AWP 2016

ANNUAL WORK PROGRAM

ift INSTITUTO FEDERAL DE TELECOMUNICACIONES

Acronyms and Abbreviations

ANNUAL WORK PROGRAM 2016

4G	Fourth generation mobile phone technologies
AM	Amplitude Modulation
APUEFB	Annual Program for the Use and Exploitation of Frequency Bands
AWP	Annual Work Program
AWS	Advanced Wireless Services
B&T	Broadcasting and Telecommunications
CBER	Comprehensive Basic Education Reform
CGCS	Bureau of Media Relations
CGAI	Bureau of International Affairs
CGMR	Bureau of Regulatory Improvement
CGPE	Bureau of Strategic Planning
CGPU	Bureau of User Policy
CGVI	Bureau of Institutional Liaisons
COFECE	Federal Economic Competition Commission
CONAPO	National Population Council
CONAPRED	National Council for the Prevention of Discrimination
Constitution	The Mexican Constitution
CS	Studies Center
SSP	Professional Service System
DOF	Federal Official Gazette
DTT	Digital Terrestrial Television
EMS	Electronic Management System
FIEL	Electronic signature provided by the Tax Administration Service
FM	Frequency Modulation
GDP	Gross Domestic Product
GHz	Gigahertz
HD	High Definition
AI	Investigative Authority
IBOC	In-band on-channel
ICT	Information and Communications Technology
IDB	Inter-American Development Bank
IFC	Interconnection Framework Convention
IFT or Institute	Federal Telecommunications Institute
IICS	Internal Institutional Control System
IMEI	International Mobile Equipment Identity
IMT	International Mobile Telecommunications
INAI	National Institute of Access to Information and Data Protection
INEGI	National Institute of Statistics and Geography
IRSMS	Integrated Radio Spectrum Management System
ITU	International Telecommunications Union
IXP	Internet Exchange Point
Kbps	Kilobits per second
kW	Kilowatt

LFCE	Federal Economic Competition Law
LFTR	Federal Telecommunications and Broadcasting Law
LTE	Long Term Evolution
Mbps	Megabits per second
Mdp	Millions of Mexican Pesos
MHz	Megahertz
MVNO	Mobile Virtual Network Operators
NDP	National Development Plan
NIIS	National Infrastructure Information System
NOM	Mexican Official Standards
NTFA	National Table of Frequency Allocations
OECD	Organization for Economic Cooperation and Development
OTT	Over-the-Top apps or services that provide a product over the Internet
PCR	Public Concessions Registry
PDH	Plesiochronous Digital Hierarchy
PEA	Preponderant Economic Agent
PROFECO	Federal Consumer Protection Bureau
Restricted TV	Pay television
RIA	Regulatory Impact Analysis
SAT	Tax Administration Service
SCT	Ministry of Communications and Transport
SEP	Ministry of Public Education
SHCP	Ministry of Finance and Public Credit
SMP	Substantial Market Power
SMS	Short Message Service
TA	Transverse Axis
TELMEX	Teléfonos de México, S.A.B. de C.V.
THLAC	Telecommunications High Level Advisory Committee
TP	Technical Provision
TV	Television
UADM	Administration Unit
UAJ	Legal Affairs Unit
UC	Compliance Unit
UCE	Antitrust Unit
UCS	Concessions and Services Unit
UER	Radio Spectrum Unit
UHF	Ultra-High Frequency
UMCA	Audiovisual Media and Content Unit
UNESCO	United Nations Educational, Scientific and Cultural Organization
UPR	Regulatory Policy Unit
USA	The United States of America
WRC	World Radiocommunication Conferences

01. INTRODUCTION

ANNUAL WORK PROGRAM 2016

INTRODUCTION

In 2014 and 2015, the regulatory agenda established by the constitutional reform and later by the Federal Telecommunications and Broadcasting Law (LFTR), mandated the Institute to focus all of its resources on implementing a series of actions and regulations, and making changes to the regulatory and institutional frameworks to help it fulfill its mandates with their strict time limits.

The Institute started to focus on the two most important aspects simultaneously, concentrated on transforming the institute and complying with the regulatory agenda set by the aforementioned legislative mandates, centered primarily on implementing a series of regulatory measures aimed at leveling the competitive conditions faced by the different broadcasting and telecommunications (B&T) concessionaires and official agents.

Some of these institutional changes included those described as follows:

In 2014, the IFT was restructured with a modern approach, based on international best practices aligned with its new regulatory framework and with its newly acquired powers and obligations. Thus, on September 4, 2014, the Federal Official Gazette (DOF) published the IFT's new Statutory Charter creating the Bureau of Strategic Planning (CGPE) vested with the following powers:

- (Article 72, Section I) *"Present a proposal to the President with short, medium and long term strategic planning to fulfill the Institute's objectives,"*
- (Article 72, Section II) *"Present a proposal to the President with the Institute's annual work program, and the programs, plans and general, special, and strategic projects needed to fulfill its mission, vision, objectives, and goals."*

Also, in January 2015, the IFT Board approved the 2015 Annual Work Program (AWP). In this respect, the Institute did not meet all of its goals (at 100%) set out in the 2015 AWP due primarily to the fact that it underestimated the time needed to complete each project, when defining them, and because of the changes made to the extent of each project that called for increased efforts. On another note, it faced unidentified risks, such as collaboration with external entities or new third parties, high

participation levels and/or or extended public consultation deadlines, response to comments and/or recommendations made during the public consultations that led to changes to the original dates and other modifications that were not initially included in the plan. All of these situations taught us a number of lessons considered in this document.

Some of the lessons we learned are the fact that planning the design and sizing of the projects must consider the associated risks described in the preceding paragraph and their probability of occurrence. Also, projects requiring the participation of other public or private entities demand coordination efforts that often involve longer periods of time to ensure compliance, and that extend beyond the institute's control. We also detected significant opportunities to improve the format and the way the Institute responds to the mandate established in Section XI of Article 20 of the LFTR[1].

The AWP is the instrument that the IFT used to set its agenda, objectives, strategies and regulatory and institutional priorities for the benefit of users and audiences in the B&T market sectors for 2016. As such, the AWP is established as a mechanism to ensure transparency and accountability, and a tool to compare regulatory developments weighing the challenges that lie ahead, and to plan the work, projects, and forecasts of the resources to be allocated in the short, medium, long term.

Scheduling, project presentation and appointment of those responsible for each task, as well as the funds assigned to the projects, are included in each year's agenda and subsequently monitored to ensure compliance through the quarterly work reports delivered to Congress and the Executive Branch, and published on the Institute's website as part of an exercise of transparency and accountability that provides regulated subjects, and users and audiences with certainty on the actions the Institute intends to implement in the B&T market sectors during the reference year.

In an effort to improve the way the Institute informs the general public, Congress and the Executive Branch and establish an enhanced reporting format for the regulatory agenda activities (strategic projects) that affect the diversity, quality, and price of the B&T services Mexicans received during 2015, the CGPE asked the Inter-American Development Bank (IDB) for advice on strategic planning for the short, medium and long term.

The works consisted of a diagnosis of the programmatic documents the Institute uses to prepare its Annual Work Programs, and an analysis of best international and national practices, taking into account the experience of regulators in countries such as Australia, Brazil, Chile, Colombia, the United States, the United Kingdom and the Federal Economic Competition Commission (COFECE) in Mexico, in order to establish objectives, annual work programs,

1 *The Commission Chairman "must submit for approval by the Board, during the month of January each year, a draft of the Institute's annual work program and quarterly progress reports on the established activities including the results, actions and criteria applied to this end; its contribution to meet the goals and targets set in the National Development Plan and other programming instruments related to the B&T market sectors and their impact on the country's development, progress and competitiveness levels. These reports must be sent to the nation's executive and legislative branches."*

reporting models and indicators of the main regulatory telecommunications, broadcasting and economic competition regulatory agencies, to be used as references when determining the IFT's own reporting forms.

Findings from the international analysis and recommendations from the Organization for Economic Cooperation and Development (OECD) establish the need to take the following factors into account on how to assess regulatory policy[2]: 1) Regulatory policy is not always immediately applicable; 2) there are external factors that affect performance of the variables of interest of any regulatory policy; and 3) implementation, monitoring and surveillance require adjustments to systems and processes that carry a maturity time (ranging from 3-5 years, as a minimum) to ensure their possible evaluation and improvement; that is, most effects are not visible in the short term.

We also found the need to set goals and establish strategies with low correlation rates between each other as a fundamental principle in preparing the annual work programs, and the progress reports of the regulators analyzed, by monitoring certain indicators to measure the Institute's progress and achievements. The existence of goals with high correlation levels between each makes it impossible to establish indicators to monitor the results and advances in strategies that support the IFT's objectives.

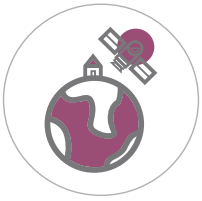
Therefore, and in order to demonstrate how the Institute's activities produce results in the regulated markets structure that favor and benefit B&T market service consumers and audiences, the IFT decided to rethink its institutional objectives to be able to report results in the medium term by monitoring strategic indicators in the quarterly reports, and providing a progress report on the strategies implemented to meet those goals.

Consequently, the IFT's Strategic Planning document prepared by the CGPE with the IDB's support was used to develop the 2016 AWP by rethinking the institutional objectives established in the IFT's 2014 Strategic Plan, in order to produce reports that not only showcase the Institute's work and activities, but to measure the progress made on the Institute's objectives. The IFT was forced to think about exclusionary goals and strategies, to the extent possible, including indicator proposals relevant for the regulator and general population that can be continuously reported with the goals achieved in accordance with the meticulous precisions outlined in the Institute's new objectives.

2 *"Measuring Regulatory Perfomance: Evaluating the impact of Regulation and Regulatory Policy"*, OECD, August 2012.

Thus, the new Institutional Objectives are:

Objective 1. Promote and encourage enhanced public service options at affordable prices for users and audiences, by encouraging free trade and competition in the regulated sectors.



Objective2. Promote and encourage conditions for universal access to technologies and broadcasting and telecommunication services to maximize social welfare.

Objective 3. Guarantee that the provision of broadcasting and telecommunication services to the population are consistent with international quality standards.*

Objective 4. Foster respect for the rights in broadcasting and telecommunications services for end users and audiences.

While it would initially appear that some objectives were removed from the IFT's Strategic Planning document[3] published in 2014, such as freedom of speech, security, and competitive prices, this is not so, since free speech and competitive prices naturally result from building up competitive conditions in the regulated sectors. Furthermore, the promotion of safety conditions also results from encouraging compliance with the rights of end users and audiences.

It is important to note that the new goals are based on the IFT's strategic definition that is generally aligned with the functions and priorities identified as common to the different regulatory bodies analyzed in the international benchmarking effort presented as follows:[4]

3 Objective 1. *Contribute to freedom of speech and the right to information, promoting plurality and diversity in B&T services.* / Objective 2. *GGuarantee free trade and competition while also eliminating restrictions on convergence and innovation in B&T services.* / Objective3. *Promote universal access to safe and quality B&T services at affordable prices.* / Objective 4. *Regulate and monitor effective and timely use and exploitation of the radio spectrum, networks and B&T services.* / Objective 5. *Protect the rights of users and audiences regarding B&T services.* / Objective 6. *SBe an effective, impartial, transparent regulator with the best management practices.*
4 *PSystematic and continuous process to evaluate the products, services and work processes of organizations recognized for representing best practices for the purpose of making organizational improvements.*
***Note:** This version of the 2016 AWP differs from the version sent on January 29, 2016 to Congress and the Executive Branch since the wording for institutional Objective 3 changed from "Guarantee that the provision of the B&T services the Mexicans receive are in line with international quality standards" to "Guarantee that the provision of B&T services the population receives are in line with international quality standards." This change makes sure that the purpose is not limited only to Mexicans, but extends to any person residing in Mexico.*

Principal functions:

- Regulate and ensure compliance through the regulatory framework
- Define quality standards for networks, equipment, and services
- Regulate competition in terms of quality, prices, and content
- Prepare recommendations to improve and ensure compliance with policies, plans, and programs in the B&T market sectors

Priorities:

- Foster competitive markets
- Encourage access and use of quality services
- Foster infrastructure development
- Ensure the protection of users and audiences

Another best practice that the IFT decided to adopt was to improve and simplify industry rules. This practice would complement its current role by eliminating unnecessary or excessive requirements to ensure compliance with the regulatory policy that only uses up IFT resources and increase costs for the regulated subjects.

Thus, the reformulation of institutional objectives within the framework of the Institute's Strategic Planning efforts sends a clear message structured and framed in a defined time horizon of three to five years. It also enables the possibility of establishing strategic indicators that account for institutional progress and the results achieved in regulated markets.

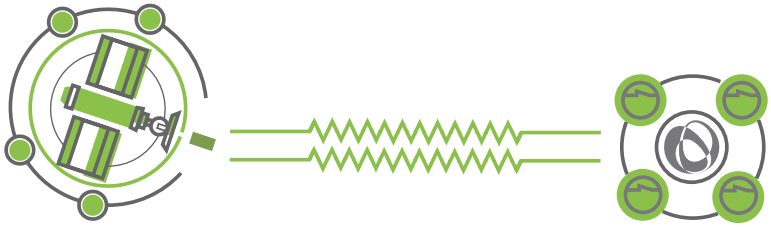
On the other hand, **international experience shows that regulators monitor the evolution of regulated markets to track the effects of regulatory policy, without producing an impact assessment report.** That is, no regulator publishes in its AWP, the cause and effect of each of its interventions in the regulated markets or in their periodic progress reports, but merely analyzes the overall evolution of the sector with its different indicators.

This does not mean that there is no need to prepare impact assessments of the regulatory policy, but because such exercises are information intense, and the strength of the results depends substantially on the design established ex ante and gathering information from the regulatory project baselines, the IFT does not have sufficient and adequate information at this time to assess some of the regulatory policies implemented within the last two years. It is also important to note that these exercises should not be carried out as part of an annual work program or quarterly progress report, but as exercises supported with all of the methodological rigor needed to identify areas for improvement in the regulatory policy implemented by the IFT.

Significantly, in addition to these objectives, the IFT proposes a transverse axis for "Institutional Strengthening" to govern its actions and performance, which is essentially related to the objective of "Being an effective, impartial, transparent regulator with the best management practices," but it is not limited only to these aspects related to the Institute's operations.

Consequently, this schema was used to structure the projects and studies included in this 2016 AWP, focused on reporting the strategic projects that will end this year, as well as those involving significant workloads in 2016 although their completion is scheduled for next year.

Lastly, it is important to note that the Strategic Planning document states the focus of the processes that generate a temporary space to support the strategies presented for the three to five-year term, to ensure their proper assessment.



I. MISSION AND VISION

Mission

The mission of the Federal Telecommunications Institute is to efficiently develop broadcasting and telecommunication services to benefit users and audiences nationwide, by:

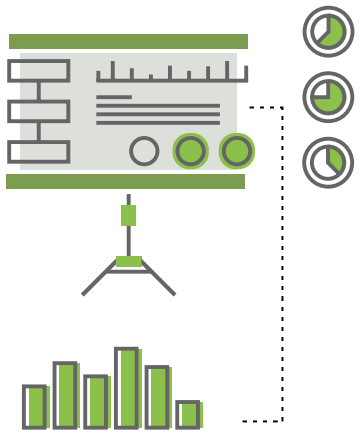
I. Regulating, fostering, and monitoring the use, development and exploitation of the radio spectrum, infrastructure, networks and the provision of services;

II. Encouraging conditions of effective competition in the markets; and

III. Fostering access to B&T technologies and services.

Vision

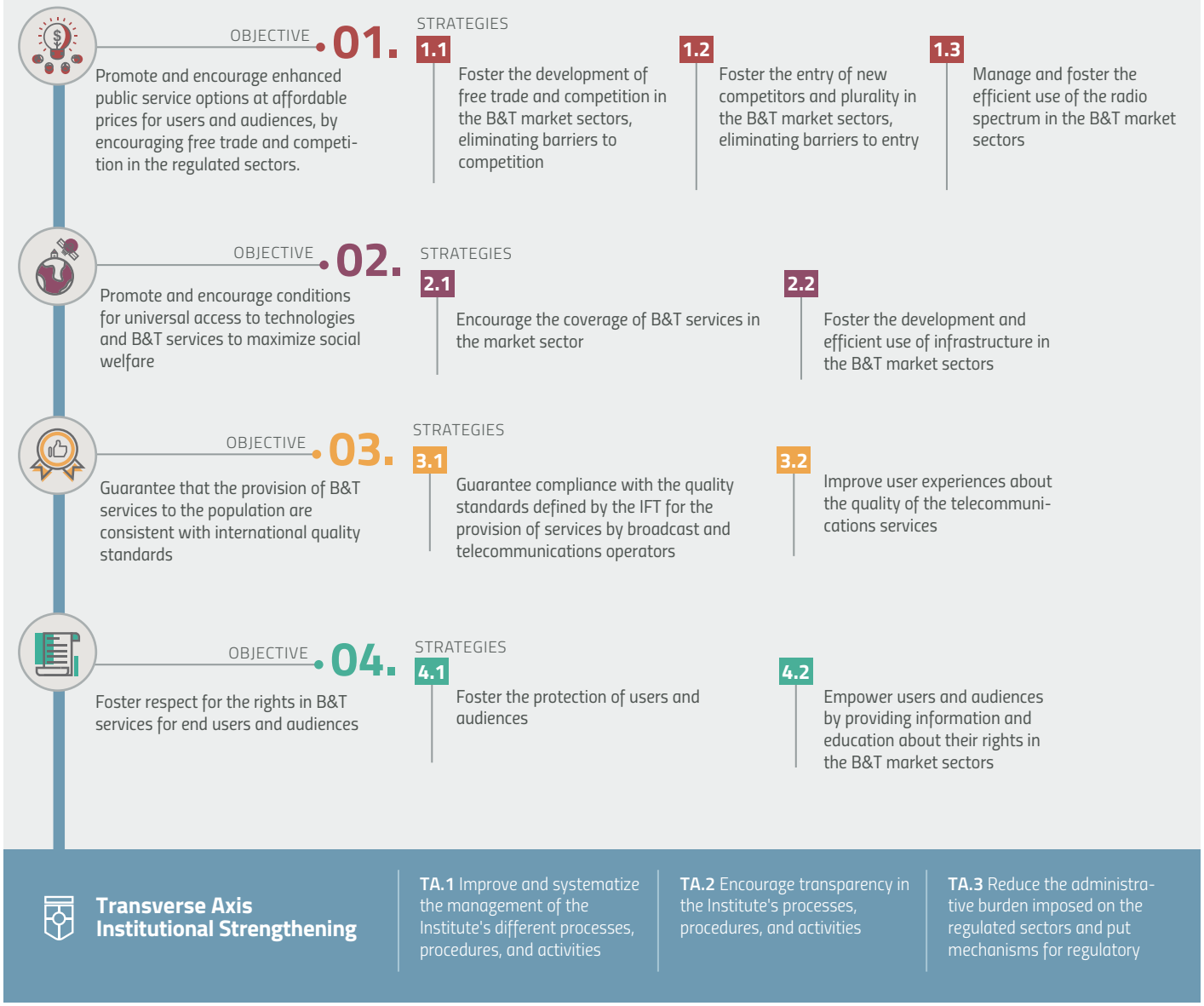
Be an independent, efficient and transparent regulatory authority that contributes to the development of broadcasting and telecommunication services, the advancement of the knowledge society in our country, as well as improving the quality of life and development opportunities for all Mexicans alike.



II. INSTITUTIONAL OBJECTIVES AND STRATEGIES

As mentioned in the introduction to this 2016 AWP, one of the main lines of work that is consistently promoted by IFT is its institutional transformation. In that sense, the IFT felt it was necessary to create a transverse axis to ensure the institutional strengthening of its Strategic Planning, which aims to maintain a continuous improvement status for all institutional changes required to achieve the aspirations embodied in the Institute's vision.

Figure 1. IFT Objectives and Strategies



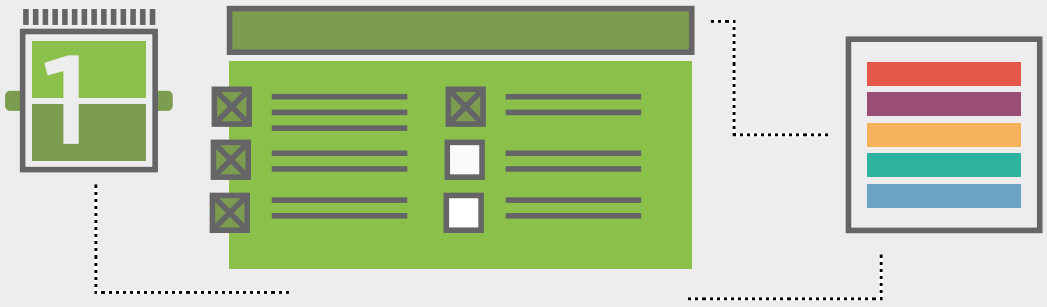
The above will allow the IFT to carry out continuous monitoring and reporting activities related to all projects aimed at improving the organization's operation to actually transform the Institute into a modern and innovative organization that fulfills the vision of an independent, effective, and transparent regulator so that the institutional activities contribute to development of the regulated sectors, thereby improving the quality of life and development opportunities for Mexicans, through the appropriation of regulated public services resulting from the Institute's efficient operations.

The transverse axis implies reporting on projects that are transforming the Institute to turn it into an avant-garde regulatory agency that implements tools and management practices based on the principles of equity, efficiency, and transparency, considering the needs of the people working in the institution to make sure that the regulated markets evolve to ensure the country's positive development. The details of the projects implemented to strengthen and modernize the institution's activities are listed in Exhibit V.

Also, consistent with the objective of the 2013-2018 National Development Plan (2013-2018 NDP) to lead Mexico to its fullest potential, the following table maps the alignment of the Institute's objectives with the 2013-2018 NDP objectives.

