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# O1 ABBREVIATIONS, INITIALS AND ACRONYMS

[AFS]	Attended Fixed Station
[ AI ]	Investigative Authority
[AM]	Amplitude Modulation
[ APUEFB ]	Annual Program for the Use and Exploitation of Frequency Bands
[AWP]	Annual Work Program of the IFT
[CAP]	Common alerting protocol
[ CCCI ]	Common catalog of information codes
[CDI]	National Commission for the Development of Indigenous Peoples
[CES]	Studies Center of the IFT
[CGCS]	Bureau of Media Relations of the IFT
[CGMR]	Bureau of Regulatory Improvement of the IFT
[CGPE]	Bureau of Strategic Planning of the IFT
[CGPU]	Bureau of User Policy of the IFT
[ CGVI ]	Bureau of Institutional Liaisons of the IFT
[COFETEL]	Federal Telecommunications Commission (extinct)
[ CommPl ]	Communications Price Index
[ CONAPO ]	National Population Council

[CPI]	Consumer Price Index
[DTT]	Digital Terrestrial Television
[eFIM]	Information and Metrics Electronic Format
[ ENDUTIH ]	National Survey on Availability and Use of Information Technologies in Households
[EPP]	Electronic Procedures Portal of the IFT
[FIE]	Infrastructure and Equipment Fund of the IFT
[FM]	Frequency Modulation
[GDP]	Gross Domestic Product
[GHz]	Gigahertz
[ICT]	Information and Communications Technology
[ IFT or the Institute ]	Federal Telecommunications Institute
[IMT]	International Mobile Telecommunications
[INEGI]	National Institute of Statistics and Geography
[ IoT ]	Internet of Things
[ IP ]	Internet Protocol
[ITU]	International Telecommunications Union
[kHz]	Kilohertz



[LFCE]	•	Federal Economic Competition Law
[LFTR]	•	Federal Telecommunications and Broadcasting Law
[ Mbps ]	•	Megabits per second
[ MEET-R ]		Technical-Regulatory Spectrum Efficiency Metrics
[MHz]	•	Megahertz
[Mdp]		Millions of mexican pesos
[ MVNO ]	•	Mobile Virtual Network Operator
[ NCSS ]		National Cybersecurity Strategy
[ NOM ]	•	Official Mexican Standard
[ OECD ]		Organization for Economic Cooperation and Development
[OTT]	•	Over The Top apps or services that provide a product over the Internet
[PEA]	•	Preponderant Economic Agent
[PTR]	•	Public Telecommunications Registry
[RCC]		Regional Control Center
[RIA]	•	Regulatory Impact Analysis
[SAR]	•	Specific Absorption Rate
[SAT]	•	Tax Administration Service
[SCIII]	•	Internal Control and Institutional Integrity System
[SCT]	•	Ministry of Communications and Transport
[SHCP]	•	Ministry of Finance and Public Credit
[ SIEMT ]	•	Telecommunications Markets Statistical Information System

[SiMeT]	Telecommunications Metrics System
[SINAVER]	National Spectrum Surveillance System
[SMP]	Substantial Market Power
[SNII]	National Infrastructure Information System
[SOA]	Service Oriented Architecture
[T&B]	Telecommunications and Broadcasting
[TELMEX]	Teléfonos de México, S.A.B. de C.V.
[TELNOR]	Teléfonos del Noroeste, S.A. de C.V.
[TIB]	Telecommunications Information Bank
[TS]	Technical Standard
[TV]	Television
[UA]	Administrative Units of the IFT
[UADM]	Administration Unit of the IFT
[UAJ]	Legal Affairs Unit of the IFT
[UC]	Compliance Unit of the IFT
[UCE]	Economic Competition Unit of the IFT
[UCS]	Concession and Services Unit of the IFT
[UER]	Radio Spectrum Unit of the IFT
[UMCA]	Media and Audiovisual Content Unit of the IFT
[UPR]	Regulatory Policy Unit of the IFT
[UV]	Verification Units



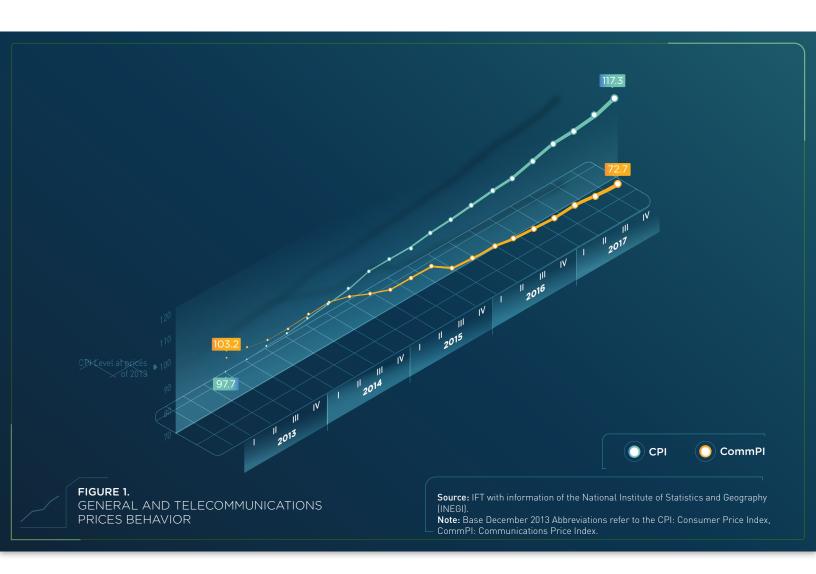
# 02 INTRODUCTION 2018 ANNUAL WORK PROGRAM

More than four years have passed since the Constitutional Reform on the subject of telecommunications and broadcasting (T&B) that created the Federal Telecommunications Institute (the Institute or IFT) as an independent agency with legal capacity and assets. The Institute has the clear objective to ensure an efficient development of the T&B sectors; and it is the authority on the subject of economic competition for these sectors.

Based on this, the IFT delivers its 2018 Annual Work Program (AWP), which reflects the continuity of its actions aimed at the fulfillment of one of the commitments that the Institute has taken since its creation.



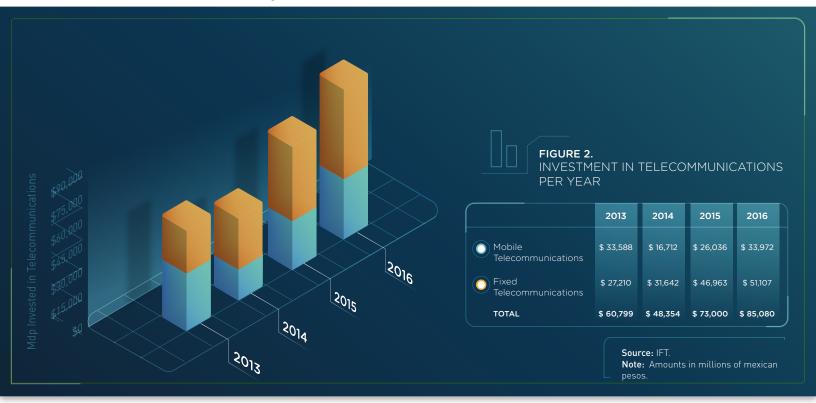
In this context, the contribution of the T&B sectors to the national economy has grown, which evidences the importance of these sectors for the development and growth of the Gross Domestic Product (GDP). Besides, the impulse of competition and free trade in the regulated sectors allow users and audiences to enjoy more and better options at affordable prices. This is evidenced by the fact that the prices of telecommunications services were diminished 29.5% to December 2017 in relation to March 2013, while general inflation grew 20% during the same term (see Figure 1).



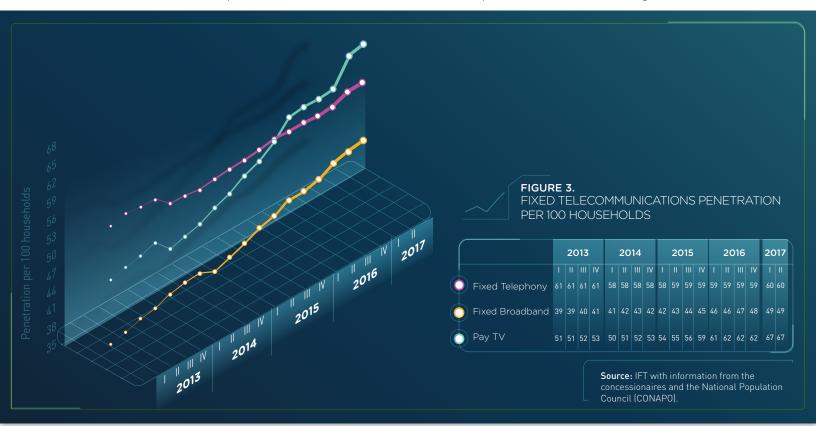
In this sense, the market conditions and the development of public telecommunications networks have allowed a larger use of technology and the offering of higher speed fixed broadband services, since the portion of connections with an average speed of 10 and 100 Mbps, which was barely 7.8% in 2013 reached almost 78% of Internet connections in mexican households and offices by mid-2017. Having a higher average speed allows a larger usage and growth of digital applications and tools for the health, education, entertainment, financial and governmental sectors.



Besides, private investment in fixed and mobile telecommunications displayed a 16.5% annual growth in relation with 2015, reaching the level of 85 billion pesos during 2016 (see Figure 2).

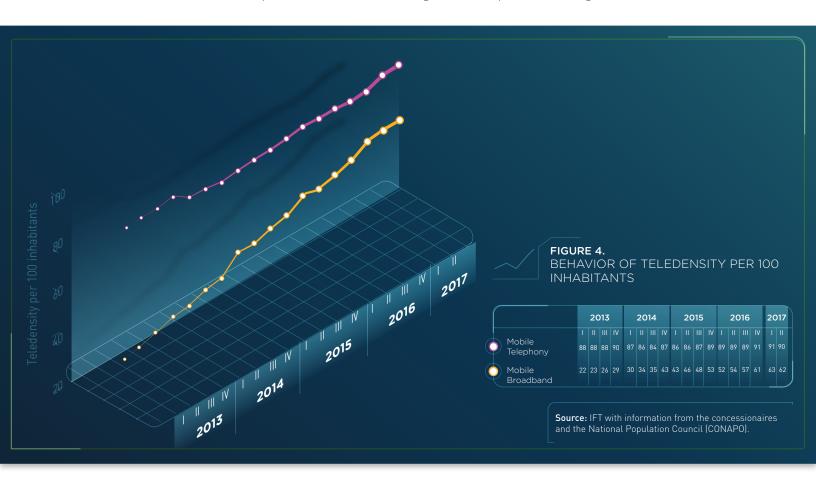


The growing investment in the telecommunications sector allows the existence of more and better networks and services. In the case of fixed telecommunications, since the T&B reform up to mid-2017, paid TV went from 51 to 67 accesses per 100 households, and fixed broadband penetration moved from 39 to 49 accesses per 100 households (see Figure 3).





On the other hand, mobile broadband experienced a significant growth from 22 to 62 lines per 100 inhabitants during the same period (see Figure 4).



In the international setting, five years after the OECD published the <u>Review on Telecommunications Policy and Regulation in Mexico</u> in 2012, in which 31 recommendations were given for the telecommunications reform, 28 of those 31 recommendations have been implemented and the other three were partially implemented or they continue in process.

In 2017, OECD published and presented in Mexico the new OECD Review on Telecommunications and Broadcasting in Mexico 2017, which evaluates the impact of the reform on communications markets, business and households. Besides, the review recommends additional measures to build on the progress achieved to this date and ensure that Mexico takes advantage of the benefits of digital transformation. The new recommendations are aimed at consolidating efforts to increase competition, strengthen the IFT's capacities, closely evaluate preponderancy impacts, increase plurality of audiovisual content, enhance market conditions, encourage new investments, improve the spectrum's management and expand the market to fulfill the objectives of the reform more efficiently.



The Review's recommendations are identified as mid and long term; however, the Institute is considering two short term and one mid-term recommendations for which this AWP includes a diagnostic to identify barriers to investment in fixed networks for the provide of broadband services with a real speed to download information in accordance with the average of OECD member countries. This will allow the Institute, by itself or collaborating with other authorities, to adopt regulatory actions or public policy aimed at the reduction or elimination of identified barriers, and to evaluate the impact of adopted measures to maintain, amend, suppress or supplement them, as the case may be.

On the other hand, a project to obtain information on plurality, diversity and cross-ownership was integrated to allow case-by-case analysis. This information will be useful to protect the rights of the audiences, particularly relating to plurality in public broadcasting services, as well as grant certainty on the procedures to determine the cases in which T&B concessionaires who provide services to the same market or geographic coverage area prevent or limit access to plural information in such markets and areas.

Finally, an analysis of the best practices for the definition of statistical indicators requested globally from broadcasting concessionaires will be conducted. The results of said analysis will be used to prepare electronic formats by which the Institute will request statistical and economic-financial information from broadcasting concessionaires, as well as information on the evolution and behavior of AM, FM and TV markets. This way, the Institute will simplify its administrative burden, build a database and ensure homogeneity on the information received from those concessionaires.



### ► 2.1 STRATEGIC ELEMENTS

2018 AWP projects are in line with the institutional strategic elements<sup>1</sup>, which are the mission, vision, objectives and strategies that the Governing Board of the Institute approved in 2016 AWP (see Figure 5) and were published in the document <a href="IFT's Strategic Planning">IFT's Strategic Planning</a>. It is then possible to identify the contribution of regulatory policies and other actions to be executed by the Institute in 2018 in terms of the objectives.



With this definition the objectives were also harmonized with goals II and IV of the National Development Plan 2013-2018 (see <u>Addendum 1</u>).

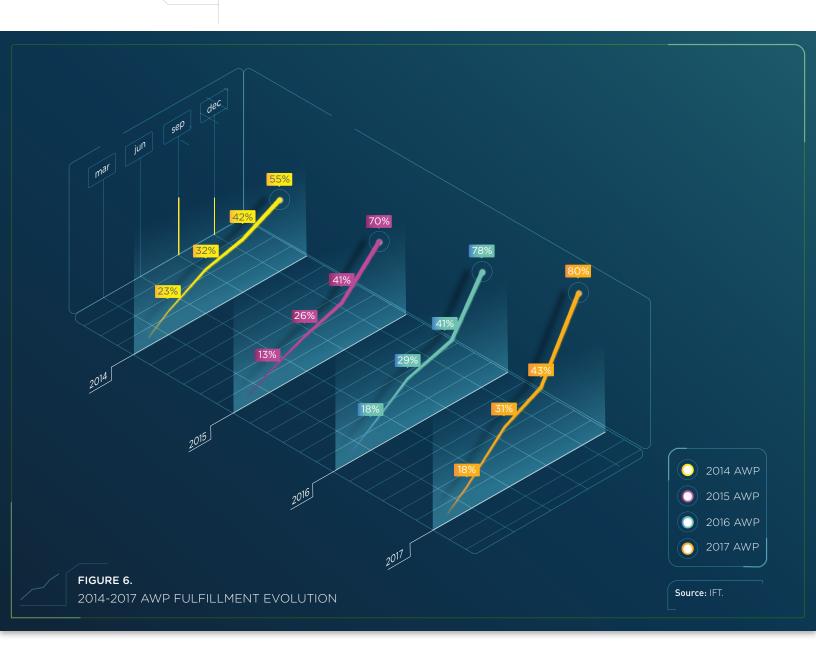
Besides, the indicators that show the development of regulated markets were defined in the IFT's Strategic Planning document, and are in line with each one of the institutional objectives. The results of the incidence of regulatory policy in the development and evolution of these indicators will be shown in a new annual report called Behavior of the indicators in regulated markets during 2016. This report supplements the Institute's transparency and accountability actions.

<sup>1 &</sup>lt;u>2017 AWP</u> included the "Priority lines of action" with a vision to 2025; however, as part of an institutional planning strategy for the mid and long term, it was determined that these lines of action be part of a regulatory prospective exercise to be included in subsequent AWPs, aligned to this exercise. For that reason, those lines of action are not included in 2018 AWP.



