

MPHPT

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COMMUNICATIONS NEWS

Biweekly Newsletter of the Ministry of Public Management, Home Affairs, Posts and Telecommunications, Japan

Japan-U.K. Collaboration Confirmed toward Realization of the Next-Generation Info-communications User Environment Including 4G

MPHPT and the U.K. Department of Trade and Industry held “the 17th Japan-U.K. Bilateral Meeting” in London, and actively exchanged wide-ranging opinions in the info-communications field. At the Meeting, the two countries agreed upon to cooperate in the following issues toward the realization of a next-generation info-communications user environment.

1. Realization of fourth-generation mobile communications system (4G) and promotion of global standardization

The two countries will collaboratively promote: i) the realization of 100-Mbps class (speed of IMT-2000: maximum 2Mbps in both uplink and downlink) ultrahigh-speed mobile Internet environment, which enables high-definition moving picture transmission and advanced mobile commerce, as well as ii) global standardization thereof, through exchanges of information.

2. Promotion of global distribution of digital content

In order to promote content production and its global distribution in the digital broadcasting age, both sides will cooperate in such areas as global standardization of the next-generation IP-based protocol.* (See figure.)

3. Reforms and accelerated procedures of ITU

Based on the recognition that it is crucial, in order to quickly meet demands of the global info-communications market, to speed up ITU activities, especially to improve the speed of standardization activities and decision-making of the ITU General Secretariat, the two nations will collaborate to accelerate promotion thereof.

Outline of this meeting

1. IT strategy

The Japanese side made presentations on the “e-Japan Priority Policy Program” and measures for closing digital divide; and the U.K. side explained the “UK Online: The British Government’s approach to e-business.” Both parties agreed upon the significance of promoting IT as a national strategy.

2. Regulatory reforms

The Japanese side presented progress of regulatory reforms such as amendment to the Telecommunications Business Law, and the U.K. side explained

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The U.K. side

the implementation status of the EU Directives. In addition, the two countries exchanged opinions on measures for introducing broadband communications media, VoIP, etc.

3. Convergence of communications and broadcasting

The Japanese side explained the interim report compiled by the "Roundtable Conference on Info-communications Policy in the Age of Converged Telecommunications and Broadcasting Services," etc. and the U.K. showed the progress of legislation based on the "A New Future for Communications," and the two countries exchanged opinions.

4. e-Commerce

Both Japan and the U.K. presented conditions after the enactment of laws and regulations concerning electronic signatures and certification services. In addition, opinions were exchanged on coping with illegal and harmful content.

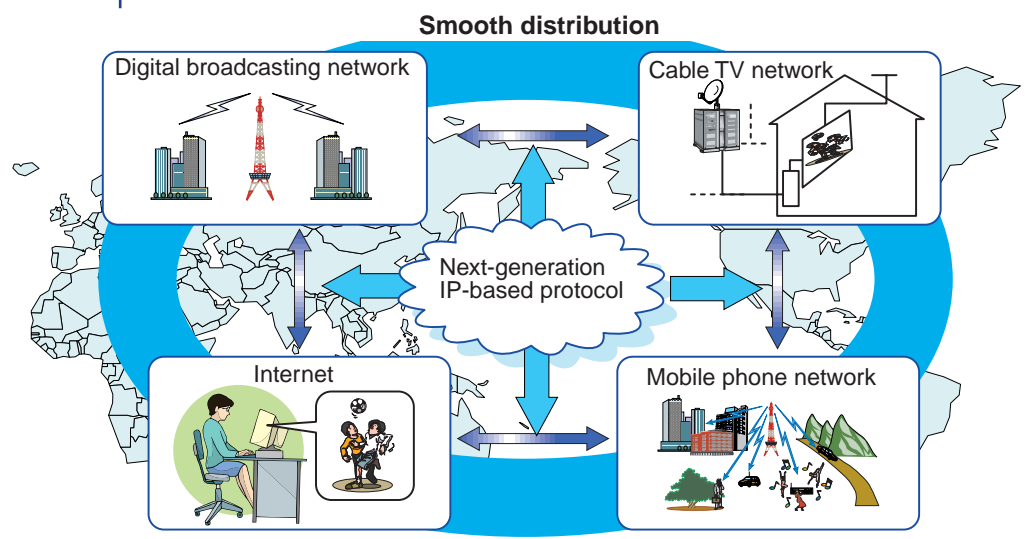
Note: Global distribution of digital content with the next-generation IP-based protocol (Figure)

