

Strategic lines of actions of the President of UKE for 2017-2021

UKE

Office of Electronic Communications



Providing citizens with access to modern telecommunications and postal services in a developing market and dynamic international environment

Mission of the President of UKE

Vision of the President of UKE

Impartial, professional and credible moderator of market developments, working with understanding of societal needs and rules of the business sector functioning

Areas of activity of the President of UKE

1 Protection
of consumer interests

2 Development
of infrastructure
and services

3 Competition through
optimal regulation

4 UKE 3.0 = Honesty,
Creativity, Effectiveness



Protection of consumer interests





Matching telecommunications services to consumer needs

Identification of user preferences

Periodic surveys conducted among individual and business users

Pro-consumer approach to the approval of price lists

Analysis of requests submitted by SMP operators

Simplification of and going digital in communication with users

Recommending legislative changes at European and national levels

Supporting digitisation processes in the market

Maintaining balance between prices for services charged domestically and abroad

Monitoring wholesale rates and retail prices

Review of the regulatory approach

Improving the quality of telecommunications services

Monitoring implementation of the EU and national regulations of the internet access quality

Verifying contracts and complaint procedures, implementation of control measures

Security of services

Promoting ENISA recommendations and implementation of good practices of EU regulators

Definition of the terms of measuring the quality of internet access

Developing methods and tools in BEREC

Identification of a monitoring mechanism

Effective internet access in public places

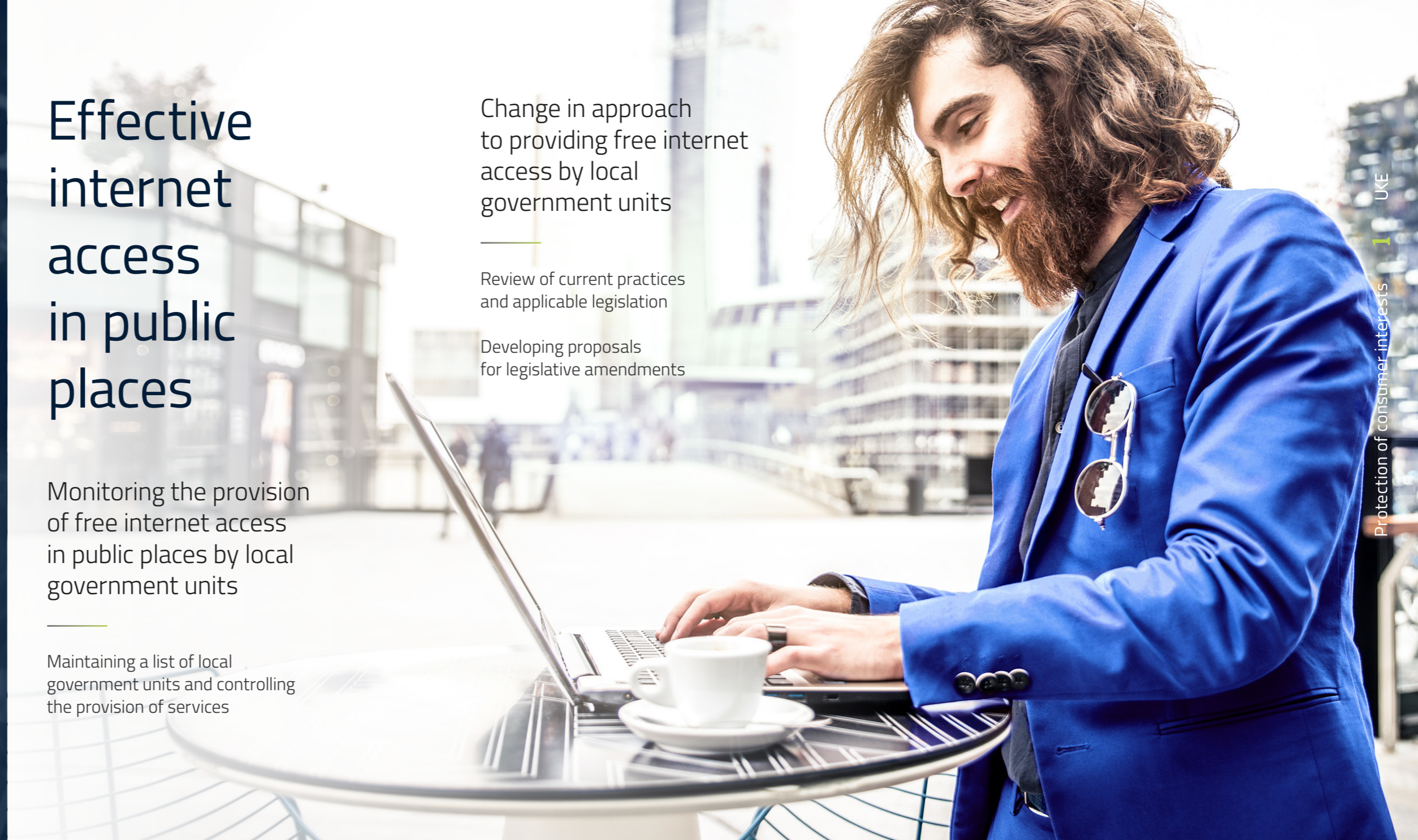
Monitoring the provision of free internet access in public places by local government units