### ► 2.2 AWP FULFILLMENT EVOLUTION

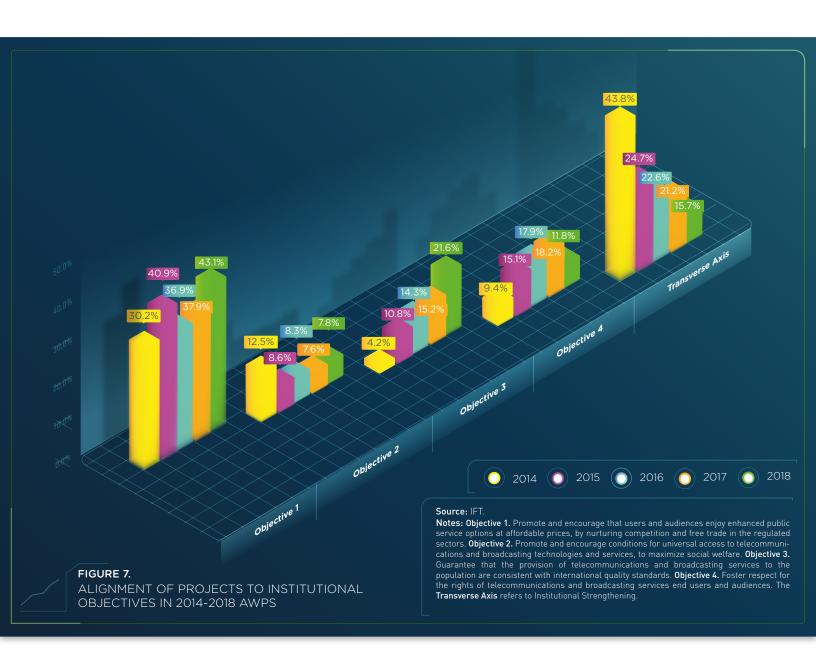
Based on the continuous improvement principles, it is important to verify fulfillment of the various AWPs in time, since their first publishing in 2014 and through the closing of 2017 (see Figure 6).



In 2014, the percentage of fulfillment of the AWP was 55%; however, fulfillment reached 70% for 2015 AWP and it increased to 78% for 2016 AWP. In 2017 fulfillment increased again, reaching 80%. This is the result of improvements on institutional planning and execution over the time; however, it is acknowledged that there is still space for improvement on annual planning and the exercise of the IFT's capacities.



Besides, for year 2014, 43.8% of projects were in line with the IFT's institutional strengthening and 30.2% of the projects with the encouragement of competition and free trade in T&B (see Figure 7).



During 2015, Institutional Strengthening (24.7%) was no longer the highest priority, and focus was set on competition in the regulated sectors with 40.9% of the projects programmed for that year. Also, projects aimed at nurturing the rights of users and audiences, as well as those relating to the assurance of service quality, show a larger proportion among projects aligned with these institutional objectives, with 15.1% and 10.8%, respectively.



For 2016, the distribution of strategic projects was similar to that of 2015; however, while the projects linked to institutional strengthening and encouragement of competition are still relevant, there are also more projects related to nurturing respect to the rights of users and audiences in comparison with 2014 and 2015, as well as quality assurance in the T&B sectors.

For 2017 AWP, there is an important increase in the participation of projects linked with the objectives of competition and service quality, as well as those relating to the rights of users and audiences.

Now, 2018 AWP is focused again on projects associated with the objectives of encouragement of competition and services quality assurance, while the number of projects aimed at institutional strengthening has naturally diminished.

During 2018, the Institute will continue to show progress on this AWP in its Quarterly Activity Reports, through the implementation of projects aligned with the fulfillment of institutional objectives aimed at the reduction of barriers to competition in the T&B sectors, promotion of universal access to T&B technologies and services, service quality assurance in the regulated sectors, nurturing respect to the rights of users and audiences, as well as consolidating as an avant-garde institution in terms of its management.

The 2018 Annual Work Program is delivered in terms of articles 15, section II, and 17, sections I and VII, of the Federal Telecommunications and Broadcasting Law (LFTR).



## 03 2018 PROJECT PORTFOLIO

2018 ANNUAL WORK PROGRAM

The Institute's project portfolio for 2018 is comprised of 51 strategic projects, 43 of them aligned to the four institutional objectives and eight to the Institutional Strengthening transverse axis (see Figure 8).





3.1 PROJECTS LINKED TO

## OBJECTIVE 1

PROMOTE AND ENCOURAGE THAT USERS AND AUDIENCES ENJOY ENHANCED PUBLIC SERVICE OPTIONS AT AFFORDABLE PRICES, BY NURTURING COMPETITION AND FREE TRADE IN THE REGULATED SECTORS.



**3.1.1** 

STRATEGIC DISTRIBUTION OF PROJECTS LINKED TO

### **OBJECTIVE 1**

To fulfill objective 1, the 2018 Annual Work Program includes 22 projects, distributed among its strategies as shown in Figure 9.









#### **STRATEGY 1.1**

Encourage the development of competition and free trade in the T&B sectors, eliminating barriers to competition.

#### STRATEGY 1.2

Encourage the entry of new competitors and plurality in the T&B sectors, eliminating barriers to entry.

#### STRATEGY 1.3

Manage and encourage an efficient use of the radio spectrum in the T&B sectors.







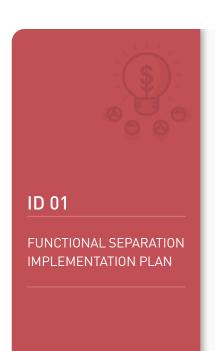




•	Functional separation implementation Plan	18
•	Criteria to define markets and evaluate effective competition conditions*	18
•	Elaboration of Costs Models for Wholesale Services*	19
•	Guidelines for traffic management and network administration to be followed by concessionaires and authorized Internet Service Providers*	19
•	Minimum technical conditions and interconnection rates 2019	20
•	Technical criterion to issue interim measures, as well as to fix the security to lift them	20
•	Criteria to define significative control or influence by economic agents in the T&B sectors	21
•	Strategy to evaluate compliance with obligations imposed by the Institute on asymmetric regulation*	21
•	Guide to submit complaints on monopolistic practices and illicit concentrations in the T&B sectors	22
•	Guide to submit requests for investigation of market conditions as provided in article 96 of the LFCE in the T&B sectors	22
•	Guide on the benefit of exception or reduction of the amount of fines established in the LFCE for the T&B sectors	23
Þ	Reference offers for disaggregation services and fixed and mobile passive infrastructure access and shared use services	23
Þ	Reference offers for wholesale dedicated links and roaming user services, and for trade or resale of the service by Mobile Virtual Network Operators	24
•	Review of the proposal for preponderance cap prices	24
•	Review of the cap prices proposal of TELMEX-TELNOR's concession title	25
•	Review and analysis of interconnection framework agreements	25

<sup>\*</sup> Projects from the 2017 AWP.





From the two-year evaluation of the measures imposed on the Preponderant Economic Agent (PEA) in the telecommunications sector, the Institute ordered its functional separation. The PEA submitted various proposals to this purpose in 2017.

During the first quarter of 2018, those proposals will be analyzed to determine the terms in which the functional separation of Teléfonos de México, S.A.B. de C.V. (TELMEX) and Teléfonos del Noroeste, S.A. de C.V. (TELNOR) will be accepted, and the necessary modifications so that the documentation includes the elements that allow its effective implementation.

It shall be noted that the functional separation consists of imposing an obligation on vertically integrated corporations to separate wholesale activities into a new corporate unit acting independently from retail activities and from the wholesale division of the PEAT.

#### POTENTIAL BENEFITS

Functional separations seeks to favor a more competitive environment through non-discriminatory provision of regulated wholesale services by the PEA, to encourage better price and quality conditions for the end user.





#### ID 02

CRITERIA TO DEFINE MAR-KETS AND EVALUATE EF-FECTIVE COMPETITION CON-DITIONS\* The main criteria to be followed by the Institute will be defined in order to analyze product or service substitution, on the side of offer or demand, as a mean to determine relevant markets in the T&B sectors.

Also the main criteria to determine the presence of economic agents with substantial market power (SMP) will be defined, as well as the existence of effective competition in different relevant markets within the sector.

At the end of 2017, a draft is ready to be submitted to the Governing Board during the first quarter of 2018 for approval of the public consultation process.

#### POTENTIAL BENEFITS

A higher level of certainty for the economic agents on the elements that the Institute will consider for future special procedures on the subject of economic competition, as well as application and continuity of the required regulation to guarantee competition in the T&B markets for the users benefit.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter





**SERVICES\*** 

Costs models are elaborated to determine applicable rates for wholesale roaming user leasing services, and trading or resale by Mobile Virtual Network Operators (MVNO). These models will be used when the interested parties have not executed an agreement on applicable rates for those services.

On December 19, 2017 the public consultation for these models was published, to last for 20 business days, ending on February 1, 2018.

#### POTENTIAL BENEFITS

Wholesale services costs models allow the Institute to resolve on these services, promoting competition between operators as a decisive factor for innovation and the development of telecommunications markets. A competitive market implies the presence of diverse service providers, where users are free to choose the concessionaire that offers the best conditions in terms of prices, quality and variety.





GUIDELINES FOR TRAFFIC MANAGEMENT AND NET-WORK ADMINISTRATION TO BE FOLLOWED BY CONCES-SIONAIRES AND AUTHO-RIZED INTERNET SERVICE PROVIDERS\* The trend towards an increased use of data on the Internet by end users and the proliferation of *Over the Top (OTT)* applications and content service providers, sometimes in competition against the services offered by traditional operators, requires clear rules on networks administration and Internet traffic management.

Research on network neutrality and traffic management, including the analysis of the mexican Internet market's behavior, was updated in 2017. In addition, the corresponding Guidelines draft was prepared, and will be submitted to the Governing Board during the first quarter of 2018 for approval of the public consultation process.

#### **POTENTIAL BENEFITS**

The issuance of these Guidelines is intended to prevent discriminatory and/or anticompetitive practices among Internet service providers and content, services or applications providers; ensure privacy and confidentiality protection for end user communications and network security; promote transparency in the information supplied to consumers by Internet service providers, allowing them to make informed decisions, based their preferences and specific needs; contribute to fair competition and free trade by marinating the minimum quality standards set by the Institute and promoting a sustained growth of the telecommunications infrastructure over which Internet services are provided; and promote innovation in the content, applications, and services market.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





The minimum technical conditions for interconnection services will be established, so that concessionaires wishing to interconnect their public telecommunications networks do it in accordance with such conditions and the rates that will be valid for 2019, determined using a costs model based on a Pure Incremental Costs model, developed in conformity with international standards and following the principles indicated in the Costs Methodology prepared by the Institute.

#### **POTENTIAL BENEFITS**

Interconnection rates regulation is a mechanism to balance competition strengths between rival companies in the telecommunications sector, allowing the smaller operators to offer competitive pricing plans and maintain a position in the market.

In addition, establishing minimum technical conditions provides a technical reference for an efficient interconnection between the concessionaires' networks, in compliance with the quality standards determined by the Institute.





The issuance of the Technical Criterion is intended to establish and notify the economic agents those elements that the Governing Board will consider to issue the necessary preventive measures to avoid a substantial damage on the competition and free trade system in the T&B sectors, or to ensure the effectiveness of the result of an investigation conducted by the Investigative Authority and its corresponding resolution, as well as to fix the securities to lift them.

#### POTENTIAL BENEFITS

Grant certainty and legal security to economic agents in the T&B sectors relating to the issuance of preventive measures and the fixing of securities to release them.



<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





CRITERIA TO DEFINE SIGNIFICATIVE CONTROL OR INFLUENCE BY ECONOMIC AGENTS IN THE T&B SECTORS

This project seeks to identify the elements to be considered by the Institute to determine the presence of significative control and influence conditions by economic agents, as may be stock holding, family relationship and legal and/or economic links.

#### **POTENTIAL BENEFITS**

The definition of these criteria will generate certainty for the agents acting in the T&B sectors relating to the elements that the Institute considers in the definition of control and significative influence, as well as contribute to establish a competition culture in the country.





STRATEGY TO EVALUATE COMPLIANCE WITH OB-LIGATIONS IMPOSED BY THE INSTITUTE ON ASYM-METRIC REGULATION\* The methodology to record, analyze, evaluate, control and followup on activities relating to asymmetric regulation compliance will be designed and formalized, as well as the generation of the necessary input to integrate quarterly reports on the PEA's compliance.

At the end of 2017, the Institute already had external auditors to assist it on the monitoring and verification of compliance with asymmetric regulation obligations imposed on the PEA.

#### **POTENTIAL BENEFITS**

The design and implementation of this strategy is expected to substantially improve asymmetric regulation compliance evaluation procedures, increasing the reliability levels of the results. Effective and efficient communications between the Institute's Administrative Units (UA) involved will be promoted, and adaptability levels of processes to regulatory updates and amendments will be increased.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





GUIDE TO SUBMIT COM-PLAINTS ON MONOPOLIS-TIC PRACTICES AND IL-LICIT CONCENTRATIONS IN THE T&B SECTORS The Guide will be an instrument to direct economic agents in the submission of claims for probable commission of relative or absolute monopolistic practices and illicit concentrations, specifically on the appropriate information and documents to comply with the requisites established in article 68 of the Federal Economic Competition Law (LFCE).

#### **POTENTIAL BENEFITS**

Grant legal certainty and security to economic agents on the procedure to submit claims on monopolistic practices and illicit concentrations in the T&B sectors.





**ID 10** 

GUIDE TO SUBMIT RE-QUESTS FOR INVESTIGA-TION OF MARKET CON-DITIONS AS PROVIDED IN ARTICLE 96 OF THE LFCE IN THE T&B SECTORS The guide will be an instrument to direct economic agents in the submission of requests as provided in article 96 of the LFCE, specifically on the appropriate information and documents to comply with the requisites established in said article as well as in article 120, section I, of the Regulation of the LFCE for the T&B sectors.

#### POTENTIAL BENEFITS

Grant legal certainty and security to economic agents on the procedure to submit requests for investigation of market conditions as provided in article 96 of the LFCE in the T&B sectors.







GUIDE ON THE BENEFIT OF EXCEPTION OR RE-DUCTION OF THE AMOUNT OF FINES ESTABLISHED IN THE LFCE FOR THE T&B SECTORS The guide will be an instrument to direct economic agents on the conduction of the procedure to be followed relating to the submission of a request for exception or reduction of the amount of fines within an investigation for relative monopolistic practices or illicit concentrations in the T&B sectors, within the powers of the IFT.

#### POTENTIAL BENEFITS

Grant legal certainty and security to economic agents on the procedure to submit a request for the benefit of exception or reduction of the amounts of fines established in the LFCE for the T&B sectors.





**ID 12** 

REFERENCE OFFERS FOR DISAGGREGATION SER-VICES AND FIXED AND MOBILE PASSIVE INFRA-STRUCTURE ACCESS AND SHARED USE SERVICES The PEA of the telecommunications sector will submit to the Institute the proposals for reference offers of disaggregation services and fixed and mobile passive infrastructure access and shared use services. The proposals will be checked and submitted to the Governing Board for approval of the public consultation process to ensure that the authorized offers consider conditions that favor competition in the sector.

#### POTENTIAL BENEFITS

Access to the local network and passive infrastructure of the PEA prevents other operators to incur in unnecessary costs associated with the deployment of their own infrastructure, allowing them to provide alternative telecommunications services in a more efficient and cost-effective way. This way, an unobstructed and lower priced offer is promoted for the benefit of users.



<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





#### ID 13

REFERENCE OFFERS FOR WHOLESALE DEDICATED LINKS AND ROAMING USER SERVICES, AND FOR TRADE OR RESALE OF THE SERVICE BY MOBILE VIRTUAL NETWORK OPERATORS

The PEA of the telecommunications sector will submit to the Institute the proposal for reference offer of wholesale dedicated links and roaming user services, and for trade or resale of the service by Mobile Virtual Network Operators (MVNO). The proposals will be checked and submitted to the Governing Board for approval of the public consultation process to ensure that the authorized offers consider conditions that favor competition in the sector.

#### **POTENTIAL BENEFITS**

The authorization of the offers will allow an equitable wholesale services offer, avoiding anticompetitive practices and promoting an unobstructed and affordable service offer for the consumer's benefit. Also, the entry of new competitors to the sector in competitive conditions will be encouraged, as well a better service coverage, ensuring the appropriate quality levels.





**ID 14** 

REVIEW OF THE PROPOS-AL FOR PREPONDERANCE CAP PRICES The PEA of the telecommunications sector will submit a cap prices proposal, including the productivity factor, under the total-factor productivity method, applicable to the weighted average of the telecommunications services basket's rate for the 2019-2020 term, to establish a top limit to the increase on such rate. The proposal will be evaluated by the Institute to determine the productivity factor, with reflects the operating efficiency of the regulated agent on the production of the services contemplated in the reference basket.

#### **POTENTIAL BENEFITS**

Cap price regulation stimulates the regulated agent to reduce its production costs, encouraging productive efficiency. These gains are an opportunity to reduce retail prices on the offered services, among them broadband services, for the benefit of end users, encouraging more competition among operators offering services equivalent to those subject to the cap price regulation.



<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





REVIEW OF THE CAP PRICES PROPOSAL OF TELMEX-TELNOR'S CON-CESSION TITLE Teléfonos de México, S.A.B. de C.V. and Teléfonos del Noroeste, S.A. de C.V. will submit a cap prices proposal, including the productivity factor, applicable for the 2019-2020 term to establish a maximum increase limit on the revenue generated by the basic services basket. The Institute will evaluate this proposal to resolve on the matter and, in case the proposal is not approved, the opinion of a group of experts, one of them appointed by the concessionaire, another by the Institute and a third one on mutual agreement, will be requested to the purpose of reaching a joint proposal.