Reference

1. Date: May 14 and 15, 2001
2. Place: U.K. Department of Trade and Industry (London)

3. Participants:
 Japan: Mr. Kouji HAMADA, Vice-Minister for International Affairs, MPHPT, and other officials
 U.K.: Mr. Bill MACINTYRE, Director,

Communications and Information Industries Directorate, Department of Trade and Industry, and other officials



By utilizing the next-generation IP-based protocol, smooth distribution of digital content among various media worldwide will be realized.

Coping with Advertisement, SPAM and Other Unwanted Mails Sent to Mobile Telephone Terminals via Internet Services

As Internet access services for mobile telephone (cellular phone, PHS) terminals become prevailing, user complaints against unwanted advertising, publicity or solicitation e-mails without consent of the users are increasing. Because i) such mails occupy mail storage space, ii) it is troublesome to delete such mails, and iii) users have to shoulder the burden of reception charges thereof, it is deemed that user benefits are being violated.

MPHPT, with the recognition of the importance of creating an environment in which Internet service users with mobile telephone (cellular phone, PHS) terminals can enjoy services at ease, considers that it is crucial to take effective countermeasures as soon as possible, if such problems are occurring widely.

Against these backdrops, MPHPT requested telecommunications carriers involved to conduct surveys and research

on the following items at the earliest date, and to report those results.

1. Monthly changes in the number of user complaints and consultations
2. Detailed content of the complaints and consultations
3. Specific content of countermeasures currently being taken
4. Countermeasures planned to be taken from now on and the schedule thereof

Results of the Second Survey of FY2000 Telecommunications Service Monitors

In February 2001, MPHPT conducted a questionnaire survey on 1,000 telecommunications service monitors on telecommunications services. The ministry has compiled the results as the “Report on Results of the Second Survey of FY2000 Telecommunications Service Monitors.” The survey results will be further analyzed and utilized for information provision to consumers through various public relations activities, etc., and for preparation of a convenient environment for consumers through requests to telecommunications carriers when necessary, so that consumers can utilize telecommunications service at ease.

Ref. Questionnaires sent: 1,000; replied: 916;
rate of replies: 91.6%

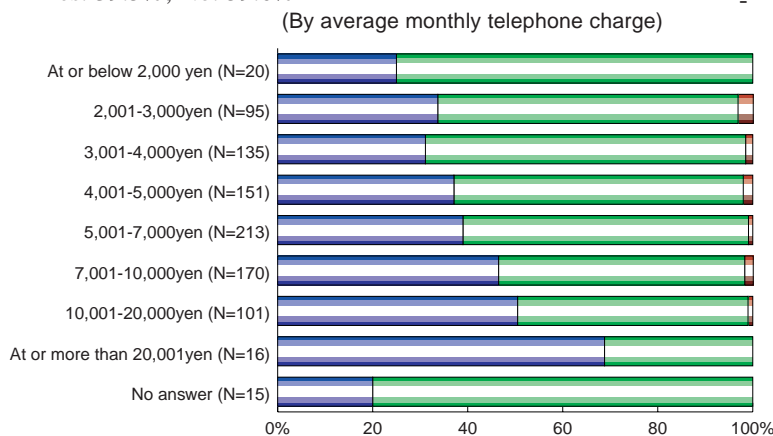
Results of the Second Survey of FY2000 Telecommunications Service Monitors

1. Consulting sections concerning telecommunications services

39.5% of respondents has consulted to a telecommunications carriers or public organization on telecommunications services. Taking a look at average monthly telephone charges, the more average monthly telephone charges one pays, the higher the ratio of having consulted. For example, 68.8% of those who pay more than 20,001 yen/month had made consultation.

Among parties to whom the consultation was made, 92.3% of those who have consulted has made consultation with “telecommunications carriers including telephone companies and Internet service providers.”