Figure 2. **Alignment with the 2013-2018 National Development Plan Objectives**

2013-2018 NDP Goals			
	NDP GOAL II: AN INCLUSIVE MEXICO An inclusive Mexico ensuring the effective exercise of social rights for all Mexicans, that goes beyond welfarism and connects to human capital with the opportunities created by the economy within the framework of a new social productivity, bridging equality gaps and promoting broader social participation in public policy as a factor in citizenship and social cohesion	**Strategy 2.2.4. NDP:** Protect the rights of people with disabilities and contribute towards their full inclusion and development	Aligned with Institutional Objective 4, and particularly relevant to the following Institutional strategies: **Strategy 4.1** **Strategy 4.2**
	NDP GOAL IV: A PROSPEROUS MEXICO A Prosperous Mexico promoting sustained productivity in a climate of sound economic stability generating equal opportunities, considering that a proper infrastructure and access to strategic inputs foster competition and allow greater capital and knowledge to flow to individuals and businesses with the greatest potential to use it. This goal also seeks to provide favorable conditions for economic development, through regulations that allow healthy competition between companies and the design of a modern economic development policy focused on generating innovation and driving growth strategic market sectors	**NDP Strategy 4.7.1:** Support competition in the internal market **NDP Strategy 4.5.1:** Promote technological development and innovation in telecommunications to expand coverage and access to push for better services and promote competition, in puUERit of cost reductions and efficiencies	Aligned with Institutional Objectives 1, 2 and 3, and particularly relevant to the following Institutional strategies: **Strategy 1.1** **Strategy 1.2** **Strategy 1.3** **Strategy 2.1** **Strategy 2.2** **Strategy 3.1** **Strategy 3.2**



02. 2016 Regulatory Agenda associated with the Institutional Strategies and Objectives

ANNUAL WORK PROGRAM 2016

2016 REGULATORY AGENDA ASSOCIATED WITH THE INSTITUTIONAL STRATEGIES AND OBJECTIVES

The 2016 AWP includes a total of 65 strategic projects, each aligned with the four Institutional Objectives and Strategies, as well as 19 projects that will contribute to the Transverse Axis called Institutional Strengthening distributed according to Figure 3.

Figure 3 Distribution of Strategic Projects by Institutional Objective

Objective 1 Projects | **Objective 2 Projects** | **Objective 3 Projects** | **Objective 4 Projects** | **Transverse Axis Projects**

Objective 1. Promote and encourage enhanced public service options at affordable prices for users and audiences, by encouraging free trade and competition in the regulated sectors.

Objective 2. Promote and encourage conditions for universal access to technologies and B&T services to maximize social welfare.

Objective 3. Guarantee that the provision of B&T services to the population are consistent with international quality standards.

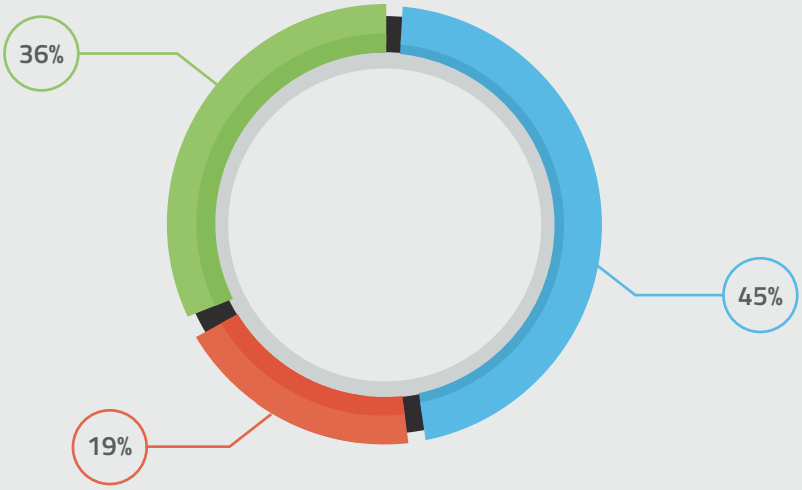
Objective 4. Foster respect for the rights in B&T services for end users and audiences.

OBJECTIVE 1:

PROMOTE AND ENCOURAGE ENHANCED PUBLIC SERVICE OPTIONS AT AFFORDABLE PRICES FOR USERS AND AUDIENCES, BY ENCOURAGING FREE TRADE AND COMPETITION IN THE REGULATED SECTORS

The 2016 agenda includes 31 strategic projects linked to Objective 1 with the following distribution per strategy:

Figure 4 Distribution of Strategic Projects Linked to Objective 1



Strategy 1.1 Foster the development of free trade and competition in the B&T market sectors, eliminating barriers to competition

Strategy 1.2 Foster the entry of new competitors and plurality in the B&T market sectors, eliminating barriers to entry

Strategy 1.3 Manage and foster the efficient use of the radio spectrum in the B&T market sectors

OBJECTIVE **01.** **Promote and encourage enhanced public service options at affordable prices for users and audiences, by encouraging free trade and competition in the regulated sectors.**

STRATEGY 1.1 Foster the development of free trade and competition in the B&T market sectors, eliminating barriers to competition

ID	Project	Area	Contributing Area	End of Project	2016 Goal
1	Technical Criteria to Calculate and Apply the Concentration Indices*	UCE	AI	feb-16	100%
2	Price Cap System	UPR	N/A	mar-16	100%
3	Criteria used to Define Markets and Assess Effective Competition Conditions*	UCE	AI	may-16	100%
4	Guidelines Establishing the Principles of Competitive Neutrality	UCE	AI	may-16	100%
5	Market Concentration Notification Guide	UCE	N/A	sep-16	100%
6	Preparation of the Interconnection Service Cost Models for the 2018-2020 Period	UPR	N/A	sep-16	100%
7	Minimum Technical Conditions for Interconnection between Concessionaires (2017)	UPR	N/A	nov-16	100%
8	Bi-annual Evaluation of the Measures Imposed on the PEA in the Telecommunications Market Sector	UPR	UAJ,UCE, UC, UMCA	nov-16	100%
9	Bi-annual Evaluation of the Measures Imposed on the PEA in the Broadcast Market Sector	UPR	UCE, UAJ, UMCA, UC	nov-16	100%
10	Reference Public Offering for Effective Unbundling of the Local Network	UPR	N/A	nov-16	100%
11	Determination of the Interconnection Rates Resulting from the Cost Methodology Issued by the Institute, applicable to 2017	UPR	N/A	dec-16	100%
12	Traffic and Network Management Guidelines for Authorized Concessionaires and Internet Service Providers*	UPR	CGPU	dec-16	100%
13	Review and Analysis of the Interconnection Framework Agreements	UPR	N/A	dec-16	100%
14	Landline and Mobile Electronic Management System (EMS)*	UPR	N/A	dec-16	100%

**These projects correspond to the 2015 AWP*

Source: IFT

STRATEGY 1.2	Foster the entry of new competitors and plurality in the B&T market sectors, eliminating barriers to entry				
15	Guidelines for Mobile Marketing Services by Mobile Virtual Network Operators (MVNO)*	**UPR**	**N/A**	mar-16	100%
16	IFT-4 Bidding Process. Sound Broadcasting Frequencies*	**UER**	**UADM, UCE, UCS, UAJ, CES**	aug-16	100%
17	IFT-6 Bidding Process. DTT channels 130 MHz in the 2500-2690 MHz frequencies band	**UER**	**UAJ, UCE, UCS, UADM**	aug-16	100%
18	IFT-5 Bidding Process. 10 MHz in the 440-450 MHz band	**UER**	**UAJ, UCE, UCS, UADM**	nov-16	100%
19	Reference Offer to Sharing Broadcasting Infrastructure	**UPR**	**N/A**	nov-16	100%
20	IFT-8 Bidding Process. Sound Broadcasting Frequencies	**UER**	**UAJ, UCE, UCS, UADM, CES**	nov-17	10%
STRATEGY 1.3	Manage and foster the efficient use of the radio spectrum in the B&T market sectors				
21	General Guidelines for the Authorization to Lease the Radio Spectrum*	**UER**	**UCE,UCS, UPR**	feb-16	100%
22	IFT-3 Bidding Process. 80 MHz in the AWS band	**UER**	**UAJ, UCE, UCS, UADM, CES**	jun-16	100%
23	Valuation of the International Mobile Telecommunications (IMT) Bands in Mexico	**UER**	**N/A**	jun-16	100%
24	Reorganization Plans for the 824-849/869-894 MHz Band	**UER**	**UCS**	nov-16	100%
25	Measurement Methodologies to Quantify Spectral Efficiency Metrics	**UER**	**N/A**	dec-16	100%
26	2017 Annual Program for the Use and Exploitation of Frequency Bands (PABF)	**UER**	**UPR, UMCA, UCS, UCE**	dec-16	100%
27	Program to Transition Low Power Stations to Digital Terrestrial Television (DTT)	**UMCA**	**UCS, UER, UC, CGCS, CGVI**	dec-16	100%
28	Update of the National Table of Frequency Allocations (NTFA)	**UER**	**N/A**	feb-17	85%
29	IFT-7 Bidding Process. 130 MHz in the 2500-2690 MHz frequencies band	**UER**	**UAJ, UCE, UCS, UADM, CES**	nov-17	10%
30	Spectrum Negotiation Protocol Concerning the Use of the 700 MHz band on the border with the United States*	**UER**	**UPR, CGAI**	dec-17	60%
31	Spectrum Negotiation Protocol Concerning the Use of the 2.5 GHz band on the border with the United States*	**UER**	**UPR, CGAI**	dec-17	60%

**These projects correspond to the 2015 AWP*

Source: IFT

The details of the strategic projects for Objective 1 and their potential benefits are listed in Exhibit I. Furthermore, details of the deliverables scheduled for 2016 and extended to 2017 are included in Exhibit VI.

The indicators related to Objective 1 are as follows:

- **Evolution of the telecommunications end service prices.** Evolution is measured by growth rates of the price index of different telecommunication services reported by INEGI. That is, $(IPC_{s,t})-IPC_{s,t-1})/IPC_{s,t-1}$, where S indicates the referenced service, and t and t-1 the time period for which the percentage growth rate of the index is reported.

  The index and the methodology constructed by INEGI is public. The following link provides an example of the methodology for mobile service:

  http://www.inegi.gob.mx/est/contenidos/proyectos/inp/default.aspx?_file=TelefoniaMovil.pdf

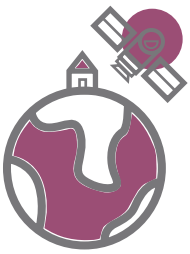
- **Ratio of fixed broadband subscriptions by speed.** This indicator is calculated from the evolution in the share of subscriptions by the speed ranges announced by the operators. This information is recorded and reported by fixed Telecom Operators. The calculation formula is as follows: $S_r/(\sum^{R}_{r=1r}S_r)$ where r is the range of subscriptions within a range of advertised speeds[5].

- **Number of accesses to mobile broadband by technology (2G, 3G, and 4G)** (built in 2016). Subscriptions by technology calculations are provided by the mobile Telecom Operators, according to the maximum level of technology that had access to a terminal during the reference period.

- **Number of TV programming channels by State** (built in 2016). This indicator corresponds to the maximum number of TV programming channels by State.

Details on the results obtained with the information available to date are included in Exhibit VII.

5 The segmentation ranges of fixed broadband market speed are included in the second quarter statistical report. Page 57 Figure 2.3.3.2 *http://www.ift.org.mx/sites/default/files/contenidogeneral/estadisticas/informetrimestral2q2015versionhabilitadaparalectordepantalla_1.pdf*

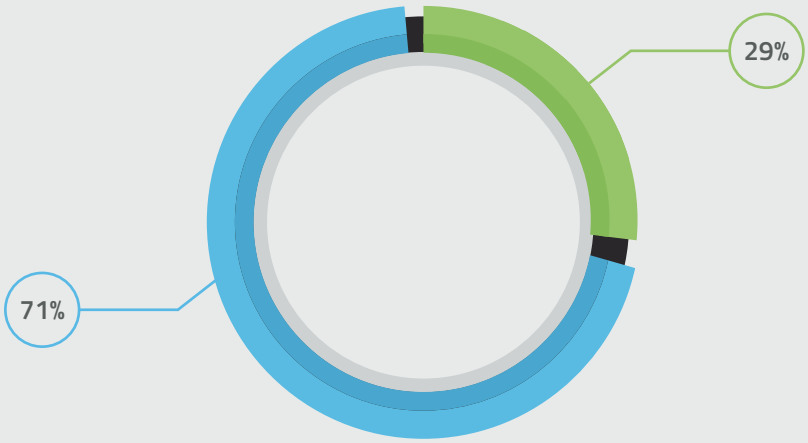


OBJECTIVE 2:

PROMOTE AND ENCOURAGE CONDITIONS FOR UNIVERSAL ACCESS TO TECHNOLOGIES AND BROADCASTING AND TELECOMMUNICATION SERVICES TO MAXIMIZE SOCIAL WELFARE

The 2016 agenda includes seven strategic projects linked to Objective 2 with the following distribution per strategy:

Figure 5 Distribution of Strategic Projects Linked to Objective 2



Strategy 2.1 Encourage the coverage of B&T services in the market sector

Strategy 2.2 Foster the development and efficient use of infrastructure in the B&T market sectors

OBJECTIVE 02.

Promote and encourage conditions for universal access to technologies and B&T services to maximize social welfare

STRATEGY 2.1 Encourage the coverage of B&T services in the market sector

ID	Project	Area	Contributing Area	End of Project	2016 Goal
32	Guidelines for B&T Infrastructure Deployment*	UPR	UCE, CES	oct-16	100%
33	Dissemination and Outreach Program for Granting New Public and Social Concessions	UCS	N/A	dec-16	100%

STRATEGY 2.2 Foster the development and efficient use of infrastructure in the B&T market sectors

34	Guidelines for Backbone Infrastructure Deployment and Operation*	UPR	UAJ, UCS	mar-16	100%
35	Guidelines for making Donations to Concessions for Social Use	CGVI	UC	jun-16	100%
36	Guidelines for Accreditation of B&T Experts*	UPR	UAJ	jul-16	100%
37	Guidelines for establishment of the National Infrastructure Information System (NIIS)*	UPR	UCS, CGPE	aug-16	100%
38	Updating the Basic Technical Numbering Plan to change National Telephone dialing to 10 digits*	UCS	UPR, UAJ, CGMR, CGCS, CGPU, UADM	aug-16	100%

**These projects correspond to the 2015 AWP*

Source: IFT

Details of the strategic projects established for Objective 2 and their potential benefits are listed in Exhibit II.

The indicators related to Objective 2 are as follows:

- **Coverage of mobile telecommunications infrastructure networks with 2G, 3G, and 4G technologies** (being developed during 2016). The calculation formula for 2G coverage is as follows: $(\sum_{i=1}^{199,179} Pop_i * D_i)/(\sum_{i=1}^{2,457} Pop_i)$, where D is equal to zero if there is not at least one 2G Antenna in the reference locality and indicator i refers to the 199,179 inhabited localities, as well as the 2,457 municipalities in Mexico according to the 2010 INEGI population census. 3G and 4G coverage is calculated analogously.

- **Penetration of landline telecommunication services.** As an example, the calculation formula for penetration of landline broadband service is: $\sum_{i=1}^{N} Subscriptions_{i,t*})/(\sum_{i=1}^{H} Homes_{i,t})$, that is, total landline broadband subscriptions reported by landline Telecom Operators in time t divided by total households in the reference year reported by the National Survey on Availability and Use of Information Technologies in Households (ENDUTIH). Penetration of the other landline telecommunication services is calculated analogously.

- **Teledensity of mobile telecommunication services.** The calculation formula is as follows: $Subscriptions_t/POBTOT_t*100$, that is, total subscriptions of the reference time divided by the total population reported by the National Population Council for the midyear reference.

- **AM and FM radio and broadcast television coverage.** The calculation formula is $(\sum_{i=1}^{2457} Pop\ with\ no\ tv\ service\ access_{i,t})/(\sum_{i=1}^{2,457} Pop_{i,t})$, that is, the sum of the population covered by at least one TV signal in each of the municipalities in the reference period divided by the sum of the total population living in each one of the municipalities in the country in time t.

- **Evolution of investment in B&T infrastructure** (being developed during 2016). The calculation formula is as follows: $\sum_{i=1}^{N} I_{i,t}$, that is, the sum of investment in infrastructure in the reference sector reported by each operator in the sector.

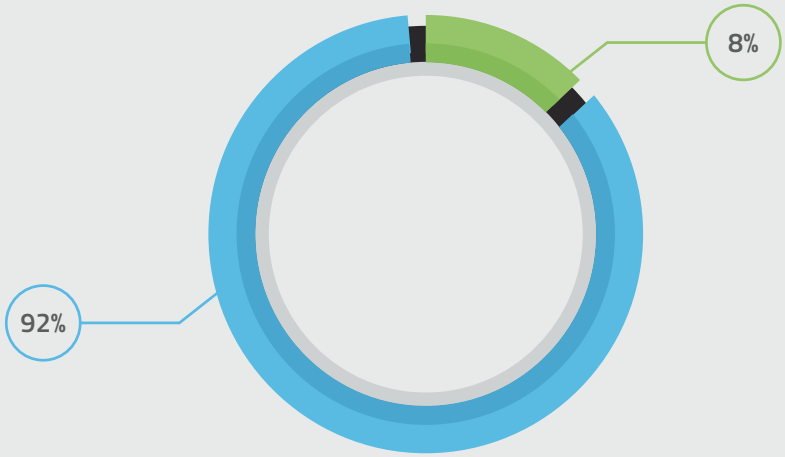
Details on the results obtained with the information available to date are included in Exhibit VII.

OBJECTIVE 3:

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

The 2016 agenda includes 12 strategic projects linked to Objective 3 with the following distribution per strategy:

Figure 6 Distribution of Strategic Projects Linked to Objective 3



Strategy 3.1 Guarantee compliance with the quality standards defined by the IFT for the provision of services by broadcast and telecommunications operators

Strategy 3.2 Improve user experiences about the quality of the telecommunications services

OBJECTIVE 03.

Guarantee that the provision of B&T services to the population are consistent with international quality standards

STRATEGY 3.1 Guarantee that the provision of B&T services to the population are consistent with international quality standards

ID	Project	Area	Contributing Area	End of Project	2016 Goal
39	Technical Provision IFT-004-2016*	UPR	UCS, UC	jan-16	100%
40	Technical Provision IFT-005-2016*	UPR	UAJ	jan-16	100%
41	Guidelines setting the Indexes and Quality Parameters for Mobile Service Providers*	UPR	N/A	feb-16	100%
42	Technical Provision IFT-002-2016*	UPR	UER	mar-16	100%
43	Technical Provision IFT-006-2016	UPR	N/A	mar-16	100%
44	Accreditation, Designation, and Recognition Guidelines for Test Labs*	UPR	UAJ	mar-16	100%
45	Technical Provision IFT-007-2016	UPR	UAJ, UCS, UC	apr-16	100%
46	Technical Provision IFT-010-2016	UPR	UAJ, UCS, UC	apr-16	100%
47	Guidelines establishing Quality Indexes and Parameters for Fixed Service Providers*	UPR	CGPU, UC	sep-16	100%
48	Guidelines establishing Quality Indexes and Parameters for Broadcasting Service Providers*	UPR	CGPU, UC	jan-17	85%
49	Conformity Evaluation Procedure	UPR	UAJ	feb-17	60%
STRATEGY 3.2	Improve user experiences about the quality of the telecommunications services				
50	Guidelines to make sure that the PEA has a physical IXP presence in Mexico	UPR	N/A	may-16	100%

**These projects correspond to the 2015 AWP*

Source: IFT

Details of the strategic projects established for Objective 3 and their potential benefits are listed in Exhibit III. Furthermore, details on the projects extended to 2017, are included in the deliverables scheduled for 2016 in Exhibit VI.

The indicators related to Objective 3 are as follows:

- **Quality on voice and data for landline and mobile telecommunication service indicators** (being developed during 2016-2017). These indicator formulas will be defined by the Guidelines establishing Quality Indexes and Parameters for Mobile and Fixed Service Providers.

- **Perception of satisfaction with service indicators** (annual data from the National Survey on Availability and Use of Information Technologies in Households, ENDUTIH). The calculation formula is as follows: $(\sum^{N}_{i=1} users_i * D_i)/(\sum^{N}_{i=1} users_i)$, where D_i is when respondents say that they are satisfied with the referenced service, and zero in other cases. Users are those corresponding to the reference telecommunications service. That is, the percentage of users who answered that they are satisfied or very satisfied with each service, according to the ENDUTIH results.

- **User experience indicators** (being developed during 2016). The calculation of these indicators will be subject to the results determined in the guidelines establishing quality for landline and mobile telecommunications networks.

- **Transmission parameters for broadcast signal indicators** (being developed during 2016). The calculation of these indicators will be subject to the results determined in the Broadcasting parameter guidelines.

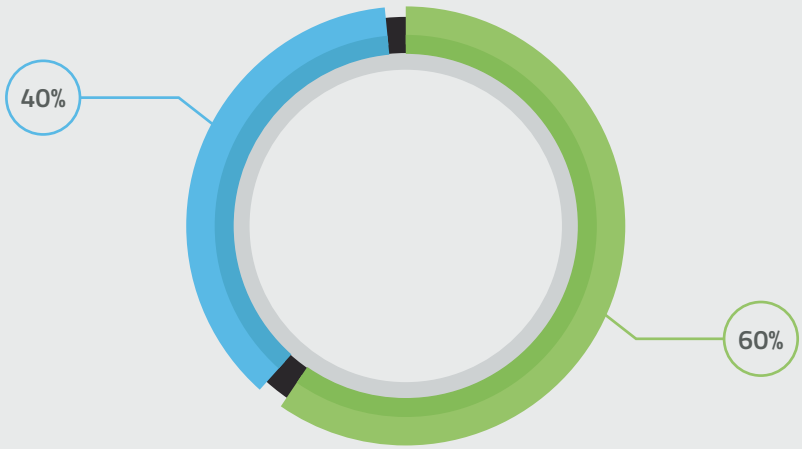
Details on the results obtained with the information available to date are included in Exhibit VII.

OBJECTIVE 4:

FOSTER RESPECT FOR THE RIGHTS IN BROADCASTING AND TELECOMMUNICATION SERVICES FOR END USERS AND AUDIENCES

The 2016 agenda includes 15 strategic projects linked to Objective 4 with the following distribution per strategy:

Figure 7 Distribution of Strategic Projects Linked to Objective 4



Strategy 4.1 Foster the protection of users and audiences

Strategy 4.2 Empower users and audiences by providing information and education about their rights in the B&T market sectors

OBJECTIVE
04.

