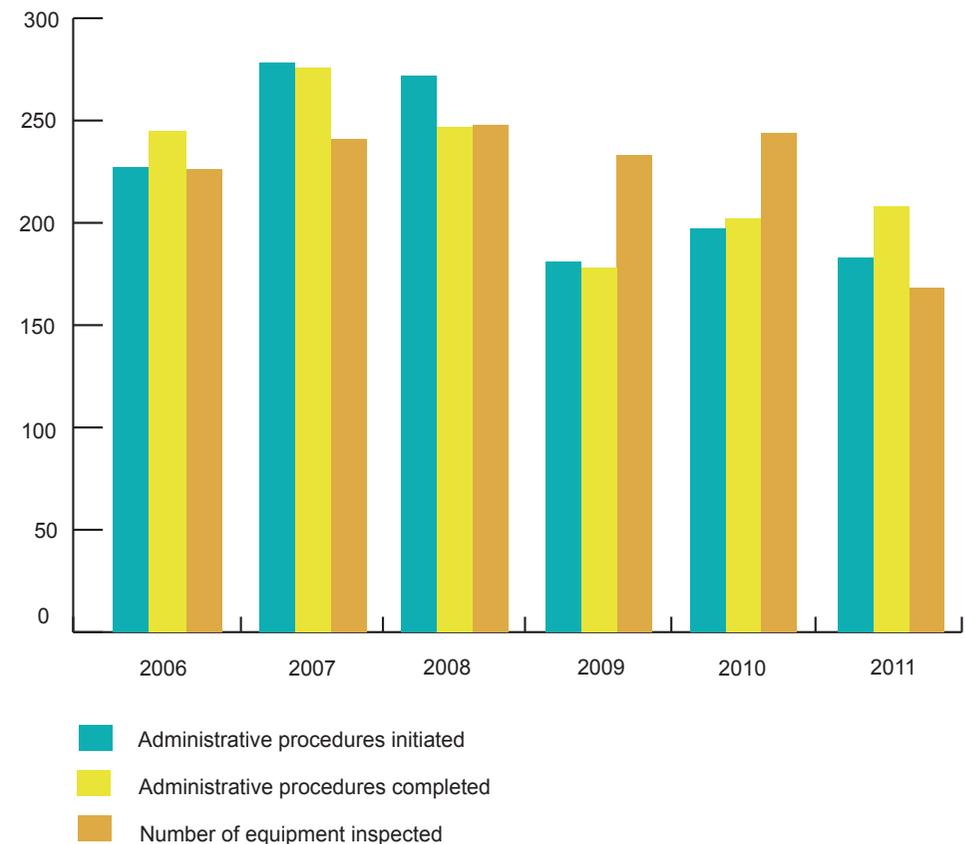
Thanks to excellent collaboration with customs in 2011, OFCOM was able to confiscate about a hundred mobile phone jammers directly imported from Asian countries by individuals. This practice is growing even though the sale and operation of these devices is strictly prohibited in Switzerland.

(See also "Radio Monitoring", p. 31)

Information on sources of interference:

www.bakom.admin.ch > Topics > Equipments & installations > Particular equipment > Jammers or
www.bakom.admin.ch/themen/geraete/00568/01228/index.html?lang=en

Administrative procedures relating to equipment



Of the 183 procedures opened, 25 involved market surveillance in relation to electromagnetic compatibility (EMC) and 158 in relation to telecommunications equipment. Of the 208 procedures completed, 24 related to EMC and 184 to telecommunications equipment.

Preventive measures

In 2011, OFCOM made special efforts to inform the players in the market of the consequences of the digital dividend on wireless microphones. In fact, mobile telephony services have been re-allocated frequencies previously intended for radiocommunication services, such as wireless microphones, for which adaptations are necessary. The publication of the results of the compatibility studies produced at the European level enabled OFCOM to present in detail the regulatory framework for wireless valid from 1 January 2013. New frequencies have been made available to compensate for those which it will no longer be possible to use.

OFCOM Infomailing:

www.bakom.admin.ch > Documentation > Newsletter > OFCOM Infomailing > BAKOM Infomailing Nr. 27 > What future for my wireless microphone? or www.bakom.admin.ch/dokumentation/Newsletter/01315/03806/03808/index.html?lang=en

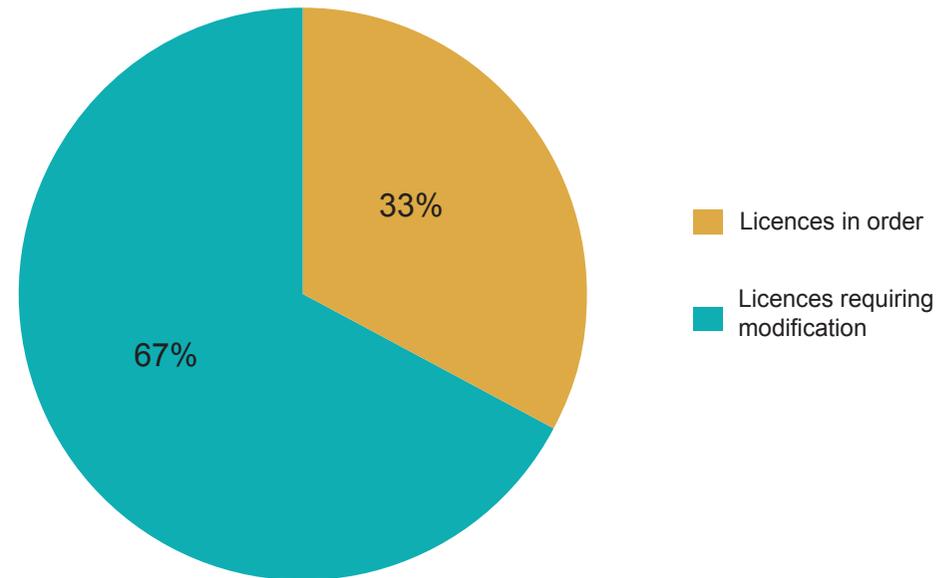
As in the previous year, OFCOM repeated in 2011 the information seminars on the legal framework relating to electromagnetic compatibility. In addition to presentations by OFCOM, other players in the industry (suppliers of measuring equipment, laboratories, consultants,) had an opportunity to inform the public about the latest technical developments.