- Have you ever consulted telecommunications carriers and/or public organizations on telecommunications services?: Yes: 39.5%; No: 59.0%



- Parties with whom the consultation was made (in only those who have consulted)
 - Telecommunications carriers including telephone companies and Internet service providers: 92.3%
 - Industrial organizations (e.g., Telecommunications Carriers Association, Telecom Services Association): 12.4%
 - National Consumer Affairs Center of Japan (NCAC) or consumer centers: 6.1%

Among consultation methods, “via telephone” is the highest at 94.5%, and “e-mail” follows at 14.4%. In particular, 30.6% of respondents in their 20s answered as “e-mail,” which is higher than other age groups.

- Consultation methods
 - Telephone: 94.5%
 - E-mail: 14.4%
 - Visit (interview): 11.6%
 - Letter: 1.9%

- Consultation methods (by age group, unit: %)

Age Group	Telephone	E-mail	Visit (interview)	FAX	Letter
20s	88.7	30.6	8.1	4.8	3.2
30s	95.8	13.7	10.5	1.1	0
40s	92.9	14.1	8.2	4.7	2.4
50s	98.3	5.0	18.3	5.0	5.0
60s or older	96.7	8.3	15.0	8.3	0

By service, “domestic telephone service” is the highest at 63.5%, but “the Internet” is fairly high at 39.0%.

By type of complaints, “tariffs and/or service content” was 50.3%, and “amount of charges and/or billing method” was 44.8%.

By gender, the rate of females was high on “nuisance/malicious calls/communications.”

- Service consulted (only those who have consulted)
 - Domestic telephone service: 63.5%
 - Internet: 39.0%
 - Mobile phone, PHS: 19.9%
 - Directory assistance service: 15.7%
 - International telephone service: 8.3%
 - Telephone directory: 8.3%

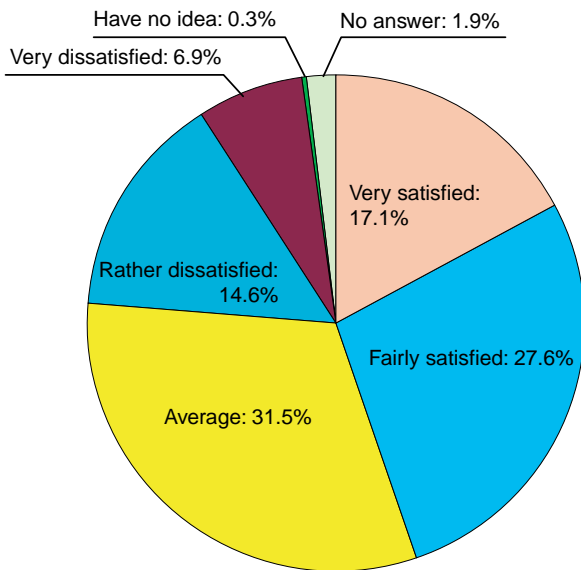
- Content consulted (only those who have consulted)
 - Concerning terms of contract and/or service content
All: 50.3% Male only: 49.2% Female only: 50.9%
 - Concerning charges and/or billing method
All: 44.8% Male only: 43.9% Female only: 45.2%
 - Concerning malfunction of terminals such as telephone

All: 23.8%	Male only: 25.8%	Female only: 22.6%
- Concerning speech quality such as crosstalk/interference or noise		
All: 21.8%	Male only: 19.7%	Female only: 23.0%
- Concerning suspension of service or rescission of contract		
All: 21.0%	Male only: 18.9%	Female only: 22.2%
- Concerning nuisance/malicious calls/communications		
All: 16.9%	Male only: 11.4%	Female only: 20.0%

As a result of consultation, 65.5% answered that problems and questions were “solved.”