Maintaining a list of local government units and controlling the provision of services

Change in approach to providing free internet access by local government units

Review of current practices and applicable legislation

Developing proposals for legislative amendments



Accessible and user-oriented services

Securing the needs of people with disabilities

Identification of barriers and proposals for legislative amendments

Improving the quality of handling services for people with special needs

Monitoring the quality of handling services in telecommunications and postal markets

Encouraging good practices



User-friendly postal market

Recognizing the needs of society

Periodic analysis of demand for universal service

New approach to quality monitoring

Quality measurements of universal service carried out jointly with the designated operator

Developing a service quality information system in cooperation with the market

Increasing the availability of universal service

Verification of the fulfilment of obligations by the designated operator

Setting maximum annual levels of charges



Calculation of the subsidy for universal service

Ensuring payment of authorised subsidies

Issue of decisions determining the companies and the indicator

Issue of individual decisions

Reconsideration of the cases with denied subsidies

Issue of decisions on the net cost and the subsidy

Issue of decisions determining the companies and the indicator

Issue of individual decisions

Easier pursuit of consumer claims

Promoting out-of-court dispute resolution procedures

Notification of the out-of-court resolution of consumer disputes to the ADR database

Development of out-of-court dispute resolution

Dissolution of an ineffective arbitration court





Conscious consumer

Information and education

- Dissemination of results of product inspections
- Development of the Consumer Information Centre
- Campaigns targeted at various audiences
- Promoting safe use of electronic communications devices in cyberspace
- Promoting the idea of corporate social responsibility

New approach to universal service

Analysis of service availability

Periodic analysis of demand for universal service

Implementation of a new approach

- Recommending the inclusion of broadband internet in the scope of universal service
- Abandonment of declining services



**Development
of infrastructure
and services**

Building optimal environment for investment

Encouraging SMP operators to invest

Review of wholesale broadband BSA and LLU markets

Including investment incentives in regulation

Promoting co-investments

Developing regulatory principles for the network constructed under co-investment schemes

Implementation of the principles in regulatory activities

Supporting network roll-out and infrastructure sharing

Standardization of the terms of access to passive infrastructure

Proposals for legislative amendments to eliminate barriers in the civil engineering process

Increasing effectiveness of conducted administrative proceedings

Educating participants of the investment process

Endorsing access to buildings so as to eliminate duplication of infrastructure

Creating effective communication between investors

Supporting standardization of access to physical infrastructure (cooperation with URE and UTK)

Activity in international fora to promote optimal technical and regulatory solutions

Availability of the 700 MHz frequency band for broadband systems

Supporting legal measures improving the efficiency of radio spectrum management

Improvement of selection procedures

Determination of the selection procedure and its preparation

Update of the National Table of Frequency Allocations in accordance with changes implemented at WRC

Changes in frequency use

Arrangements for new television channels below the 700 MHz band

Update of the frequency management plan in terms of allocation of the 700 MHz and 470-694 MHz bands

Reconfiguration of television channels

Migration of television services to the 470-694 MHz band

Switch from DVB-T to DVB-T2

Implementation of 5G in Poland



Increasing effectiveness of frequency use

Development of the implementation scenario

Reframing and optimisation of frequency resources

Making the frequencies available

Impact on international regulations in radio spectrum management

Active participation in the work of ITU, CEPT and EU groups (RSC, RSPG, COCOM)

Innovations = competitive economy

Supporting Polish innovations

Cooperation with R&D sector,
support in problem solving

Participation in initiatives
at central and local
government level

Acquiring knowledge
and international experience
for optimisation of legal
and regulatory environment

Promoting innovations

Maximising the effectiveness of the use of EU funds

Improving the efficiency of RSS

Ensuring open and efficient
access to infrastructure, including
optimisation of the pricing policy

Proposal for abandonment
of conditional access
to infrastructure

Supporting consolidation
in the country regions with low
efficiency of wholesale access
products take up

Preventing duplication of networks
co-financed by EU funds

Supporting implementation of Digital Poland Operational Programme

Designation of areas
requiring public intervention

Ensuring open access
to telecommunications infrastructure
and broadband networks

Preparation of rules for wholesale
access to deployed networks

Participation in the OSE project
and determination of the applicable
regulatory framework

A hand in a dark suit jacket holds a glowing blue pen, pointing it towards a complex 3D mechanical structure. The structure consists of numerous interlocking gears of various sizes, some rendered in a solid grey color and others as blue wireframe models. The background is dark, and the overall lighting is dominated by the bright blue glow of the pen and the wireframe elements. The text "Competition through optimal regulation" is overlaid in white on the right side of the image.