Surveillance of the frequency utilisation and preventive measures

Licence inspections

The performance mandate imposed by the Federal Council envisages that in the area of "Licence inspections" surveillance will be ensured by means of a sufficient number of targeted inspection and prevention measures each year. In 2011, we checked a total of 206 licences (241 in the previous year) on site, including mainly licences which had not been changed in five years. The high proportion of irregularities (67%) was down slightly compared to the previous year (74%). More serious infringements, such as the use of additional radio frequencies which are not stipulated in the licence, were pursued within the framework of 70 procedures (49 in the previous year).

Results of licence inspections



Other checks on utilisation of frequencies

In 2011, 247 (previous year: 275) inspections were carried out on equipment which was operated without a licence or which was not conform. The corresponding 200 (previous year: 216) procedures meant there was a net increase of 86 new licences (previous year: 209).

Preventive measures (e.g. information)

In the context of information activities, we provided information and advice to 50 potential customers, in particular regarding "wireless microphones" and "professional mobile radio" (PMR).

Surveillance and collection of radio and television reception fees

The year was marked by a transition within the fee collection agency from a quarterly bill to an annual bill. OFCOM oversaw this change in the system. The introduction of annual billing may be described as succeeded: it is accepted within the population. Approximately 220,000 people who have to pay the fee still prefer quarterly billing and for this they pay an additional CHF 8.00 a year.

The number of enquiries from citizens concerning radio and television reception fees, remained with 414 at the same level as the previous year.

(See also "Legislation", p. 11)

Complaints against Billag AG decisions

This year complaints against Billag AG decisions were stable, at about 60 per month. At the end of 2011, 281 complaints were pending, of which 17% are debt collection procedures. The remaining 83% of the complaints mainly concern legal issues relating to registrations, de-registrations or exemption from fees. In 2011 we decided on 831 complaints procedures; 5% of them were upheld.

Seventeen decisions on complaints were taken to the Federal Administrative Court. In two similar cases, the Court partially overturned the decision by OFCOM. In the case of the other 15 procedures, the higher court confirmed the decisions of OFCOM. Two decisions of the Federal Administrative Court were referred to the Federal Court, though neither was upheld.

Violations of mandatory notification

In the reporting year, we completed 2250 administrative penalty proceedings due to violations of mandatory notification, which corresponds to an increase of 555 procedures over the previous year. Billag AG provided us with 293 reports, 490 less than in 2010. It continues to be the case that the vast majority of the procedures - 1966 - can be resolved by means of the short procedure which is easier for customers. 123 penalties had to be issued using the ordinary procedure; this constitutes a slight increase over the previous year. In one case, referral was requested to a court, which did not accede to the wish for a decision by the court. We carried out a total of three house searches. In one case, complaints were filed against this. The Court did not find in favour of the complaint.

Criminal administrative procedures LRTV



Frequency Management



Peter Pauli, Head of Division

The development of terrestrial digital broadcasting in Switzerland's neighbouring countries and the planning of the same frequencies in Switzerland were at the forefront of our international activities. In the framework of the European Conference of Postal and Telecommunications Administrations (CEPT) we contributed to the development of the European proposals for the forthcoming World Radio Conference of the International Telecommunication Union (ITU), safeguarding the Swiss position.

At the same time as the World Radiocommunication Conference, in the first quarter of 2012 the auction of all Swiss mobile radio frequencies by the Federal Communications Commission (ComCom) will take place. We have made the final technical preparations for this. Within OFCOM, the course has been set for the generational change within the Division.

Peter Pauli, Head of Division

Frequency planning

At national level

Following the decisions on harmonisation of frequencies taken at the international level and after consultation with national spectrum users, the Federal Council approved the updated National Frequency Allocation Plan (NFAP) on 19 October.

National Frequency Allocation Plan:

www.bakom.admin.ch > Topics > Frequencies & antennas > National Frequency Allocation Plan or

www.bakom.admin.ch/themen/frequenzen/00652/00653/index.html?lang=en

At international level

The preparatory activities for the 2012 World Radiocommunication Conference (WRC-12) of the International Telecommunication Union (ITU) were intensified in the past year. In particular we determined the Swiss position on the agenda items of this WRC. This took place mainly at the second conference preparatory meeting of the ITU in February 2011 in Geneva, as well as at various meetings of the CEPT's "Conference Preparatory Group" and its project teams. The WRC will take place from 23rd January to 17th February 2012 in Geneva.

In September 2009 and July 2010 respectively the two Swiss scientific satellites SwissCube and TISAT-1 were launched into space and successfully put into operation. The complex international notification of these satellites was handled by OFCOM. The notification is an ITU process in which the other countries are informed about a satellite project (orbital position, frequencies and technical characteristics). In 2011, it was possible to extend the service life of both satellites by another year.

Electromagnetic compatibility

CEM (ElectroMagnetic Compatibility)

The numerous EMC technical conformity checks on electrical equipment carried out by the "EMC/EEMC" competence centre revealed that the majority of the equipment tested was not in conformity. These checks, which fall within the framework of the market supervision procedures carried out by the Surveillance and Radiocommunication Licences Division (AF) largely concerned the conformity of LED lamps and were part of a measurement campaign at the European level. The competence centre also continued to adapt its test infrastructure to its needs. To cope with its current deficit in this area, the centre was able to make use of the facilities of METAS (the Federal Office of Metrology). Eventually a solution will have to be found within OFCOM. (See also "Market surveillance", p. 24)

Since June, it has been possible to report online (via the OFCOM Online portal) any interference affecting the reception of radio, TV or radiocommunications services.