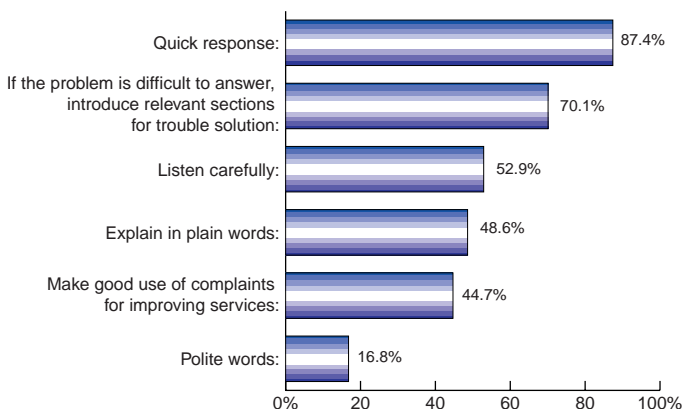
On the impression of consultation, those who answered “satisfied” including “very satisfied” and “fairly satisfied” were 44.7%, which greatly surpassed those who answered “dissatisfied” including “rather dissatisfied” and “very dissatisfied” (21.5%).

- **Solution of problems, etc. after consultation (only those who have consulted)**
 - Solved: 65.5%
 - Some problems solved, others unsolved: 23.2%
 - Not solved: 9.1%
- **Impression of consultation (only those who have consulted)**



Among what is expected other than trouble solution, “quick response” was the largest at 87.4%, and “if the problem is difficult to answer, introducing relevant sections for trouble solution” was 70.1%. It means that a quick response of proper person in charge is required.

- **What is expected other than trouble solution (multiple answers)**



As for a desirable consultation section concerning telecommunications services, “there should be specialized and cross-cutting consultation sections for all telecommunications services” was the largest at 59.8%.

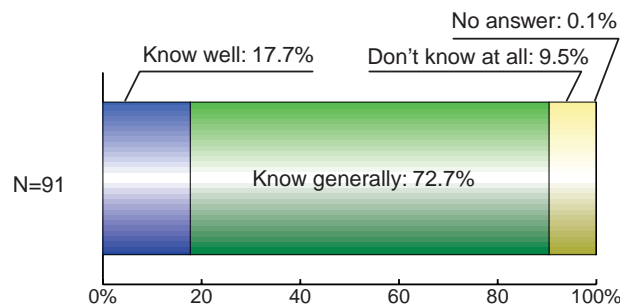
- **Desirable consultation sections for telecommunications services (multiple answers)**
 - There should be specialized and crosscutting sections for all telecommunications services: 59.8%
 - Officials at consultation sections should possess specialized knowledge and legal knowledge on telecommunications services: 53.2%
 - Consultation sections should extend service hours, increase consultation officials and communications lines: 52.7%
 - There should be consultation sections coping with troubles with foreign businesses: 49.3%
 - Consultation sections should communicate each other and exchange information for trouble solution: 49.3%
 - Consultation sections should publicize their existence positively: 48.9%

2. On carrier preselection service (MYLINE)

96.0% of respondents answered on carrier preselection service (MYLINE) that “have seen or heard,” showing a very high recognition on the service.

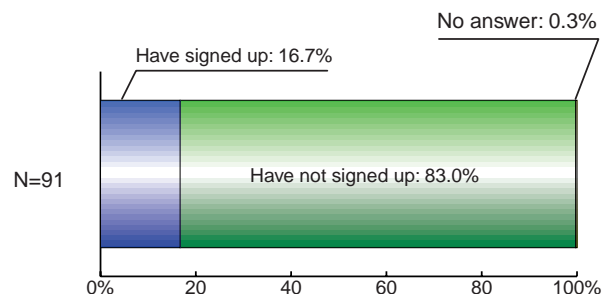
Regarding content of the service, the sum of “know well” and “know generally” was 90.4%, which shows high recognition on the service content. However, for 72.7% of respondents replying “know generally,” it cannot be said that the service content is well understood.

- **Recognition of the term “MYLINE”**
 - Have seen or heard: 96.0%
 - Have not seen or heard: 3.7%
- **Recognition of the content of “MYLINE”**



16.7% has signed up for the “MYLINE.” Because it has been only a short period since the start of receiving applications, the rate of those who have signed up is still small.