Foster respect for the rights in B&T services for end users and audiences

STRATEGY 4.1 Foster the protection of users and audiences

ID	Project	Area	Contributing Area	End of Project	2016 Goal
51	General Guidelines on the Rights of Audiences*	UMCA	N/A	feb-16	100%
52	General Advertising Guidelines*	UMCA	N/A	jun-16	100%
53	Agreement on Digital Literacy for Kids signed with the SEP	CGPU	CGVI	jun-16	100%
54	Provisions for operators to publish transparent, comparable, adequate, and current information*	CGPU	UCS, CGPE	jun-16	100%
55	Guidelines and Policies on accessibility for users with disabilities*	CGPU	N/A	jun-16	100%
56	Emergency Communication Guidelines	CGVI	CGPU	jul-16	100%
57	General Guidelines Programmers and Producers must follow to Register with the Institute*	UMCA	UCE	sep-16	100%
58	Plurality Guidelines*	UMCA	UCE, CE	dec-16	100%
59	"We are Audiences" Micro website	UMCA	UADM, UCS	dec-16	100%

STRATEGY 4.2 Empower users and audiences by providing information and education about their rights in the B&T market sectors

ID	Project	Area	Contributing Area	End of Project	2016 Goal
60	Mobile unit for the promotion of Audience Rights in Mexico	UMCA	CGCS	dec-16	100%
61	Development of Online Courses for Telecommunications Users	CGPU	UADM	dec-16	100%
62	Phase 2 of the "I am a User" System	CGPU	UADM, CGVI	dec-16	100%
63	Consumer Simulator for Telecommunications Service Users	CGPU	UADM	dec-16	100%
64	Itinerant presence of "I am a User" in Mexico	CGPU	UADM, CGCS, CGVI	dec-16	100%
65	Integrated User Information System	CGPU	CGCS, UC, UCS, UADM	dec-16	100%

**These projects correspond to the 2015 AWP*

Source: IFT

Details of the strategic projects established for Objective 4 and their potential benefits are listed in Exhibit IV.

The indicators related to Objective 4 are as follows:

- **Indicators on the number of complaints as a percentage of number of subscribers per landline and mobile telecommunications operator.** This refers to the total number of complaints received about landline and mobile telecommunication services per quarter, divided by the number of each operator's subscribers.

- **Indicators on the number of participants in the different information tools for users and audiences** (being developed during 2016). It is the total entries in a reference period for each of tool that the IFT makes available to the public and that seek to support informed decision making by end users and audiences.

An example of this indicator is:

- **The number of visits of the price comparison tool from IFT for each telecommunication services in the reference "t" period** (this information will be available in 2016). The formula for calculating the indicator is as follows:

$$\frac{\textit{Number of visits per telecommunications service}_t}{\textit{Total subscribers per telecommunications service}_t}$$

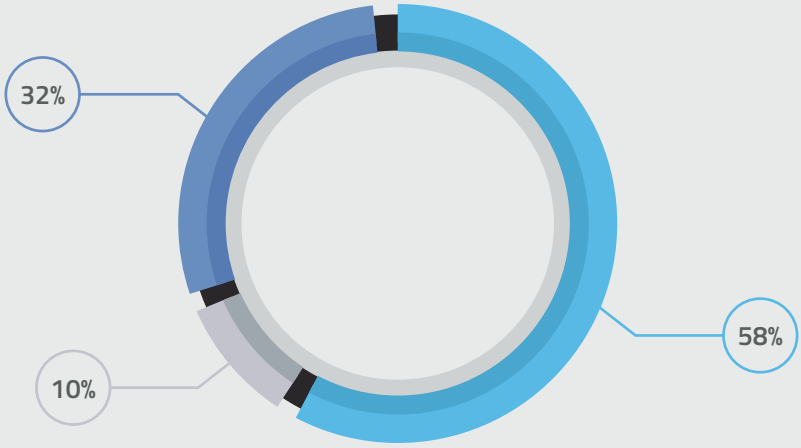
Details on the results obtained with the information available to date are included in Exhibit VII.

TRANSVERSE AXIS

INSTITUTIONAL STRENGTHENING

The 2016 agenda includes 19 projects linked to the Transverse Axis for Institutional Strengthening with the following distribution per strategy:

Figure 8 Allocation of projects Linked to Institutional Strengthening



TA.1 Improve and systematize the management of the Institute's different processes, procedures, and activities

TA.2 Encourage transparency in the Institute's processes, procedures, and activities

TA.3 Reduce the administrative burden imposed on the regulated sectors and put mechanisms for regulatory

TRANSVERSE AXIS — Institutional Strengthening

STRATEGY TA.1 — Improve and systematize the management of the Institute's different processes, procedures, and activities

ID	Project	Area	Contributing Area	End of Project	2016 Goal
66	Regulatory Impact Analysis and Public Consultation Process Guidelines*	CGMR	N/A	apr-16	100%
67	Amendments to the Federal Telecommunications Institute's Statutory Charter	UAJ	N/A	jul-16	100%
68	Statistical Information Query System*	CGPE	N/A	oct-16	100%
69	Reconstruction of Historical Databases with Statistical Information on B&T	CGPE	N/A	dec-16	100%
70	Implementation of the IFT's Professional Service System (SSP)	UADM	CGPE, UAJ	dec-16	100%
71	Implementation of the Information Safety Management System	UADM	UCS, UC	dec-16	100%
72	National Infrastructure Information System (NIIS)	UCS	UADM, UPR	dec-16	100%
73	Integrated Radio Spectrum Management System (IRSMS), personalization component	UER	UC, UADM	dec-16	100%
74	Synchronization of the Integrated Radio Spectrum Management System Databases (IRSMS) and the Public Concessions Registry (PCR) Databases	UER	UCS, UC, UADM	dec-16	100%
75	Integrated Electronic File System*	CGVI	UADM, CGMR, CGPE	apr-17	85%
76	Audiovisual Content Monitoring System*	UMCA	N/A	jul-17	50%

STRATEGY TA.2 — Encourage transparency in the Institute's processes, procedures, and activities

77	Guidelines on Transparency*	CGVI	N/A	jun-16	100%
78	Open Government	CGVI	N/A	dec-16	100%

**These projects correspond to the 2015 AWP*

Source: IFT

STRATEGY TA.3	Reduce the administrative burden imposed on the regulated sectors and put mechanisms for regulatory				
79	Guidelines for Electronic Forms to Capture Statistical Information about the Telecommunications Market Sector*	CGPE	N/A	jun-16	100%
80	System to Collect Statistical Information from the Telecom Operators*	CGPE	UADM	jun-16	100%
81	Implementation of the IFT's Advanced Electronic Signature	CGPE	UADM, CGVI	aug-16	100%
82	Implementation of the Standard Costing Model to identify the administrative burden involved in the procedures and services provided by the Institute	CGMR	N/A	dec-16	100%
83	Mapping of the steps related to the Institute's internal services and procedures	CGMR	UADM	dec-16	100%
84	Guidelines for Electronic Forms to Capture Statistical Information on the Broadcasting Market Sector*	CGPE	N/A	jun-17	30%

**These projects correspond to the 2015 AWP*

Source: IFT

Details of the strategic projects established for Transverse Axis Institutional Strengthening[6] and their potential benefits are listed in Exhibit V. Furthermore, details on project schedules extended to 2017, are included in the deliverables planned for 2016 presented in Exhibit VI.

6 There are no metrics for the Transverse Axis for Institutional Strengthening in place, as the Institute plans to develop performance indicators for its activities in 2016.

03. Studies, Analysis, and Diagnostics

ANNUAL WORK PROGRAM 2016

STUDIES, ANALYSIS, AND DIAGNOSTICS

The Institute believes that it is crucial to develop studies and research that allow it to have elements to assess the impact of regulatory decisions, replicate best international practices in the field and be able to develop prospectuses for the B&T market sectors. The following studies were completed in 2016:

Diagnosis of the training, certification, accreditation, and performance of experts acting in administrative regulation and competition procedures in the B&T market sectors in Mexico.

Given the highly specialized and technical complexity of the B&T market sectors, and of matters related to regulation and competition, it is necessary to complete a diagnosis establishing the appropriate mechanisms to encourage training, certification, accreditation, and performance of specialists in various fields who are recognized as experts to participate in the different proceedings followed in the form of judgment conducted by the Institute to issue its resolutions and agreements.

This effort will be completed in April 2016.

Study on barriers to competition and competitive neutrality caused by public entity regulations and procedures in the B&T market sectors.

This study aims to assess regulatory restrictions and regulations of municipalities and states or any other requirement (or process) to deploy and use the infrastructure necessary to provide B&T services nationwide. It will also include an assessment of the restrictions imposed by public entities, mainly federal agencies that have a say in the design of procedures through telecommunications platforms and/or specific applications where there are times when this design is not neutral to technology, and can constitute an obstruction to competitive neutrality and cause user costs that can be avoided.

This effort will be completed in April 2016.

Diagnosis: "Relationship of Audiences with Disabilities with Radio and Television services."

Design and development of a qualitative study of an anthropological nature that will involve persons over six years old in different socio-economic levels throughout the nation to obtain information on how audiences with disabilities relate to radio and television, based on their different realities.

This study will be published in July 2016.

Diagnosis of Spectral Availability in the AM band.

Identify the level of occupancy and available frequencies in the spectrum range allocated to AM broadcasting services, to encourage its use and exploitation for the benefit of users.

This study will be published in July 2016.

Diagnosis: "Community and Indigenous Audience Relationship with Radio and Television Services."

Design and development of an ethno-anthropological study of a qualitative anthropological nature that will involve persons over six years old in indigenous communities throughout Mexico to obtain information on how these audiences relate to radio and television based on their specific realities. The diagnosis will include, among other aspects, the description of their home infrastructures, household members, kinship and relationships, habits in the home (schedules and activities), lifestyle, media relevance in their daily lives, preferences and level of satisfaction observed with consumption of content.

This study will be published in August 2016.

Analysis of Results of the 2015 National Survey on Availability and Use of Information Technologies in Households, ENDUTIH.

An exploratory analysis of the database obtained from the 2015 ENDUTIH will be completed to present a document with the findings obtained from this analysis.

This analysis will be published in September 2016.

Analysis of the 60 GHz band for its possible classification as an Open Spectrum.

Identify additional frequency bands conducive to their probable classification as a free spectrum in the national context, to meet increased demand for these resources. The results of the analysis will be used to determine the viability of identifying the 60 GHz band as an open spectrum.

This analysis will be published in October 2016.

Study on Dynamic Spectrum Use and Sharing for the Provision of B&T Services.

This involves an analysis of the methods and mechanisms that allow sharing of the spectrum and its dynamic access to identify those that can be adopted in Mexico.

It will be published in November 2016.

Prospective Study on the Technological Evolution of the Telecommunications Markets.

. The Institute will use its information, including statistics, compliance obligations, and internal systems, to make international comparisons and diagnose the current state of telecommunications in Mexico and present proposals for improved regulation.

This study will be published in November 2016.

Market Study on Telecommunication Service User Experiences.

This study will serve to identify user experiences in the access, use and procedures related to telecommunication services, such as contracting, termination, complaints, inquiries, and portability, among others.

It will be published in December 2016.

Study on the Regulatory Strategy to promote the development of the Internet of Things in Mexico.

In order to design a roadmap defining the regulatory guidelines the Institute could follow in the medium and long term to develop the Internet of Things in Mexico, it will complete an analysis of the Internet of Things on an international level, including trends and best practices implemented by regulators in other countries, and success stories.

It will be published in December 2016.

Evaluation of the Transition to DTT.

During 2016, it will evaluate the population's acceptance of DTT through statistical methods used to compare the experiences people reported after the anticipated switchover in 2015, with the adjustments made after approximately three months. It will also take surveys in the localities receiving the low power signals will be switched off under the program to be established to this end.

This study will be published in February 2017.

Study on Optimizing Opportunities Using the AM Band.

Technical study analyzing the development alternatives for AM sound broadcasting, deriving in better quality services, greater efficiency, and affordable and modern services.

It will be published in March 2017.

Analysis of the 2014-2015 IFT results.

Two studies will be prepared to establish the impact of regulatory measures that reflecting market changes that offer the possibility of obtaining information for evaluation purposes. These regulatory policies include the Elimination of Domestic Long Distance and interconnection rates. The studies will seek to establish the impacts produced by the policy of short and medium term intending to propose improvements to the Institute's regulatory actions.

It will be published during the first quarter of 2017.

04. Reports and Other Documents

ANNUAL WORK PROGRAM 2016

REPORTS AND OTHER DOCUMENTS

One of the fundamental aspects of the IFT's activities consists of the preparation of reports that inform citizens and other stakeholders of the institution's results and contribute to transparency in the exercise of its powers.

Annual Work Program for the Institute's Studies Center (CS).

It will be published during Q1 2016 and include the development of research and analysis on various aspects of telecommunications, broadcasting, and competition in both market sectors.

Annual report on the rights, risks, interests, preferences, trends or patterns of consumption of telecommunications service users.

Integration of an annual report with the information collected in 2015 that will serve to identify opportunities that produce a positive impact on telecommunications service users, including those with disabilities.

This study will be published in April 2016.

Report on an Analysis of Content Highlights.

We will use TV audience level databases for the period starting on May 1, 2015, through April 30, 2016, to generate the queries needed to set the high standards expected by national audiences. This information will be used to prepare an analysis of the consultations to update the determination of those events that exceed such levels and specify those which, due to their nature, should not be used exclusively between concessionaires.

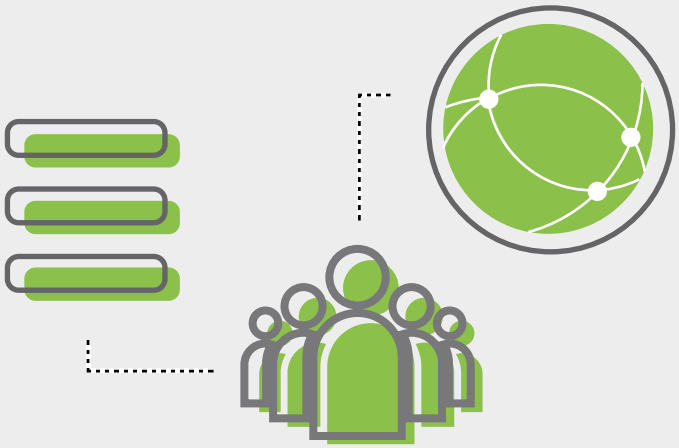
It will be published in May 2016.

Statistical 2015 Yearbook.

Integration and publication of 2015 statistical indicators and metrics in the B&T Market Sectors.

It will be published in July 2016.

Report on the results of the transition to DTT.	Preparation of a report recording the DTT transition process, according to the Institute's attributions. The report will integrate the population's experience according to the results obtained from the application of research instruments. ***It will be published in December 2016.***
Definitions Manual with the IFT's Statistical Indicators on the Telecommunications Market	**Sector.** . It will contain descriptions of the indicators that are built with the statistical information that Telecom Operators are requested to reference to those outside the regulated sectors.
It will be published in December 2016. **Quarterly IFT Activities Reports.**	Publication of quarterly reports with the activities carried out by the Institute to follow up on the 2016 AWP.
Statistical Quarterly Reports.	Quarterly publication with updated information on statistical indicators and metrics of the B&T market sectors.
Quarterly reports on consumption patterns and user levels of satisfaction with telecommunication services.	Application and analysis of quarterly surveys to identify consumption patterns and user experiences and levels of satisfaction with telecommunication services in 2016.
Quarterly reports with comparable information on plans and tariffs for telecommunication services.	Preparation and publication of quarterly reports with comparable information on plans and tariffs for telecommunication services.
Illustrated pocket hand books.	Quarterly publication with illustrations that include information about the Institute's substantive issues with language that is easily understood and supported by illustrations. An estimated 1,000 copies will be printed per quarter for distribution among investigators, academics, and industry B&T entities, among others.
International Broadcasting and Telecommunications Journal.	Drafting of an international B&T journal produced on a semiannual basis as an electronic publication. The first issue will be prepared articles written by guest columnists, after which an Editorial Committee will establish its publication policy and criteria.



05. Events and Forums

ANNUAL WORK PROGRAM 2016

EVENTS AND FORUMS

Event

THE "ACCESSIBLE AMERICAS: INFORMATION AND COMMUNICATION FOR ALL"

The IFT will work in a collaborative effort with the ITU to organize the international event called "Accessible Americas: Information and Communication for All" to be hosted by Mexico in November 2016. One of the main objectives is to encourage the government, industry, and the sector, in general, to promote the accessibility of telecommunications and ICT to create fair and equitable opportunities for people with disabilities.

This event seeks to promote access for people with disabilities to telecommunication services and ICT on equal terms with other users, and that is linked to Institutional Objective 4.

Forum

"DIGITAL LITERACY AND EMPOWERMENT OF PEOPLE"

The Institute will organize this forum in March 2016, to provide telecommunications service users with relevant and clear information on the actions being promoted and implemented for their benefit and create scenarios that contribute to empowering and helping them defend their rights as well as development of the sector in Mexico.

This forum is linked to Institutional Objective 4..

Forum

INTERNATIONAL FORUM ON RADIO AND TELEVISION PROGRAMMING AIMED AT CHILDREN

The Institute will hold this forum in April 2016 to speak of national and international practices on the production of content for children and contribute to with a report on results that ensure compliance with the best interests of children in the field of creation, production, and programming of content aimed at children.

The forum will serve to create a space where programmers, producers, relevant authorities and all responsible for generating content aimed at children and adolescents, for both radio and TV, to exchange experiences regarding the national situation from their different positions and generate proposals that contribute to favoring production serving this population group.

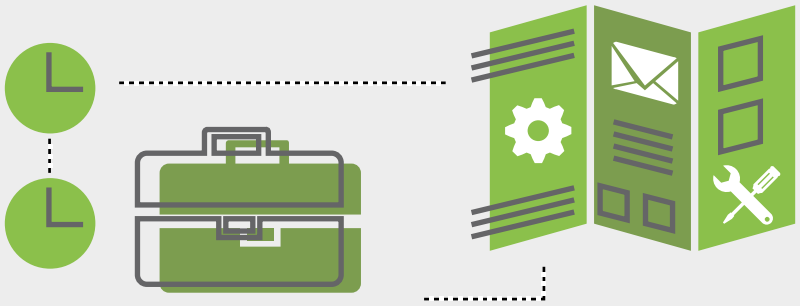
This forum is linked to Institutional Objective 4.

Forum

LATIN AMERICAN AND CARIBBEAN COMPETITION FORUM

The 14th edition of this forum will be organized in coordination with the OECD, the IDB, and the COFECE and held in Mexico City April 12-13, 2016. The objective of the forum is to promote effective competition laws and policy in the region and create a platform to build dialogue and consensus on economic competition. Discussions at this year's edition include disruptive technologies and promoting effective competition in public procurement.

This forum is linked to Institutional Objective 4.



06. The IFT's daily activities

ANNUAL WORK PROGRAM 2016

THE IFT'S DAILY ACTIVITIES

The Institute will continue to carry out its key activities to ensure the proper operation and compliance with existing regulations and other issues relevant to the population and stakeholders in the B&T market sectors. Regular activities for 2016 include:

- Surveillance measures to ensure compliance with regulations
- Collection of income from use of the radio spectrum
- Measurement of the quality of mobile services
- Monitoring and supervision of the radio spectrum
- Procedures conducted by the investigating authority on the probable commission of anti-competitive practices
- Internal Institutional Control System
- Budget, investment projects, financial statements, and audit reports
- Topics on transparency, access to information, accessibility, and protection of personal data
- Resolution on interconnection disputes
- Processing and evaluation of B&T applications submitted
- IT developments

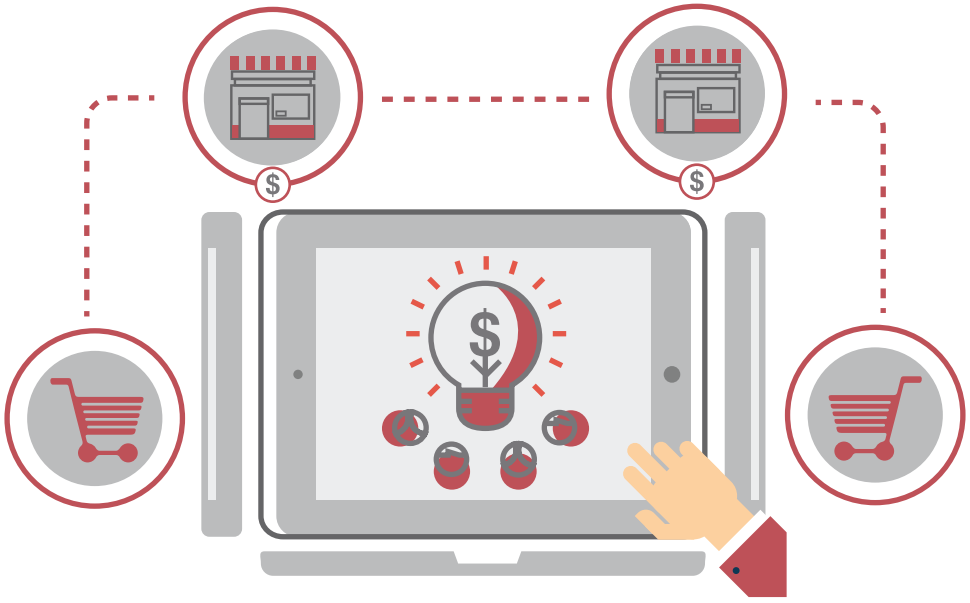
In addition to the above activities it should be noted that, given the dynamic nature of the B&T market sectors, other key activities may arise during 2016 that are not currently listed, but will be reported in the Institute's quarterly activities reports.

07. Exhibit

ANNUAL WORK PROGRAM 2016

EXHIBIT I. **DETAILS OF THE PROJECTS LINKED TO OBJECTIVE 1**

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



1.1 FOSTER THE DEVELOPMENT OF FREE TRADE AND COMPETITION IN THE B&T MARKET SECTORS, ELIMINATING BARRIERS TO COMPETITION

49	Technical Criteria used to Calculate and Apply the Concentration Indices*
49	Price Cap System
49	Criteria used to Define Markets and Assess Effective Competition Conditions*
49	Guidelines Establishing the Principles of Competitive Neutrality
50	Market Concentration Notification Guide
50	Development of Interconnection Service Cost Models for the 2018-2020 Period
50	Minimum Technical Conditions for Interconnection between Concessionaires (2017)
51	Bi-annual assessment of the measures imposed on the PEA in the Telecommunications Market Sector
51	Bi-annual Assessment of the Measures Imposed on the PEA in the Broadcast Market Sector
52	Reference Public Offering for Effective Unbundling of the Local Network
52	Determination of the Interconnection Rates Resulting from the Cost Methodology Issued by the Institute, applicable to 2017
52	Traffic and Network Management Guidelines for Authorized Concessionaires and Internet Service Providers*
53	Review and Analysis of the Interconnection Framework Agreements
53	Landline and Mobile Electronic Management System (EMS)*

1.2 Foster the entry of new competitors and plurality in the B&T market sectors, eliminating barriers to entry

1.3 Manage and foster the efficient use of the radio spectrum in the B&T market sectors

* These projects correspond to the 2015 AWP

ID 01 Technical Criteria used to Calculate and Apply the Concentration Indices

Area **UCE**

Contributing Area **AI**

End of Project **FEB 16**

2016 Goal **100%**

DESCRIPTION
The criteria are intended to establish the index that the Institute will use to determine the level of concentration in the B&T market sectors, the threshold of this index used to identify levels of concentration that could pose risks to free trade and competition, as well as their applicability.