Interference report:

www.eofcom.admin.ch > Interference or

www.eofcom.admin.ch/eofcom/public/orderFm_disturbanceRender.do

The "EMC/EEMC" competence centre deals with cases of electromagnetic interference. Under the leadership of one of its members, test officials (on site and in the laboratory), market surveillance officials and lawyers worked to improve the efficiency of the process, compliance with deadlines and the synergy between the various OFCOM units which are involved.

Thanks to the intensive collaboration between the competence centre and one of the Swiss cantons it has been possible to improve the criteria to assess the risk of interference on electrical installations in enterprises "classified as hazardous" from a radio transmitter planned to be installed in the vicinity.

EMF (ElectroMagnetic Fields)

As in previous years, the competence centre gave its technical support to the cantonal and federal authorities in the application of the Ordinance on Protection from Non-Ionising Radiation (OPNIR). In particular, it participated in the working group which is revising the recommendation on the measurement of mobile telephony base stations, and the working group dealing with the evaluation of exposure to radiation from 4th generation (LTE) mobile telephony stations.

Radio technology

New wave propagation model applicable in Switzerland

Thanks to the results of measurements and modelling that it provided, OFCOM contributed significantly to the development of a wave propagation model which takes into account the profile of the terrain between the transmitter and the receiver. This work has led to a revision of an International Telecommunication Union recommendation (ITU - R P.1812) which now also enables satisfactory predictions to be made over uneven and mountainous terrain.

Compatibility of S-band radar (2700-2900 MHz) and 4G LTE mobile technologies (2500-2690 MHz)

In the context of the forthcoming auction of the frequency bands for the future 4G LTE mobile systems, OFCOM participated actively in the preparation of a CEPT report concerning compatibility issues between mobile services in the 2500-2690 MHz frequency band and aeronautical, military and weather radars in the S band (2700-2900 MHz). On the basis of this report, an OFCOM working group was set up to analyse the situation in Switzerland. An inventory of the radars concerned was drawn up and technical measures were developed to avoid possible mutual interference problems between these systems.

Frequency assignment

Broadcasting

Although in particular the German speaking part of Switzerland has good digital DAB (Digital Audio Broadcasting) provision, the priority in mobile radio coverage still lies with analogue FM-radio systems. The main reason for this is that the supply of DAB car radio receivers is still very limited. Given this background, we made selective improvements to the analogue coverage on commuter routes and in tunnels. The planning activities for FM-radio are intense in comparison to international standards. We did some preliminary considerations on how we could fulfil this task in the future keeping in line with the international average.

It is unsatisfactory that interference from Italian radio transmitters has been affecting FM frequencies in southern Switzerland for many years. On the initiative of the International Telecommunication Union, the world's supreme frequency management organisation, Switzerland is participating in a package of measures which is intended to lead to an improvement in the situation in southern Switzerland.

In the digital arena, the frequency-related technical preparatory work for the construction of the next DAB coverage areas has been completed.

Thanks to a channel swap arranged at very short notice, it was possible to overcome a critical interference situation in Germany between digital broadcasting (DAB) and the emergency service radios (police, fire brigade, etc.). Because of the size of the German market, a success of DAB in Germany is in the interest of Switzerland.

(See also "Digitisation", p. 12)

Mobile communication

We adapted the conditions of use along the national borders with France and Germany, in accordance with the latest technical findings, for all the frequency ranges which are being auctioned in the spring of 2012. To ensure neutrality with regard to technology, we also created the possibility for broadband technologies in the GSM frequency bands, in order to secure the continued operation of this system. Operators in the border regions can reach agreement with each other, thereby using the frequency spectrum efficiently and flexibly.

(See also "Mobile radio licences", p. 17)

Digital radio technologies have now penetrated private mobile radio on all fronts: for example, several police radio networks have migrated to the "Polycom" national emergency radio network. The replacement of the analogue railway radio network by GSM-R, the conversion of private analogue networks to DMR (Digital Mobile Radio) - not to be confused with DRM (Digital Radio Mondial) - as well as a large number of coordination requests for digital applications from abroad confirm the trend described above.

Microwave radio

The adaptation of the allocation rules in view of technical developments and the prevailing conditions constituted the focal points for microwave radio. The results of this work include a new policy on the length of routes, e.g. in the 18 GHz band, or a revised grid plan in the 80 GHz band.

It is pleasing that more than 98% of all applications are now being submitted electronically by e-mail.

Overall, construction of the microwave radio networks now seems to be largely complete. The emphasis is now on expansion of transmission capacity, in order to keep pace with the rapid increase in data traffic.

Alternative technologies for power generation are also affecting microwave radio: in order to assess whether wind turbines can interfere with radio relay connections, we worked out a set of criteria and a test procedure. In this way it will be possible to reliably evaluate wind power projects in future.

Radio Monitoring

Radio Monitoring

In order not to delay the continuing expansion of the mobile radio network by providers, we had to deal again with many cases of interference in the UMTS frequency range of 1920 - 1930 MHz. Increasingly, we found that cordless telephones which are not approved for use in Europe are being ordered by users on the internet and not through the Swiss retail trade.

(See also "Market surveillance", p. 24)

At our invitation, a CEPT project team which is dealing with the aspects of radio monitoring hosted its first annual meeting in Montreux. Twenty-seven European regulatory authorities, with a total of 48 delegates, took part in the meeting. The most important items on the agenda were the correct and harmonised measurement of frequency masks (block edge masks) and a measurement campaign for the benefit of the maritime emergency call system in the 6 MHz frequency range. The points under discussion also included clarifications of spectrum utilisation by wireless identification systems (Radio Frequency Identification) in the 863-870 MHz frequency range.