**Competition through
optimal regulation**



Effective regulation = rapid development

Analysis of markets using local approach

Implementation of analytics taking account of local inter-platform competition

Review of infrastructure markets

Supporting convergence and migration to IP network

Identification of changes

Assessment of impact on the market

Effective cooperation between operators

Review and adjustment of reference offers to actual market needs

Supporting commercial cooperation models in the market

Identification and counteracting telecommunications fraud in cooperation between operators

Development of regulatory models

Preparation of a regulatory model for OTT providers

Preparation of a digital media regulatory model

Supporting development of e-commerce in the postal sector

Implementation of regulation on cross-border parcel delivery services

Participation in the development of a European database and information platform

Holding a dialogue with stakeholders to develop a cooperation model on cross-border delivery market

Fair law = better regulation

Participation in creation of national law

Review of legal framework
to identify barriers in market
functioning

Recommending legislative
amendments, including those
increasing efficiency of activities

Participation in creation of international law

Extension of information
obligation to OTTs
and definition of the electronic
communications service

Supporting status quo
in division of competences
between National Regulatory
Authorities and the EU institutions

Recommending innovative
solutions for NGN service quality

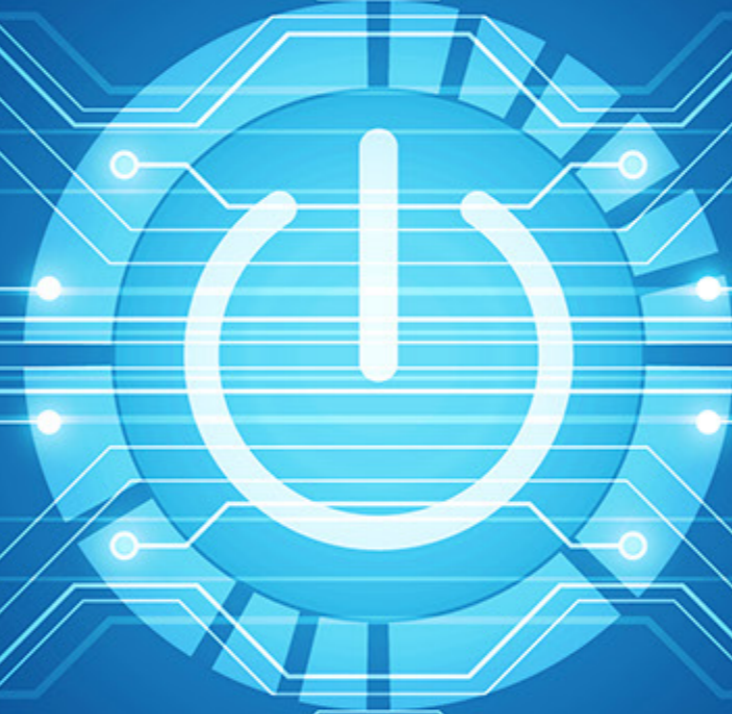
International activity

Professional cooperation with international organisations

Contributions to position
papers, opinions, reports
and other documents

Activity of UKE experts
in IRG/BEREC, ITU study groups
and EU committees

Increasing knowledge of legal
and regulatory activities
in other countries



**UKE 3.0 = Honesty,
Creativity, Effectiveness**

On-line office

Going digital in customer relations

Development of e-services

Development of PLI CBD for the needs of the state and business

Providing access to useful information for people with special needs

Culture in analytics

Implementation of a single platform for acquiring, processing and sharing data about the ICT sector

Creating advanced analytics using statistical tools

Experts in service to society and business

Creation of a friendly and accessible Office

More flexible work organisation

Adjusting the Office to the needs of employees and customers

Professional secretarial staff

Raising work standards

Promoting employment in UAE and effective recruitment

UAE as a moderator of market developments

Supporting work on Public-Private Partnership investment model

Follow-up on the initiatives proposed by consumers and businesses

Participation in social, governmental and local projects



Strategic lines of actions of the President of UKE for 2017-2021 define key areas of the NRA's activities.

Our mission is to provide citizens with access to modern telecommunications and postal services in a developing global market. Through impartial, professional and credible actions we create electronic communications and meet expectations of our customers.

We have the ambition to effectively protect the interests of consumers, support competition and development of infrastructure and services. By fostering innovations we create the future for the next generations.

We believe that through Honesty, Creativity and Effectiveness we are able to earn respect and understanding for our actions.

Marcin Cichy, President of UKE

Abbreviations

ADR – Alternative Dispute Resolution

BEREC – Body of European Regulators for Electronic Communications

BSA – Bitstream Access

CEPT – European Conference of Postal and Telecommunications Administrations

COCOM – Communications Committee

DVB-T – Digital Video Broadcasting – Terrestrial

DVB-T2 – Digital Video Broadcasting – Terrestrial Second Generation

ENISA – European Union Agency for Network and Information Security

ERGP – European Regulators Group for Postal Services

ICT – information and communication technologies

IRG – Independent Regulators Group

ITU – International Telecommunication Union

LLU – Local Loop Unbundling

NGN – Next Generation Network

OSE – Nationwide Educational Network

OTT – Over-The-Top

PLI CBD – Location and Information Platform with a Central Database

RSC – Radio Spectrum Committee

RSPG – Radio Spectrum Policy Group

RSS – Regional Broadband Networks

SMP – Significant Market Power

URE – Energy Regulatory Office

UTK – Office of Rail Transport

WRC – World Radiocommunication Conference