POTENTIAL BENEFITS
The publication of these criteria transparently reflect the Institute's actions by providing a standard to calculate and apply such indicators in its investigations into free trade and competition.

ID 02 Price Cap System

Area **UPR**

Contributing Area **N/A**

End of Project **MAR 16**

2016 Goal **100%**

DESCRIPTION
Set the price cap system parameters applicable to the basket of regulated services by Teléfonos de México.

POTENTIAL BENEFITS
Ensure competitive prices for the telecommunication services comprising the basket subject to a price cap system benefiting end users.

ID 03 Criteria used to Define Markets and Assess Effective Competition Conditions

Area **UCE**

Contributing Area **AI**

End of Project **MAY 16**

2016 Goal **100%**

DESCRIPTION
The main criteria that the Institute will follow to analyze the replacement of products or services, based on supply or demand, in order to determine relevant markets in the B&T market sectors.

It will also define the main criteria the Institute will use to determine the existence of operators with substantial market power (SMP) and the existence of conditions of effective competition in different relevant market sectors.

POTENTIAL BENEFITS
Provide greater certainty for the economic agents on the elements the Institute will take into account in special procedures related to free and open competition looking forward, as well as on the implementation and continuity of the regulation required to ensure competition in the B&T market sectors on behalf of the users.

ID 04 Guidelines Establishing the Principles of Competitive Neutrality

Area **UCE**

Contributing Area **AI**

End of Project **MAY 16**

2016 Goal **100%**

DESCRIPTION
These guidelines seek to establish the principles governing concessionaires and other operators with public participation in the B&T markets, to avoid distortions in free and open competition in these sectors.

POTENTIAL BENEFITS
Keep economic agents that are publicly involved from exploiting the advantages or resources available under such participation to provide services that the markets already offer at competitive conditions, thus distorting competition to the detriment of users and audiences.

ID 05 Market Concentration Notification Guide

Area: **UCE**

Contributing Area: **N/A**

End of Project: **SEP 16**

2016 Goal: **100%**

DESCRIPTION
The document is intended to serve as a practical guide to operators or their offices for submitting concentration notices by clarifying criteria, methods of analysis and interpretation of the rules, based on experience and precedents on the subject matter. This guide will not be legally binding for the Institute.

POTENTIAL BENEFITS
Provide certainty to operators or their offices regarding their concentration notices. This certainty becomes even more relevant when planning high value mergers or acquisitions.

ID 06 Development of Interconnection Service Cost Models for the 2018-2020 Period

Area: **UPR**

Contributing Area: **N/A**

End of Project: **SEP 16**

2016 Goal: **100%**

DESCRIPTION
Preparation of interconnection service cost models under a pure long run incremental cost methodology that will serve as a tool to determine interconnection fees that the parties are unable to agree to that will apply to the 2018-2020 period.

The purpose of this project is to have cost models updated with new demand information (voice, data, and SMS traffic), to reflect trends in the telecommunications industry in Mexico.

POTENTIAL BENEFITS
Determining interconnection rates through cost models permits the issue of resolutions on interconnection matters that tend to promote competition among telecom operators and translate into a decisive factor for innovation and development of the telecommunications markets. A competitive market implies the existence of different service providers, where users can freely choose the concessionaires that offer them the best conditions in terms of price, quality, and diversity.

ID 07 Minimum Technical Conditions for Interconnection between Concessionaires (2017)

Area: **UPR**

Contributing Area: **N/A**

End of Project: **NOV 16**

2016 Goal: **100%**

DESCRIPTION
Determine the minimum technical conditions under which interconnection services will be provided so that concessionaires wanting to interconnect their public telecommunications networks do so on those terms.

POTENTIAL BENEFITS
Considering the savings in operating costs resulting from the entry into force of the Minimum Technical Conditions, the benefits at present value over a five-year horizon, amount to MXN 2.2 Mdp for each fixed operator and MXN 2.1 Mdp for each mobile operator, per interconnection point.

ID 08 Bi-annual assessment of the measures imposed on the PEA in the Telecommunications Market Sector

Area **UPR**

Contributing Area **UAJ,UCE, UC, UMCA**

End of Project **NOV 16**

2016 Goal **100%**

DESCRIPTION

The resolution on preponderance established certain obligations for the companies declared to be preponderant economic agents (PEA). The asymmetric regulation imposed must be systematically reviewed. Therefore, the Institute will conduct an assessment of its impact in terms of competition every two years, according to international best practices, in order to remove or modify them, or establish new measures for the companies declared as PEA in the telecommunications market sector, as applicable.

POTENTIAL BENEFITS

An assessment of the measures imposed on the PEA will permit modifying, deleting or establishing new measures, if necessary, to promote free trade and open competition, and thus better prices, quality and diversity of services for users; hence, the need to review the impact produced by the imposed regulations.

ID 09 Bi-annual Assessment of the Measures Imposed on the PEA in the Broadcast Market Sector

Area **UPR**

Contributing Area **UCE, UAJ, UMCA, UC**

End of Project **NOV 16**

2016 Goal **100%**

DESCRIPTION

The preponderance resolution established certain obligations for the sector PEA in the broadcasting market sector. The asymmetric regulation imposed must be systematically reviewed. Therefore, the Institute will conduct an assessment of its impact in terms of competition every two years, according to international best practices, in order to remove or modify them, or establish new measures for the companies declared as PEA in the broadcasting market sector, as applicable.

POTENTIAL BENEFITS

An assessment of the measures imposed on the PEA will permit modifying, deleting or establishing new measures, if necessary, to promote free trade and open competition, and thus better prices, quality and diversity of services for users; hence, the need to review the impact produced by the imposed regulations.

ID 10 Reference Public Offering for Effective Unbundling of the Local Network

Area **UPR**

Contributing Area **N/A**

End of Project **NOV 16**

2016 Goal **100%**

DESCRIPTION

The Institute will use the proposal suggested by the PEA in the telecommunications market sector, which must be submitted to the Institute by June 30, 2016 and the results of the planned public consultation, to decide on the public reference offer to be valid for two years that will allow other concessionaires to access the PEA local access network infrastructure to provide telecommunication services under competitive conditions.

POTENTIAL BENEFITS

Unbundled access to the PEA's local network elements facilitates service delivery by other concessionaires under conditions that otherwise would not be profitable, encouraging consolidation of the competition process and permitting consumers to access more and better services at lower prices.

ID 11	Determination of the Interconnection Rates Resulting from the Cost Methodology Issued by the Institute, applicable to 2017	Area UPR
	DESCRIPTION A cost model developed under a pure incremental cost approach will be used in this case. The development will be conducted in accordance with internationally recognized rules and following the principles set out in the Cost Methodology. **POTENTIAL BENEFITS** The regulation on interconnection rates is a regulatory policy mechanism that aims to balance the forces of competition between rival companies in the telecommunications market sector; that is, minimize the disadvantages resulting from the size of the network and allowing smaller companies to offer tariff plans to position themselves as competitive service providers.	Contributing Area N/A End of Project DIC 16 2016 Goal 100%

ID 12	Traffic and Network Management Guidelines for Authorized Concessionaires and Internet Service Providers	Area UPR
	DESCRIPTION The trend towards increased use of data on the Internet by end users and the proliferation of "Over The Top" (OTT) service providers that sometimes compete with the services offered by the traditional operators calls for clear rules on how networks and traffic are managed on the Internet. The LFTR also considers the development of guidelines on the subject matter; therefore, the draft will be submitted to public consultation in 2016. In order to have solid technical, economic and legal grounds to prepare the guidelines, we turn to international experience in the field, and work on a net neutrality and traffic management study intended to approach the principle of net neutrality and the debate on the subject matter, as well as the intervention mechanisms available for its regulation. The state of the Internet ecosystem in Mexico is also being analyzed to subsequently establish the relevant regulatory considerations. **POTENTIAL BENEFITS** The issue of these guidelines is intended to avoid discriminatory and/or anti-competitive practices among Internet service providers offering access to content, services, and applications; ensure the protection of privacy and confidentiality of communications for end users and network security; promote efficiency and transparency in the information suppliers give consumers so they can make informed decisions and choose the services according to consumer preferences and specific needs; contribute to sound open competition to preserve the minimum standards set by the Institute and promote the sustained growth of the telecommunications infrastructure by which the Internet access service is provided; and foster innovation in the content, applications, and service markets.	Contributing Area CGPU End of Project DIC 16 2016 Goal 100%

ID 13 Review and Analysis of the Interconnection Framework Agreements

Area
UPR

Contributing Area
N/A

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
This project involves a review of the Interconnection Framework Agreements submitted by the PEA in the telecommunications market sector, for subsequent public consultation and publication on the Institute's website. The agreements provide concessionaires with the terms and conditions on which the interconnection services are offered, allowing them to have the information necessary to carry out the interconnection expeditiously, on nondiscriminatory terms and with sufficient information.

POTENTIAL BENEFITS
Encourage the fair and equitable provision of wholesale services, avoiding engaging in anti-competitive practices when providing them. It also promotes the supply of services, thereby improving competition in the market and ensuring better consumer prices and quality.

ID 14 Landline and Mobile Electronic Management System (EMS)

Area
UPR

Contributing Area
N/A

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
The Electronic Management System (EMS) is a tool concessionaires and MVNOs, or Mobile Virtual Network Operators will be able to access at any time. They will be able to log onto the system from a remote position to consult updated information on the public telecommunications network and on the PEA's passive infrastructure; contract services and surplus passive infrastructure capacity; report and track failures and incidents arising in the contracted services; inquire about the status of their requests for procurement; and everything necessary to ensure proper operation of the services.

The Institute is responsible for coordinating the Technical Committee that will determine the EMS elements to be implemented by the PEA in the telecommunications market sector to comply with the preponderance measures

POTENTIAL BENEFITS
The EMS will offer concessionaires operating public telecommunications networks and that contract services from the PEA, transparent procedures, and mechanisms that will allow them to make sure that their applications will be handled fairly and comply with the established quality parameters. They will also have updated information on the PEA's network to be able to plan to grow their own networks by using passive infrastructure, so once the EMS is up and running, the inclusion of such information will be streamlined and offered at a minimal cost.

1.2 FOSTER THE ENTRY OF NEW COMPETITORS AND PLURALITY IN THE B&T MARKET SECTORS, ELIMINATING BARRIERS TO ENTRY





55	Guidelines for Mobile Marketing Services by Mobile Virtual Network Operators (MVNO)*
55	IFT-4 Bidding Process. Sound Broadcasting Frequencies*
55	IFT-6 Bidding Process. DTTV Channels 174-216 MHz frequency band (VHF) and 470-608 MHz (UHF)
56	IFT-5 Bidding Process. 10 MHz in the 440-450 MHz band
56	Reference Offer to Sharing Broadcasting Infrastructure
56	IFT-8 Bidding Process. Sound Broadcasting Frequencie

1.3 Manage and foster the efficient use of the radio spectrum in the B&T market sectors

* These projects correspond to the 2015 AWP

ID 15 Guidelines for Mobile Marketing Services by MVNOs or Mobile Virtual Network Operators

Area **UPR**

Contributing Area **N/A**

End of Project **MAR 16**

2016 Goal **100%**

DESCRIPTION

Whenever the presence of an MVNO is a reality in the Mexican market, it is imperative that the Institute has a regulatory framework to ensure free trade and open competition, as well as removing restrictions on convergence and innovation in telecommunication services.

As such, it is considered that the creation of a regulatory framework that regulates MVNOs will encourage competition since the operators asking for the service and the end users who sign their telecommunications service contracts with such operators will offer legal certainty regarding the terms and conditions under which the contract will be signed.

POTENTIAL BENEFITS

Promote free trade and open competition for MVNOs in the market to provide clarity on the scope of actions performed by this type of agents, the minimum conditions under which wholesale Mobile Telecommunication services are provided, as well as legal forms they can use for incorporation purposes. The IFT expects to see the above trigger the emergence of MVNOs that will compete against traditional mobile operators providing the market with a diverse and differentiated offer featuring a broad range of prices and availability.

ID 16 IFT-4 Bidding Process. Sound Broadcasting Frequencies

Area **UER**

Contributing Area **UADM, UCE, UCS, UAJ, CES**

End of Project **AGO 16**

2016 Goal **100%**

DESCRIPTION

This public tender is intended to concession the use, development and commercial exploitation of 191 frequencies in the 88-106 MHz band using Frequency Modulation (FM) technology, and 66 frequencies in the 535-1605 kHz band using Amplitude Modulation (AM) technology for the provision of public sound broadcasting services, in response to the 2015 APUEFB and its amendments issued by the Institute.

POTENTIAL BENEFITS

Increase sound broadcasting services throughout Mexico and competition in the market sector, while also increasing options to access their content and diversity. In addition, some of the non-economic elements included in the tender are valued as creating incentives for hybrid (analog/digital) station installations under the IBOC standard.[7]

ID 17 IFT-6 Bidding Process. DTTV Channels 174-216 MHz frequency band (VHF) and 470-608 MHz (UHF)

Area **UER**

Contributing Area **UAJ, UCE, UCS, UADM**

End of Project **AGO 16**

2016 Goal **100%**

DESCRIPTION

The purpose of this public tender is to concession the use, development and commercial exploitation of transmission channels to provide DTT services in the 174-216 MHz frequency band (Very High Frequency or VHF) and 470 -608 MHz (UHF or Ultra-High Frequency), including at least 123 channels that were not allocated in the bidding process for one of the two national digital broadcast television networks.

POTENTIAL BENEFITS

The allocation of new DTTV channels will increase competition in broadcast television and provide new content alternatives for viewers with digital quality. It will also be able to create conditions to improve coverage and service penetration, resulting in a benefit for the rights of users and audiences.

*7 **IBOC** (In-band on-channel) as a system for digital sound broadcasting at different transmission frequencies. The main feature of this digital broadcasting system is the coexistence of the analog and digital signals, allowing for a gradual transition from analogue to digital in the applicable geographical areas.*

ID 18 IFT-5 Bidding Process. 10 MHz in the 440-450 MHz band

Area
UER

Contributing Area
UAJ, UCE, UCS, UADM

End of Project
NOV 16

2016 Goal
100%

DESCRIPTION
This process will concession the use, development, and commercial exploitation to provide capacity services for private radio systems in the 440-450 MHz band to meet the needs for demand, coverage and quality that the market has not been met to date.

POTENTIAL BENEFITS
Contribute to the creation of greater infrastructure to expand coverage and improve the quality of Radiocommunication services by awarding the spectrum to provide capacity to third parties; drive efficiency in the use and operation of the radio spectrum focused on offering users the maximum benefit of the services and removing barriers to competition; and generate an alternative mechanism that contributes to rearrangement of the band.

ID 19 Reference Offer to Sharing Broadcasting Infrastructure

Area
UPR

Contributing Area
N/A

End of Project
NOV 16

2016 Goal
100%

DESCRIPTION
The IFT will render its decision on the Public Reference Offer based on the results of the public consultation and on PEA's proposal in the broadcasting market sector to be presented in June 2016. The decision will be valid for two years. This offer will contain the technical and operational elements by which the PEA will provide access to its infrastructure.

POTENTIAL BENEFITS
Allow concessionaires access to the PEA's infrastructure on nondiscriminatory terms, for quick and expeditious competition contributing to the rights of audiences, such as freedom of speech and the right to information.

ID 20 IFT-8 Bidding Process. Sound Broadcasting Frequencies

Area
UER

Contributing Area
UAJ, UCE, UCS, UADM, CES

End of Project
NOV 17

2016 Goal
10%

DESCRIPTION
This public tender is intended to concession the use, development and commercial exploitation of 42 frequencies in the 88-108 MHz band using Frequency Modulation (FM) technology, and 11 frequencies in the 535-1705 kHz band using Amplitude Modulation (AM) technology for the provision of public sound broadcasting services, in response to the 2016 APUEFB and its amendments issued by the Institute. The Public Bidding process will start in 2016 with the publication of the public opinion on the Bidding Rules, Appendices, and their Exhibits. The public opinion process is intended to provide greater elements of certainty to the industry concerned about issues of public interest and receive comments, views, and inputs from stakeholders to improve the methodology and referenced public tender process.

POTENTIAL BENEFITS
Increase sound radio broadcasting services in Mexico and competition in the market sector. It will also serve to increase the options for access to content and its diversity. In addition, some of the non-economic elements included in the tender are valued as creating incentives for hybrid (analog/digital) station installations under the IBOC standard.

1.3 MANAGE AND FOSTER THE EFFICIENT USE OF THE RADIO SPECTRUM IN THE B&T MARKET SECTORS

* These projects correspond to the 2015 AWP

ID 21 General Guidelines for the Authorization to Lease the Radio Spectrum

Area
UER

Contributing Area
UCE,UCS, UPR

End of Project
FEB 16

2016 Goal
100%

DESCRIPTION
The purpose of leasing the radio spectrum is to transfer the rights to use the radio spectrum from once concessionaire to another without changing the concession title holder. This provides a dynamic, flexible, and agile spectrum management, to reduce or correct inefficiencies that occurred in the allocation of spectrum, such as awarded spectrum that remains idle, to allow third parties to use it to meet the demands of users, thus ensuring its efficient use.

The Institute will establish an adequate regulatory framework that provides legal certainty to the governed parties, in order to contribute to the effective administration and management of the spectrum and avoid harmful effects on open competition, such as phenomena of concentration, cross-ownership or hoarding contrary to the public interest.

POTENTIAL BENEFITS
Issuing the Guidelines of merit will serve to generate a regulatory framework that gives legal certainty and security to individuals that want to obtain part of the radio spectrum, by establishing the requirements, conditions and obligations they must meet to this end, and that will contribute by bringing flexibility, agility, and dynamism to the management of this scarce resource the secondary market provides for the radio spectrum.

ID 22 IFT-3 Bidding Process. 80 MHz in the AWS band

Area
UER

Contributing Area
UAJ, UCE, UCS, UADM, CES

End of Project
JUN 16

2016 Goal
100%

DESCRIPTION
The public tender to concession the use, development and commercial operation of 80 MHz of the radio spectrum available on the 1710-1780 MHz Frequency Band/2110-2180 MHz (Bidding Process IFT-3), will include eight blocks of radio spectrum to be auctioned in the Advanced Wireless Services (AWS) band for mobile wireless services. Each of the AWS-1 and AWS-3 sub-bands will offer national blocks with 10 MHz comprising two paired segments of 5 MHz (5 + 5 MHz).

POTENTIAL BENEFITS
Expand spectral availability for Long-Term Evolution (LTE) services, so both concessionaires established as new entrants to the market are able to have sufficient amounts of the nationwide spectrum to deploy fourth generation (4G) mobile technology networks. This will serve to expand the coverage and capacity of mobile services, including access to mobile broadband while providing service with higher data transfer speeds for end users.

ID 23 Valuation of the International Mobile Telecommunications (IMT) Bands in Mexico

Area
UER

Contributing Area
N/A

End of Project
JUN 16

2016 Goal
100%

DESCRIPTION
Considering the role the radio spectrum plays in the country's economy through telecommunications, it is of the essence to have a proper valuation of such, which is, in turn, reflected both in the payment of rights for use or exploitation and in the calculation of the consideration. This valuation will be carried out in the IMT bands, in order to calculate an optimal band price, which in turn serves to generate a proposal regarding the payment of rights, so they are linked both to the intrinsic characteristics and to the market value of each IMT band. This will be used as the basis for a value proposal of the rights to the Ministry of Finance and Public Credit (SHCP) and for determining the value of the relevant consideration, where appropriate.

POTENTIAL BENEFITS
Bolster the creation of an efficient spectrum management system. The valuation of these bands will serve to obtain a price based on technical and market aspects for the use, development and/or operation of the radio spectrum. This will contribute to developing mechanisms for a more efficient spectrum allocation and to make sure that concessionaires have greater certainty about the prices to be paid because determination of the duties will be based on both the technical and economic factors of each band.

ID 24 Reorganization Plans for the 824-849/869-894 MHz Band

Area **UER**

Contributing Area **UCS**

End of Project **NOV 16**

2016 Goal **100%**

DESCRIPTION
The 824-849/869-894 MHz frequency band has been used for more than two decades for the provision of mobile services, primarily through the first generation of cellular telephony. The Institute's spectral planning actions include reorganizing this frequency band based on the definition of schemas that serve to obtain blocks of contiguous spectrum for the deployment of next generation mobile broadband technologies.

BENEFICIOS POTENCIALES
Definition of the reorganization schemas will provide a roadmap that operators will be able to utilize for larger continuous spectrum blocks, resulting in greater service delivery efficiencies provided by concessionaires and higher quality of services for end users. In addition, the reorganization of this frequency band will help meet the demand for mobile broadband spectrum throughout the country.

ID 25 Measurement Methodologies to Quantify Spectral Efficiency Metrics

Area **UER**

Contributing Area **N/A**

End of Project **DIC 16**

2016 Goal **100%**

DESCRIPTION
Services that have spectral efficiency metrics should have measurement methodologies for each that will serve to compare efficient uses between the concessionaires for a particular service.

POTENTIAL BENEFITS
The Institute will have an instrument in place to assess effective use of the radio spectrum objectively, driving regulatory action to make sure that the concessionaires subject to such measurements make better use of this resource.

ID 26 2017 Annual Program for the Use and Exploitation of Frequency Bands (APUEFB)

Area **UER**

Contributing Area **UPR, UMCA, UCS, UCE**

End of Project **DIC 16**

2016 Goal **100%**

DESCRIPTION
The annual APUEFB program is a programmatic tool the Institute uses to announce spectrum frequencies or frequency bands that are the object of bidding processes or that can be directly allocated to a given concessionaire. The program also contains the deadlines for submission of the applications for public and social use concessions for the provision of public B&T services.