Reporting centre of radio interference

Thanks to our modern means of communication, we were able to guarantee 365-day availability of our reporting centre for spectrum interference. We were able to clarify and largely resolve within the agreed times the incidents of interference reported by the police, the rescue services and air traffic control.

Notifications of interference handled by Radio Monitoring

Year	2011	2010	2009
Interference reports	397	436	271

International Relations



Frédéric Riehl, Vice Director and
Head International Relations

Among the numerous international affairs which OFCOM dealt with in 2011, there are some worthy of particular attention. For example, Switzerland was nominated to the vice presidency of the OECD committee which deals with information and communications policy (ICCP). Studies conducted by this body in the field of telecommunications and the information society are often forward-looking and a source of inspiration for developing countries. In the context of the International Telecommunication Union (ITU), the 2011 TELECOM fair indicated the need to review a concept which no longer excites as much interest as it did in the past, when it brought a degree of notoriety to the ITU and the host country. In the future, this event will look more towards high-level meetings on the one hand and a forum on the other. In relation to television, the budgetary decisions taken by the ministers in charge of TV5 have enabled the completion of the strategic plan which guarantees worldwide distribution of the channel and its broadcasts. Finally, OFCOM's international activities relate more and more to the governance of the internet and the developments initiated by ICANN - the body responsible for the management of internet addresses worldwide - which has decided to liberalise the internet domain name system. This subject will continue to occupy us in 2012.

Frédéric Riehl, Vice Director and Head International Relations

The International Telecommunication Union (ITU)

Two major events marked the activities of the ITU in 2011: the Council and the Telecom Fair.

The ITU Council adopted the biennial budget for 2012-2013, which amounted to CHF 323 million. In addition, under a 2010 mandate of its Conference of Plenipotentiaries (PP-10), the five independent experts constituting the Audit Committee charged with assisting the Council and the Secretary-General of the ITU in their tasks of governance were nominated for four years. It was important in particular to ensure the effectiveness of the internal audit systems and governance procedures of the ITU.

The "ITU TELECOM WORLD" fair, which celebrated its 40th anniversary, took place in the Palexpo halls in Geneva. OFCOM played a part in ensuring Switzerland's profile was visible to the international players by participating in the national pavilion alongside Swiss companies. The Office also organised the visit of Federal Councillor and Head of DETEC, Doris Leuthard, who inaugurated this event.

European Union (EU)

The digital strategy for Europe, adopted in August 2010 by the European Commission, aims to exploit to the full the social and economic potential of information and communication technologies (ICT). It is one of the seven flagship initiatives of the Europe 2020 strategy and includes 101 actions, divided into seven themes:

- achieving a digital single market,
- increasing interoperability and standardisation,
- strengthening online confidence and security
- promoting fast and ultra-fast internet access for all,
- investing in research and innovation,
- promoting culture, skills and digital integration
- taking advantage of intelligent use of technology for society.

To implement this programme, the Commission is working closely with the member States through a group of high-level representatives. Switzerland, represented by OFCOM, participates in the meetings of this group as an observer.

In November, the Commission made public its proposal for the "Creative Europe" program, dedicated to the sectors of culture and creativity. The Council of Ministers and the European Parliament have yet to pronounce on this project, which focuses on the 2014-2020 period and covers three domains. Among them, the MEDIA sub-programme concerns the audiovisual sector and aims at strengthening the audiovisual industry in Europe. Switzerland has been participating in it since 2006 and has the opportunity to continue its cooperation for the 2014-2020 period provided that it concludes a bilateral agreement with the EU. Exploratory discussions, in which OFCOM is involved, are under way to determine the terms and conditions.

TV5 Monde

Meeting in Paris, the Ministers responsible for TV5 Monde welcomed the results achieved during the third year of implementation of the international French-language channel's four-year strategic plan (2009-2012). Despite a difficult economic environment, the audience has grown by 3%. Furthermore, the finance commission – provided for in the Charter on the initiative of Switzerland – has been tasked with studying the possible modes of public funding for the station over the period 2013-2016. It will be drawing up a new strategic plan, taking into account the major budgetary constraints of the donor governments.

At the level of OFCOM, the International Relations division and the Radio and Television division focused on Switzerland's financial contribution to TV5 for the years 2012 and after. In fact, the 2007 service agreement between the Confederation and the SSR-SRG relating to foreign news services expired at the end of 2011. DETEC and the SSR-SRG are currently discussing in depth the amendments which will be required. An agreement must be reached in the first half of 2012.

Information Society

The industrial nations and the G77 countries - a union of developing countries - had agreed on a 'multi-stakeholder' approach within the framework of the two World Summits on the Information Society (WSIS) held in Geneva in 2003 and in Tunis in 2005. This means that they envisage the joint responsibility of governments, businesses and civil society for the governance of the internet. However, the industrial nations and the G77 countries are still divided about the responsibilities of governments in this area.

Within the Government Advisory Committee (GAC) of the Californian ICANN corporation, which is responsible for the coordination of the international internet addressing system and domain names, OFCOM has argued for greater transparency of ICANN and for a strengthening of the GAC, not least with regard to the changes to internet extensions adopted by ICANN in June 2011 (generic internet domain names, gTLDs): from 2012 onwards, in addition to existing domain names such as .com, .org and .info, ICANN will allow any other generic names such as .bank, .hotel, .cocacola, .nestle, .paris or .bern, etc.

(See also "Numbering and addressing", p. 17)

On the basis of a Swiss proposal for mediation, the UN General Assembly decided in Geneva in the autumn of 2011 to hold consultations on the role of governments in the governance of the internet in May 2012. Switzerland also tried to mediate between the industrialised countries and the G77 countries in relation to the reform of the UN Internet Governance Forum (IGF). This work will continue in 2012 in Geneva.