#### **POTENTIAL BENEFITS**

Cap price regulation stimulates the regulated agent to reduce its production costs, encouraging productive efficiency. These gains give the regulated agent an opportunity to reduce retail prices on the offered basic telephony services for the benefit of end users, encouraging more competition among operators offering services equivalent to those subject to the cap price regulation.





REVIEW AND ANALYSIS
OF INTERCONNECTION
FRAMEWORK AGREEMENTS

The PEA of the telecommunications sector will submit its proposal of Interconnection Framework Agreements to the Institute. This proposal will be reviewed by the Institute to determine the necessary amendments for its approval. The agreements are made available to the concessionaires, as well as the terms and conditions on which interconnection services are offered, granting them access to necessary and sufficient information to interconnect promptly and in non-discriminatory terms.

#### POTENTIAL BENEFITS

Promotion of an equitable wholesale services offer, avoiding anticompetitive practices and allowing an unobstructed and affordable service offer for the consumer's benefit. Besides, having this information grants certainty on service provision to the concessionaires.



<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





#### STRATEGY 1.1

Encourage the development of competition and free trade in the T&B sectors, eliminating barriers to competition.

# Tender IFT-5 10 MHz in the 440-450 MHz band\* Tender IFT-7 Up to 130 MHz in the 2500-2690 MHz frequency band\* Tender IFT-8 Frequencies for audio broadcasting\*

#### STRATEGY 1.2

Encourage the entry of new competitors and plurality in the T&B sectors, eliminating barriers to entry.

#### STRATEGY 1.3

Manage and encourage an efficient use of the radio spectrum in the T&B sectors.















The tender of the 10 MHz available in the 440-450 frequency band intends to make radio spectrum frequencies available to the private radio communication services market under a commercial use and exploitation concession.

At the end of 2017, the highest bids were published, and the decision was issued and notified in writing. The payment term of the considerations by the grantees ends in 2018 and the corresponding concession titles will be granted and signed, when applicable.

#### POTENTIAL BENEFITS

It is expected to contribute to the orderly use and availability of the spectrum, and private radio communication services coverage and quality by the concession of the spectrum to provide capacity to third parties; to encourage that an efficient use and exploitation of the radio spectrum aims to grant the highest benefits to the services' users, as well as the elimination of barriers to competition; and to generate an alternative mechanism to support the band's reordering.





This tender is expected to grant a concession on the commercial use and exploitation of up to 130 MHz of the radio spectrum available in the 2500-2690 MHz band for mobile wireless access services.

In May 2017, the specialized study on the industry's situational analysis and impact of the Shared Wholesale Network was concluded, as well as a proposal for the strategy and design of the Procedure to Bid for said Tender. From this study, the draft for the bidding terms was prepared and subject to public opinion during August and September 2017.

At the end of 2017, the drafts for invitation and bidding terms are ready and will be submitted to the Governing Board on the first quarter of 2018.

#### **POTENTIAL BENEFITS**

Expanding spectrum availability for mobile broadband services, so that newcomers and established concessionaires may have sufficient spectrum nationwide to deploy their state-of-the-art mobile networks. This will continue to expand mobile services coverage and capacity, particularly mobile broadband access, while providing faster data transfer services for end users.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter





This public tender is intended to grant concession on the commercial use and exploitation of the frequencies within the 88 to 106 MHz (Frequency Modulation - FM) band and of the frequencies within the 535 to 1605 kHz (Amplitude Modulation - AM) band for sound broadcasting public services, considering that the frequencies defined in the Annual Program for the Use and Exploitation of Frequency Bands for years 2016, 2017 and 2018, as amended, as well as the corresponding frequencies not granted in Tender IFT-4 concluded at the end of 2017.

At the end of 2017, the frequencies to be subject to tender were fully identified and a study had been made on the proposed methodology for the calculation of the minimum reference values, based on the results of Tender IFT-4.

#### **POTENTIAL BENEFITS**

Increasing sound broadcasting services in the country, making frequency bands of the spectrum available to interested parties and encouraging competition in the sector. In addition, it will be possible to increase access to content and its diversity.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter

<sup>\*\*\*</sup> See Addendum II or the deliverables associated with projects with less than 100% completion goal in 2018.







#### STRATEGY 1.1

Encourage the development of competition and free trade in the T&B sectors, eliminating barriers to competition.

#### STRATEGY 1.2

Encourage the entry of new competitors and plurality in the T&B sectors, eliminating barriers to entry.

#### STRATEGY 1.3

Manage and encourage an efficient use of the radio spectrum in the T&B sectors.

•	Annual Program for the Use and Exploitation of Frequency Bands	30
•	Definition of Spectral Efficiency Technical-Regulatory Metrics (MEET-R) and their application methodology*	31
•	Project to broaden and strengthen the National Spectrum Surveillance System (SINAVER)*	32



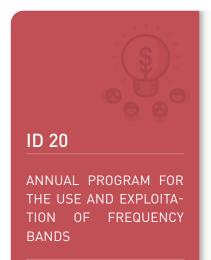












The Annual Program for the Use and Exploitation of Frequency Bands (PABF) is an annual programmatic tool by which the Institute publishes the frequencies or frequency bands that will be open for bidding or that may be granted directly.

For its preparation, the Institute evaluates the applications for frequency bands, category, usage modes and geographic coverage that the interested parties have submitted. It seeks to encourage an efficient use of the radio spectrum, for the benefit of the users, development of competition and diversity, and the introduction of new T&B services, as well as to promote network and services convergence to achieve an efficient use of the infrastructure and innovation in application development.

The PABF includes the time frame to submit applications for the granting of public and social concessions to provide public broadcasting services.

#### **POTENTIAL BENEFITS**

The issuance of the PABF 2019 is expected to contribute to the creation of more infrastructure to expand public T&B services coverage and improve their quality, as well as to encourage that an efficient use and exploitation of the radio spectrum is aimed at granting a higher benefit to service users, at the minimum possible cost, in view of demand, coverage and quality needs.







**ID 21** 

DEFINITION OF SPECTRAL EFFICIENCY TECHNICAL-REGULATORY METRICS (MEET-R) AND THEIR APPLICATION METHODOLOGY\*

The <u>study on spectrum efficiency metrics</u> made in 2015 concluded that the application of metrics on T&B service concessionaires should include additional aspects aside from the technical ones to ensure an efficient use of the spectrum. The 2016 analysis allowed the identification of certain elements, such as *regulatory aspects, market conditions, incentives and international best practices* that impact the efficiency on the use of the spectrum to provide T&B services.

Also, an analysis was conducted in 2017 to offer an integrated outlook on spectrum efficiency based on the analysis of technical and regulatory elements which shall be observed for its implementation in Mexico. It will be a guide for an integral discussion among the UA of the IFT, to communicate and adopt terms and concepts for a common understanding between all the UA.

The preparation of all metrics and application methods for four of the six most relevant T&B services<sup>2</sup> is expected for 2018.

#### **POTENTIAL BENEFITS**

Providing the Institute with a methodology to calculate, quantify, evaluate, compare and follow-up on the degree of efficiency in the use of the spectrum that may be applied generally to concessionaires of certain T&B services, to the purpose of taking steps to ensure an efficient use of granted spectrum resources.

Besides, the application of the metrics prevents the presence of unused or underexploited granted spectrum, causing an increase in service offerings, and improves T&B public service provision in terms of coverage, quality and the introduction of more efficient technologies.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter

<sup>\*\*\*</sup> See Addendum II or the deliverables associated with projects with less than 100% completion goal in 2018.

<sup>2</sup> Metrics for 4 of the following services will be developed in 2018: Public access mobile service (cell), satellite broadcasting service, broadcasting service: DTT, sound broadcasting service: AM and FM, fixed links services, narrow band private mobile service.





Currently, the Institute has a Regional Control Center (RCC) in Mexico City, an Attended Fixed Station (AFS), 28 mobile radio-monitoring stations furnished with mobile measurement equipment and 60 persons properly trained to perform the different radio-monitoring activities all over the country.

In 2017, the Institute started the activities to continue the expansion and reinforcement of the National Spectrum Surveillance System (SINAVER) to the end of establishing six RCC in strategic locations in the national territory to contribute to a better management of the radio spectrum in the country. These activities will continue in 2018, defining the terms of the acquisition process and the location of the Fixed Radio-monitoring Stations to expand the system.

#### **POTENTIAL BENEFITS**

This expansion is expected to allow a fast and unobstructed attention to the requests for radio-monitoring and the claims of interference, as well as to contribute to an efficient and effective management of an appropriate use of the spectrum.

In addition, savings of at least 30% in economic resources applied to travel and other expenses relating to the Institute's staff commissions to perform radio spectrum monitoring actions are expected. Besides, with the implementation of the project, surveillance of the frequencies assigned to the safety of civil and commercial aviation, railroad systems and sea navigation, among others, will be continuously performed in strategic areas of the country to prevent misuse of those frequencies.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter

<sup>\*\*\*</sup> See <u>Addendum II</u> or the deliverables associated with projects with less than 100% completion goal in 2018. Note: NA means Not applicable.



3.2 PROJECTS LINKED TO

# OBJECTIVE 2

PROMOTE AND ENCOURAGE CONDITIONS FOR UNIVERSAL ACCESS TO TELECOMMUNICATIONS AND BROADCASTING TECHNOLOGIES AND SERVICES, TO MAXIMIZE SOCIAL WELFARE.



▶ 3.2.1

STRATEGIC DISTRIBUTION OF PROJECTS LINKED TO

## **OBJECTIVE 2**

To fulfill objective 2, the 2018 Annual Work Program includes four strategic projects, aligned with strategy 2.2:





**FIGURE 10.**DISTRIBUTION OF STRATEGIC PROJECTS LINKED TO OBJECTIVE 2

**Strategy 2.1** Encourage service coverage in the T&B sectors. (No projects linked to this strategy are present in 2018 AWP).

Strategy 2.2 Encourage the development and efficient use of the infrastructure in the T&B sectors.

Source: IFT.





#### STRATEGY 2.1

Encourage service coverage in the T&B sectors. (No projects linked to this strategy are present in 2018 AWP).

#### STRATEGY 2.2

Encourage the development and efficient use of the infrastructure in the T&B sectors.

•	Guidelines for T&B infrastructure deployment	36
•	Guidelines for the construction of the National Infrastructure Information System (SNII)*	36
Þ	Promotion of the transition from the IPv4 protocol to IPv6	37
•	National Infrastructure Information System (SNII)*	37















GUIDELINES FOR T&B INFRASTRUCTURE DEPLOYMENT

The issuance of these guidelines will contribute to an efficient infrastructure deployment, encouraging an optimal use of the resources through measures that promote existing resources sharing.

A public consultation process was held in 2016 and the final version of the project was prepared in 2017 taking into account its results. The project will be submitted to the Governing Board during the first semester of 2018 for approval.

#### **POTENTIAL BENEFITS**

Lower investment requirements and transaction costs for the concessionaires, which shall result in less barriers to access the market, as well as incentives for a higher deployment of infrastructure in currently unattended areas.





**ID 24** 

GUIDELINES FOR THE CONSTRUCTION OF THE NATIONAL INFRASTRUCTURE INFORMATION SYSTEM (SNII)\*

These guidelines establish deadlines and conditions, as well as the information to be delivered by the concessionaires, authorized parties, Federal, State, Municipal and Mexico City's agencies and entities, and independent agencies, to create the National Infrastructure Information System (SNII).

The public consultation process concluded in October 2016 and the final version of the project was prepared in 2017 taking into account its results. The project will be submitted to the Governing Board during the first semester of 2018 for approval.

#### **POTENTIAL BENEFITS**

These guidelines are the regulating instrument under which the Institute will develop the SNII, which will make complete and reliable information available as a tool to locate the infrastructure of the various concessionaires, encourage infrastructure sharing and promote an orderly infrastructure deployment, and will also constitute a registry to support the evaluation of the sector's progress in terms of infrastructure.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





PROMOTION TRANSITION FROM THE IPv4 PROTOCOL TO IPv6

A majority of devices connect to the Internet using the IPv4 addressing protocol. However, facing the growth in Internet usage it will be eventually be insufficient, and the adoption of protocols that support the new needs will be imperative.

In this sense, to promote the transition to the IPv6 protocol, during the last guarter of 2017 a microsite was developed to provide permanent information on its benefits and progress on its adoption in Mexico. To this purpose, a series of recommendations following international best practices will be published to allow public and private entities that use and/or offer services over the Internet to transit to the IPv6 protocol, promoting interoperability with the services provided through future generation networks.

#### POTENTIAL BENEFITS

The adoption of the IPv6 protocol, among other things, will allow optimal technical conditions to develop the IoT (Internet of Things) ecosystem by increasing the capacity to connect multiple and diverse devices to the country's networks and enhancing addressing capacity, as well as using safer protocols.





**ID 26** 

NATIONAL INFRASTRUC-TURE INFORMATION SYS-TEM (SNII)\*

The system will host the geo-referenced national database with the registry of active infrastructure and transmission media, passive infrastructure and easement on the subject of T&B, as well as public and private sites. It will be consistent with the Guidelines for the construction of the SNII issued by the Governing Board. The information will be available to the operators or any person who intends to be a concessionaire or authorized party, as well as to security and law enforcement authorities to exercise their powers.

#### POTENTIAL BENEFITS

Maximization of the integration of the Institute's systems and databases with the information provided by the SNII, particularly with the Public Telecommunications Registry; encouragement of competition by making general information on T&B infrastructure in the country available to service providers who intend to be concessionaires or authorized parties; promotion of infrastructure sharing between T&B service providers; provision support services to bound subjects, concessionaires and authorized parties, allowing them to submit their infrastructure information in a clear, true and timely manner; and providing useful information to security and law enforcement authorities.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter

<sup>\*\*\*</sup> See Addendum II or the deliverables associated with projects with less than 100% completion goal in 2018.



3.3 PROJECTS LINKED TO

# OBJECTIVE 3

GUARANTEE THAT THE PROVISION OF TELECOMMUNICATIONS AND BROADCASTING SERVICES TO THE POPULATION ARE CONSISTENT WITH INTERNATIONAL QUALITY STANDARDS.



**3.3.1** 

STRATEGIC DISTRIBUTION OF PROJECTS LINKED TO

## **OBJECTIVE 3**

The 2018 AWP includes 11 strategic projects aligned with the fulfillment of objective 3, distributed among its strategies as follows.

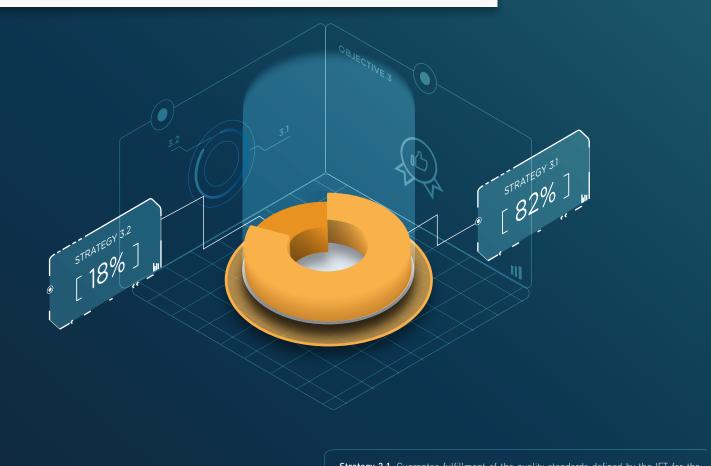


FIGURE 11.

DISTRIBUTION OF STRATEGIC PROJECTS LINKED TO OBJECTIVE 3

**Strategy 3.1.** Guarantee fulfillment of the quality standards defined by the IFT for the provision of services by telecommunications and broadcast operators.

Strategy 3.2. Improve the user's experience on the quality of telecommunications services.

Source: IFT.





# PROJECTS LINKED TO OBJECTIVE 3

#### STRATEGY 3.1

Guarantee fulfillment of the quality standards defined by the IFT for the provision of services by telecommunications and broadcast operators.

#### STRATEGY 3.2

Improve the user's experience on the quality of telecommunications services.

•	Technical Standard IFT-007-2018. Maximum exposure limits for human beings to non-ionizing electromagnetic radiation in the 100 kHz to 300 GHz range in the radio communication stations environment*	41
•	Technical Standard IFT-012-2018. Technical specifications for compliance with the maximum limits of non-ionizing radio emissions from products, equipment, devices or systems destined to telecommunications that may be connected to a telecommunications network and/or use the radio spectrum. Specific Absorption Rate (SAR)*	41
•	Conformity evaluation procedure*	42
•	Technical Standard IFT-014-2018. Microwave equipment for systems in multi-channel point-to-point and point-to-multipoint fixed services. Part I: multiple radio access	42
•	Technical Standard IFT-014-2018. Microwave equipment for systems in multi-channel point-to-point and point-to-multipoint fixed services. Part II: transport	43
•	Technical Standard IFT-015-2018. Technical specifications for transmission equipment destined to specialized fleet mobile radio communications services	43
<b>•</b>	Guidelines that establish broadband parameters to be applied by Internet access service providers*	44
•	Guidelines that set quality indexes and parameters for fixed service providers*	44
•	Guidelines for standardization of Telecommunications and Broadcasting equipment	45











<sup>\*</sup> Projects from the 2017 AWP.