POTENTIAL BENEFITS
The issue of the APUEFB and the following inclusion of several frequency bands is expected to contribute to the creation of more infrastructure to expand coverage and improve the quality of public B&T services. This inclusion is conducive to driving efficiency in the use and operation of the radio spectrum making sure that it focuses on offering the highest benefit to service users at the lowest possible cost, and respond to demand, coverage and quality needs.

ID 27 Program to Transition Low Power Stations to Digital Terrestrial Television (DTT)

Area
UMCA

Contributing Area
UCS, UER, UC, CGCS, CGVI

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
The Institute must establish a program to make sure television stations with effective radiated power lower than or equal to 1 kW for VHF and 10 kW for UHF channels (low-power stations) that are not transmitting DTTV signals and/or have not reached penetration levels with receiving equipment, continue to transmit their signals so the general public receives this public service until the digital transmissions begin and/or the penetration levels established by the applicable regulations are met.

POTENTIAL BENEFITS
Ensure that the people continue to receive signals from low-power stations that were traditionally established to improve coverage in hard-to-access areas. Thus, the DTTV benefits will also reach that population with increased choice of channels, some in HD, and offer more programs through multiprogramming, with better audio quality and image, and interactive services.

ID 28 Update of the National Table of Frequency Allocations (NTFA)

Area
UER

Contributing Area
N/A

End of Project
FEB 17

2016 Goal
85%

DESCRIPTION
Based on the results of the 2015 World Radiocommunication Conference, the CNAF will be updated to provide the general public and the telecommunications industry with current information on use of the radio spectrum.

POTENTIAL BENEFITS
Provide an up on the powers of the frequency bands nationwide for the B&T market sector and for the public in general. This serves to give clarity on the use that can be given to each frequency band, based on the latest regulatory and technological changes.

ID 29 IFT-7 Bidding Process. 130 MHz in the 2500-2690 MHz frequencies band

Area
UER

Contributing Area
UAJ, UCE, UCS, UADM, CES

End of Project
NOV 17

2016 Goal
10%

DESCRIPTION
The Institute will begin the competitive bidding process for the concession for the use, development and commercial exploitation of 130 MHz of radio spectrum available in the 2500-2690 MHz frequencies band (IFT-7 Bidding Process) for mobile wireless access services by publishing the public opinion on the Bidding Rules, Appendices, and their Exhibits. The public opinion process is intended to provide greater elements of certainty to the industry concerned about issues of public interest and receive comments, views, and inputs from stakeholders to improve the methodology and referenced public tender process.

POTENTIAL BENEFITS
Expand the spectral availability for broadband services, so that both established concessionaires and new entrants are able to have sufficient amounts of the nationwide spectrum for deployment of next generation mobile networks. This will serve to continue to expand the coverage and in particular the capacity of mobile services, particularly access to mobile broadband while providing service with higher data transfer speeds for end users.

ID 30 Spectrum Negotiation Protocol Concerning the Use of the 700 MHz Band on the B order with the United States

Area
UER

Contributing Area
UPR,CGAI

End of Project
DIC 17

2016 Goal
60%

DESCRIPTION
Negotiations between Mexican and U.S. Administrations, as appropriate, are intended to make the necessary adjustments regarding protocol agreements for the 700 MHz band to establish technical criteria and conditions of use of the 698-806 MHz band that favor equitable sharing and use of the band considering current and future telecommunications services in each country, so they operate without harmful interference on Mexico's northern border and provide the appropriate mechanisms needed to ensure their technical coordination.

POTENTIAL BENEFITS
Ensure proper operation of the wholesale network shared on the border with the United States, and maximize use of the 700 MHz band for mobile services in the shared Mexico-U.S. area without harmful interference.

ID 31 Spectrum Negotiation Protocol Concerning the Use of the 2.5 GHz Band on the Bor- der with the United States*

Area
UER

Contributing Area
UPR, CGAI

End of Project
DIC 17

2016 Goal
60%

DESCRIPTION
Negotiate with the United States of America (USA) the mechanisms for spectrum sharing and, where appropriate, the operating parameters applicable to mobile broadband services to enable the coexistence of the services provided by both countries and equitable use of the spectrum of the 2.5 GHz band in the common border area between Mexico and the United States, replacing the current agreement for said band between Mexico and the U.S.

BENEFICIOS POTENCIALES
Maximize use of the 2.5 GHz band for mobile services in the area shared by Mexico and the United States without harmful interference, to make sure that the service quality is not degraded by harmful interference caused by operating the international systems. Also, contribute to meeting the Institute's objectives, in particular, those related to effectively regulating and supervising use and operation of radio spectrum in a timely manner.

EXHIBIT II. **DETAILS OF THE PROJECTS LINKED TO OBJECTIVE 2**

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

2.1 ENCOURAGE THE COVERAGE OF B&T SERVICES IN THE MARKET SECTOR

65 Guidelines for B&T Infrastructure Deployment*

65 Dissemination and Outreach Program for Granting New Public and Social Concessions

2.2 Foster the development and efficient use of infrastructure in the B&T market sectors

* These projects correspond to the 2015 AWP

ID 32 Guidelines for B&T Infrastructure Deployment

Area
UPR

Contributing Area
UCE, CES

End of Project
OCT 16

2016 Goal
100%

DESCRIPTION
The issue of directives will contribute to an efficient infrastructure deployment, promoting the optimal use of resources. The guidelines include elements that foster greater competition in the B&T market sectors.

POTENTIAL BENEFITS
Lower investment requirements and transaction costs for concessionaires, which is reflected in lower barriers to market entry, as well as incentives for greater deployment of infrastructure in areas currently under-served.

ID 33 Dissemination and Outreach Program for Granting New Public and Social Concessions

Area
UCS

Contributing Area
N/A

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
Provide information to the general public to promote public B&T services in obtaining frequency bands for public or social use from the availability established in the APUEFB, and provide advice on the normative requirements set up to this end.

POTENTIAL BENEFITS
Ensure the effectiveness of the 2016 APUEFB, promoting conditions to bring in a larger number of stakeholders applying for frequencies for public or social use; promote efficient use of the radio spectrum and plurality in the B&T market sectors; promote the legal use of the frequency bands for all those interested who want to obtain a concession in terms of the law and obtain objective parameters regarding the efficient allocation of frequencies for public and social use.

2.2 FOSTER THE DEVELOPMENT AND EFFICIENT USE OF INFRASTRUCTURE IN THE B&T MARKET SECTORS

67	Guidelines for Backbone Infrastructure Deployment and Operation*
67	Guidelines for making Donations to Concessions for Social Use
67	Guidelines for Accreditation of B&T Experts*
68	Guidelines for establishment of the National Infrastructure Information System (NIIS)*
68	Updating the Basic Technical Numbering Plan to change National Telephone dialing to 10 digits*

* These projects correspond to the 2015 AWP

ID 34 Guidelines for Backbone Infrastructure Deployment and Operation

Area
UPR

Contributing Area
UAJ, UCS

End of Project
MAR 16

2016 Goal
100%

DESCRIPTION
The Institute will issue Backbone Guidelines to regulate and establish directives for the Federal Electricity Commission to ensure effective access and sharing of its infrastructure with Telecomunicaciones de México, and plan, design, build and grow the backbone.

POTENTIAL BENEFITS
Having a backbone telecommunications network for national coverage constitutes an infrastructure that encourages competition in high capacity transport networks while also encouraging the deployment of access networks that provide broadband services to end users.

ID 35 Guidelines for making Donations to Concessions for Social Use

Area
CGVI

Contributing Area
UC

End of Project
JUN 16

2016 Goal
100%

DESCRIPTION
Establish the guidelines by which the Institute will be able to donate to Concessions for Social Use providing public broadcasting services, the transmitters the nation now owns as a result of procedures for loss of property for use of the spectrum without a concession.

POTENTIAL BENEFITS
Have a mechanism in place that allows the Institute to efficiently and expeditiously donate seized assets to Concessions for Social Use, supporting the inclusion of B&T services in a larger number of locations nationwide.

ID 36 Guidelines for Accreditation of B&T Experts

Area
UPR

Contributing Area
UAJ

End of Project
JUL 16

2016 Goal
100%

DESCRIPTION
These will establish the requirements, deadlines and terms to certify B&T experts so they can contribute to product, equipment, devices or apparatus standardization procedures for B&T services that can be connected to a telecommunications network, or make use of the radio spectrum.

POTENTIAL BENEFITS
It will provide an instrument that gives legal certainty to those applying for expert accreditations and establish a policy framework on the subject matter.

ID 37	Guidelines for Establishment of the National Infrastructure Information System (NIIS)	Area: UPR

DESCRIPTION
Guidelines will be issued to set deadlines and terms, as well as rules on the delivery of information by concessionaires, official agencies at the federal, state, municipal and Mexico City levels, and autonomous entities to create the NIIS. The Draft was submitted to a public opinion process in December 2015.

POTENTIAL BENEFITS
These guidelines will serve as the legal instrument by which the Institute will create the SNII providing complete and reliable information used as a tool to promote infrastructure sharing and encourage its orderly deployment.

Contributing Area: **UCS, CGPE**

End of Project: **AGO 16**

2016 Goal: **100%**

ID 38	Updating the Basic Technical Numbering Plan to Change National Telephone Dialing to 10 digits	Area: UCS

DESCRIPTION
Issuance of the new Fundamental Technical Numbering and Signaling Plans, including amendments to the regulatory framework, aims to ensure the availability of numerical resources for all Telecommunications Service Providers, among others, establishing simpler and standardized procedures for users (dial 10 digits and remove all prefixes), the establishment of new geographical areas for number resource administration purposes, physical consolidation of Local Service Areas, modifying formats to exchange Number B digits in signals between public telecommunications networks, and the review and where necessary, the updating of procedures and criteria for the allocation and management of numbering resources by the Institute.

POTENTIAL BENEFITS
Ensure the availability of geographic numbers in Mexico; establish simpler and similar dialing procedures; simplify procedures at the Institute for assigning numerical and signaling resources; improve the management of number and signaling resources and have detailed information on the use of the numbering and signaling resources allocated.

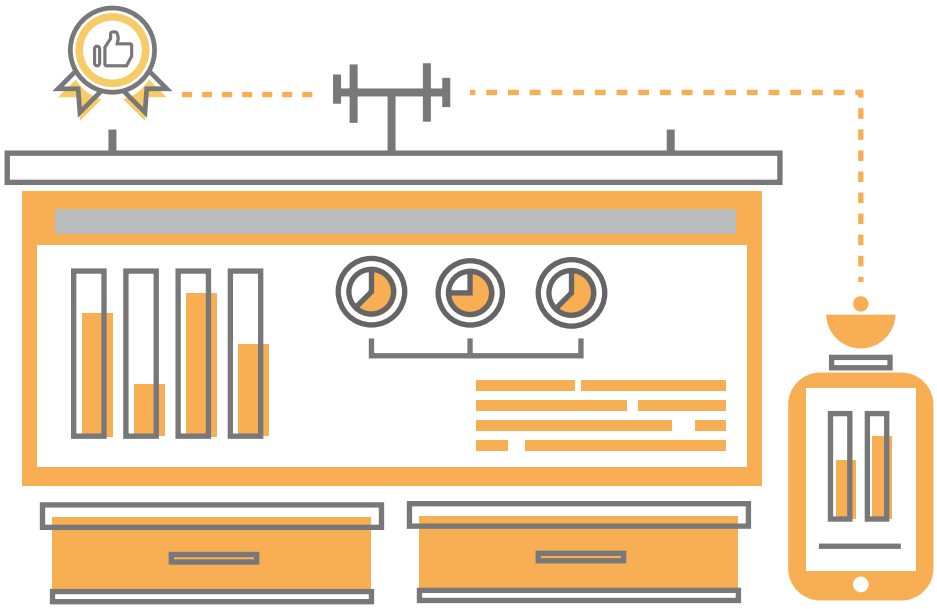
Contributing Area: **UPR, UAJ, CGMR, CGCS, CGPU, UADM**

End of Project: **AGO 16**

2016 Goal: **100%**

EXHIBIT III. **DETAILS OF THE PROJECTS LINKED TO OBJECTIVE 3**

GUARANTEE THAT THE PROVISION OF B&T SERVICES TO THE POPULATION ARE CONSISTENT WITH INTERNATIONAL QUALITY STANDARDS



3.1 GUARANTEE COMPLIANCE WITH THE QUALITY STANDARDS DEFINED BY THE IFT FOR THE PROVISION OF SERVICES BY BROADCAST AND TELECOMMUNICATIONS OPERATORS

3.2 Improve user experiences about the quality of the telecommunications services

* These projects correspond to the 2015 AWP

ID 39 Technical Provision IFT-004-2016

Area
UPR

DESCRIPTION
IFT-004-2014 TP expired on January 19, 2016, and it is important to make sure that its regulatory effects do not cease, since the equipment and devices it regulates connect or interconnect through wireless access points to a PTN or Public Telecommunications Network's connection terminal. The Technical Provision prevents damages to the PTN and degradation of the services provided, ensuring the safety of operators and the public in general. It is relevant not only to continue the term in its current form, but it must be updated with elements resulting from the experience obtained from the application of NOM-151-SCT1-2009 and TP IFT-004-2014. This TP was submitted to public consultation in December 2015 and approved by the IFT Board on January 13, 2016.

POTENTIAL BENEFITS
Publication of TP IFT-004-2016 guarantees continuity of the legal instrument establishing the mechanical, electrical and testing methods and conditions that must be met by all terminal equipment connected or interconnected through a wireless access point at a Public Telecommunications Network.

Contributing Area
UCS, UC

End of Project
ENE 16

2016 Goal
100%

ID 40 Technical Provision IFT-005-2016

Area
UPR

DESCRIPTION
TP IFT-005-2014 expired on January 19, 2016; therefore, it is important not only to ensure continuity of a legal instrument that serves to establish the minimum technical features to be met by the digital interface to 2,048 Kbps, also called E1, that must be used to interconnect telecommunications operator networks, and to include technical specifications for the E3 digital interface at 34,368 Kbps that will serve to increase transmission speeds and higher bandwidths, also verifying compliance with the technical specifications established by hierarchical levels E1 and E3 of the Plesiochronous Digital Hierarchy (PDH), by incorporating testing methods for both interfaces.

This TP was submitted to public consultation in December 2015 and approved by the IFT Board on January 13, 2016.

POTENTIAL BENEFITS
Issuance of TP IFT-005-2016 guarantees continuity of this policy instrument that impacts connections and interconnections between telecommunications networks, ensuring its continued implementation with certified elements that meet the established technical specifications. This TP includes both testing methods related to the E1 interface and parameters and test procedures corresponding to the E3 interface.

Contributing Area
UAJ

End of Project
ENE 16

2016 Goal
100%

ID 41 Guidelines Setting the Indexes and Quality Parameters for Mobile Service Providers

Area
UPR

DESCRIPTION
Set the rates and quality of service parameters to be met by mobile service providers, as well as the methodology used to measure the established parameters. If these guidelines are not issued, there would be no way to adjust existing regulations to the new services to be consistent with current technology.

POTENTIAL BENEFITS
Ensure the provision of quality mobile service under the terms by the Institute to this end. Eliminate information asymmetries and empower end users to make informed decisions.

Contributing Area
N/A

End of Project
FEB 16

2016 Goal
100%

ID 42 Technical Provision IFT-005-2016

Area
UPR

Contributing Area
UER

End of Project
MAR 16

2016 Goal
100%

DESCRIPTION
Technical Provision (TP) IFT-002-2016 includes the specifications and requirements established for the installation and operation of FM sound broadcasting stations. Its content includes the minimum requirements included in TP IFT-002-2014 as well as those derived from an analysis of the technological evolution compared with international standards. TP IFT-002-2016[8] was submitted to public consultation during the months of October and November 2015.

POTENTIAL BENEFITS
In addition to preventing a regulatory vacuum with respect to the operation of sound FM radio stations, updating the operational technical parameters for FM radio stations in accordance with international recommendations and best practices, will include consideration of technological advances and current scenarios on the subject matter, promoting the adoption of new technologies in the market sector.

ID 43 Technical Provision IFT-006-2016

Area
UPR

Contributing Area
N/A

End of Project
MAR 16

2016 Goal
100%

DESCRIPTION
TP IFT-006-2015 expires on March 28, 2016, so, in order to ensure continuity of its legal certainty, the final version of TP IFT-006-2016 will be issued to establish the signaling system that meets the requirements of the signaling control for calls for telecommunication services such as telephone and data transmission with circuit switches. It will also be used as a reliable system for the transfer of other types of information between specialized centers and central telecommunications networks. The IFT agreed to submit this provision to a public consultation on January 27, 2016.

POTENTIAL BENEFITS
Issuance of TP IFT-006-2015 will ensure continuity of this policy instrument that affects telecommunications networks signaling, guaranteeing its continued streamlined and smooth operation, in compliance with established protocols.

ID 44 Accreditation, Designation, and Recognition Guidelines for Test Laboratories

Area
UPR

Contributing Area
UAJ

End of Project
MAR 16

2016 Goal
100%

DESCRIPTION
The Guidelines outline the requirements and procedures created to accredit and designate third national party laboratories[9] to test and assess conformity with the infrastructure and B&T equipment in accordance with ISO/IEC 17025:2005 according to the corresponding Mutual Recognition Agreement (MRA) and the LFTR.

It also allows testing by third party foreign testing laboratories designated by the appropriate authority of foreign governments, in order to recognize their competence to carry out the conformity assessment and accept the test reports produced by these laboratories. The Draft Guidelines were submitted to a public consultation from September through November 2015.

POTENTIAL BENEFITS
The issuance of these Guidelines will simplify the conformity assessment process and, as such, the approval of products for the B&T, providing legal certainty to testing laboratories regarding their accreditation, designation, and recognition.

8 *The project was published as IFT-002-2015 for the public consultation, however, this name has been changed to match the year of publication.*
9 *Third party conformity assessments imply an evaluation carried out by a person or body that is independent of the person or organization that provides the object, and of user interests in the object (ISO/IEC 17000:2004).*

ID 45 Technical Provision IFT-007-2016

Area
UPR

DESCRIPTION
TP IFT-007-2016 responds to growing public concern about the proliferation of facilities and radio equipment generating electromagnetic fields in every day environments. It is intended to regulate the levels of electromagnetic radio frequency radiation everywhere the issuers of this energy are near human populations. It will establish a set of maximum exposure limits for humans living close to electromagnetic field emitters in a radio communications environment, and the test methods required to assess compliance with the limits the population is exposed to with these electromagnetic fields. This TP was submitted for public consultation between July and August 2015.

Contributing Area
UAJ, UCS, UC

POTENTIAL BENEFITS
The issue of TP IFT-007-2016 gives legal certainty to all concerned and response to frequent social demands in this regard. It will provide a framework for non-ionizing radiation emitted by radio stations providing B&T services, and offer concessionaires and official agents, where appropriate, the formalities related to land use and public roads before the corresponding authorities for deployment of the B&T infrastructure. It will also provide municipal, local, borough, state and federal benchmarks and technical security to solidly substantiate the authorizations presented to the authorities for the parties they manage for the orderly deployment of B&T in their respective jurisdictions.

End of Project
ABR 16

2016 Goal
100%

ID 46 Technical Provision IFT-010-2016

Area
UPR

DESCRIPTION
TP IFT-010-2016 applies to all blocking signal equipment that in the technical operational field block, cancel or permanently eliminate radio signals within the perimeter of federal or state social rehabilitation centers, prisons or minor detention centers, regardless of what they are called, foreseeing that when they operate, they do not cause harmful interference to other authorized equipment operations, or to networks and telecommunication services authorized by the Institute. The above is without prejudice of compliance with other applicable legal and administrative provisions.

The radio signal blocking equipment can only be used by the authorities authorized to this end, for the purposes specified in the applicable legal provisions. This TP was submitted for public consultation in December 2015.

Contributing Area
UAJ, UCS, UC

POTENTIAL BENEFITS
This provision provides a regulatory framework that establishes technical parameters to operate radio signal blocking equipment, creating legal certainty for the sector's proper operation as a whole.

End of Project
ABR 16

2016 Goal
100%

ID 47 Guidelines establishing Quality Indexes and Parameters for Landline Service Providers

Area
UPR

DESCRIPTION
These guidelines establish the quality indices and parameters that landline telecommunications service providers are bound to meet. It will establish voice and data transfer or Internet service indices, as well as those that must be complied with in relation to the service, such as customer service or failure repairs.

On the other hand, a methodology to measure quality parameters for this service must also be set, in addition to information, the concessionaires will be required to provide after extracting it directly from network management systems to generate informational reports on the quality of service nationwide. There is also the option that serves to obtain quality measurements from data transfer service experiences; that is, the quality that the user receives and not only the quality of the network. Tools will also be offered to users in an effort to generate informative reports that can provide them with a clear picture of the quality experienced compared to the terms outlined in the service agreement.

POTENTIAL BENEFITS
There are currently no regulations in place to measure the quality of any landline services, including Internet access and telephone services. Setting indices and quality parameters for this type of service will allow end users to receive quality services aligned with the market sector's technologies and developments. There is also the possibility of offering end users tools to evaluate the quality of internet service access, empowering them to take informed decisions when choosing their ISP, and encouraging operators to provide higher quality services that must be aligned with international standards.

Contributing Area
CGPU, UC

End of Project
SEP 16

2016 Goal
100%

ID 48 Guidelines Establishing Quality Indexes and Parameters for Broadcasting Service Providers

Área
UPR

DESCRIPTION
These guidelines will set the quality of service indexes and parameters to be met by broadcasting service providers, as well as the methodology used to measure the established parameters. There is a proposal to evaluate the quality indexes determined for DTTV and sound broadcasting services in terms of service availability and the information delivered to audiences. Furthermore, there is also an urgent need to provide audiences with information about the service coverage details at least at a municipal level, and reports related to service failures and other technical operation service parameters.

POTENTIAL BENEFITS
There are currently no regulations on broadcasting quality services. Indexes and parameters will serve to ensure the quality levels established by the Institute for sound radio broadcasting and DTT. The focus of the guidelines is to provide relevant information so audiences can learn the degree of quality with which the services are provided and their coverage.

Contributing Area
CGPU, UC

End of Project
ENE 17

2016 Goal
85%

ID 49 Conformity Assessment Procedure

Area
UPR

DESCRIPTION
The Institute will establish a clear and expeditious procedure under its new technical, regulatory framework, to carry out a standardized and effective conformity assessment procedure of the different TPs published by the Institute and issue the relevant opinion.