OFCOM also coordinated Switzerland's participation in the May 2011 WSIS Forum in Geneva.

(See also "Activities of the Information Society Coordination Office", p. 19)

The Council of Europe

OFCOM coordinates Switzerland's participation in four working groups of the Council of Europe's Steering Committee on the Media and New Communication Services (CDMC), which produced, inter alia, the following results:

- The Committee of Experts on New Media (MC - NM), chaired by Switzerland, drew up a recommendation on a new concept of the media which is expected to permit the inclusion, in a consistent manner, of the new media in the European media policy. This text was adopted by the Committee of Ministers of the Council of Europe. The MC-NM has also developed two recommendation and guideline projects. One concerns the protection of human rights in the context of search engines and the other in the context of the social network services.
- In addition, a recommendation on the protection and promotion of the universality, integrity and openness of the internet was drawn up as a draft declaration on the principles of internet governance. These two documents were approved by the Committee of Ministers.
- For its part, the Standing Committee on Transfrontier Television (T-TT) suspended the process of adoption of the protocol to amend the Convention on Transfrontier Television in anticipation of a specific position of the European Commission on the revision and future of this Convention.

Satellite organisations

The 37th Assembly of the Parties to the European Telecommunications Satellite Organisation EUTELSAT IGO, which was held in May 2011, was an in particular opportunity to celebrate the 10th anniversary of the privatisation of the Organisation and the transfer of its operational activities to the Eutelsat SA company. On this occasion, Switzerland was nominated for a 6th term onto the Advisory Committee of this body.

OFCOM also actively monitored the work relating to the future of the International Telecommunications Satellite Organisation ITSO. In July 2012, the Parties will in fact have to decide if they wish to terminate the ITSO Agreement or extend it for a specific term.

OFCOM also attended, as an observer, the meetings of the Advisory Committee of the International Mobile Satellite Organisation IMSO. Issues relating to the Organisation's role as coordinator of the long-range identification and tracking system (LRIT) for vessels were the subject of a detailed analysis.

Organisation for Economic Cooperation and Development (OECD)

On the occasion of a high-level meeting on the internet economy which took place in June 2011, the OECD member countries agreed on a number of basic principles relating to the development of the internet policy. These principles are intended to ensure that the internet remains open and dynamic.

In addition, a Swiss representative was designated to be one of the seven members of the Bureau of the Committee for Information, Computer and Communications Policy (ICCP) for 2012.

Resources and Organisation



Christine Fuchs, Head of Division

The Federal Office of Communications, together with 21 other administrative units of the federal administration, is managed by the Federal Council by means of a performance mandate and a global budget within the framework of the FLAG programme. In the performance mandate, the Federal Council sets out the strategic orientation, the specifications for activities and performance, and the financial framework of the administrative units. After consultation with the competent commissions of the National Council and the Council of States by the Federal Council, the performance mandate is generally granted for one legislative term.

A new performance mandate term will apply from 2012. On the basis of the effectiveness and performance report on the last OFCOM performance mandate (2009-2011), the draft of the new performance mandate (2012-2015) was drawn up in early 2011 and the consultation procedure completed. The Resources and Organisation Division was responsible for coordinating this work.

After a successful consultation of the competent commissions of the National Council and the Council of States, the Federal Council adopted the new performance mandate for OFCOM in December. This entered into effect on 1 January 2012.

In the IT department of the Resources and Organisation Division, work was progressed on extending OFCOM's e-government applications. In collaboration with the Office's various specialist departments, the online applications for additional products and services were launched on the "OFCOM online" web platform.

In addition, in OFCOM's Finance section (as in the entire Department of the Environment, Transport, Energy and Communications - DETEC), after the introduction of e-billing in the previous year, 2011, the electronic accounts payable workflow was introduced as a further module in the implementation of the Federal Council's e-government strategy.

(See also "Telecommunications Service providers obliged to register", p. 16 and "e-Government applications within OFCOM", p. 20)

Christine Fuchs, Head of Division

Finance

Income and expenditure account

The income and expenditure statement for 2011 shows a total expenditure of CHF 85.1 million. Of this, 69% was attributed to operating expenses and 31% to transfer costs. The operating expenditure includes OFCOM's financial outlay on human resources and administration, the service charges of other federal agencies and the non-financially effective depreciation of fixed assets. The transfer costs include subsidies in the radio and television sector and contributions to international organisations.

The revenue which can be allocated to the 2011 accounting year amounts to CHF 54.3 million. Of this, 44% was attributed to operating revenue and 56% to revenue outside the global budget. The operating revenue corresponds to OFCOM's administrative fees. The revenue outside the global budget includes radio licence fees - which constitute the major part at CHF 27 million (89%) - the licence fees of the licensed radio and television stations for special financing in the radio and television sector and the revenue from violations of the law (fines and confiscated profits).

Total expenditure in 2011 was CHF 30.8 million (34%) higher than total revenue. A revenue surplus was reported in the transfer area, with expenditure of CHF 26.6 million and revenue of CHF 30.4 million. In the operating sphere, operating expenditure (CHF 58.3 million) exceeded operating revenue (administrative fees: CHF 24.0 million) by CHF 34.3 million (59%).

Income

Total revenue was CHF 1.3 million lower than in the previous year. This was because there were reductions in revenue both from administration fees (operating revenue) and from radiocommunication licence fees (charges, transfers).

The revenue shortfalls in the case of operating revenue resulted predominantly from the fact that in 2011 no access and interconnection procedures in the telecoms sector could be concluded and it has not yet been possible to bill expenses incurred. The lower revenue in the case of radiocommunication licence fees is mostly attributable to the drop in microwave radio licences.