TECHNICAL STANDARD IFT007-2018. MAXIMUM EXPOSURE LIMITS FOR HUMAN
BEINGS TO NON-IONIZING
ELECTROMAGNETIC RADIATION IN THE 100 KHZ TO 300
GHZ RANGE IN THE RADIO
COMMUNICATION STATIONS
ENVIRONMENT\*

This Technical Standard (TS) establishes the maximum exposure limits for human beings to non-ionizing electromagnetic radiation in the radiocommunication stations of emitting sources environment, as well as the calculations and testing methods to evaluate their compliance. This TS is aimed at preventing that such maximum exposure limits are exceeded in the areas of exposure to electromagnetic fields caused by the operation of radiocommunication stations or emitting sources, for the frequency range from 100 kHz to 300 GHz, and from the established distance.

The public consultation process concluded in 2017, the Regulatory Impact Analysis (RIA) and final version of the project were prepared taking into account its results. The project will be submitted to the Governing Board during the first quarter of 2018 for approval.

#### **POTENTIAL BENEFITS**

Grant legal certainty to all stakeholders relating to conformity evaluation procedures in terms of this TP, enabling the deployment and operation of wireless infrastructure while addressing the growing concern among the population on the proliferation of radiocommunication stations that generate electromagnetic fields





#### **ID 28**

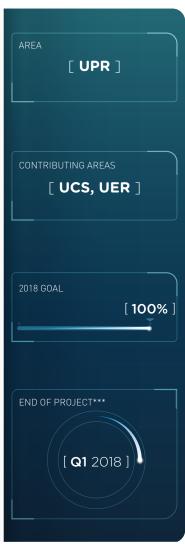
TECHNICAL STANDARD IFT-012-2018. TECHNICAL SPEC-IFICATIONS FOR COMPLI-ANCE WITH THE MAXIMUM LIMITS OF NON-IONIZING RADIO EMISSIONS FROM PRODUCTS, EQUIPMENT, DEVICES OR SYSTEMS DESTINED TO TELECOMMUNICATIONS THAT MAY BE CONNECTED TO A TELECOMMUNICATIONS NETWORK AND/OR USE THE RADIO SPECTRUM. SPECIFIC ABSORPTION RATE (SAR)\*

This TS establishes the technical specifications to comply with the maximum limits of radio emissions from products, equipment, devices or systems destined to telecommunications that may be connected to a telecommunications network and/or use the radio spectrum, measured at the proximity of the human body by the specific absorption rate (SAR), in the range of 30 MHz to 6 GHz, and the corresponding measurement procedure. The TS intends to ensure that fixed and mobile wireless communication devices used near the head, particularly the ear, or on the human body, within less than 20 cm, do not exceed basic maximum exposure limits, specifically SAR values measured near the head or the body, in the frequency range of 30 MHz to 6 GHz.

The public consultation process concluded in 2017 and preparation of the RIA and final version of the project started, taking into account its results. The project will be submitted to the Governing Board during the first quarter of 2018 for approval.

#### POTENTIAL BENEFITS

The issuance of technical specifications in conformity with international standards, to comply with the referred limits, will support supervision relating to radio emissions through a procedure to standardize products, equipment, devices or systems destined to telecommunications that may connect to a telecommunications network or use the radio spectrum. Legal certainty will also be granted in relation to the corresponding conformity evaluation procedures for the benefit or users.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter





CONFORMITY EVALUATION PROCEDURE\*

A clear and unobstructed procedure will be established within the technical standards and powers of the Institute so that the evaluation of conformity with the different TS issued by the Institute is homogeneous and effective.

The public consultation was conducted in 2017 and the final version of the project will be prepared during the first semester of 2018 taking into account its results. It will be then submitted to the Governing Board for approval.

#### **POTENTIAL BENEFITS**

The simplification of the conformity evaluation process will enable standardization of products destined to T&B, granting legal certainty to the users on the compliance of the products they acquire; will promote the adoption of the best technological standards and measures to protect intellectual property; it will also contribute to increase service quality standards, making them more efficient for the benefit of the population.





**ID 30** 

TECHNICAL STANDARD IFT-014-2018. MICROWAVE EQUIPMENT FOR SYSTEMS IN MULTI-CHANNEL POINT-TO-POINT AND POINT-TO-MULTIPOINT FIXED SERVICES. PART I:

This TS will establish the specifications and testing methods that radio communication equipment to be used in a multiple radio access system by point-to-point and/or point-to-multipoint links in the band of 2300 MHz - 2450 MHz must comply.

This standard will provide continuity to the regulatory effects arising from NOM-088/1-SCT1-2002 Telecommunications-Radio communications-Microwave equipment for systems in multichannel point-to-point and point-to-multipoint fixed services-Part I: multiple radio access. This NOM will expire on August 16, 2018.

#### **POTENTIAL BENEFITS**

Grant legal certainty to all stakeholders relating to the specifications, testing method and conformity evaluation procedures in terms of this TS, enabling the standardization of microwave equipment for systems in multi-channel point-to-point and point-to-multipoint fixed services in the 2300 MHz-2450 MHz band, particularly multiple radio access. It will also contribute to rise quality standards to make them more efficient for the benefit of the population.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter





TECHNICAL STANDARD IFT-014-2018. MICROWAVE EQUIPMENT FOR SYSTEMS IN MULTI-CHANNEL POINT-TO-POINT AND POINT-TO-MULTIPOINT FIXED SERVICES. PART II:

This TS will establish the specifications and testing methods to be fulfilled by microwave radio communications equipment to be used for multi-channel point-to-point and point-to-multipoint fixed services operating in the 7, 10.5, 15, 23 and 38 GHz bands.

This standard will provide continuity to the regulatory effects arising from NOM-088/2-SCT1-2002 Telecommunications-Radio communications-Microwave equipment for systems in multichannel point-to-point and point-to-multipoint fixed services-Part II: Transport. This NOM will expire on August 19, 2018.

#### **POTENTIAL BENEFITS**

Grant legal certainty to all stakeholders relating to the specifications, testing method and conformity evaluation procedures in terms of this TS, enabling the standardization of microwave equipment for systems in multi-channel point-to-point and point-to-multipoint fixed services in the 7, 10.5, 15, 23 and 38 GHz, particularly transport. It will also contribute to rise quality standards to make them more efficient for the benefit of the population.





#### **ID 32**

TECHNICAL STANDARD IFT015-2018. TECHNICAL SPECIFICATIONS FOR TRANSMISSION EQUIPMENT DESTINED TO SPECIALIZED
FLEET MOBILE RADIO COMMUNICATIONS SERVICES

The TS will establish technical specifications for transmission equipment destined to specialized fleet mobile radio communications services. This standard will give continuity to the regulatory effects arising from NOM-084-SCT1-2002 Telecommunications-Radio communications-Technical specifications for transmission equipment destined to specialized fleet mobile radio communications services. This NOM will expire on August 15, 2018.

#### **POTENTIAL BENEFITS**

Grant legal certainty to all stakeholders relating to the specifications and testing method in terms of this TS, enabling the standardization of transmission equipment destined to specialized fleet mobile radio communications services. Also, the conformity evaluation procedure for bases/repeaters and mobile terminal equipment for fleets will be strengthened.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter





GUIDELINES THAT ESTAB-LISH BROADBAND PARAM-ETERS TO BE APPLIED BY INTERNET ACCESS SER-VICE PROVIDERS\* These Guidelines will fix the minimum broadband service parameters as well as the conditions under which the Institute will update such parameters.

To this end, the Guidelines will establish the minimum parameters for fixed and mobile broadband services, considering the characteristics of each one of these services. The procedure to verify compliance and advertising requirements will also be established. Besides, a term to review the guidelines and the penalties incurred in case of breach is established.

At the end of 2017, the draft was under public consultation and it will be concluded in February 2018. The final project is expected to be ready for submission to the Governing Board for approval on the third quarter of 2018.

#### **POTENTIAL BENEFITS**

Users will have access to true and comparable information on the broadband service to be contracted or received. This, in conformity with minimum parameters and characteristics that will define Mexico's broadband, in accordance with the international best practices and the sector's technological evolution.





**ID 34** 

GUIDELINES THAT SET QUALITY INDEXES AND PARAMETERS FOR FIXED SERVICE PROVIDERS\* These guidelines establish quality indexes and parameters that fixed service providers, understood as fixed telephony and/or Internet access, must comply. Compliance indexes or values for the parameters that define the performance of fixed telephony and Internet access services are to be established, as well as those that must be fulfilled in relation to the service, such as customer care, installation and solution of fails. Also, the methodology to measure such parameters will be established as well as the information required from the concessionaires to generate informative reports on the quality of fixed services nationwide.

At the end of 2017, the updated draft is ready to be submitted to the Governing Board in 2018 for approval.

#### **POTENTIAL BENEFITS**

The is no current regulation on the quality of Internet access services, while fixed telephony services are governed by parameters established in the corresponding concession titles and specific provisions. The guidelines for fixed services are intended as a general application instrument where quality indexes and parameters for these services are established, allowing that such services are provided to end users in quality conditions aligned with technology and the sector's evolution.

Also, making fixed services quality information available to end users empowers them to make informed decisions on the selection of their service provider, and encourages concessionaires to provide higher quality services, aligned with international standards.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter





GUIDELINES FOR STAN-DARDIZATION OF TELE-COMMUNICATIONS AND BROADCASTING EQUIP-MENT A clear and unobstructed procedure will be established through these guidelines, within the technical standards and powers of the Institute, to standardize T&B infrastructure and equipment in a uniform and effective way. The draft is expected to be submitted to the Governing Board during the fourth quarter of 2018 for approval of the public consultation process.

#### **POTENTIAL BENEFITS**

These guidelines will grant legal certainty to the users on the recognition of the products they acquire and on their compliance with applicable technical standards or provisions. They will also grant legal certainty to the stakeholders relating to the standardization procedures for T&B equipment. Finally, it will contribute to increase service quality standards to make them more efficient for the benefit of the population.



<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter

<sup>\*\*\*</sup> See Addendum II or the deliverables associated with projects with less than 100% completion goal in 2018.





#### STRATEGY 3.1

Guarantee fulfillment of the quality standards defined by the IFT for the provision of services by telecommunications and broadcast operators.

Guidelines for the accreditation of Verification Units\*

47

Quality monitoring platform for mobile service experience\*

47

#### STRATEGY 3.2

Improve the user's experience on the quality of telecommunications services.















GUIDELINES FOR THE AC-CREDITATION OF VERIFI-CATION UNITS\* The guidelines relating to Verification Units (VU) intend to establish the requisites, procedures and deadlines to accredit national third party  $UV^3$  so that they may perform tests, measurements or determine one or more T&B service, product or infrastructure features subject to conformity evaluation. This, in conformity with international standard ISO/IEC 17020<sup>4</sup>.

At the end of 2017, the draft was under public consultation, which will conclude on February 1<sup>st</sup>, 2018. Later, and considering the results of the consultation, the final version of the project will be prepared to submit to the Governing Board on the second quarter of 2018 for approval.

#### POTENTIAL BENEFITS

The guidelines will grant legal certainty to the applicants for VU accreditation; verification activities established in various technical provisions and guidelines are strengthened; and the evaluation process for T&B service, products, equipment, devices or systems conformity will be enhanced.





**ID 37** 

QUALITY MONITORING
PLATFORM FOR MOBILE
SERVICE EXPERIENCE\*

A platform to monitor the performance of end user mobile networks service will be implemented to produce input for the Institute to direct actions to evaluate mobile service quality in those regions where an inefficient performance of the networks is identified. Besides, it will allow users to be aware of their voice, text messages and data consumption.

#### **POTENTIAL BENEFITS**

The Institute may implement targeted monitoring and surveillance actions for those regions where an inefficient network performance is identified. Also, the user will have a tool to access useful information on their consumption and the quality of the services obtained.



- \* Projects from the 2017 AWP
- \*\* Q1 First Quarter, Q2 Second Quarter, Q3 Third Quarter, Q4 Fourth Quarter

<sup>3</sup> *Third-party conformity assessment activity:* refers to that activity performed by a person or body that is independent of the person or organization that provides the object, and of user interests in that object (ISO/IEC 17000:2004) 4 ISO/IEC 17020 Standard: "Requirements for the operation of various types of bodies performing inspection".



3.4 PROJECTS LINKED TO

# OBJECTIVE 4

FOSTER RESPECT FOR THE RIGHTS OF TELECOMMUNICATIONS AND BROADCASTING SERVICES END USERS AND AUDIENCES.

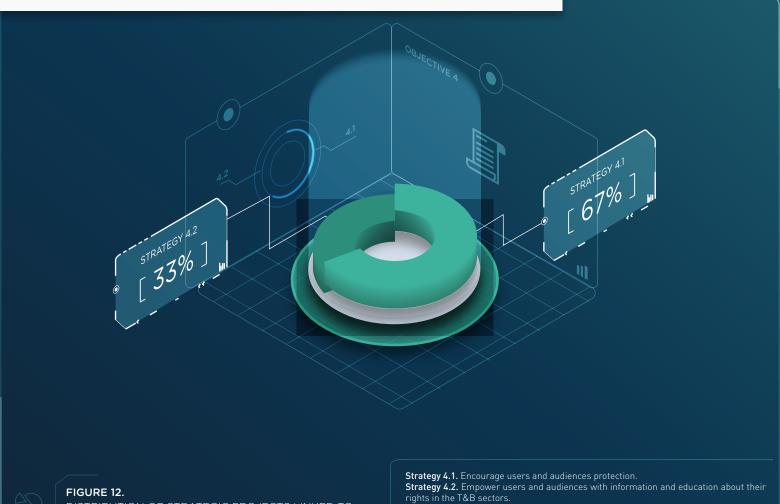


**3.4.1** 

STRATEGIC DISTRIBUTION OF PROJECTS LINKED TO

## **OBJECTIVE 4**

To fulfill objective 4, six strategic projects were included in the 2018 Annual Work Program, distributed among its strategies as follows.



DISTRIBUTION OF STRATEGIC PROJECTS LINKED TO OBJECTIVE 4

Source: IFT.





#### **STRATEGY 4.1**

Encourage users and audiences protection.

#### STRATEGY 4.2

Empower users and audiences with information and education about their rights in the T&B sectors.

	General guidelines on accessibility in broadcasted television public services	51
	General guidelines on the monitoring of maximum quantifiable advertising times*	51
	Guidelines that establish a common emergency protocol in terms of guideline forty- ninth of the guidelines for collaboration in the subject of security and law enforcement published in the Official Gazette on December 2, 2015*	52
•	Gathering of information to allow case-by-case analysis on plurality, diversity and cross-ownership	52















GENERAL GUIDELINES
ON ACCESSIBILITY IN
BROADCASTED TELEVISION PUBLIC SERVICES

The guidelines will establish compliance parameters for accessibility services for the disabled in the broadcasted television service, in accordance with legal stipulations.

#### **POTENTIAL BENEFITS**

Disabled population will have better accessibility services that allows it to access audiovisual content transmitted through commercial broadcasted television signals reaching more than 50% of the national territory, as well as those broadcasted signals originated in federal public institutions.

Besides, commercial broadcasted television concessionaires providing broadcasted television services and covering 50% or more of the national territory, as well as public use broadcasted television concessionaires will be aware of clear parameters to comply with their legal obligations on the subject.





#### **ID 39**

GENERAL GUIDELINES ON THE MONITORING OF MAXIMUM QUANTIFIABLE ADVERTISING TIMES\* These guidelines will regulate, among other matters, the scope and specific components that define quantifiable advertising, as well as the adoption of measurement methods for the maximum advertising times allowed in broadcasting services as well as pay television and/or audio.

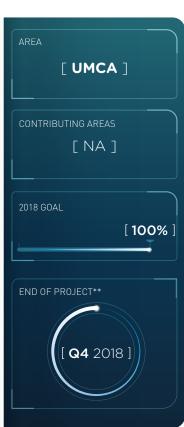
Besides, this stipulation will include the requisites, accreditation and registration of national producers and independent national producers.

At the end of 2017, a Guidelines draft as well as its RIA are ready to be submitted to the Governing Board in 2018 for approval of the public consultation process.

#### POTENTIAL BENEFITS

Establishing the rules that allow the verification of compliance with maximum advertising times in public broadcasting services as well as pay television and/or audio.