POTENTIAL BENEFITS
The establishment of a conformity assessment procedure for the B&T products based on the Institute's new technical regulatory framework will provide legal certainty for the stakeholders involved, and contribute to making sure that the B&T products on the market, subject to the Institute's different TPs, operate as such and are aligned with the technical guidelines established.

Contributing Area
UAJ

End of Project
FEB 17

2016 Goal
60%





3.2 IMPROVE USER EXPERIENCES ABOUT THE QUALITY OF THE TELECOMMUNICATIONS SERVICES

77 Guidelines to make sure that the PEA has a physical IXP presence in Mexico

ID 50	Guidelines for the PEA to have a Physical Presence in the IXP in the National Territory	Area **UPR**

DESCRIPTION

The Preponderant Economic Agent (PEA) in the telecommunications sector is subject, inter alia, to the obligation to have a physical presence in the Internet traffic exchange points (IXP) nationwide, and to sign agreements that allow Internet Service Providers (ISPs) to exchange traffic more efficiently and at a lower cost in the terms prescribed by the Institute. In this regard, the guidelines aim to set the terms under which the PEA must interconnect with IXPs from the technical point of view; establish the conditions under which it must sign agreements; and the quality, operating conditions, and capacity to exchange traffic efficiently and at a lower cost.

POTENTIAL BENEFITS

The PEA's presence in the IXPs represent a cost reduction in the exchange of Internet traffic, better quality services and higher data transmission rates. This promotes development of the national telecommunications with Internet traffic exchanges at a national level; that is, that traffic will not have to be exchanged at points located abroad, thus reducing Internet service latency rates and allowing users to enjoy a better service experience.

Contributing Area **N/A**

End of Project **MAY 16**

2016 Goal **100%**

EXHIBIT IV. **DETAILS OF THE PROJECTS LINKED TO OBJECTIVE 4**

FOSTER RESPECT FOR THE RIGHTS IN BROADCASTING AND TELECOMMUNICATION SERVICES FOR END USERS AND AUDIENCES.

4.1 FOSTER THE PROTECTION OF USERS AND AUDIENCES

81	General Guidelines on the Rights of Audiences*
81	General Advertising Guidelines*
81	Agreement on Digital Literacy for Kids signed with the SEP
82	Provisions for operators to publish transparent, comparable, adequate, and current information*
82	Guidelines and Policies on accessibility for users with disabilities*
82	Emergency Communication Guidelines
83	General Guidelines Programmers and Producers must follow to Register with the Institute*
83	Plurality Guidelines*
83	"We are Audiences" Micro website

4.2 Empower users and audiences by providing information and education about their rights in the B&T market sectors

* These projects correspond to the 2015 AWP

ID 51 General Guidelines on the Rights of Audiences

Area: **UMCA**

Contributing Area: **N/A**

End of Project: **FEB 16**

2016 Goal: **100%**

DESCRIPTION

With the issue of these Guidelines, the Institute seeks to develop and specify the scope of its jurisdiction, the mechanisms for the overall defense of audience rights, as well as that concessionaires and programmers, guarantee freedom of speech, access to information, content plurality, and equality and non-discrimination, among others. During 2015, the Guidelines were drafted and submitted to a public consultation. The responses received from such consultations were systematized and analyzed to be considered in the preparation of a new draft that will be presented for the IFT Board's approval in 2016.

POTENTIAL BENEFITS

The issuance of these Guidelines will help audiences learn of their rights granted by the LFTR, so they can exercise the corresponding actions for defense if such rights are violated. They will also provide clarity to concessionaires and programmers about their rights highlighting freedom of speech, and their obligations and responsibilities with audiences in terms of content.

ID 52 General Advertising Guidelines

Area: **UMCA**

Contributing Area: **N/A**

End of Project: **JUN 16**

2016 Goal: **100%**

DESCRIPTION

The General Advertising Guidelines will regulate, inter alia, the scope and components of all legal advertising, and the establishment of the mechanics and methods used to measure maximum advertising times permitted on free to air television, radio, and pay TV and/or audio.

POTENTIAL BENEFITS

Create objective mechanisms to defend the rights of audiences listening to free to air and pay and restricted broadcasting and/or television services where there must be a balance between advertising and program content, to be able to verify compliance with the maximum advertising times permitted by law. This measurement will also provide clarity on the amount of additional advertising time concessionaires and programmers can include in their transmissions with the incorporation of their own or independent national programming.

ID 53 Agreement on Digital Literacy for Kids Signed with the SEP

Area: **CGPU**

Contributing Area: **CGVI**

End of Project: **JUN 16**

2016 Goal: **100%**

DESCRIPTION

The agreement for digital literacy for kids signed as a legal instrument with the SEP, seeks to encourage both institutions to promote student access to information and communications technology (ICT) by creating a digital culture that ensures the inclusion and digital literacy described in the 2013-2018 National Development Plan, through the generation of useful information and practical tools students can use in their daily lives and learning processes to help integrate them into the knowledge society.

POTENTIAL BENEFITS

A channel will be created to teach students about their rights as telecommunications service users leveraging the Internet infrastructure, and the computer equipment and tablets provided by the Ministry of Education to identify and install the digital educational programs created to this end. It will also promote use of the tools developed by the IFT to provide helpful information for the proper and responsible use of telecommunications and ICT, both on social networks and with their application in students' learning processes and everyday living, and provide information about the relationship between productivity and telecommunications to encourage their engagement with technology, while also helping close the digital divide through knowledge generated to use and operate ICT and telecommunication services.

ID 54 Provisions for Operators to Publish Transparent, Comparable, Adequate, and Current Information

Area: **CGPU**

Contributing Area: **UCS, CGPE**

End of Project: **JUN 16**

2016 Goal: **100%**

DESCRIPTION
These provisions are issued for compliance in general by telecommunication service operators and provide the conditions required to publish information on prices, fees or any other expense related to the services rendered, in a transparent, appropriate and updated manner that permits comparisons. This will allow users to have the tools needed to select their service provider.

POTENTIAL BENEFITS
The issue of these provisions will guarantee the rights of telecommunications service users established in the LFTR, specifically those designed to empower users with the information they need to make sure that they are able to freely choose the service provider that suits their needs, and to learn about the commercial conditions of their telecommunications service agreement.

ID 55 Guidelines and Policies on Accessibility for Users with Disabilities

Area: **CGPU**

Contributing Area: **N/A**

End of Project: **JUN 16**

2016 Goal: **100%**

DESCRIPTION
With the publication of the Guidelines and Policies on Accessibility, the Institute seeks to develop and consolidate the guarantee mechanisms necessary for dissemination of the rights of telecommunications service users with some type of disability. The Draft Guidelines were prepared in 2015 and submitted to a public consultation, followed by preparation of the regulatory impact analysis showing the need to issue the regulations, the costs involved in their implementation and the benefits this will bring to the sector.

POTENTIAL BENEFITS
As the first instrument issued by a regulator in Mexico for users with disabilities in the telecommunications industry that will allow people with disabilities to have access to telecommunication services on an equal footing with other users, that is, through the measures set out in these guidelines, users with disabilities will be encouraged to purchase equipment with accessibility features that suit their needs, go to accessible customer service centers, consult the operator's website without problems or difficulties, and easily view documents such as their contracts or invoices.

ID 56 Emergency Communication Guidelines

Area: **CGVI**

Contributing Area: **CGPU**

End of Project: **JUL 16**

2016 Goal: **100%**

DESCRIPTION
Working groups will be established in coordination with civil protection institutions and authorities to obtain inputs and define cooperation mechanisms to develop Emergency Communication Guidelines that will include the terms by which the regulated industry transmits messages in emergency situations in an orderly and standardized manner.

POTENTIAL BENEFITS
These Guidelines will establish the conditions under which the Institute will prioritize such communications, ordering emergency information flow processes, common warning protocols, and the way Civil Protection authorities transmit warnings and alerts to end users through B&T concessionaires, in an effort to formalize and provide greater access, efficiency, and redundancy to the media used to inform the population of a danger in the event of disasters or emergencies that may endanger life or property.

ID 57 General Guidelines Programmers and Producers Must Follow to Register with the Institute

Area **UMCA**

Contributing Area **UCE**

End of Project **SEP 16**

2016 Goal **100%**

DESCRIPTION
The General Guidelines established for programmers and producers to register with the IFT, outline the rules to determine the requirements to be met by programmers and producers regulated by the LFTR and the procedures for registration with the Institute.

POTENTIAL BENEFITS
Provide certainty to the industry on the subjects known as programmers and various types of producers (national, foreign or domestic independents) in public service broadcasting, and restricted television and audio. The enrollment and advertising of programmers and producers through the Public Telecommunications Registry will provide transparency to the audiences about the parties responsible for the content transmitted by the concessionaires. In like manner, clear records and knowledge about programmers and their nature will allow the Institute to consider additional advertising times if concessionaires include this type of content in their programming.

ID 58 Plurality Guidelines

Area **UMCA**

Contributing Area **UCE, CE**

End of Project **DIC 16**

2016 Goal **100%**

DESCRIPTION
Plurality allows citizens to respect their right of access to information in an impartial manner, enabling them to choose to listen to different perspectives of their reality that can contribute to help them form their own ideas and opinions. Therefore, the Institute believes that this regulation is fundamental to establish and promote the use of tools by users and audiences, to make sure their rights are respected. Similarly, it is also necessary for the IFT to have clear objectives and procedures to identify cases where B&T concessionaires serving the same market or geographic coverage area severely affect or limit access to plural information.

POTENTIAL BENEFITS
The establishment of procedures to set measurements and analysis on plurality that allow the audiences to exercise the referred right, but also for concessionaires and programmers, which is consistent with respect for freedom of speech.

ID 59 "We are Audiences" micro website

Area **UMCA**

Contributing Area **UADM, UCS**

End of Project **DIC 16**

2016 Goal **100%**

DESCRIPTION
The "We are Audiences" micro website provides information for four groups of audiences including children, teens, parents, and teachers. The data provided for the first three groups includes information about their rights and tips on how to exercise such rights. The group of teachers is a vital ally for the work done by the IFT because from the school community they can trigger major changes.

The IFT has designed a series of exercises teachers can use in the classroom, adhering to the training program established by UNESCO for media and information literacy aimed at teaching staff, which considers communication media as fundamental to the democratic process and development, since they contribute to the formation of perceptions, beliefs, and behaviors. It also took the "ROME Project" into account,[10] and the Comprehensive Basic Education Reform (2011 CBER).

POTENTIAL BENEFITS
That audiences learn their rights and know about their defenders and mechanisms to request information, clarifications or ask questions regarding radio and television content and programming.

10 *The Rome Project aims to generate a cultural change that respects people in their diversity and appreciates them as subjects of value and law, recognizes student diversity as a value, makes the classroom a community of coexistence and learning, incorporating families into school and actual learning situations. It also seeks for common, diverse, comprehensive and transformational cultural heritage in students, and to succeed in applying methodologies that favor independent learning, by making real decisions, and developing strategies for learning to learn (SOURCE: UNESCO).*





4.2 EMPOWER USERS AND AUDIENCES BY PROVIDING INFORMATION AND EDUCATION ABOUT THEIR RIGHTS IN THE B&T MARKET SECTORS

ID 60 Mobile Unit for the Promotion of Audience Rights in Mexico

Area: **UMCA**

Contributing Area: **CGCS**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION

The project is based on considering that education, advocacy and awareness are the best mechanisms for the protection of rights. It will be developed with the use of a customized mobile unit that will come to schools and public places and will feature all the technical and human resources needed to simulate radio and television productions. The activities to be performed will be adapted for people with hearing and visual disabilities and will be based on dynamics, surveys and workshops created to raise awareness of about audience rights.

POTENTIAL BENEFITS

Assist in the exercise of the rights of audience and media literacy by generating tools so children in elementary and middle school, and their teachers and parents, have critical and informed views. Evaluation will consist of the number of people impacted, differentiated by age group, students, educators and parents, and the number of videos and audio productions generated during the Literacy dynamics.

ID 61 Development of Online Courses for Telecommunications Users

Area: **CGPU**

Contributing Area: **UADM**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION

Design and implementation of online teaching courses that address user rights, among other topics, and the use of ICT and telecommunications, PROFECO and IFT attributions, the actions the Institute implements on behalf of users and teach about the history and benefits telecommunications offer both in Mexico and the world.

POTENTIAL BENEFIT

Empower users with the information and education they need to exercise their rights, comprehend and leverage the use of telecommunications, understand the actions that the Institute performs on their behalf, and show them the advantages of using ICT and telecommunications.

ID 62 Phase 2 of the "I am a User" System

Area: **CGPU**

Contributing Area: **UADM, CGVI**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION

The release of the "I am a User" System has served to identify several areas of opportunity to facilitate the use of those involved, such as PROFECO, industry, and users-consumers. Therefore, this project aims to make the necessary adjustments to improve the utilization of the tool, and includes tweaking the website at the very beginning to present clear information provided through a dynamic system, to enhance user perceptions, include instructions and help buttons to ensure easy use of the system. Other changes include improving notification functions, traffic lights and sending reminders, automatically enabling the option to ask for PROFECO's intervention, once the service time expires without receiving an answer from the supplier, reorder screens to upload the non-conformance, improve options for generating reports, exporting the complaints database, and carrying out the actions necessary to update the accessibility features in order to maintain W3C AA certification.[11]

POTENTIAL BENEFITS

Users will have a tool featuring a friendlier home page facilitating its use by the different stakeholders in the "I am a User" System including users-consumers, the Federal Consumer Protection Bureau (PROFECO), suppliers and the administrator, with the purpose of making sure that vendors address and respond to all complaints in a more efficient manner. Users will receive notifications based on status changes and the phase and step of each process. The website's standard quality will be maintained in terms of accessibility, improvement in the customer service care process, and the reception, processing and resolution of complaints translating into quicker attention and response to complaints, as well as the presentation of statistics and reports provided in a more expeditious and efficient manner.

11 *AA World Wide Web Consortium standard*

ID 63 Consumer Simulator for Telecommunications Service Users

Area
CGPU

Contributing Area
UADM

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
The consumer simulator is a tool created for telecommunications service users, based on a consumer basket methodology where users can calculate the rate that best suits their needs, besides being able to compare the different possibilities users have when it comes to contracting mobile and landline telephone services, as well as Internet, pay television or other bundled services. The tools allow users themselves to determine how many voice minutes they consume, and the number of short messages, data, and the number of channels they use, among other variables, in order to see the plans and rates that best fit their individual consumption needs.

POTENTIAL BENEFITS
Following a review of international best practices and monitoring the current supply of plans and rate comparisons, along with the findings obtained from the surveys applied, helped the IFT determine that the benefit of implementing the consumption simulator for telecommunications service users based on a consumer basket methodology, can diminish the number of problems users face when it comes to understanding and comparing the supply of telecommunications services or other bundled services, and thus generate savings in their spending expenses.

ID 64 Itinerant presence of "I am a User" in Mexico

Area
CGPU

Contributing Area
UADM, CGCS, CGVI

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
The traveling Presence of "I am a User" in Mexico will feature a large number of mobile IFT modules in the main cities, intended to provide guidance and support on using the "I am a User" System, and addressing and following up on the complaints expressed by users with regard to their telecommunications services, with a particular emphasis on people who do not have internet service, with a timely follow-up on the same. The Itinerant Modules will include computers with Internet access and a screen with audio equipment that will be used to show participants the IFT's informational spots.

POTENTIAL BENEFITS
Inform telecommunications service users of the processes they must follow to file their complaints through the "I am a User tool, so they can have the elements they need to make informed decisions about their services. This contributes to the constant improvement of the customer care services suppliers offer to their users.

ID 65 Integrated User Information System

Area
CGPU

Contributing Area
CGCS, UC, UCS, UADM

End of Project
DIC 16

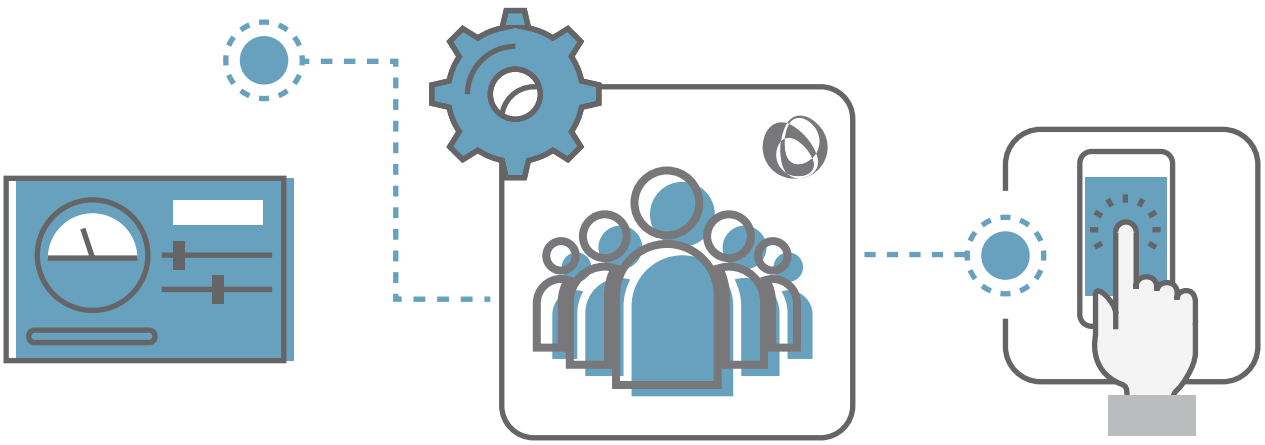
2016 Goal
100%

DESCRIPTION
This project involves the development of an interactive tool for telecommunications service users, comprising the following five modules:

- Illustrated catalog of standardized mobile terminal devices
- Practical guide to contracting fixed or mobile services
- Catalog of public telecommunications service marketers
- Dynamic map featuring coverage of cellular telephone services in Mexico
- Catalog with the adhesion contracts registered by telecommunications service operators and authorized by both the IFT and the PROFECO

POTENTIAL BENEFITS
Provide users with information related to different telecommunications market sector topics to streamline procedures, improve their user experience and help them make informed decisions regarding the contracting and use of services.

EXHIBIT V. **DETAILS OF THE PROJECTS LINKED TO THE TRANSVERSE AXIS OF INSTITUTIONAL STRENGTHENING**



TA.1 IMPROVE AND SYSTEMATIZE THE MANAGEMENT OF THE INSTITUTE'S DIFFERENT PROCESSES, PROCEDURES, AND ACTIVITIES

* These projects correspond to the 2015 AWP

ID 66 Regulatory Impact Analysis and Public Consultation Process Guidelines

Area **CGMR**

Contributing Area **N/A**

End of Project **ABR 16**

2016 Goal **100%**

DESCRIPTION
These guidelines are intended to establish the procedures and requirements that the Institute's administrative units must observe in all public consultation and regulatory impact analysis used to issue and amend rules, guidelines or general administrative provisions, as well as in the cases determined by the IFT Board, under the principles of transparency and citizen participation.

BENEFICIOS POTENCIALES
Increase citizen participation and provide transparency to the process involved in drafting the new regulations issued by the Institute. Also, equip those interested in participating in the public consultations carried out by the Institute, with information and participation mechanisms to issue rules, guidelines or general administrative provisions, and all other cases determined by the IFT Board, allowing for their continuous, progressive and proactive interaction with the Institute.

ID 67 Amendments to the Federal Telecommunications Institute's Statutory Charter

Area **UAJ**

Contributing Area **N/A**

End of Project **JUL 16**

2016 Goal **100%**

DESCRIPTION
The IFT's Statutory Charter issued in 2014 was tailored to include the provisions outlined in the newly issued LFTR, at that time. After that, as the Institute started to exercise its powers, it detected the need for a more efficient performance of the functions carried out by the administrative units and their respective procedures, resulting in the need to assign, reassign or customize their powers, in accordance with the provisions set forth in the LFTR and other applicable regulations.

BENEFICIOS POTENCIALES
The issuance of these changes will improve the efficiency of the functions carried out by the Institute's Administrative Units, as well as the procedures they must perform.

ID 68 Statistical Information Query System

Area **CGPE**

Contributing Area **N/A**

End of Project **OCT 16**

2016 Goal **100%**

DESCRIPTION
Development of a system and Internet portal that allows IFT staff and the public in general (industry, users, audiences, and academia, among others) to consult leading indicators and metrics of the B&T market sectors online.

POTENTIAL BENEFITS
Having a simple and accessible way to log into the Internet portal to obtain leading indicators and metrics related to B&T market sectors. This will allow the interested parties to obtain the information they need to make investment decisions, for example, or permit academia and Think Tanks to access the data they need to research B&T market sectors.[12]

12 *Research and investigative institution or groups of experts, responsible for intellectual reflection on matters of social policy, political strategy, economy, military, technology or culture.*

ID 69 Reconstruction of Historical Databases with Statistical Information on B&T

Area: **CGPE**

Contributing Area: **N/A**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION

Collection and integration of the statistical information operators sent to the IFT through non-electronic means, during the 2011-2015 period, as part of their obligations under their concession agreements.

POTENTIAL BENEFITS

Have quality statistical information available to prepare studies and analysis of the B&T market sectors. Have reliable historical series that allow the IFT develop analysis and prospectuses on the regulated sectors.

ID 70 Implementation of the IFT's Professional Service System (SSP)

Area: **UADM**

Contributing Area: **CGPE, UAJ**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION

Implement a Professional Service and Talent Management Model that includes contests to fill vacant positions; performance evaluation processes to grant incentives and staff recognitions; annual training programs; certifications and/or documents certifying the Institute's actions so it is considered "a good place to work," such as certification in the "Employer's Non-Discrimination and Job Equality Statement" and awards like the "Institution Committed to Inclusion" granted by the National Council for the Prevention of Discrimination; certification as A Great Place to Work, and distinctions such as "Institution Free of Educational Backwardness" awarded by the National Institute for Adult Education.

POTENTIAL BENEFITS

The Professional Service and Talent Management model is aimed at implementing permanent staff professionalization efforts, making sure that the Institute will become a good place to work with high performance and results-oriented civil servants dedicated to public service.

ID 71 Implementation of the Information Safety Management System

Area: **UADM**

Contributing Area: **UCS, UC**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION

The implementation of an ICT risk management policy framework to limit exposure to the Institute's information, considering the processes identified in the "Design of the Information Security Management System" project. The Institute will also implement security controls to protect its information assets against deliberate attack attempts against its communications and computing infrastructure that support the processes mentioned.

POTENTIAL BENEFITS

Formalize a government information security model to support the IFT's institutional strategies, improve the information security culture among IFT staff members, and manage information security risks to minimize their impact.