Microwave radio is increasingly being replaced by the use of fibre technology.

In the case of radio and television licence fees, revenue was higher, because advertising revenues increased and the fees to be paid by licensed radio and television stations were higher than in the previous year.

Expenditure

Total expenditure was CHF 0.4 million lower than in the previous year.

OFCOM's operating expenditure (global budget) - above all because of the allowance for inflation on wages - rose by approximately CHF 0.2 million in comparison with the previous year.

Expenditure outside the global budget for subsidies was in total CHF 0.7 million lower than in the previous year. This was mainly because the contributions to the SRG for other countries (down CHF 0.4 million) and the contributions for media research (down CHF 0.4 million) were lower.

Investment account

Investments fell by approximately CHF 300,000 compared to the previous year. Two vehicles (1 administrative vehicle plus 1 commercial motor vehicle incl. fitting out for radio monitoring) were not purchased as planned.

Operating account (costs and services account)

The extent to which costs were covered fell only slightly from the previous year for the total of all three product groups, by 3% to 40%. This was due above all to the lower revenue from administration fees.

(see also "Income")

Special finance, radio and television

The revenue for special finance of radio and television was CHF 1.6 million higher than the costs. Since the unused revenue is placed in the special fund for media research, new technologies in programme service broadcasting and programme archiving, this balance increased by CHF 1.6 million to CHF 7.8 million.

Financial development in the period 2009-2011 (according to the Confederation's New Accounting Model NAM)

1. Profit and loss account (revenue, expenditure)	2009 (CHF mill.)	2010 (CHF mill.)	2011 (CHF mill.)	Change on previous year (CHF mill.)	%
1.1 Revenue					
Function revenue - global budget	-26.3	-25.2	-24.0	-1.3	-5%
Administrative fees	-26.0	-25.1	-23.6	-1.5	-6%
Resolution of reserves holiday/overtime credits	-0.3	-0.1	-0.3	0.2	224%
C02 tax	0.0	0.0	-0.1	0.1	100%
Revenue outside global budget	-33.6	-30.7	-30.4	-0.4	-1%
Radio licence fees	-28.9	-26.9	-25.9	-1.0	-4%
Radio licence fees (not effective on financing)	-1.1	-1.1	-1.1	0.0	0%
Revenue from administrative penalty procedures	-0.8	-0.6	-0.5	0.0	-7%
Licence fees, radio and television	-2.7	-2.2	-2.8	0.6	29%
Total revenue	-59.8	-56.0	-54.3	-1.7	-3%
1.2 Expenditure					
Function expenditure - global budget (incl. ComCom)	57.4	58.1	58.3	0.2	0.4%
Personnel costs (effective on financing)	41.0	41.4	41.7	0.3	1.0%
Material expenditure (effective on financing)	6.9	5.7	6.5	0.8	13.3%
Withdrawal from reserves for specific purposes	0.4	0.50	0.47	-0.03	-6.0%
Depreciation (not effective on financing)	1.4	1.5	1.3	-0.2	-15.8%
Confederation, cost allocation	7.7	9.0	8.3	-0.6	-6.8%
Remaining expenditure (outside global budget)	0.3	0.2	0.2	0.0	0.0%
Losses on receivables (separate since 2011)	0.3	0.2	0.2	0.0	0.0%
Expenditure outside global budget (subsidies)	27.7	27.3	26.6	-0.7	-3%
Contributions to international organisations	5.1	3.8	3.7	-0.1	-2%
Contribution to SRG offering for foreign countries	20.0	20.5	20.1	-0.4	-2%
Training of programme-makers	0.9	1.0	0.9	-0.1	-9%
Contribution to media research	1.0	1.4	1.1	-0.4	-25%
New broadcasting technology	0.0	0.00	0.07	0.07	100%
Programme archiving	0.1	0.08	0.11	0.03	41%
Contribution to broadcasting of programmes in mountain regions	0.6	0.5	0.6	0.1	20%
Total expenditure	85.4	85.5	85.1	-0.4	-1%
1.3 Balance (revenue + expenditure = financing requirement)	25.6	29.6	30.8	1.2	4%

2. Investment account (revenue, expenditure) - global budget	2009 (CHF mill.)	2010 (CHF mill.)	2011 (CHF mill.)	Change on previous year (CHF mill.)	%
Revenue	0.0	0.0	0.0	0.0	0%
Expenditure	1.5	1.8	1.5	-0.3	-19%
Thereof withdrawal from reserves for specific purposes	0.0	0.0	0.1	0.0	84%
Balance (revenue - expenditure)	1.5	1.8	1.5	-0.3	-19%

3. Operating account (revenue, costs)	2009 (CHF mill.)	2010 (CHF mill.)	2011 (CHF mill.)	Change on previous year (CHF mill.)	%
Revenue (administrative fees)	-25.7	-25.1	-23.6	1.5	-6%
Costs (incl. calculated interests and insurances)	57.7	58.5	58.6	0.1	0%
Balance (revenue + costs)	32.0	33.4	35.0	1.6	5%
Level of cost coverage	45%	43%	40%		-3%

4. Special finance, radio and television	2009 (CHF mill.)	2010 (CHF mill.)	2011 (CHF mill.)
Licence fees, radio and television broadcasters			
Revenue, related to specific purposes	-2.7	-2.2	-2.8
Licence fees, radio and television	-2.7	-2.2	-2.8
Expenditure, specially financed	1.1	1.5	1.2
Contribution to media research	1.0	1.4	1.0
New broadcasting technology	0.0	0.0	0.1
Programme archiving	0.1	0.1	0.1
Deposit into funds for specific purposes (end of year)	1.6	0.7	1.6
Balance of funds for specific purposes (end of year)	5.5	6.2	7.8

Employees

Number of staff

On the reporting date 31.12.2011, OFCOM had 273 employees (permanent staff - excluding apprentices, trainees and ComCom).