The guidelines will clearly establish the rules on advertising times measurement, the elements that integrate advertising and the possibilities granted by Law to increase the percentage of advertising by programming national production and/or independent national production; this, to the purpose that maximum advertising times established by Law are fulfilled.



Note: In the 2017 AWP, this project was named General Advertising Guidelines. The name was changed to reflect the scope of the regulation.

<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





GUIDELINES THAT ESTAB-LISH A COMMON EMER-GENCY PROTOCOL IN TERMS OF GUIDELINE FOR-TY-NINTH OF THE GUIDE-LINES FOR COLLABORA-TION IN THE SUBJECT OF SECURITY AND LAW EN-FORCEMENT PUBLISHED IN THE OFFICIAL GAZETTE ON DECEMBER 2, 2015\* The project consists of the issuance of guidelines to broadcast emergency alerts generated by competent authorities and broadcasted by T&B concessionaires in case of hazard, emergency situations or disaster, using the internationally standardized Common Alerting Protocol (CAP), which is endorsed by the International Telecommunications Union (ITU) in its recommendation ITU-T X.1303 bis.

At the end of 2017, the draft guidelines are under public consultation, which will conclude on February 2018.

#### **POTENTIAL BENEFITS**

Having a Common Alert Protocol, as well as the mechanisms for mobile, broadcasting and pay television concessionaires and authorized parties (when applicable) to timely and effectively collaborate with the competent authorities to alert the population on civil protection hazards or emergency situations.



Note: In the 2017 AWP this project was named Emergency Communication Protocol.



#### **ID 41**

GATHERING OF INFORMA-TION TO ALLOW CASE-BY-CASE ANALYSIS ON PLU-RALITY, DIVERSITY AND CROSS-OWNERSHIP Information will be obtained to allow case-by-case analysis on plurality, diversity and cross-ownership through quantitative and qualitative processes, as well as by requiring periodical information from broadcasting concessionaires in the country.

For this purpose, surveys will be applied in urban and rural locations to study Mexican population's consumption habits on audiovisual content such as television, radio and Internet. The information obtained will be representative for the national, regional and local scopes.

#### **POTENTIAL BENEFITS**

Information will be obtained to encourage the protection of the rights of the audiences, particularly relating to plurality in public broadcasting services, as well as grant certainty on the procedure to determine the cases in which T&B concessionaires who provide services to the same market or geographic coverage area prevent or limit access to plural information in such markets and areas. It will also allow access to systemized information to attend consultations and resolutions more effectively and in less time



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter



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#### STRATEGY 4.1

Encourage users and audiences pro-

- Provisions for operators to publish transparent, comparable, appropriate and updated information\*
- System of pre-analysis and online consultation of broadcasting coverage\*
  54

#### **STRATEGY 4.2**

Empower users and audiences with information and education about their rights in the T&B sectors.











<sup>\*</sup> Projects from the 2017 AWP.





PROVISIONS FOR OPERA-TORS TO PUBLISH TRANS-PARENT, COMPARABLE, APPROPRIATE AND UP-DATED INFORMATION\* These provisions are intended to establish conditions and obligations for telecommunications services concessionaires and authorized parties to publish transparent, comparable, appropriate and updated information, in a clear, understandable and easily accessible manner on prices and rates, expenses relating to termination of contracts, and access and use of their services.

At the end of 2017, a draft of the Guidelines as well as its RIA are ready to be submitted to the Governing Board in 2018 for approval.

#### POTENTIAL BENEFITS

With the issuance of the provisions, the rights of telecommunications services users will be guaranteed, in particular empowering the users with the necessary information to allow them to freely choose the service provider of their preference and to be aware of the commercial terms under which they contract their telecommunications services.





**ID 43** 

SYSTEM OF PRE-ANALYSIS AND ONLINE CONSULTA-TION OF BROADCASTING COVERAGE\* Design and implementation of an online tool with two related technical modules showing broadcasting services coverage in Mexico. The first module will allow the public to query the coverage areas of broadcasting stations (AM, FM and DTT) operating in the country. The second module enables the users to make a technical pre-evaluation of FM radio and DTT broadcasting services, based on the applicable criteria stipulated in the current technical provisions for each service.

At the end of 2017 the definition and functionality of each one of the modules is ready, and they are under development to be launched in April 2018.

#### **POTENTIAL BENEFITS**

Promoting information transparency relating to the coverage of broadcasting services; allowing the industry and the general public to make faster and better decisions relating to broadcasting stations' services; diminishing administrative burdens between the Institute and interested parties relating to invalid procedures due to spectrum saturation in some parts of the country, from the start and prior to submission of the formal application before the IFT.



Note: This includes two 2017 AWP projects: Online querying of coverage and DTT, AM and FM indicators, and Online feasibility pre-analysis of broadcasting services. Since both projects share common input, such as geographic information, coverage calculation engines and data from broadcasting concessionaires, it was deemed convenient to integrate them as one single project to optimize the use of Institute's resources and ease the development of the tools.

<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter



3.5 PROJECTS LINKED TO

THE INSTITUTIONAL STRENGTHENING

# TRANSVERSE AXIS



**3.5.1** 

STRATEGIC DISTRIBUTION OF PROJECTS LINKED TO THE

### TRANSVERSE AXIS

The 2018 Annual Work Program includes eight strategic projects aligned with the fulfillment of the institutional strategic planning transverse axis, distributed among its strategies as follows:







#### TRANSVERSE AXIS T.1

Improve and systemize management of the Institute's diverse processes, procedures and activities.

#### TRANSVERSE AXIS T.2

Encourage transparency in the Institute's processes, procedures and activities.

#### TRANSVERSE AXIS T.3

Diminish the administrative burden on the regulated sectors and establish regulatory improvement mechanisms.

•	Adoption of the IPv6 standard in the infrastructure and public web portals of the IFT	58
•	Strengthening of the IFT's Professional Service System	58
Þ	Rebuilding of the historical statistics database (Stage 2)*	59
•	Media and audiovisual content information system	59











<sup>\*</sup> Projects from the 2017 AWP.





ADOPTION OF THE IPv6 STANDARD IN THE INFRA-STRUCTURE AND PUBLIC WEB PORTALS OF THE IFT The links through which Internet navigation, institutional mail and portal publishing are provided will be renewed to enable website publishing under the IPv6 protocol<sup>5</sup>. Likewise, the project will include the renewal, installation and configuration of the Institute's communications and cybernetic security, as well as the definition and changes to the institutional portals to be published under such protocol.

#### **POTENTIAL BENEFITS**

The adoption of this protocol will allow the Institute to be best suited for its worldwide adoption, with more addressing space, higher security, enhanced compatibility for service quality, enabling the optimization in the mid-term of the available broadband usage through the Institute's links, since it will be feasible to increase the offer of electronic services over the institutional data network, as well as the portals published in the Internet.





**ID 45** 

STRENGTHENING OF THE IFT'S PROFESSIONAL SERVICE SYSTEM

Enrollment, permanence and performance evaluation processes will be reviewed, as well as labor conditions offered by the Institute, seeking mechanisms to reduce the time to cover vacancies, favoring the fulfillment of its impartiality, competence by merit, non-discrimination, gender equality and equal opportunities principles, and strengthening attraction and retention of the best available talent. Likewise, achievement of the objectives stated in the performance evaluation is sought. The review will include, among other aspects, the design of the variables to evaluate performance, the grading methodology and the mechanism to distribute and assign performance bonus in the Institute's UA.

#### **POTENTIAL BENEFITS**

Strengthening of the processes that compose the Professional Service System in the IFT, with a direct impact on the UA's productivity, encouraging a better distribution of workloads in the Institute, an enhanced balance between life and work, and sense of belonging, and diminishing turnover.



<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.

<sup>5</sup> IPv6 is the latest version of *Internet Protocol (IP)*, the communications protocol that provides an identification and location system for the computers in a network and traffic routing over the Internet.





REBUILDING OF THE HISTORICAL STATISTICS DATABASE (STAGE 2)\*

During 2016, 86,597 files of statistical information provided by the operators to the IFT by non-electronic media during the 2012-2015 term were collected and integrated, as part of their obligations based on their concession titles.

It was determined in 2017 that 81,950 files correspond to reports from which statistical information may be recovered, being classified in 32 categories. The quality of the information classified in each category was diagnosed, defining which historical variables may be recovered. Also, a review of the information included in the Telecommunications Markets Statistical Information System (SIEMT), which holds statistical information from 1970 for some variables, to identify those indicators that may be validated and used to obtain historical series.

Input of the catalogued and verified information will be completed in 2018. Also, the selected variables in the SIEMT will be validated to obtain historical series of the main statistical variables used by the IFT to follow T&B sectors.

#### **POTENTIAL BENEFITS**

Holding quality historical statistical information to perform studies and analyses of the T&B sectors. This will allow the IFT to analyze and forecast the regulated sectors.





**ID 47** 

MEDIA AND AUDIOVISUAL CONTENT INFORMATION SYSTEM

A database containing information on audiovisual media and content will be implemented to be used by the UMCA in the exercise of its capacities. This tool will allow the systematization of concessionaires' information on identity and programmatic offer, programming for children, accessibility mechanisms, advertising activity report, national and independent national programming, results of content measurements, defense of audiences and codes of ethics.

#### **POTENTIAL BENEFITS**

The database will allow obtaining the necessary input for a better and faster attention to consultations and resolutions on the subject of audiences, markets and audiovisual content.



<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.





#### TRANSVERSE AXIS T.1

Improve and systemize management of the Institute's diverse processes, procedures and activities.

	Open budgetary data microsite	61
•	Open acquisitions microsite	61

#### TRANSVERSE AXIS T.2

Encourage transparency in the Institute's processes, procedures and activities.

#### TRANSVERSE AXIS T.3

Diminish the administrative burden on the regulated sectors and establish regulatory improvement mechanisms.











<sup>\*</sup> Projects from the 2017 AWP.





OPEN BUDGETARY DATA MICROSITE An open database will be developed and implemented giving access to the budgetary management of the IFT, its expenditure projects, quarterly progress on the use of assigned resources and its evolution in relation to the programmed budget.

The project contemplates enabling a microsite to disclose timely information on the authorized, modified and exercised budget and public accounts.

#### POTENTIAL BENEFITS

The best budgetary practices are incorporated to improve the quality of budgetary information made available to the citizens and internal users, for the benefit of transparency on the management of the resources assigned to the Institute.





**ID 49** 

OPEN ACQUISITIONS MI-

A microsite containing the details on the Institute's contracting for acquisitions, leases and services will be developed, considering the planning, contracting procedure and contract granting stages.

#### **POTENTIAL BENEFITS**

The microsite seeks to improve the efficiency of the contracting process and implement the best practices in open data management, fostering transparency on the exercise of public resources within the accountability framework so that any person may access the information on the Institute's contracting.





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#### TRANSVERSE AXIS T. 1

Improve and systemize management of the Institute's diverse processes, procedures and activities.

#### TRANSVERSE AXIS T. 2

Encourage transparency in the Institute's processes, procedures and activities.

#### TRANSVERSE AXIS T. 3

Diminish the administrative burden on the regulated sectors and establish regulatory improvement mechanisms.

#### Regulatory Impact Analysis electronic management system

Design and implementation of solutions for the beginning of the integrated electronic government strategy in the Institute, aimed at the management of various electronic procedures, as well as administrative simplification for various information submission obligations on the subject of telecommunications and the issuance of their corresponding general guidelines\*











<sup>\*</sup> Projects from the 2017 AWP.





REGULATORY IMPACT ANALYSIS ELECTRONIC MANAGEMENT SYSTEM

An electronic tool will be developed to allow the UA of the Institute the preparation, management and electronic sharing of the regulations drafts and projects' RIA, to increase the efficiency of the Institute's regulatory improvement process. This tool will include a calculator to determine the economic impact of regulation proposals and evaluate them based on their impacts.

#### **POTENTIAL BENEFITS**

Evaluation of the impact of regulation projects and drafts prepared by the UA will be perfected with this tool, generating efficiencies in the regulatory improvement process and in the management of the Institute's regulatory policy information archives.







DESIGN AND IMPLEMEN-TATION OF SOLUTIONS FOR INTEGRATED ELECTRONIC **GOVERNMENT STRATEGY** IN THE INSTITUTE, AIMED THE MANAGEMENT OF VARIOUS ELECTRONIC PROCEDURES, AS WELL AS ADMINISTRATIVE SIM-PLIFICATION FOR VARIOUS INFORMATION SUBMIS-SION OBLIGATIONS ON THE SUBJECT OF TELE-COMMUNICATIONS THE ISSUANCE OF THEIR CORRESPONDING GENER-**AL GUIDELINES\*** 

This project comprises 2 Guidelines and 3 electronic systems which shall establish the common elements to allow standardization of the diverse Institute's procedures and define the basic systems to be integrated in the service oriented architecture (SOA) being designed to start the migration of the Institute to electronic government, as described below:

- 1. Administrative Simplification Guidelines<sup>6</sup>: These guidelines establish the features of the electronic formats (eFIM) to be used in the procedures, as well as the common catalog of information codes (CCCI) that homogenizes most of the common indicators in the Institute's databases oriented to information delivery by the regulated subjects; displays the Telecommunications Metrics System (SiMeT) for input and electronic validation of information deliveries by the regulated subjects; establishes the methodology, periodicity and eFIM for the operators of the telecommunications sector to deliver information to be integrated to the statistical archives of the Institute; and analyzes current periodical information delivery obligations to determine if they should be suppressed, migrated to eFIM or modified with updated criteria in terms of the Institute's needs.
- 2. Electronic Procedures Guidelines: These guidelines will enable the fulfillment of procedures through electronic means and establish the conditions to duly accredit the bound subjects' legal representatives and Institute's officials, among others, by an enrolling process. It also introduces the Centralized Accreditation System (SAC) for accreditations, signatures and validations by diverse electronic signatures, among others, the e.Firma of the Tax Administration Service (SAT), and the Electronic Procedures Portal (PTE) of the Institute, for the management of electronic procedures.

#### **POTENTIAL BENEFITS**

Homogeneous and better quality information will be obtained, reducing transaction costs and administrative burden on the operators; duplicate requirements will be avoided. Use of the advanced electronic signature will grant the regulated subjects and the Institute higher security in the exchange of information in the procedures and their management.

Approximately one third of the obligations of information delivery by operators in the telecommunications sector to the IFT in effect as of January 2018 is expected to be suppressed and most of the effective obligations will be submitted by electronic means, significantly diminishing the regulatory burden in the industry.

Besides, due to this systematization and homogenizing of the information received by the Institute, a higher quality of the data is expected which, along with the possibility to interconnect various internal databases, will provide public officials more and better information to support the development and design of regulatory policies and to further analyze their impact.

Finally, the statistical information held by the Institute with the new electronic formats will not only offer more information for a better design of regulatory policies but will enable the publication of more indicators and in more detail through the Telecommunications Information Bank (BIT) to provide the markets with more information for a better decision making on commercial and investment strategies by operators and investors.



Note: In the 2017 AWP this project was named Streamline the management of various information delivery obligations by establishing electronic statistical and non-statistical information forms on telecommunications. In view of the changes in the scope of the project, the original name was changed, along with the deliverables.

- \* Projects from the 2017 AWP
- \*\* Q1 First Quarter, Q2 Second Quarter, Q3 Third Quarter, Q4 Fourth Quarter
- \*\*\* See Addendum II or the deliverables associated with projects with less than 100% completion goal in 2018.

6 The name of the draft at the time of publication of this document (subject to change) is: "Resolution by which the guidelines that create the telecommunications metrics system, establish the methodology, the formats and periodicity for the operators to deliver information to be integrated to the statistical archives of the Institute on the telecommunications sector, and establishes diverse simplification measures; and amend, supplement and repeal diverse provisions of the resolution by which the Governing Board of the Institute approves the general rules that establish the deadlines and requisites for granting authorizations on the subject of telecommunications, stipulated in the Federal Telecommunications and Broadcasting Law; of the fundamental technical plan on interconnection and interoperability; and of the resolution by which the Governing Board of the IFT approves and issues the format to submit the stock shares or participation structure by the telecommunications and broadcasting concessionaires incorporated as legal entities in compliance with article 112 of the Federal Telecommunications and Broadcasting Law; and of the resolution by which local services rules are issued".



## 04 STUDIES AND ANALYSES

2018 ANNUAL WORK PROGRAM

It is imperative for the Institute to develop studies and research that provides elements to evaluate the regulatory impact of its resolutions, replicate international best practices on the subject and be able to make forecasts on the T&B sectors. Twenty-two studies will be conducted in 2018.