ID 72 National Infrastructure Information System (NIIS)

Area
UCS

Contributing Area
UADM, UPR

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
The system will host the national database with geo-referenced information on the current infrastructure and means of transmission records; passive infrastructure and rights of way in the B&T market sectors, as well as public and private sites, and will be consistent with the guidelines the IFT Board issues to this end. The information may be consulted by operators interested in entering the B&T market sectors, security authorities and law enforcement in the exercise of their powers.

POTENTIAL BENEFITS
Maximize the integration of the Institute's systems and databases with the information provided by the NIIS, particularly with the Public Registry of Telecommunications, and encourage competition to offer B&T service providers, investors and the general public information about the B&T infrastructure existing in Mexico; provide services to the regulated entities, official agents, and concessionaires and allow them to register their infrastructure information in a clear, accurate and timely manner; and provide timely information to law enforcement security authorities.

ID 73 Integrated Radio Spectrum Management System (IRSMS), Personalization Component

Area
UER

Contributing Area
UC, UADM

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
The IRSMS is a platform for spectrum management where phase customization is based primarily on implementing the generation of reports and interfaces with other institutional systems, and meeting the technical requirements established according to the needs of the Institute's user areas while also creating a query module for the general public.

POTENTIAL BENEFITS
Compliance with the customization phase concludes the IRSMS implementation process. The use of this platform with all of its features by Institute users will serve to improve spectrum management, taking into account the specific needs of the IRSMS user areas in order to contribute to capacity building and efficiency in the work the Institute does on planning, management, technical analysis, and monitoring of the radio spectrum.

ID 74 Synchronization of the Integrated Radio Spectrum Management System Databases (IRSMS) and the Public Concessions Registry (PCR) Databases

Area
UER

Contributing Area
UCS, UC, UADM

End of Project
DIC 16

2016 Goal
100%

DESCRIPTION
The project consists of linking the PCR and IRSMS databases so that the common information is updated simultaneously and in real time. This project includes cleaning up the outdated information found in the IRSMS technical databases, in order to increase the reliability of data and information that is stored in this system.

POTENTIAL BENEFITS
The project will allow the Institute to have common, accurate, reliable, and timely information regarding the technical and administrative information contained in the IRSMS and the PRC related to concessions and permits that grant rights for use and operation of the radio spectrum. Furthermore, once the project is finalized, it is expected to improve various processes and institutional tasks related to monitoring the radio spectrum, frequency changes, granting of concessions, authorizations, extensions, and modifications made to frequency band concessions for provision of the different services.

ID 75 Integrated Electronic File System

Area
CGVI

Contributing Area
UADM, CGMR, CGPE

End of Project
ABR 17

2016 Goal
85%

DESCRIPTION
Develop and implement a system that will provide certainty in the registration, control, classification, digitalization, and traceability of all documents and issues presented to the Institute by all parties concerned. This will allow for electronic deliveries without the need to resort to the Institute's facilities, and keeping control of the entire life cycle of documents registered.

POTENTIAL BENEFITS
The system will allow the Institute to ensure efficient processing and control of documents. The transmission and reception will be validated with the Advanced Electronic Signature that will also promote the use of paper saving policies. It will also make the Institute more efficient and transparent as it works with best management practices.

ID 76 Audiovisual Content Monitoring System

Area
UMCA

Contributing Area
N/A

End of Project
JUL 17

2016 Goal
50%

DESCRIPTION
Design and implementation of a monitoring system for broadcast, television and/or restricted audio signals, in order to monitor and supervise compliance with the obligations established in the LFTR on maximum advertising times and audiovisual content, and have the elements and indicators needed to analyze compliance with the rights of audiences.

POTENTIAL BENEFITS
Contribute to the protection of audience rights to maintain a balance between advertising and the set of shows broadcast during the day by the programmers and concessionaires providing the broadcast, television and/or restricted audio signals; and protect the rights of Children Audiences and Audiences with Disabilities.

TA.2 ENCOURAGE TRANSPARENCY IN THE INSTITUTE'S PROCESSES, PROCEDURES, AND ACTIVITIES

95	Guidelines on Transparency*
95	Open Government

TA.3 Reduce the administrative burden imposed on the regulated sectors and put mechanisms for regulatory

* These projects correspond to the 2015 AWP

ID 77 Guidelines on Transparency

Area: **CGVI**

Contributing Area: **N/A**

End of Project: **JUN 16**

2016 Goal: **100%**

DESCRIPTION
In compliance with the provisions outlined in the LFTR in connection with the Federal Public Government Information Transparency and Access Law and the General Transparency and Access to Public Information Law approved by Congress, the Institute will create the internal mechanisms needed to respond to the rules on transparency and access to information.

POTENTIAL BENEFITS
CHaving the internal mechanisms to answer to the rule on transparency and access to information in place, will allow the Institute to ensure timely compliance with its deadlines and procedures outlined in the regulations on the subject matter.

ID 78 Open Government

Area: **CGVI**

Contributing Area: **N/A**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION
Establish a general framework within the IFT that permits interaction in coordination with the stakeholders involved in the Digital National Strategy to implement the best actions for a transparent and open government, using ICT as a means to facilitate interaction and share public data that is relevant to citizen empowerment and contributes to the efficient use of the radio spectrum and development of the B&T sector.

POTENTIAL BENEFITS
Strengthen the Institute as a transparent and open regulator in its handling and management of public information.

TA.3 REDUCE THE ADMINISTRATIVE BURDEN IMPOSED ON THE REGULATED SECTORS AND PUT MECHANISMS FOR REGULATORY

* These projects correspond to the 2015 AWP

ID 79 Guidelines for Electronic Forms to Capture Statistical Information about the Telecommunications Market Sector

Area: **CGPE**

Contributing Area: **N/A**

End of Project: **JUN 16**

2016 Goal: **100%**

DESCRIPTION

Design and development of forms that combine and standardize information obtained on the statistical indicators requested from the telecoms operators on the different services they provide. These forms set variables, definitions, frequency and granularity.

POTENTIAL BENEFITS

Simplify the administrative burden on the telecommunications sector as well as improving the quality of statistical data available for the creation of market sector indicators. The guidelines also ensure consistency in the information received from the telecoms operators.

ID 80 System to Collect Statistical Information from the Telecoms Operators

Area: **CGPE**

Contributing Area: **UADM**

End of Project: **JUN 16**

2016 Goal: **100%**

DESCRIPTION

The system will collect information on the B&T Operators. The main modules include management of information request forms for operators based on the services they provide, as well as the upload and downloading of these forms by the operators.

POTENTIAL BENEFITS

Reduce costs and the administrative burden operators must bear to comply with the IFT's statistical information requirements. Furthermore, the Institute will be able to enhance its information processing methods, as it will receive the data electronically.

ID 81 Implementation of the IFT's Advanced Electronic Signature

Area: **CGPE**

Contributing Area: **UADM, CGVI**

End of Project: **AGO 16**

2016 Goal: **100%**

DESCRIPTION

The IFT will implement an identification process based on the Advanced Electronic Signature (FIEL) provided by the Tax Administration Service (SAT) to manage the electronic transactions completed by all stakeholders (authorized concessionaires and IFT employees) requiring such. This project responds to the need to unify access to the Institute's systems and provide mechanisms for the advanced electronic signature of documents, to facilitate the Institute's and the regulated party's in their obligation compliance processes.

POTENTIAL BENEFITS

This new functionality facilitates the exchange of internal information and safety processes and procedures. Furthermore, this solution is the key to start the Institute's migration to its electronic administration system to reduce costs and the administrative burden for both the Institute and all regulated parties while also providing greater control of its internal processes.

ID 82 Implementation of the Standard Costing Model to Identify the Administrative Burden Involved in the Services and Procedures Provided by the Institute

Area: **CGMR**

Contributing Area: **N/A**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION

The Standard Costing Model is a methodology used by most OECD member countries, contains information on the administrative consequences of the regulation and its formalities inherent that directly impact citizens and businesses.

Given the importance and relevance of B&T in the national economic activity, it is deemed appropriate to measure the Institute's administrative burden involved in its services and procedures in order to generate a metric that allows the Institute to understand its impact on companies and the population in general.

POTENTIAL BENEFITS

The Institute will have a report that will enable it to see the levels of the administrative burden involved in their services and procedures, and observe their evolution over time in order to determine and assess its regulatory improvement and process reengineering measures, and the implementation of information technologies.

ID 83 Mapping of the Steps Related to the Institute's Internal Services and Procedures

Area: **CGMR**

Contributing Area: **UADM**

End of Project: **DIC 16**

2016 Goal: **100%**

DESCRIPTION

After integrating the Institute's services and procedures Inventory, it will need to have a layout and description of such so that the administrative units can create their manuals for the provision of services and procedures that provide information on their current status.

POTENTIAL BENEFITS

Mapping the layout and description of the services and procedures will allow the Institute to have the essential inputs it will use to implement actions aimed at continuous improvement, optimization, administrative simplification and regulatory improvement accompanied by implementation of the ICTs. In this way, the Institute will reduce the administrative burden of its procedures, identify opportunities to improve its processes, improvement management of its resources and activities, facilitate interaction and coordination between the Institute's administrative units and identify specific operational, administration and training needs for its staff on the subject matter.

ID 84 Guidelines for Electronic Forms to Capture Statistical Information on the Broadcasting Market Sector

Area: **CGPE**

Contributing Area: **N/A**

End of Project: **JUN 17**

2016 Goal: **30%**

DESCRIPTION

Design and development of forms that they can combine and approve the information of statistical indicators that broadcasters requested. These formats set variables, definitions, frequency, and granularity.

POTENTIAL BENEFITS

The broadcasting industry's administrative burden will be simplified and will generate a database with statistical information available for the creation of sector indicators. The guidelines also ensure consistency in the information received by the broadcasters.

Exhibit VI.

Detail description of the deliverables established to meet the goals set in 2016, in relation to projects ending in 2017

ANNUAL WORK PROGRAM 2016

DETAIL DESCRIPTION OF THE DELIVERABLES ESTABLISHED TO MEET THE GOALS SET IN 2016, IN RELATION TO PROJECTS ENDING IN 2017

ID	Project	Area	End of Project	2016 Goal	2016 Deliverables
20	IFT-8 Bidding Process. Sound Broadcasting Frequencies	UER	nov-17	10%	Project including the bidding rules, appendices and their exhibits for Public Opinion and publication of the questions received during the Public Opinion process.
28	Update of the National Table of Frequency Allocations (NTFA)	UER	feb-17	85%	Analysis of the Final Minutes of the WRC-15, a working document that compares the changes made to the Radio Regulations, the preliminary working paper with amendments to the NTFA, Public Consultation Agreement, the CNAF draft amendment, publication of the public consultation procedure, and Public Consultation report.
29	IFT-7 Bidding Process. 130 MHz in the 2500-2690 MHz frequencies band	UER	nov-17	10%	Project including the bidding rules, appendices and their exhibits for Public Opinion and publication of the questions received during the Public Opinion process.
30	Spectrum Negotiation Protocol Concerning the Use of the 700 MHz band on the border with the United States*	UER	dec-17	60%	Proposal on the technical-operational parameters for use of the 700 MHz band in the border area with the United States, draft amendments to the Protocol, and progress report on the negotiations between the two administrations.
31	Spectrum Negotiation Protocol Concerning the Use of the 2.5 GHz band on the border with the United States*	UER	dec-17	60%	Proposal on the technical-operational parameters for use of the 2.5 GHz band in the border area with the United States, draft amendments to the Protocol, and progress report on the negotiations between the two administrations.
48	Guidelines establishing Quality Indexes and Parameters for Broadcasting Service Providers*	UPR	jan-17	85%	Draft guidelines submitted to a public consultation
49	Conformity Assessment Procedure	UPR	feb-17	60%	Draft guidelines submitted to a public consultation
75	Integrated Electronic File System*	CGVI	apr-17	85%	Common filing office component, handling and response to the matter component, file component, training, technical support, and system maintenance
76	Audiovisual Content Monitoring System*	UMCA	jul-17	50%	Documentation of the system's scope, strategy, and technical specifications, monitoring system model, proposed model of collaboration and sharing of infrastructure with the National Electoral Institute (INE)
84	Guidelines for Electronic Forms to Capture Statistical Information on the Broadcasting Market Sector*	CGPE	jun-17	30%	Mapping document with concessionaire broadcasting obligations and an initial proposal for electronic broadcasting forms.

Exhibit VII.

Metrics Showing the Evolution of Regulated Markets

ANNUAL WORK PROGRAM 2016

METRICS SHOWING THE EVOLUTION OF REGULATED MARKETS

B&T are public services and play a fundamental role in the development of the activities of Mexicans because their development and evolution influence improvement of the quality of life and productivity of Mexicans, and thus, the country.

Salgado and Bernal (2007)[13] *proved a statistically significant positive relationship between technological change and total factor productivity of the national economy, in the case of Mexico. This study suggests that the concentration in the telecommunications market sector has produced a negative effect on productivity:*

"In closing, our results suggest that, once the consequences of adoption of technological changes are controlled, more concentration (that is, less competition) produces adverse effects on productivity." [14]

One of the problems with this type of research is that it requires information that is only available through 2011, which is produced and published by INEGI. Currently, these statistics are only available for the 1991-2011 period at

http://www.inegi.org.mx/est/contenidos/proyectos/cn/ptf/

The lack of information for the 2013-2015 period makes it impossible to know how the reduced concentration in the different telecommunications markets observed in recent years has affected their development, progress, and competitiveness. Therefore, the studies to establish the impact the regulatory policy has produced on the B&T market sectors, and hence on the country's development, progress and competitiveness, are subject to availability of the total productivity factors INEGI publishes for the period 2013-2015, which is when the Institute started to implement the regulatory policies established in its constitutional mandates and in the LFTR.

As a result of the comparative study conducted jointly with the IDB (see page 6), these metrics are not intended to measure the implemented regulations one by one, but to present indicators that show the evolution of the markets regulated by the IFT.

13 See *http://www.banxico.org.mx/publicaciones-y-discursos/publicaciones/documentos-de-investigacion/banxico/%7B48CE065E-B1DD-6EBF-9BB2-C7B4A2123DF0%7D.pdf*
14 Idem, page 1.

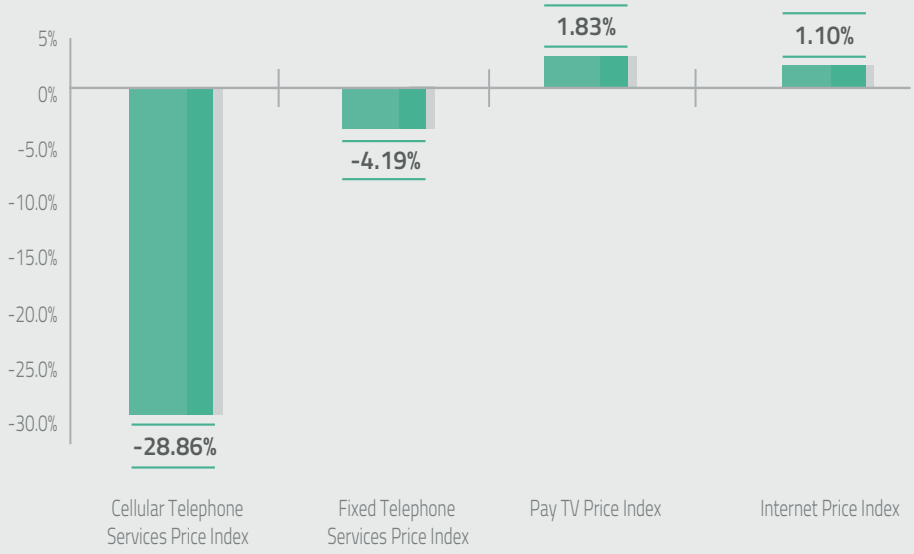
METRICS RELATED TO THE IFT'S OBJECTIVE 1

Regulating the telecommunications market sector with the firm intention to create fair competition conditions between the different subjects regulated, has been a fundamental issue that the Institute has focused its efforts on in the last two years. The indicators mentioned in the Strategic Planning document show that these results are occurring, and the results are actually being recognized on an international level.

The imposition of asymmetric measures in the telecommunications market sector has allowed smaller players to compete with better deals at lower prices in order to attract users to their networks. While the market structure has not yet been substantially modified, the prices and expanded service offerings provided by the concessionaires have brought benefits to Mexicans both in terms of price and improved real telecommunication service options, as shown below:

1. Significant reductions in the price indices for the telecommunication services reported by INEGI. With regard to nominal prices offered, the market has seen significant decreases in voice services and very marginal increases in Internet and pay TV services (see Figure 9).

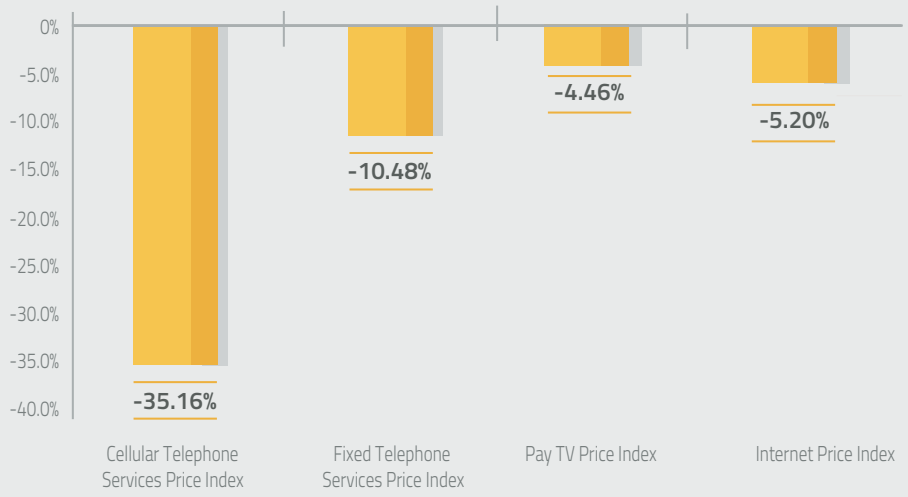
Figure 9 Growth of Telecommunication Service Prices (December 2013-December 2015)



Source: IFT with INEGI data

However, in real terms, that is, when discounting the evolution of global prices from the national economy, all price indicators in the telecommunications market sector show decreases (see Figure 10).

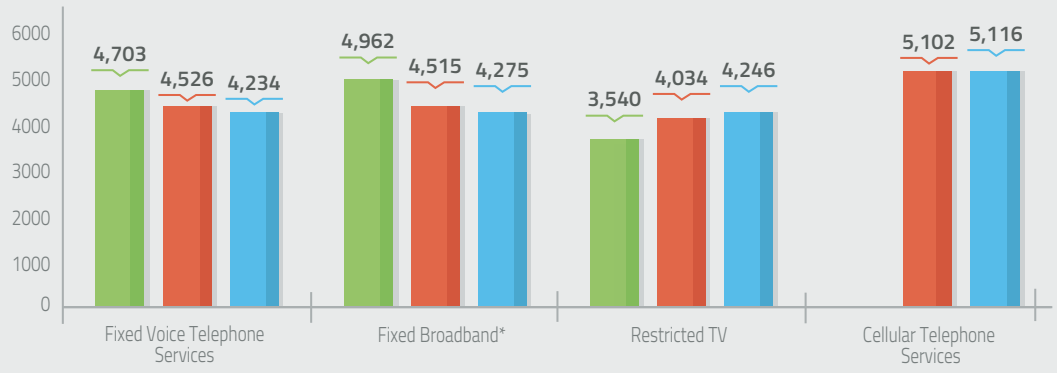
Figure 10 Growth of Telecommunication Service Prices after Discounting Inflation (December 2013-December 2015)



Source: IFT with INEGI data

2. Decreases in the concentration of voice and data telecommunications fixed services. After the IFT established preponderance measures in fixed telephone services and fixed broadband and cellular phone services, a steady decline has been observed in the levels of concentration in voice and fixed broadband services. However, this is not the case with mobile voice services, which could also be explained by the purging of subscriptions databases completed by mobile Telecom Operators, making it impossible to observe the evolution of this market (see Figure 11).

Figure 11 Concentration Evolution. Herfindahl-Hirschman Index (HHI[15]) by Telecommunications Service



*This information is preliminary.

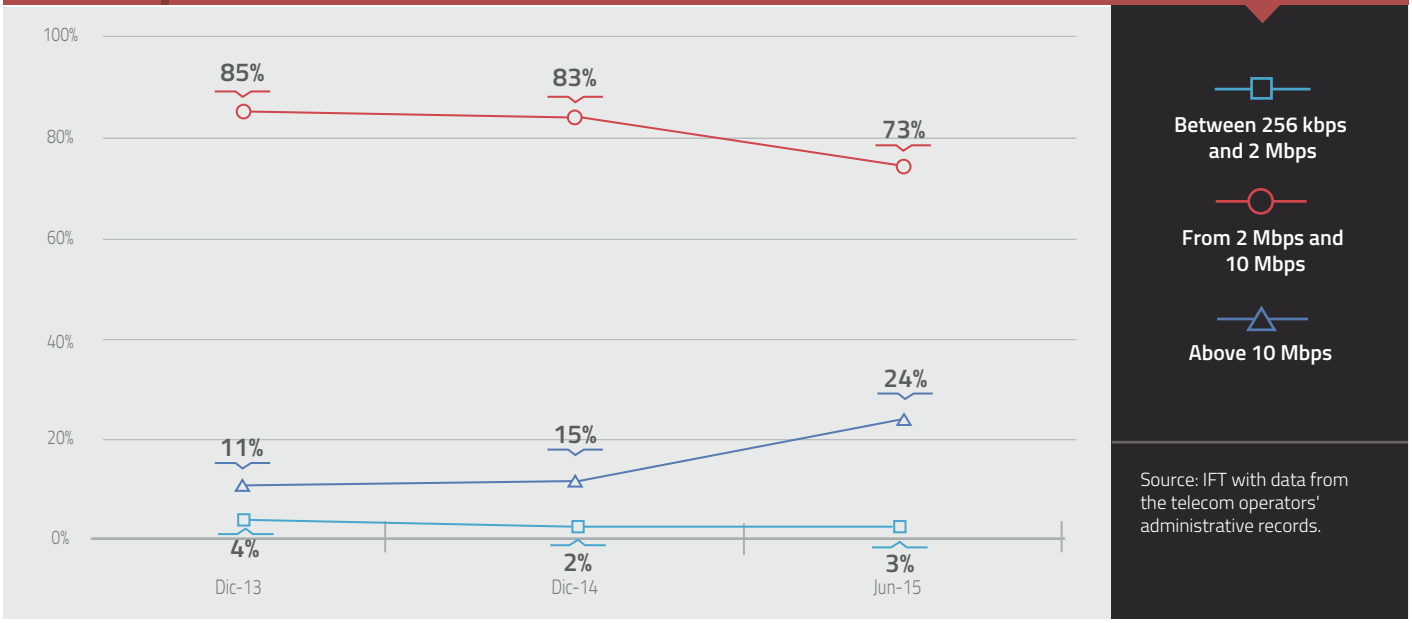
Source: IFT

15 IHH: is understood as the sum of the squares of the shares held by each operator in the relevant sector, as in the case of the telecommunications market sector, where it is calculated based on the number indicating telecommunication service subscriptions, and in the broadcasting market sector based on audience numbers. This index can take values between zero and 10,000 where the higher number represents greater market concentration.