Of the 273 employees, 96 were women (35%).

We also employ 13 apprentices.

Linguistic distribution

About 61% of OFCOM employees speak German as their mother tongue; 32% speak French and 4% Italian. Other languages, such as Arabic, English, Laotian, Portuguese, Russian, Spanish and Thai represent approximately 3%.

Average age

The average age is 47 years.

Trainees

Two commercial and two mediamatics trainees successfully completed their respective three- and four-year year training periods with OFCOM. One trainee passed his examination with an average grade of 5.6 (out of 6) as the second best mediamatics student in the canton of Bern.

For the first time we mentored an electronics student from the BAND cooperative for a three-month internship. The cooperative is committed to the professional integration of people with mental and physical disabilities. The experience gained was judged by both sides to be very positive.

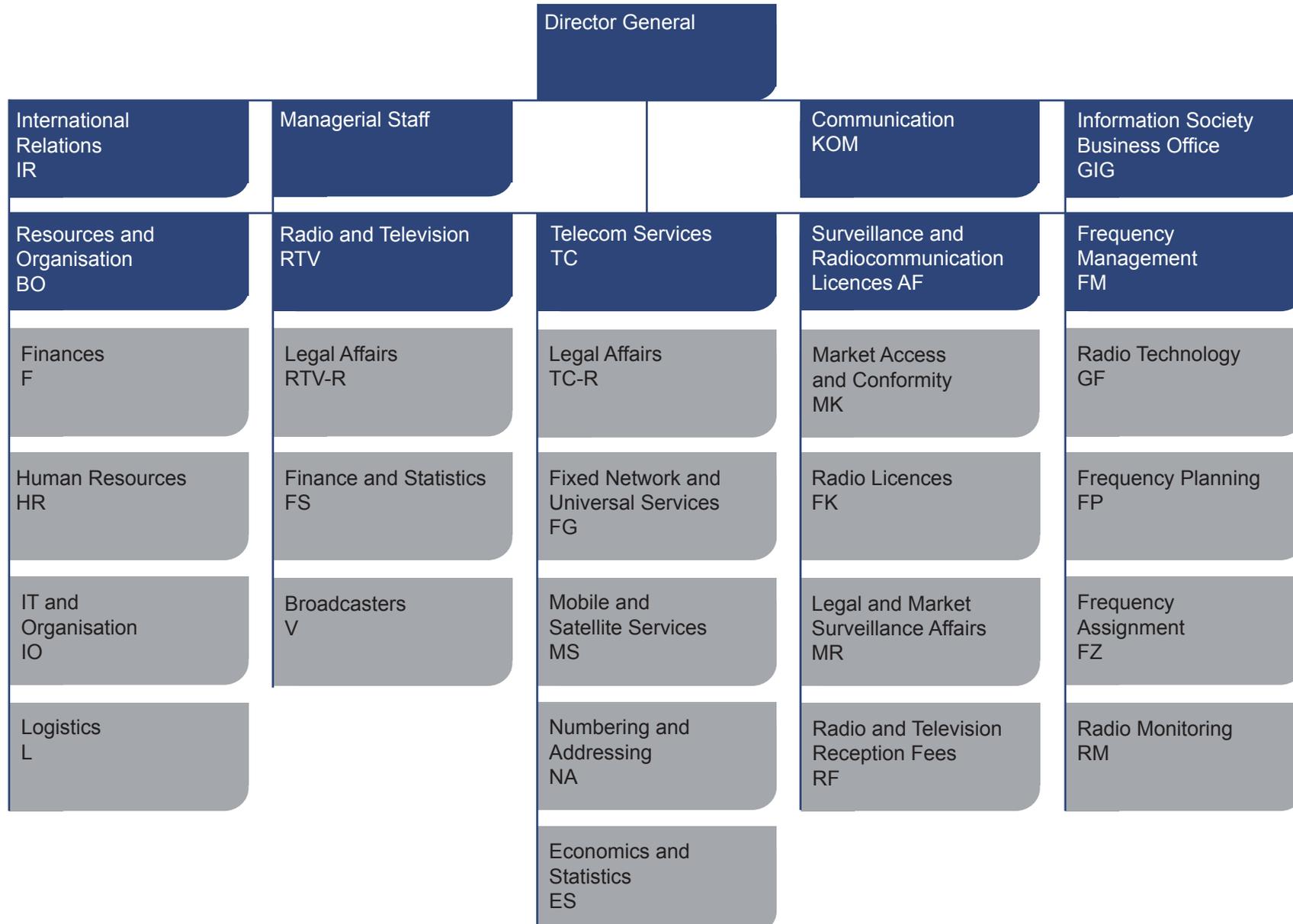
Equal opportunities

All OFCOM employees should have the opportunity to develop optimally, both professionally and privately. As has been shown, we are on the right track: a staff survey by the Federal Personnel Office (FPO) has revealed that at OFCOM there is a healthy work-life balance. We are pleased to find ourselves ranked in the top ten of all government offices. In 2011 the internal Equality Commission again supported and monitored the necessary processes and dealt with them at management level.

Direction

The management of OFCOM consists of: the Director Dr. Martin Dumermuth, the Deputy Director and Division Head Surveillance and Radiocommunication Licences Véronique Gigon, the Vice-Director and Division Head Radio and Television Nancy Wayland Bigler, the Vice-Director and Division Head Telecom Services Philipp Metzger, the Division Head Frequency Management Peter Pauli; the Division Head of Resources and Organisation Christine Fuchs; the Vice-Director and Head International Relations Service Frédéric Riehl, the Managerial Staff Head Andreas Sutter, and the Head of Communications Dr. Roberto Rivola.