# STUDIES AND ANALYSES

#### **04 STUDIES AND ANALYSES**

05 REPORTS AND OTHER DOCUMENTS

06 EVENTS AND CAMPAIGNS

•	ICT adoption and use of the Internet in Mexico: Impact of socio-demographic characteristics (2017 version)*	67
	Prospective study on the telecommunications sector in Mexico*	67
	Study on the continuity of sound broadcasting services	67
•	Technical-regulatory study on the operation of short range (low power) communications devices $\!\!\!\!^*$	68
	Qualitative study on adolescent consumption of radio and television content*	68
	Study on telecommunications services packaging and discounts	68
•	ICT adoption and use of the Internet in Mexico: Impact of socio-demographic characteristics (2018 version)*	69
	Analysis of international best practices for the definition of indicators in the broadcasting sector	69
•	Document with recommendations to promote competition in telecommunications services public acquisitions	69
	Study on the coverage of broadcasting services in Mexico	70
•	Qualitative study on gender inclusion and representation in audiovisual media and content, from the children's viewpoint	70
	Study on the relationship of disabled audiences with audiovisual media and content	70
	Results of the national survey on audiovisual content 2017*	71
	Study on the feasibility of implementing digital radio and multiprogramming in Mexico*	71
•	Study on the audiovisual content market and vertical relationships in the telecommunications industry	71
	Analysis of the perception of the subjects regulated by the IFT on various improvement opportunities on general provisions within its scope	72
	Study to identify indigenous populations with guaranteed mobile networks coverage	72
•	Diagnostic studies on the economic conditions of T&B services or markets	72
	Review of the Regulations of the LFCE for the T&B sectors, published in the Federal Official Gazette on January 12, 2015	73
•	Analysis of the duties collection schemas on the use, enjoyment and exploitation of the radio spectrum and the consideration for the granting of concessions by tender	73
	Diagnostic on barriers to investment in fixed broadband networks	73
•	Online panel with <i>Millennials</i> on audiovisual content consumption in traditional media, social networks and new platforms	74











<sup>\*</sup> Studies and Analyses carried from the 2017 AWP.





ICT ADOPTION AND USE OF THE INTERNET IN MEXICO: IMPACT OF SOCIO-DEMOGRAPHIC CHARACTERISTICS (2017 VERSION)\*

An exploratory analysis was conducted in 2017 on the database of the National Survey on Availability and Use of Information Technologies in Households (ENDUTIH) 2016 to generate a study on the impact of socio-demographic characteristics of the population on the level of adoption of ICT and use of the Internet.

Independent and dependent variables to be evaluated were identified as well as the econometric model to apply. Also, the interpretation of the results was concluded for the adoption of ICT and certain uses of the Internet. This allowed awareness on the probability of adoption and use depending on the subjects' socio-demographic characteristics.

These results will allow the design of more informed public policies, which consider the factors that may encourage or discourage the adoption of ICT and the generation of user abilities among the population, mainly for the implementation of public policies by diverse federal agencies, and state and municipal governments.

REA [ CGPE ]

PUBLICATION

First quarter of 2018.



**ID 53** 

PROSPECTIVE STUDY ON THE TELECOMMUNICATIONS SECTOR IN MEXICO\*

A first prospective study will be prepared showing the current situation of Mexican telecommunications and analyzing the main market, technological and regulatory trends in different countries. It will be used to follow the most impacting catalyzers on the development and evolution of infrastructure and the telecommunications sector in Mexico. This study will provide inputs to the Institute for the design of regulatory policies with a mid to long term vision.

AREA

[ CGPE ]

PUBLICATION

Second quarter of 2018.



**ID 54** 

STUDY ON THE CONTINU-ITY OF SOUND BROAD-CASTING SERVICES From the application of number six of the <u>Resolution by which the requisites to perform</u> the change of authorized frequencies to provide radio services operating in the Amplitude <u>Modulation band to optimize the use, enjoyment and exploitation of a public domain good in transit to digital radio are established</u>, 61 AM stations should be kept in operation to ensure the continuity of the service until the conditions change.

Based on this information, the Institute will make a continuity study on sound broadcasting services in the locations of those stations, considering the current status of the use of the spectrum and the new concessions and technical modifications on AM and FM stations that have been authorized following the permanence Agreements of those 61 AM stations. Based on the results, the stations that may cease transmissions, if any, among these 61 stations will be detected.

AREA [ UER ]

**PUBLICATION** 

Second quarter of 2018.

<sup>\*</sup> Studies and Analyses carried from the 2017 AWP.





TECHNICAL-REGULATO-RY STUDY ON THE OPER-ATION OF SHORT RANGE (LOW POWER) COMMUNI-CATIONS DEVICES\* Based on the increased demand for short range or low power devices for various applications, it is necessary to develop a technical and regulatory framework that allows the operation of certain devices classified as short range or low power in different bands of the radio spectrum, without causing harmful interference as a result of their operation.

The study is intended to address the problem related to regulating this type of devices, analyze the corresponding technical regulations at the international level and incorporate technical recommendations that may ensure an appropriate operation of this type of devices. It will also provide technical inputs that may be used by the competent departments in the Institute to the purpose of issuing technical and administrative guidelines and provisions to regulate short range devices.

AREA [ UER ] PUBLICATION Second quarter of 2018.



**ID 56** 

QUALITATIVE STUDY ON ADOLESCENT CONSUMPTION OF RADIO AND TELEVISION CONTENT\*

A study will be conducted to understand the relationship between Mexican adolescents and communications media consumption, particularly radio and television, along with their content. Data will be collected in various sites (cities) around the country representing different socioeconomic levels using diverse qualitative research techniques.

At the end of 2017 the final report was obtained, which includes the results of the study from the analysis of the information collected in the field, indicating similarities and differences between the various evaluated profiles and locations. This report is the result of 64 group sessions in eight locations around the country (Mexico City, Jalisco, Nuevo León, Chiapas, Yucatán, Baja California, San Luis Potosí and Veracruz), and an online community that complemented the information collected during the sessions; this was done among junior high and high school students from both public and private schools.

This study will offer the concessionaires updated information on the exposure and consumption of radio, television and Internet audiovisual content among the adolescent segment in the country.

AREA [ UMCA ] PUBLICATION Second quarter of 2018.



**ID 57** 

STUDY ON TELECOMMUNI-CATIONS SERVICES PACK-AGING AND DISCOUNTS The theoretical foundations and practical application of telecommunications services packaging in the domestic market will be reviewed, including international best practices, to evaluate anticompetitive conducts, supporting a more efficient exercise of the powers of the Investigative Authority.

AREA [ AI ] PUBLICATION Third quarter of 2018.

<sup>\*</sup> Studies and Analyses carried from the 2017 AWP.





ICT ADOPTION AND USE OF THE INTERNET IN MEXICO: IMPACT OF SOCIO-DEMOGRAPHIC CHARACTERISTICS (2018 VFRSION)\*

An exploratory analysis will be conducted on the database of the ENDUTIH 2017 to generate a study on the impact of socio-demographic characteristics of the population on the level of adoption of ICT and use of the Internet.

Independent and dependent variables to be evaluated will be identified, as well as the type of econometric model to apply. Also, the interpretation of the results will be performed for the adoption of ICT and certain uses of the Internet. This will allow awareness on the probability of adoption and use depending on the subjects' socio-demographic characteristics.

These results will allow the design of more informed public policies, which consider the factors that may encourage or discourage the adoption of ICT and the generation of user abilities among the population, mainly for the implementation of public policies by diverse federal agencies, and state and municipal governments.

AREA [ CGPE ]

PUBLICATION

Third quarter of 2018.



**ID 59** 

ANALYSIS OF INTERNA-TIONAL BEST PRACTIC-ES FOR THE DEFINITION OF INDICATORS IN THE BROADCASTING SECTOR An analysis of the best practices for the definition of statistical indicators requested globally from broadcasting concessionaires will be conducted. The results of said analysis will be used to prepare electronic formats by which the Institute will request statistical and economic-financial information from broadcasting concessionaires, as well as information on the evolution and behavior of AM, FM and TV markets.

This way, the Institute will simplify its administrative burden, build a database with the defined statistical information to generate indicators on the broadcasting sector, and ensure homogeneity on the information received from those concessionaires.

AREA

[CGPE]

**PUBLICATION** 

Third quarter of 2018.



ID 60

DOCUMENT WITH REC-OMMENDATIONS TO PRO-MOTE COMPETITION IN TELECOMMUNICATIONS SERVICES PUBLIC ACQUI-SITIONS From the review and analysis of common practices in the design or public contracting of telecommunications goods and services, a document will be prepared with recommendations on the best practices and applicable competition principles. This document will include proposals or recommendations to amend the applicable legal framework

This publication is intended as a contribution to improve economic competition in the procedures to contract goods and services in the T&B sectors by public entities, to obtain lower prices and higher quality.

AREA

**PUBLICATION** 

Third quarter of 2018.

[ UCE ]

<sup>\*</sup> Studies and Analyses carried from the 2017 AWP.





STUDY ON THE COVER-AGE OF BROADCASTING SERVICES IN MEXICO A study to identify the sites in the country that lack DTT, AM radio and FM radio coverage will be conducted.

With this information, those interested in providing any of these services may consider such locations in the applications for frequency inclusions, those locations may be included in the PABF and seek that broadcasting services reach the whole population.

ARFA

PUBLICATION

Third quarter of 2018.



#### **ID 62**

QUALITATIVE STUDY ON GENDER INCLUSION AND REPRESENTATION IN AU-DIOVISUAL MEDIA AND CONTENT, FROM THE CHILDREN'S VIEWPOINT Qualitative study conducted among children living in twelve Mexican cities, from which awareness on the different audiovisual content appropriation models will be obtained, as well as the role they play in the construction and replication of gender roles.

Also, it is intended to use the results of this study to make radio and television audiences and concessionaires aware of the importance of creating, producing and transmitting audiovisual content that promote, among other values, equality, gender identity and diversity among this age group.

AREA

[ UMCA ]

[UER]

**PUBLICATION** 

Third quarter of 2018.



#### ID 63

STUDY ON THE RELA-TIONSHIP OF DISABLED AUDIENCES WITH AUDIO-VISUAL MEDIA AND CON-TENT A qualitative study will be conducted in the form of interviews to gain awareness on the habits and expectations of visually and hearing disabled population, relating accessibility services (subtitles, program guides, audio description), as well as to identify the way in which these audiences adopt broadcasted content.

This study will be a first approach to the subject and its results are expected to allow the identification of needs in this population group and sensitization of the concessionaires and content creators on the need to include services such as hidden subtitles, Mexican sign language and any other accessibility mechanism.

ARE

[ UMCA ]

PUBLICATION

Third quarter of 2018.





RESULTS OF THE NATION-AL SURVEY ON AUDIOVI-SUAL CONTENT 2017\* Publication of the results of the survey conducted in 2017 to gain awareness on radio, television (pay and broadcasted) and Internet consumption habits. This survey is representative for the whole country, both urban and rural.

The published information allows awareness among both the industry and academics about audiences' preferences. This exercise allows the audiences to express directly their opinions and preferences on the radio, television and Internet content offering. This information may in turn support decision making in the Institute.

REA [ UMCA ]

PUBLICATION Third quarter of 2018.



#### **ID 65**

STUDY ON THE FEASI-BILITY OF IMPLEMENT-ING DIGITAL RADIO AND MULTIPROGRAMMING IN MEXICO\* This study will analyze the feasibility of the transition to digital radio in Mexico, taking into account costs and impacts on the concessionaires and the possible benefits for them and the audiences. It shall also consider the implications for the diverse stakeholders in the sector: broadcasters, technology providers, manufacturers, and receiver distributors, among others. It will provide elements to make decisions on the evolution and development of sound broadcasting in Mexico.

AREA

[ UPR ]

PUBLICATION

Third quarter of 2018.



#### **ID 66**

STUDY ON THE AUDIOVI-SUAL CONTENT MARKET AND VERTICAL RELATION-SHIPS IN THE TELECOM-MUNICATIONS INDUSTRY The theoretical foundations and practical application of audiovisual content vertical integration in the international telecommunications market will be reviewed, to support a more efficient exercise of the powers of the Investigative Authority.

AREA [ AI ] PUBLICATION Fourth quarter of 2018.

<sup>\*</sup> Studies and Analyses carried from the 2017 AWP.





ANALYSIS OF THE PER-CEPTION OF THE SUB-JECTS REGULATED BY THE IFT ON VARIOUS IMPROVEMENT OPPOR-

TUNITIES ON GENERAL

PROVISIONS WITHIN ITS

It is deemed pertinent to evaluate if the reasons for the issuance of some general provisions in the T&B sectors are still valid or have changed, to propose amendments or repeals. A public consultation will be proposed to collect information from the regulated subjects on their perception about this subject, as well as to gain awareness on the improvement opportunities they perceive.

The convenience of launching a regulatory reform program will be evaluated from the analysis of this information, to amend or suppress general provisions that may be found obsolete or unnecessary.

AREA [ CGMR ]

PUBLICATION

Fourth quarter of 2018.



#### **ID 68**

**SCOPE** 

STUDY TO IDENTIFY IN-DIGENOUS POPULATIONS WITH GUARANTEED MO-BILE NETWORKS COVER-AGE Jointly with the National Commission for the Development of Indigenous Peoples (CDI) and using information delivered by the concessionaires of public telecommunications networks related with the guaranteed mobile services coverage, a study will be conducted to allow the Institute the identification of those indigenous populations that currently enjoy such coverage, and execute specific actions to empower those users.

AREA

[ CGPU ]

PUBLICATION

Fourth quarter of 2018.



#### **ID 69**

DIAGNOSTIC STUDIES ON THE ECONOMIC CONDI-TIONS OF T&B SERVICES OR MARKETS Diagnostic studies will be conducted for the Institute to gain awareness on the prevailing economic conditions in T&B services or markets, providing relevant information to the Institute's UA, contributing to the improvement of timeliness and coordination of their activities. The Institute will access and analyze diverse information sources on services or markets.

ARE

[ UCE ]

PUBLICATION

Fourth quarter of 2018.





#### **ID** 70

REVIEW OF THE REGULA-TIONS OF THE LFCE FOR THE T&B SECTORS, PUB-LISHED IN THE FEDERAL OFFICIAL GAZETTE ON JANUARY 12, 2015 Applicable regulations for economic competition procedures within the scope of the Institute will be reviewed and analyzed to update them and align them with recent legal criteria. This analysis will also determine, from their current application, if additional adjustments are necessary.

The expected benefits are to grant a higher legal certainty to the economic agents subject to the competition procedures and to adjust the procedures to recent legal criteria. Upon completion of the analysis an expert opinion on the results will be submitted to the Governing Board of the Institute.

AREA [ UCE ] PUBLICATION Fourth quarter of 2018.

#### **ID 71**



ANALYSIS OF THE DUTIES COLLECTION SCHEMAS ON THE USE, ENJOYMENT AND EXPLOITATION OF THE RADIO SPECTRUM AND THE CONSIDERATION FOR THE GRANTING OF CONCESSIONS BY TENDER

An analysis on the current radio spectrum duties collection schema by IMT band (payment for usage and for the granting of concessions by public tender of for extension) in Mexico will be conducted, including an international comparison to visualize cost consistency, a valuation of the radio spectrum IMT bands and the impact that charges for the radio spectrum may have on the entrance of new competitors in the sector.

This seeks to identify possible inequities and affectations on the sector's development arising from the current duties collection schema, and the establishment of a joint workgroup with the Ministry of Finance and Public Credit (SHCP) will be sought to follow, develop and apply the recommendations arising from the analysis.

AREA [ UER ] PUBLICATION Fourth quarter of 2018.



#### **ID 72**

DIAGNOSTIC ON BARRI-ERS TO INVESTMENT IN FIXED BROADBAND NET-WORKS A diagnostic to identify barriers on investment in fixed networks to provide broadband services with a real speed to download information in accordance with the average of OECD member countries in a technological neutrality framework will be conducted.

Based on this diagnostic, the Institute, by itself or collaborating with her authorities, to adopt regulatory actions or public policy aimed at the reduction or elimination of identified barriers, and to evaluate the impact of the adopted measures to maintain, amend, suppress or supplement them, as the case may be.

AREA [ UCE ] PUBLICATION First quarter of 2019.





**ID 73** 

ONLINE PANEL WITH MIL-LENNIALS ON AUDIOVISU-AL CONTENT CONSUMP-TION IN TRADITIONAL MEDIA, SOCIAL NETWORKS AND NEW PLATFORMS Effective consumption habits will be studied for 1 year on a representative nationwide group of individuals between the ages of 20 and 35 (*Millennials*) to discover and analyze their preferences and behavior relating to audiovisual content.

This study will render information showing results to observe variations and trends on the preferences of the group under analysis. This, to offer the industry, academics and the general public new information on content multi-consumption trends for this age group.

REA.

[ UMCA ]

UBLICATION

Second quarter 2019.



# 05 REPORTS AND OTHER DOCUMENTS

2018 ANNUAL WORK PROGRAM

A fundamental part of the IFT's activities is the preparation of reports to inform the citizens and other stakeholders on institutional results, and to contribute to transparency in the exercise of its powers.