On the other hand, restricted TV services also show an increase in concentration, explained primarily by the acquisition of two pay TV companies by the operator with the largest share in this market.

3. Greater broadband adoption with higher data transfer speeds. In terms of Internet speeds Mexicans receive from their contracted ISP, in the last two years, the share of contracts with faster transfer speeds of 10-100 Mbps has increased significantly and today represents more than twice the participation observed in December 2013 (see Figure 12).

Figure 12 Participation of Fixed Broadband Subscriptions by Advertised Speed



Source: IFT with data from the telecom operators' administrative records.

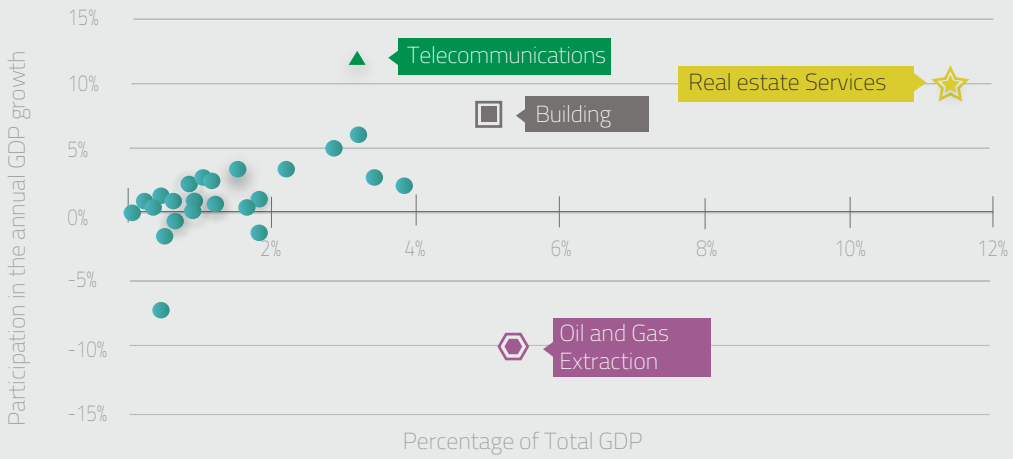
Declining prices and matching conditions to promote competition between large and small concessionaires, are the result of the different regulations developed and implemented by the Institute, have not only allowed benefits for consumers but have also caused the telecommunications market sector to experience a boom in the national economy. This is evident when we observe that the telecommunications market sector is the one that has contributed most to the country's national economic growth, as a result of its high growth and GDP share rates.

At a subsector level, telecommunications with 10.6% annual growth came in behind the air transport, textile manufacturing, courier services and furniture manufacturing subsectors. However, such subsectors as a whole, accumulated 0.6% of total Gross Domestic Product (GDP), while Telecom represents 3.1% of the country GDP.

Thus, while the growth of the subsectors mentioned in the previous paragraph stood at MXN 10.853 billion, their increase in GDP of Telecommunications stood at MXN 42.581 billion. This can be seen in Figure 13 and confirms that the regulation implemented by the IFT since its inception in September 2013, has led to strong growth in telecommunications, with offers featuring best service options and better prices.

The broadcasting market sector has made progress, including bidding for the new national TV digital network, the *Must Carry-Must Offer,* guidelines, the multiprogramming guidelines, and the DTT transition process.

Figure 13 Growth Share of Telecommunications in the Country's general growth rates.



Source: IFT with INEGI data
Note: Gross increase and share of GDP at constant prices in 2008. The full name of Subsector 517 is Other Telecommunications; however, it is made up of the telecommunications subsectors covered by the IFT.

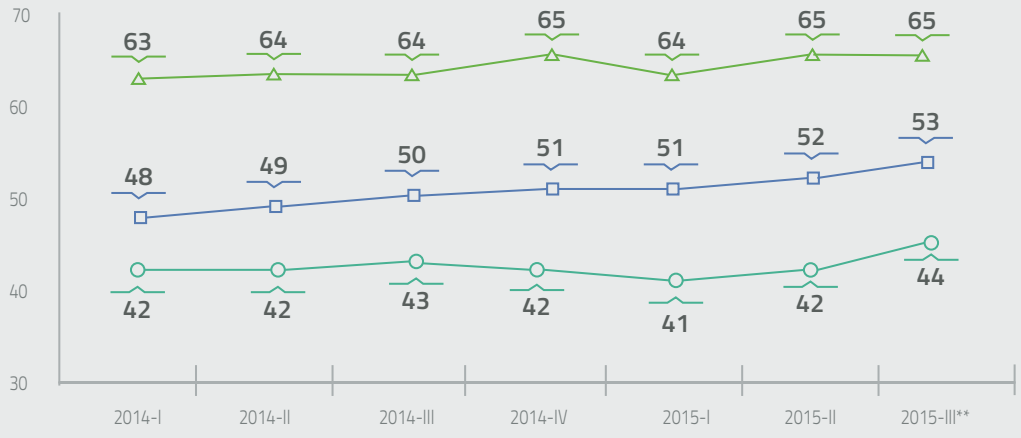
At the close of 2015, at total of 537 TV stations has completed their DTT transitions. Once these signals were up and running, all of the analog signals susceptible to ceased transmissions were transitioned, with coverage offering broadcast television signals to 100% of the total population.

METRICS RELATED TO THE IFT'S OBJECTIVE 2

Universal access to ICT is a goal that depends on several factors, each of which is essential to meet this objective, including the following: i) the affordability of telecommunication services; ii) the affordability of terminal equipment; iii) infrastructure coverage; iv) population density; and lastly, v) the population's willingness to use ICTs.

Thus, the combination of these factors determines the levels of penetration throughout the country. There are two types of indicators to track Objective 2, the first of which is focused on coverage to be developed with information from the operators, and the penetration of services as the second indicator (see Figure 14 and Figure 15).

Figure 14 Evolution of Penetration of Fixed Telecommunication Services.



**This information is preliminary.

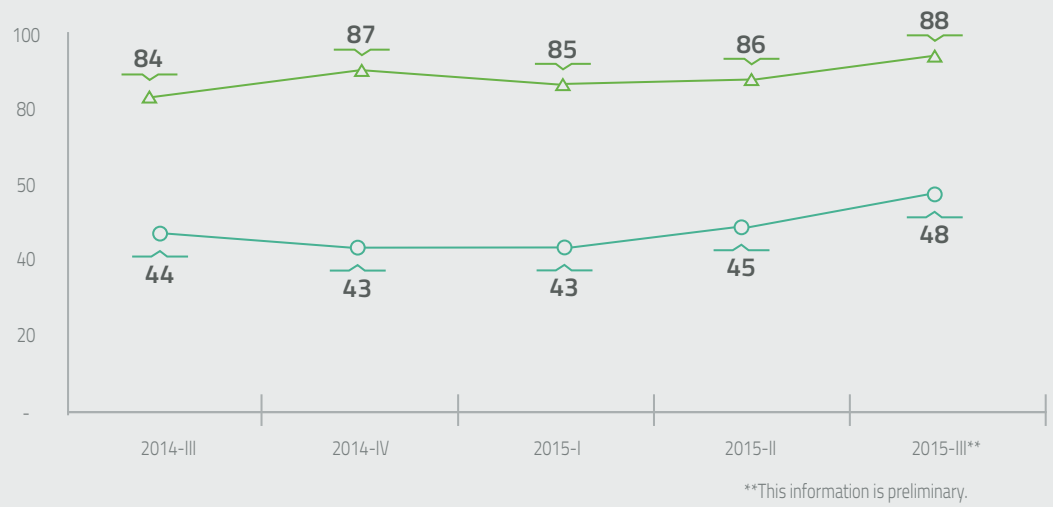
Telephone Line Penetration*

Fixed Broadband Penetration*

Restricted TV Penetration

Source: IFT based on reports of the administrative records provided by Telecom Operators and household estimates based on the INEGI National Survey on Availability and Use of Information Technologies in Households, ENDUTIH.
*Number of subscriptions per 100 households.
Note: The figures include both residential and non-residential subscriptions.

Figure 15 Evolution of Penetration of Mobile Telecommunication Services.



Source: IFT based on reports of the administrative records provided by Telecom Operators and CONAPO population estimates.
*Number of subscriptions per 100 households

The evolution in the penetration of telecommunication services is the result of the multifactorial conjunction mentioned above, which shows its evolution over the periods on record with positive growth rates in all sectors. Thus, the figures observed at the end of Q3 listed in

Table 1 and Table 2 include the following annual growth rates:

Table 1. Growth of Fixed Telecommunication Service Prices

Service	Growth
Penetration of Residential Fixed Telephone Lines per 100 Households	2.33%
Fixed broadband penetration (residential and nonresidential) per 100 households	2.33%
Restricted TV Penetration per 100 Households	6.61%

Table 2. Growth of Fixed Telecommunication Service Prices

Service	Growth
Mobile phone Teledensity per 100 inhabitants	4.80%
Mobile Broadband Teledensity per 100 inhabitants	9.09%

Coverage indicators for telecommunication services are under construction in order to see not only the coverage but the coverage by type of technology. The IFT expects to see indicators published starting in Q1 2017, once the Guidelines for Electronic Forms to Capture Statistical Information about the Telecommunications Market Sector are completed. In the case of broadcasting, similar work will be done with concessionaires and permit holders who will provide the coverage indicators for this market sector in 2016.

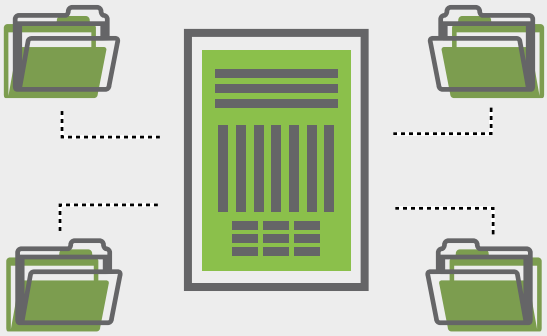
METRICS RELATED TO THE IFT'S OBJECTIVE 3

Construction and monitoring of quality indicators, as can be seen in the AWP from 2015 and 2016, will depend on the approval of basic technical plans for quality mobile, fixed broadcasting, and telecommunication services. Therefore, the results will be reported once the measurement methodologies are determined.

METRICS RELATED TO THE IFT'S OBJECTIVE 4

As with Objective 3, the indicators for monitoring this objective will be developed in 2016. The indicator will be built as follows:

- Number of participants using the different information tools available for users and audiences in each B&T service.



Project Summary

ANNUAL WORK PROGRAM 2016

OBJECTIVE 1

	ID	Project	Area	Contributing Area	End of Project	2016 Goal
1.1 Foster the development of free trade and competition in the B&T market sectors, eliminating barriers to competition	1	Technical Criteria to Calculate and Apply the Concentration Indices	UCE	AI	feb-16	100%
	2	Price Cap System	UPR	N/A	mar-16	100%
	3	Criteria used to Define Markets and Assess Effective Competition Conditions	UCE	AI	may-16	100%
	4	Guidelines Establishing the Principles of Competitive Neutrality	UCE	AI	may-16	100%
	5	Market Concentration Notification Guide	UCE	N/A	sep-16	100%
	6	Preparation of the Interconnection Service Cost Models for the 2018-2020 Period	UPR	N/A	sep-16	100%
	7	Minimum Technical Conditions for Interconnection between Concessionaires (2017)	UPR	N/A	nov-16	100%
	8	Bi-annual Evaluation of the Measures Imposed on the PEA in the Telecommunications Market Sector	UPR	UAJ,UCE, UC, UMCA	nov-16	100%
	9	Bi-annual Evaluation of the Measures Imposed on the PEA in the Broadcast Market Sector	UPR	UCE, UAJ, UMCA, UC	nov-16	100%
	10	Reference Public Offering for Effective Unbundling of the Local Network	UPR	N/A	nov-16	100%
	11	Determination of the Interconnection Rates Resulting from the Cost Methodology Issued by the Institute, applicable to 2017	UPR	N/A	dec-16	100%
	12	Traffic and Network Management Guidelines for Authorized Concessionaires and Internet Service Providers	UPR	CGPU	dec-16	100%
	13	Review and Analysis of the Interconnection Framework Agreements	UPR	N/A	dec-16	100%
	14	Landline and Mobile Electronic Management System (EMS)	UPR	N/A	dec-16	100%
1.2 Foster the entry of new competitors and plurality in the B&T market sectors, eliminating barriers to entry	15	Guidelines for Mobile Marketing Services by Mobile Virtual Network Operators (MVNO)	UPR	N/A	mar-16	100%
	16	IFT-4 Bidding Process. Sound Broadcasting Frequencies	UER	UADM, UCE, UCS, UAJ, CES	aug-16	100%
	17	IFT-6 Bidding Process. DTT channels 130 MHz in the 2500-2690 MHz frequencies band	UER	UAJ, UCE, UCS, UADM	aug-16	100%

	ID	Project	Area	Contributing Area	End of Project	2016 Goal
	18	IFT-5 Bidding Process. 10 MHz in the 440-450 MHz band	UER	UAJ, UCE, UCS, UADM	nov-16	100%
	19	Reference Offer to Sharing Broadcasting Infrastructure	UPR	N/A	nov-16	100%
	20	IFT-8 Bidding Process. Sound Broadcasting Frequencies	UER	UAJ, UCE, UCS, UADM, CES	nov-17	10%
1.3 Manage and foster the efficient use of the radio spectrum in the B&T market sectors	21	General Guidelines for the Authorization to Lease the Radio Spectrum	UER	UCE, UCS, UPR	feb-16	100%
	22	IFT-3 Bidding Process. 80 MHz in the AWS band	UER	UAJ, UCE, UCS, UADM, CES	jun-16	100%
	23	Valuation of the International Mobile Telecommunications (IMT) Bands in Mexico	UER	N/A	jun-16	100%
	24	Reorganization Plans for the 824-849/869-894 MHz Band	UER	UCS	nov-16	100%
	25	Measurement Methodologies to Quantify Spectral Efficiency Metrics	UER	N/A	dec-16	100%
	26	2017 Annual Program for the Use and Exploitation of Frequency Bands (PABF)	UER	UPR, UMCA, UCS, UCE	dec-16	100%
	27	Program to Transition Low Power Stations to Digital Terrestrial Television (DTT)	UMCA	UCS, UER, UC, CGCS, CGVI	dec-16	100%
	28	Update of the National Table of Frequency Allocations (NTFA)	UER	N/A	feb-17	85%
	29	IFT-7 Bidding Process. 130 MHz in the 2500-2690 MHz frequencies band	UER	UAJ, UCE, UCS, UADM, CES	nov-17	10%
	30	Spectrum Negotiation Protocol Concerning the Use of the 700 MHz band on the border with the United States	UER	UPR,CGAI	dec-17	60%
OBJECTIVE 2 **2.1** Encourage the coverage of B&T services in the market sector	31	Spectrum Negotiation Protocol Concerning the Use of the 2.5 GHz band on the border with the United States	UER	UPR, CGAI	dec-17	60%
	32	Guidelines for B&T Infrastructure Deployment	UPR	UCE, CES	oct-16	100%
	33	Dissemination and Outreach Program for Granting New Public and Social Concessions	UCS	N/A	dec-16	100%
2.2 Foster the development and efficient use of infrastructure in the B&T market sectors	34	Guidelines for Backbone Infrastructure Deployment and Operation	UPR	UAJ, UCS	mar-16	100%
	35	Guidelines for making Donations to Concessions for Social Use	CGVI	UC	jun-16	100%

	ID	Project	Area	Contributing Area	End of Project	2016 Goal
OBJECTIVE 2	36	Guidelines for Accreditation of B&T Experts	UPR	UAJ	jul-16	100%
	37	Guidelines for establishment of the National Infrastructure Information System (NIIS)	UPR	UCS, CGPE	aug-16	100%
	38	Updating the Basic Technical Numbering Plan to change National Telephone dialing to 10 digits	UCS	UPR, UAJ, CGMR, CGCS, CGPU, UADM	aug-16	100%
OBJECTIVE 3 **3.1** Guarantee compliance with the quality standards defined by the IFT for the provision of services by broadcast and telecommunications operators	39	Technical Provision IFT-004-2016	UPR	UCS, UC	jan-16	100%
	40	Technical Provision IFT-005-2016	UPR	UAJ	jan-16	100%
	41	Guidelines setting the Indexes and Quality Parameters for Mobile Service Providers	UPR	N/A	feb-16	100%
	42	Technical Provision IFT-002-2016	UPR	UER	mar-16	100%
	43	Technical Provision IFT-006-2016	UPR	N/A	mar-16	100%
	44	Accreditation, Designation, and Recognition Guidelines for Test Labs	UPR	UAJ	mar-16	100%
	45	Technical Provision IFT-007-2016	UPR	UAJ, UCS, UC	apr-16	100%
	46	Technical Provision IFT-010-2016	UPR	UAJ, UCS, UC	apr-16	100%
	47	Guidelines establishing Quality Indexes and Parameters for Fixed Service Providers	UPR	CGPU, UC	sep-16	100%
	48	Guidelines establishing Quality Indexes and Parameters for Broadcasting Service Providers	UPR	CGPU, UC	jan-17	85%
	49	Conformity Evaluation Procedure	UPR	UAJ	feb-17	60%
3.2 Improve user experiences about the quality of the telecommunications services	50	Guidelines to make sure that the PEA has a physical IXP presence in Mexico	UPR	N/A	may-16	100%
OBJECTIVE 4 **4.1** Foster the protection of users and audiences	51	General Guidelines on the Rights of Audiences	UMCA	N/A	feb-16	100%
	52	General Advertising Guidelines	UMCA	N/A	jun-16	100%
	53	Agreement on Digital Literacy for Kids signed with the SEP	CGPU	CGVI	jun-16	100%
	54	Provisions for operators to publish transparent, comparable, adequate, and current information	CGPU	UCS, CGPE	jun-16	100%
	55	Guidelines and Policies on accessibility for users with disabilities	CGPU	N/A	jun-16	100%
	56	Emergency Communication Guidelines	CGVI	CGPU	jul-16	100%
	57	General Guidelines Programmers and Producers must follow to Register with the Institute	UMCA	UCE	sep-16	100%

OBJECTIVE 4

4.2 Empower users and audiences by providing information and education about their rights in the B&T market sectors

TRANSVERSE AXIS

TA.1 Improve and systematize the management of the Institute's different processes, procedures, and activities

TA.2 Encourage transparency in the Institute's processes, procedures, and activities

ID	Project	Area	Contributing Area	End of Project	2016 Goal
58	Plurality Guidelines	UMCA	UCE, CE	dec-16	100%
59	"We are Audiences" Micro website	UMCA	UADM, UCS	dec-16	100%
60	Mobile unit for the promotion of Audience Rights in Mexico	UMCA	CGCS	dec-16	100%
61	Development of Online Courses for Telecommunications Users	CGPU	UADM	dec-16	100%
62	Phase 2 of the "I am a User" System	CGPU	UADM, CGVI	dec-16	100%
63	Consumer Simulator for Telecommunications Service Users	CGPU	UADM	dec-16	100%
64	Itinerant presence of "I am a User" in Mexico	CGPU	UADM, CGCS, CGVI	dec-16	100%
65	Integrated User Information System	CGPU	CGCS, UC, UCS, UADM	dec-16	100%
66	Regulatory Impact Analysis and Public Consultation Process Guidelines	CGMR	N/A	apr-16	100%
67	Amendments to the Federal Telecommunications Institute's Statutory Charter	UAJ	N/A	jul-16	100%
68	Statistical Information Query System	CGPE	N/A	oct-16	100%
69	Reconstruction of Historical Databases with Statistical Information on B&T	CGPE	N/A	dec-16	100%
70	Implementation of the IFT's Professional Service System (SSP)	UADM	CGPE, UAJ	dec-16	100%
71	Implementation of the Information Safety Management System	UADM	UCS, UC	dec-16	100%
72	National Infrastructure Information System (NIIS)	UCS	UADM, UPR	dec-16	100%
73	Integrated Radio Spectrum Management System (IRSMS), personalization component	UER	UC, UADM	dec-16	100%
74	Synchronization of the Integrated Radio Spectrum Management System Databases (IRSMS) and the Public Concessions Registry (PCR) Databases	UER	UCS, UC, UADM	dec-16	100%
75	Integrated Electronic File System	CGVI	UADM, CGMR, CGPE	apr-17	85%
76	Audiovisual Content Monitoring System	UMCA	N/A	jul-17	50%
77	Guidelines on Transparency	CGVI	N/A	jun-16	100%
78	Open Government	CGVI	N/A	dec-16	100%

TRANSVERSE AXIS	ID	Project	Area	Contributing Area	End of Project	2016 Goal
TA.3 Reduce the administrative burden imposed on the regulated sectors and put mechanisms for regulatory	79	Guidelines for Electronic Forms to Capture Statistical Information about the Telecommunications Market Sector	CGPE	N/A	jun-16	100%
	80	System to Collect Statistical Information from the Telecom Operators	CGPE	UADM	jun-16	100%
	81	Implementation of the IFT's Advanced Electronic Signature	CGPE	UADM, CGVI	aug-16	100%
	82	Implementation of the Standard Costing Model to identify the administrative burden involved in the procedures and services provided by the Institute	CGMR	N/A	dec-16	100%
	83	Mapping of the steps related to the Institute's internal services and procedures	CGMR	UADM	dec-16	100%
	84	Guidelines for Electronic Forms to Capture Statistical Information on the Broadcasting Market Sector	CGPE	N/A	jun-17	30%

INSTITUTO FEDERAL DE TELECOMUNICACIONES

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