Organisation chart

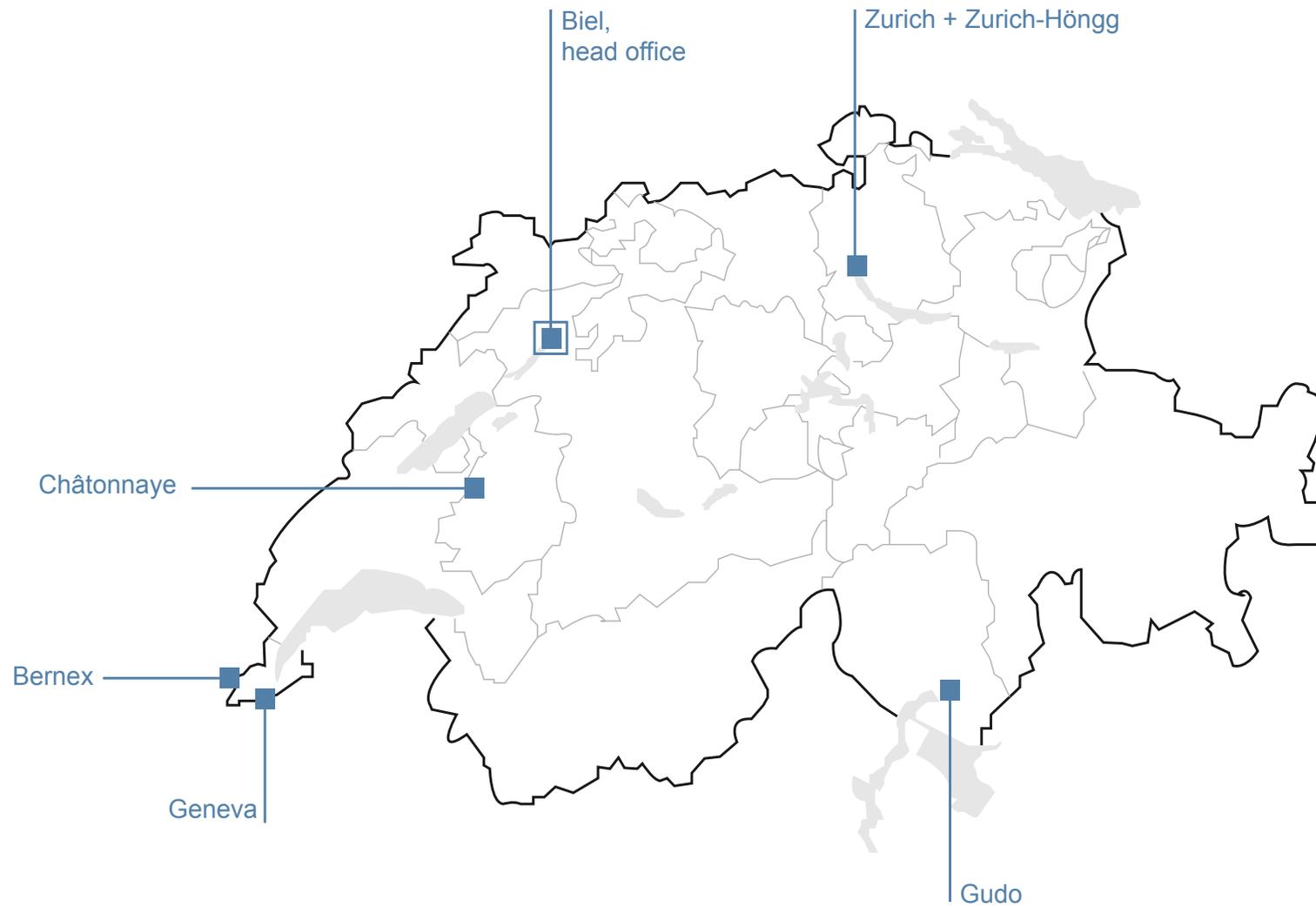


Managers

Organisational unit	Name	Telephone	Organisational unit	Name	Telephone
		+41 32 327			+41 32 327
Management			Telecom Services		
General Director	Dr. Martin Dumermuth	5501	Vice-Director and Head	Philipp Metzger	5599
Head of Managerial Staff	Andreas Sutter	5503	Legal Affairs	Annalise Eggimann	5582
Head of Communications	Dr. Roberto Rivola	5650	Fixed Network and Universal Services	Armin Blum	5579
Deputy Director and Head of Information Society Coordination Service	Véronique Gigon	5448	Mobile and Satellite Services	Urs von Arx	5856
International Relations			Numbering and Addressing	François Maurer	5576
Vice-Director and Head	Frédéric Riehl	5454	Economics and Statistics	René Dönni	5543
Resources and Organisation			Surveillance and Radiocommunication Licences		
Head of Division	Christine Fuchs	5707	Deputy Director and Head	Véronique Gigon	5448
Finance	Urs Liechti	5843	Market Access and Conformity	Gerhard Käser	5565
Human Resources	Brigitte Moser	5514	Radio Licences	Beat Scheidegger	5830
Computing and Organisation	Bruno Frutiger	5520	Market Surveillance and Law	Olivier Pauchard	5430
Logistics	Peter Lendenmann	5456	Radio and Television Licence Fees	Daniel Büttler	5445
Radio and Television			Frequency Management		
Vice-Director and Head	Nancy Wayland Bigler	5510	Head	Peter Pauli	5700
Legal Affairs	Susanne Marxer	5948	Radio Technology	Daniel Vergères	5720
	Carole Winistörf	5449	Frequency Planning	Philippe Horisberger	5411
Finance and Statistics	Peter Marti	5544	Frequency Assignment	Konrad Vonlanthen	5583
Broadcasters	Marcel Regnotto	5535	Radio Monitoring	Silvio Rubli	5730

Locations

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



Contact

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www.bakom.admin.ch/org/adresse/index.html?lang=en

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