# REPORTS AND OTHER DOCUMENTS

04 STUDIES AND ANALYSES

# 05 REPORTS AND OTHER DOCUMENTS

06 EVENTS AND CAMPAIGNS

Þ	2018 Annual activities program of the Studies Center	77
Þ	Annual program for the improvement of the procedures inventory	77
Þ	Statistical indicators definition manual of the IFT for the telecommunications sector	77
	Results report of the transition to DTT	77
•	Annual report on the rights, risks, interests, preferences, trends or consumption patterns of telecommunications services users during 2017	78
Þ	Elaboration and start-up of the 2018 Annual Program to promote gender equality, diversity and inclusion in the IFT	78
	Behavior of the regulated markets' indicators, 2018	78
Þ	Report on the administration of the IFT's resources	78
	International convention to share telecommunications security best practices	79
	Internal Control and Institutional Integrity System (SCIII)	79
Þ	Instructions manual to submit information on economic competition to evaluate concentrations	79
	Cyber security action plan	79
Þ	Quarterly statistic information on the T&B sector	80
Þ	IFT's quarterly activities report	80
Þ	Reports on comparable plans and tariffs information for end users	80
<b>•</b>	Reports on telecommunications users' consumption patterns, satisfaction levels and users experience	80
Þ	Quarterly report on activities for the promotion of audiences and users rights in Mexico through the Mobile Unit	81
•	Reports on plans and tariffs evolution	81
	2017 Statistic yearbook	81
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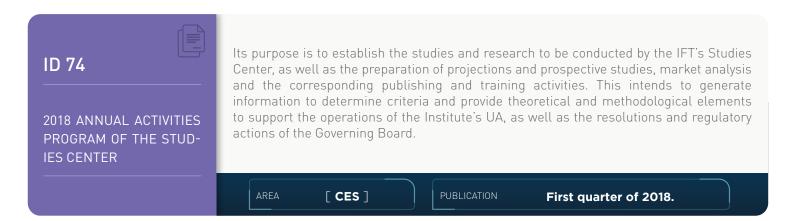


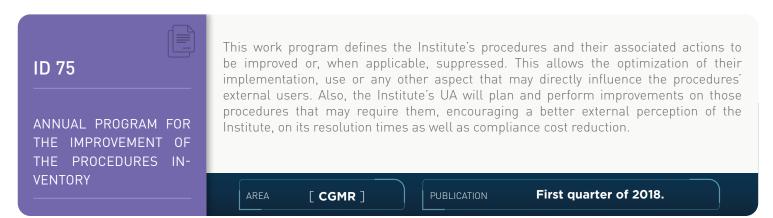


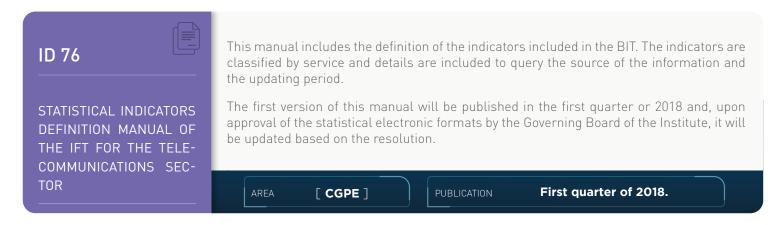


<sup>\*</sup> Reports and other documents carried from the 2017 AWP.ID 74









The results of the transition to DTT process in Mexico are intended to be shared, within the powers of the Institute, contributing to identify the experience at the institutional and country's level on one of the most relevant strategic lines established for the domestic and international broadcasting and telecommunications sector.

At the end of 2017, the document is complete and its presentation and delivery to stakeholders remains pending for 2018.

Publication First quarter of 2018.

<sup>\*</sup> Reports and other documents carried from the 2017 AWP.





ANNUAL REPORT ON THE RIGHTS, RISKS, INTERESTS, PREFERENCES, TRENDS OR CONSUMPTION PATTERNS OF TELECOMMUNICATIONS SERVICES USERS DURING

A report on the rights, risks, interests, preferences, trends or consumption patterns of telecommunications services users will be prepared, showing the most important findings arising from user surveys to detect their interests, consumption patterns and satisfaction levels. This report will include a compilation of the lines of action executed by the IFT for the benefit of the users, the challenges faced on their execution, as well as the projects destined to achieve an effective protection of the users' rights during 2017.

AREA

[ CGPU ]

PUBLICATION

Second quarter of 2018.

### **ID 79**

2017

ELABORATION AND START-UP OF THE 2018 ANNUAL PROGRAM TO PROMOTE GENDER EQUALITY, DIVER-SITY AND INCLUSION IN THE IFT A work program including the Institute's strategies, actions and deliverables for 2018 on gender equality, diversity and inclusion will be developed. This way, the Institute reasserts its commitment on a transverse perspective on gender and the principle of non-discrimination.

AREA

[ UADM ]

PUBLICATION

Second quarter of 2018.

#### **ID 80**

BEHAVIOR OF THE REGULATED MARKETS' INDICATORS. 2018

A report with the results of the regulated markets' metrics during 2017, aligned with each one of the institutional objectives will be prepared, and a review on the indicators established in the <u>Institute's strategic planning document</u> will be performed to evaluate their validity thus encouraging transparency and accountability in the Institute.

AREA

[ CGPE ]

PUBLICATION

Third quarter of 2018.

#### **ID 81**

REPORT ON THE STATUS
OF THE IFT'S RESOURCES
MANAGEMENT

A report will be prepared showing the main actions, measures, regulations and strategies adopted for the Institute's management during the previous year. This way, the Institute reinforces its commitment with transparency and accountability.

AREA

[ UADM ]

PUBLICATION

Third quarter of 2018.





INTERNATIONAL CONVEN-TION TO SHARE THE BEST PRACTICES ON TELECOM-MUNICATIONS The execution of this convention intends to share experiences, information and tools to identify the best practices on telecommunications network security. This way, solutions to possible user's hazards will be implemented and information to improve service and device usage security will be provided.

REA

[ CGPU ]

UBLICATION

Fourth quarter of 2018.

#### **ID 83**

INTERNAL CONTROL AND INSTITUTIONAL INTEGRITY SYSTEM (SCIII)

The last SCIII development phase will be started, consisting of the inclusion of metrics for risk management and control. Also, the risk control and management methodology will be update so that the Institute's UA incorporate integrity and corruption subjects and indicators in their internal control self-evaluation. This way, the Institute will improve its control mechanisms, encouraging a proper risk management, in accordance with public service values.

AREA

[ UADM ]

PUBLICATION

Fourth quarter of 2018.

#### ID 84

**EVALUATION** 



An instructions manual will be published, identifying the minimum necessary information to perform economic competition analyses relating to concession transfer procedures, stock disposals, concession titles' extensions and new concession titles. This manual is expected to support a reduction in the Institute's response times on these procedures and the elimination of transaction costs for the economic agents.

ARFA

[UCE]

PUBLICATION

Fourth quarter of 2018.

### ID 85

ACTION PLAN FOR CYBER-SECURITY The National Cybersecurity Strategy (NCS) establishes eight transverse axes to strengthen cybersecurity actions, enabling a responsible use and exploitation of TCI for the Mexican State's sustainable development. Addressing the rising risks, cyberattacks and the appearance of new techniques to exploit TCI vulnerabilities stresses the need to take actions on the subject within the powers of the Institute.

A cybersecurity study on mobile terminal equipment will be prepared to this purpose, including IoT devices and telecommunications network infrastructure, to identify vulnerabilities and possible testing methods. Also, a workgroup will be created to identify issues for the Institute to adopt international best practices and/or regulations deemed convenient for this matter.

ARE

[ UPR ]

PUBLICATION

Fourth quarter of 2018.















QUARTERLY REPORT ON THE ACTIVITIES TO PRO-MOTE THE RIGHTS OF AUDI-ENCES AND USERS IN MEX-ICO THROUGH THE MOBILE UNIT In June 2017, the Mobile Unit for the promotion of the rights of audiences and users began operations. During the following three years, the mobile unit will travel around the Mexican Republic for the attention and benefit of more than 100 thousand students, teachers, parents and the public. Students from more than 2 thousand public and private schools, in both urban and rural zones, will be invited. The quarterly reports will describe the activities executed by the Mobile Unit in each one of the visited states.

AREA [ UMCA ] PUBLICATION Quarterly.

### **ID 91**

REPORTS ON PLANS AND RATES EVOLUTION

Quarterly reports will be prepared showing the evolution of the current concessionaires' offer, and the evolution of plans and rates registered in the PTR, to provide information for the user to know and identify the changes in the offer defined for available telecommunications services.

AREA [ CGPU ] PUBLICATION Semiannual

### **ID 92**

STATISTICAL YEARBOOK 2017

A statistical yearbook will be integrated with the information for 2017, including statistical indicators and metrics on the T&B sectors. Its purpose is to provide information and certainty to the industry and investors, as well as users in general.

AREA [ CGPE ] PUBLICATION Annual.

#### ID 93

REPORT ON ACCESSIBIL-ITY TO TELECOMMUNI-CATIONS SERVICES FOR DISABLED USERS A report will be prepared indicating the level of operators' compliance with the *General Guidelines for Accessibility to Telecommunications Services for Disabled Users*, as well as progress in the sector on this subject. This report will show the progress on accessibility, distinguish the actions taken to favor disabled users and identify improvement opportunities to cause a positive impact on these users.

AREA [ CGPU ] PUBLICATION Annual.



# O6 EVENTS AND CAMPAIGNS 2018 ANNUAL WORK PROGRAM





**04 STUDIES AND ANALYSES** 

05 REPORTS AND OTHER DOCUMENTS

06 EVENTS AND CAMPAIGNS





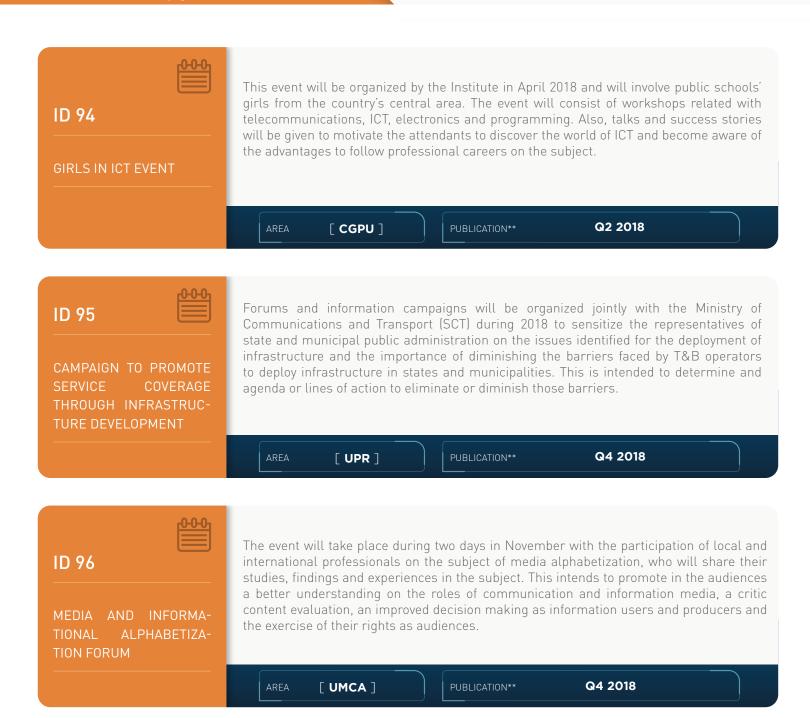












Two workshops directed to children and adolescents, disabled people and the elder will be carried out in 2018, to address subjects related to telecommunications, technology and the rights of the users. The purpose of these workshops is to provide them with information to know and exercise their rights and benefit from the advantages of using TIC and telecommunications.

AREA [CGPU]

PUBLICATION\*\*

Q4 2018

<sup>\*\*</sup> Q2 - Second Quarter, Q4 - Fourth Quarter.



# • IFT RECURRING ACTIVITIES 2018 ANNUAL WORK PROGRAM



# ►IFT RECURRING ACTIVITIES

The Institute will maintain its key activities for an appropriate operation and enforcement of existing regulations and other matters relevant for the population and stakeholders in the B&T sectors. Recurring activities for 2018 include, among others:

- Oversight actions (monitoring and verification) on compliance with current regulations
- O Collection of income from the use of radio spectrum frequencies
- Mobile service quality measurements
- Monitoring and surveillance of the radio spectrum
- Procedures conducted by the Institute's Investigative Authority in which probable commission of anticompetitive practices are under investigation
- Management of the Infrastructure and Equipment Fund (FIE)
- Organizational culture strengthening and best practices to consolidate the IFT as a good place to work
- O Information on the proportion of women in the Institute by position range
- O Budgetary and investment projects reports, financial statements and auditing
- Liaison and coordination activities to contribute and collaborate with the programs and programmatic instruments established by the Federal Executive on digital inclusion
- Matters on transparency, access to information, accessibility and personal data protection, as well as open government actions
- Nesolution of interconnection disagreements
- Management and evaluation of applications on the T&B subject
- Information technology developments
- Actions to monitor concessionaires and other regulated subjects on compliance with their obligations on the subject of broadcasting.

In addition to these activities, it shall be noted that, given the dynamic nature of the B&T sectors, other key activities may arise during 2017 that are not currently listed but will be reported in the Institute's quarterly activities reports.

# ADDENDUM I.

# ALIGNMENT OF INSTITUTIONAL OBJECTIVES TO THE 2013-2018 NATIONAL DEVELOPMENT PLAN

NDP GOALS NDP STRATEGIES **INSTITUTIONAL OBJECTIVES IFT** STRATEGIES NDP GOAL II: AN INCLUSIVE MEXICO An inclusive Mexico to ensure the effective exercise of social rights of all Mexicans, **OBJECTIVE 4:** NDP STRATEGY 2.2.4: that goes beyond welfarism and connects Foster respect for the rights of telecommunicato human capital with the opportunities Protect the rights of people with tions and broadcasting services end users and STRATEGY 4.1 disabilities and contribute towards framework of a new social productivity, STRATEGY 4.2 their full inclusion and bridging inequality gaps and promoting 2013-2018 NDP Goals broader participation in public policy as a factor of citizenship and social cohesion. **OBJECTIVE 1:** NDP GOAL IV: A PROSPEROUS **MEXICO** Promote and encourage that users and STRATEGY 1.1 audiences enjoy enhanced public service NDP Strategy 4.7.2: STRATEGY 1.2 options at affordable prices, by nurturing competition and free trade in the regulated STRATEGY 1.3 stability generating equal opportunities, considering that a proper infrastructure market. **OBJECTIVE 2:** competition and allow greater capital and NDP Strategy 4.5.1: Promote and encourage conditions for businesses with the greatest potential to universal access to telecommunications and Promote technological STRATEGY 2.1 use it. This goal also seeks to provide broadcasting technologies and services, to development and innovation in STRATEGY 2.2 maximize social welfare telecommunications to expand development, through regulations that coverage and access to push for **OBJECTIVE 3:** better services and promote companies and the design of a modern competition, in pursuit of cost telecommunications and broadcasting generating innovation and driving growth Communications. services to the population are consistent STRATEGY 3.1 with international quality standards **STRATEGY 3.2** Source: IFT with information from the Government of the Republic, National Development Plan 2013-2018.



# ADDENDUM II.

# DELIVERABLES FOR PROJECTS WITH PARTIAL PROGRESS IN 2018

**Table 1.**Partial deliverables to be done in 2018 for projects with later completion dates

ID •	PROJECT	AREA	PROJECT CONCLUSION	2018 GOAL	2018 DELIVERABLES
19	Tender IFT-8 Frequencies for audio broadcasting*	UER	Q4 2019	40%	Publishing of the Invitation and Bidding Terms.
21	Definition of Spectral Efficien- cy Technical-Regulatory Metrics (MEET-R) and their application methodology*	UER	Q3 2019	70%	Report on the opinions given by the areas involved in the definition of metrics within the IFT.
22	Project to broaden and strengthen the National Spectrum Surveillance System (SINAVER)*	UC	Q4 2022	20%	Authorization of budget resources, bidding terms and contract granting.
26	National Infrastructure Information System (SNII)*	UCS	Q4 2019	50%	Publishing of the bidding terms and contract granting.
35	Guidelines for standardization of Tele- communications and Broadcasting equipment	UPR	Q3 2019	50%	Regulatory impact analysis and finished draft to be submitted to the Governing Board for approval of the public consultation process.
51	Design and implementation of solutions for the beginning of the integrated electronic government strategy in the Institute, aimed at the management of various electronic procedures, as well as administrative simplification for various information submission obligations on the subject of telecommunications and the issuance of their corresponding general guidelines*	CGPE	Q2 2019	70%	The Guidelines for Administrative Simplification and the Guidelines for Electronic Procedures will be submitted to the Governing Board of the Institute for approval. Also, 3 systems to be developed during 2018 will be put out to tender.

\*\*Projects from the 2017 AWP. Source: IFT.



# **ADDENDUM III.** 2018 AWP PROJECT SUMMARY



## **OBJECTIVE 1**

Promote and encourage that users and audiences enjoy enhanced public service options at affordable prices, by nurturing competition and free trade in the regulated sectors.

3 1	ID	Area	Project name	Project conclusion**	2018 Goal	Contributing Areas
	1	UPR	Functional separation implementation Plan	Q1 2018	100%	UC, UCE
	2	UCE	Criteria to define markets and evaluate effective competition conditions*	Q2 2018	100%	AI, UPR
	3	UPR	Elaboration of Costs Models for Wholesale Services*	Q2 2018	100%	NA
	4	UPR	Guidelines for traffic management and network administration to be followed by concessionaires and authorized Internet Service Providers*	Q3 2018	100%	NA
	5	UPR	Minimum technical conditions and interconnection rates 2019	Q4 2018	100%	NA
STRATEGY 1.1	6	Al	Technical criterion to issue interim measures, as well as to fix the security to lift them	Q4 2018	100%	UCE
	7	UCE	Criteria to define significative control or influence by economic agents in the T&B sectors	Q4 2018	100%	AI, CES
ENCOURAGE THE DEVELOPMENT OF	8	UC	Strategy to evaluate compliance with obligations imposed by the Institute on asymmetric regulation*	Q4 2018	100%	NA
COMPETITION AND FREE TRADE IN	9	Al	Guide to submit complaints on monopolistic practices and illicit concentrations in the T&B sectors	Q4 2018	100%	UCE
THE T&B SECTORS, ELIMINATING BAR-	10	Al	Guide to submit requests for investigation of market conditions as provided in article 96 of the LFCE in the T&B sectors	Q4 2018	100%	UCE
RIERS TO COMPE- TITION	11	Al	Guide on the benefit of exception or reduction of the amount of fines established in the LFCE for the T&B sectors	Q4 2018	100%	UCE
	12	UPR	Reference offers for disaggregation services and fixed and mobile passive infrastructure access and shared use services	Q4 2018	100%	NA
	13	UPR	Reference offers for wholesale dedicated links and roaming user services, and for trade or resale of the service by Mobile Virtual Network Operators	Q4 2018	100%	NA
	14	UPR	Review of the proposal for preponderance cap prices	Q4 2018	100%	NA
	15	UPR	Review of the cap prices proposal of TELMEX-TELNOR's concession title	Q4 2018	100%	NA
	16	UPR	Review and analysis of interconnection framework agreements	Q4 2018	100%	NA

<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.



	ID	Area	Project name	Project conclusion**	2018 Goal	Contributing Areas
STRATEGY 1.2	17	UER	Tender IFT-5 10 MHz in the 440-450 MHz band*	Q2 2018	100%	UCE, UCS, UADM
ENCOURAGE THE ENTRY OF NEW COMPETITORS AND PLURALITY IN THE	18	UER	Tender IFT-7 Up to 130 MHz in the 2500-2690 MHz frequency band*	Q4 2018	100%	UCE, UCS, UADM
T&B SECTORS, ELIM- INATING BARRIERS TO ENTRY	19	UER	Tender IFT-8 Frequencies for audio broadcasting*	Q4 2019	40%	UCE, UCS, UADM
STRATEGY 1.3	20	UER	Annual Program for the Use and Exploitation of Frequency Bands	Q4 2018	100%	UCE, UCS
MANAGE AND EN- COURAGE AN EFFI-	21	UER	Definition of Spectral Efficiency Technical-Regulatory Metrics (MEET-R) and their application methodology*	Q3 2019	70%	UCE, UPR
CIENT USE OF THE RADIO SPECTRUM IN THE T&B SECTORS	22	UC	Project to broaden and strengthen the National Spectrum Surveillance System (SINAVER)*	T4 2022	20%	NA



# **OBJECTIVE 2**

Promote and encourage conditions for universal access to telecommunications and broadcasting technologies and services, to maximize social welfare.

	ID	Area	Project name	Project conclusion**	2018 Goal	Contributing Areas
STRATEGY 2.2	23	UPR	Guidelines for T&B infrastructure deployment	Q2 2018	100%	NA
ENCOURAGE THE	24	UPR	Guidelines for the construction of the National Infrastructure Information System (SNII)*	Q2 2018	100%	UCS
DEVELOPMENT AND EFFICIENT USE OF THE INFRASTRUC- TURE IN THE T&B	25	UPR	Promotion of the transition from the IPv4 protocol to IPv6	Q4 2018	100%	UADM
SECTORS	26	UCS	National Infrastructure Information System (SNII)*	Q4 2019	50%	UPR

<sup>\*\*\*</sup> See Addendum II or the deliverables associated with projects with less than 100% completion goal in 2018. Note: NA means Not applicable.





# OBJECTIVE 3

Guarantee that the provision of telecommunications and broadcasting services to the population are consistent with international quality standards.

	ID	Area	Project name	Project conclusion**	2018 Goal	Contributing Areas
	27	UPR	Technical Standard IFT-007-2018. Maximum exposure limits for human beings to non-ionizing electromagnetic radiation in the 100 kHz to 300 GHz range in the radio communication stations environment*	Q1 2018	100%	UCS, UER
STRATEGY 3.1	28	UPR	Technical Standard IFT-012-2018. Technical specifications for compliance with the maximum limits of non-ionizing radio emissions from products, equipment, devices or systems destined to telecommunications that may be connected to a telecommunications network and/or use the radio spectrum. Specific Absorption Rate (SAR)*	Q1 2018	100%	UCS, UER
GUARANTEE FUL-	29	UPR	Conformity evaluation procedure*	Q2 2018	100%	UCS
FILLMENT OF THE QUALITY STAN- DARDS DEFINED BY	30	UPR	Technical Standard IFT-014-2018. Microwave equipment for systems in multi-channel point-to-point and point-to-multipoint fixed services. Part I: multiple radio access	Q3 2018	100%	UCS, UER
THE IFT FOR THE PROVISION OF SERVICES BY TELECOM-	31	UPR	Technical Standard IFT-014-2018. Microwave equipment for systems in multi-channel point-to-point and point-to-multipoint fixed services. Part II: transport	Q3 2018	100%	UCS, UER
MUNICATIONS AND BROADCAST OPER- ATORS	32	UPR	Technical Standard IFT-015-2018. Technical specifications for transmission equipment destined to specialized fleet mobile radio communications services	Q3 2018	100%	UCS, UER
	<b>3</b> 3	UPR	Guidelines that establish broadband parameters to be applied by Internet access service providers*	Q4 2018	100%	UC
	34	UPR	Guidelines that set quality indexes and parameters for fixed service providers*	Q4 2018	100%	CGPU, UC
	35	UPR	Guidelines for standardization of Telecommunications and Broadcasting equipment	Q3 2019	50%	UCS, UER
STRATEGY 3.2	36	UPR	Guidelines for the accreditation of Verification Units*	Q4 2018	100%	ucs
IMPROVE THE US- ER'S EXPERIENCE ON THE QUALITY OF TELECOMMUNICA- TIONS SERVICES	37	CGPU	Quality monitoring platform for mobile service experience*	Q4 2018	100%	UPR

<sup>\*</sup> Projects from the 2017 AWP

\*\* Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter

\*\*\* See Addendum II or the deliverables associated with projects with less than 100% completion goal in 2018.



# **OBJECTIVE 4**

Foster respect for the rights of telecommunications and broadcasting services end users and audiences.

	ID	Area	Project name	Project conclusion**	2018 Goal	Contributing Areas
STRATEGY 4.1	38	UMCA	General guidelines on accessibility in broadcasted television public services	Q2 2018	100%	NA
	39	UMCA	General guidelines on the monitoring of maximum quantifiable advertising times*	Q4 2018	100%	NA
ENCOURAGE USERS AND AUDIENCES	40	UPR	Guidelines that establish a common emergency protocol in terms of guideline forty-ninth of the guidelines for collaboration in the subject of security and law enforcement published in the Official Gazette on December 2, 2015*	Q4 2018	100%	CGPU, CGVI
PROTECTION	41	UMCA	Gathering of information to allow case-by-case analysis on plurality, diversity and cross-ownership	Q4 2018	100%	UCE
STRATEGY 4.2  EMPOWER USERS	42	CGPU	Provisions for operators to publish transparent, comparable, appropriate and updated information*	Q2 2018	100%	CGPE, UCS
AND AUDIENCES WITH INFORMA- TION AND EDUCA- TION ABOUT THEIR RIGHTS IN THE T&B SECTORS	43	UER	System of pre-analysis and online consultation of broadcasting coverage*	Q2 2018	100%	CGPE, UC, UCS

<sup>\*</sup> Projects from the 2017 AWP \*\* Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.



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# **TRANSVERSE AXIS**

#### Institutional Strengthening

institutional strengthening							
	ID	Area	Project name	Project conclusion**	2018 Goal	Contributing Areas	
TRANSVERSE AXIS T.1	44	UADM	Adoption of the IPv6 standard in the infrastructure and public web portals of the IFT	Q3 2018	100%	NA	
IMPROVE AND SYS- TEMIZE MANAGE-	<b>4</b> 5	UADM	Strengthening of the IFT's Professional Service System	Q4 2018	100%	NA	
MENT OF THE IN- STITUTE'S DIVERSE PROCESSES, PRO- CEDURES AND AC-	46	CGPE	Rebuilding of the historical statistics database (Stage 2)*	Q4 2018	100%	NA	
TIVITIES	47	UMCA	Media and audiovisual content information system	Q4 2018	100%	UADM, UCS, UER, UCE	
TRANSVERSE AXIS T.2	48	UADM	Open budgetary data microsite	Q2 2018	100%	CGVI	
ENCOURAGE TRANS- PARENCY IN THE IN- STITUTE'S PROCESS- ES, PROCEDURES AND ACTIVITIES	49	UADM	Open acquisitions microsite	Q3 2018	100%	CGVI	
TRANSVERSE AXIS T.3	50	CGMR	Regulatory Impact Analysis electronic management system	Q4 2018	100%	UPR, CES	
DIMINISH THE AD- MINISTRATIVE BUR- DEN ON THE REGU- LATED SECTORS AND ESTABLISH REGULA- TORY IMPROVEMENT MECHANISMS	51	CGPE	Design and implementation of solutions for the beginning of the integrated electronic government strategy in the Institute, aimed at the management of various electronic procedures, as well as administrative simplification for various information submission obligations on the subject of telecommunications and the issuance of their corresponding general guidelines*	Q2 2019	70%	CGMR, CGVI, UADM, UCS, UC	

<sup>\*</sup> Projects from the 2017 AWP

<sup>\*\*</sup> Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter

<sup>\*\*\*</sup> See Addendum II or the deliverables associated with projects with less than 100% completion goal in 2018. Note: NA means Not applicable.



		STUDIES AND ANALYS	ES		
ID	Area	Name of the Study or Analysis	Publication**	2018 Goal	Contributing Areas
52	▶ CGPE	ICT adoption and use of the Internet in Mexico: Impact of socio-demographic characteristics [2017 version]*	Q1 2018	100%	NA
53	▶ CGPE	Prospective study on the telecommunications sector in Mexico*	Q2 2018	100%	NA
54	▶ UER	Study on the continuity of sound broadcasting services	Q2 2018	100%	NA
55	▶ UER	Technical-regulatory study on the operation of short range (low power) communications devices*	Q2 2018	100%	NA
56	▶ UMCA	Qualitative study on adolescent consumption of radio and television content*	Q2 2018	100%	NA
57	▶ Al	Study on telecommunications services packaging and discounts	Q3 2018	100%	NA
58	▶ CGPE	ICT adoption and use of the Internet in Mexico: Impact of socio-demographic characteristics [2018 version]*	Q3 2018	100%	NA
59	▶ CGPE	Analysis of international best practices for the definition of indicators in the broadcasting sector	Q3 2018	100%	NA
60	▶ UCE	Document with recommendations to promote competition in telecommunications services public acquisitions	Q3 2018	100%	NA
61	▶ UER	Study on the coverage of broadcasting services in Mexico	Q3 2018	100%	NA
62	▶ UMCA	Qualitative study on gender inclusion and representation in audiovisual media and content, from the children's viewpoint	Q3 2018	100%	NA
63	▶ UMCA	Study on the relationship of disabled audiences with audiovisual media and content	Q3 2018	100%	NA
64	▶ UMCA	Results of the national survey on audiovisual content 2017*	Q3 2018	100%	NA
65	▶ UPR	Study on the feasibility of implementing digital radio and multiprogramming in Mexico*	Q3 2018	100%	NA
66	▶ Al	Study on the audiovisual content market and vertical relationships in the telecommunications industry	Q4 2018	100%	NA
67	▶ CGMR	Analysis of the perception of the subjects regulated by the IFT on various improvement opportunities on general provisions within its scope	Q4 2018	100%	NA
68	▶ CGPU	Study to identify indigenous populations with guaranteed mobile networks coverage	Q4 2018	100%	NA
69	▶ UCE	Diagnostic studies on the economic conditions of T&B services or markets	Q4 2018	100%	NA
70	▶ UCE	Review of the regulations of the LFCE for the T&B sectors, published in the Federal Official Gazette on January 12, 2015	Q4 2018	100%	NA
71	▶ UER	Analysis of the duties collection schemas on the use, enjoyment and exploitation of the radio spectrum and the consideration for the granting of concessions by tender	Q4 2018	100%	NA
72	▶ UCE	Diagnostic on barriers to investment in fixed broadband networks	Q1 2019	60%	NA
73	▶ UMCA	Online panel with Millennials on audiovisual content consumption in traditional media, social networks and new platforms	Q2 2019	80%	NA

<sup>\*</sup> Studies and Analyses carried from the 2017 AWP. \*\* Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.



# REPORTS AND OTHER DOCUMENTS

ID	Area	Report or document's name	Publication**	2018 Goal	Contributing Areas
74	▶ CES	2018 Annual activities program of the Studies Center	Q1 2018	100%	NA
75	▶ CGMR	Annual program for the improvement of the procedures inventory	Q1 2018	100%	NA
76	▶ CGPE	Statistical indicators definition manual of the IFT for the telecommunications sector	Q1 2018	100%	NA
77	<b>▶</b> UMCA	Results report of the transition to DTT	Q1 2018	100%	NA
78	▶ CGPU	Annual report on the rights, risks, interests, preferences, trends or consumption patterns of telecommunications services users during 2017	Q2 2018	100%	NA
79	<b>UADM</b>	Elaboration and start-up of the 2018 Annual Program to promote gender equality, diversity and inclusion in the IFT	Q2 2018	100%	NA
80	▶CGPE	Behavior of the regulated markets' indicators, 2018	Q3 2018	100%	NA
81	▶UADM	Report on the administration of the IFT's resources	Q3 2018	100%	NA
82	▶CGPU	International convention to share telecommunications security best practices	Q4 2018	100%	NA
83	▶UADM	Internal Control and Institutional Integrity System (SCIII)	Q4 2018	100%	NA
84	▶ UCE	Instructions manual to submit information on economic competition to evaluate concentrations	Q4 2018	100%	NA
85	▶ UPR	Cyber security action plan	Q4 2018	100%	NA
86	▶CGPE	Quarterly statistic information on the T&B sector	Quarterly	100%	NA
87	▶CGPE	IFT's quarterly activities report	Quarterly	100%	NA
88	▶CGPU	Reports on comparable plans and tariffs information for end users	Quarterly	100%	NA
89	▶CGPU	Reports on telecommunications users' consumption patterns, satisfaction levels and users experience	Quarterly	100%	NA
90	▶UMCA	Quarterly report on activities for the promotion of audiences and users rights in Mexico through the Mobile Unit	Quarterly	100%	NA
91	▶CGPU	Reports on plans and tariffs evolution	Semiannual	100%	NA
92	▶CGPE	2017 Statistic yearbook	Annual	100%	NA
93	▶CGPU	Report on accessibility to telecommunications services for disabled people	Annual	100%	NA

<sup>\*</sup> Reports and other documents carried from the 2017 AWP. \*\* Q1 - First Quarter, Q2 - Second Quarter, Q3 - Third Quarter, Q4 - Fourth Quarter Note: NA means Not applicable.



	EVENTS AND CAMPAIGNS										
ID	Area	Event or Campaign's name	Publication**	2018 Goal	Contributing Areas						
94	▶ CGPU	Girls in ICT event	Q2 2018	100%	NA						
95	▶ UPR	Campaign to promote service coverage through infrastructure development	Q4 2018	100%	NA						
96	▶ UMCA	Media and informational alphabetization forum	Q4 2018	100%	NA						
97	▶ CGPU	Telecommunications services users workshops	Q4 2018	100%	NA						

<sup>\*\*</sup> Q2 - Second Quarter, Q4 - Fourth Quarter.



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