- **Sign-up of “MYLINE”**



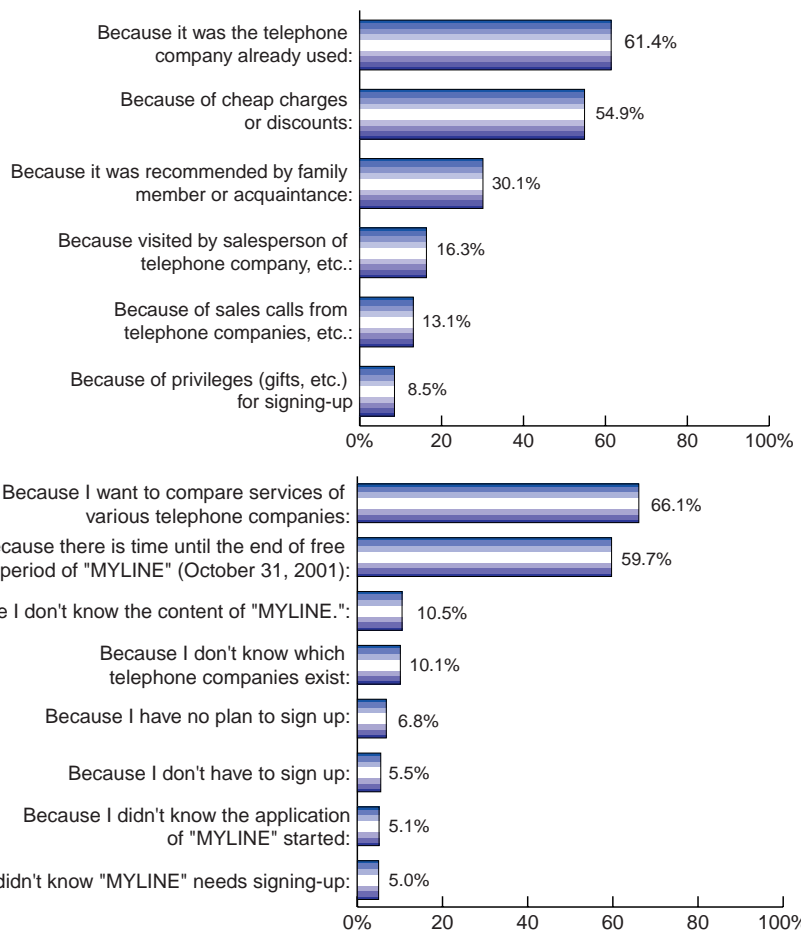
Among reasons for signing-up in selecting telecommunications carriers, "because it was the telecommunications carrier already used" surpassed "because of cheap charges or discounts." Price ranges or discounts were not necessarily became the reasons for preselection.

- Reasons for selecting telecommunications carriers (only those who have signed up for "MYLINE") (See upper-right graph.)

Among reasons for not having signed up for "MYLINE," "because I want to compare services of various telephone companies" and "because there is time until the end of free signing-up period of 'MYLINE' (October 31, 2001)" prevailed. It means that many people want to compare each company's service and to study carefully during free signing-up period.

- Reason for not having signed up for "MYLINE" (only those who have not signed-up for the "MYLINE") (See bottom-right graph.)

Note: Applications for "MYLINE" service have been accepted since January 10, 2001. The service started on May 1, 2001.



Number of DSL Service Lines

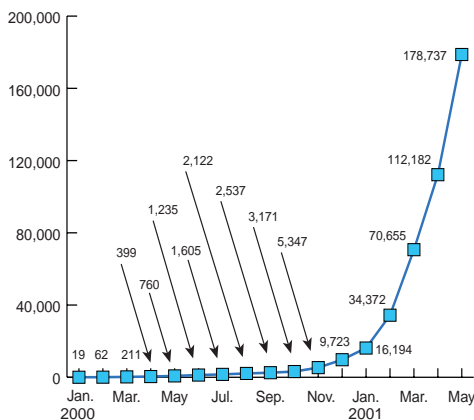
(prompt report as of the end of May 2001)

Lines (subscriptions)

	West Japan	East Japan
FLET'S ADSL	35,203	60,555
"Type 1" Service	97	539
"Type 2" Service	22,684	59,659
Subtotal	57,984	120,753
Total	178,737	

Note: The number of lines indicates lines offered through terminal circuits of NTT East and NTT West.

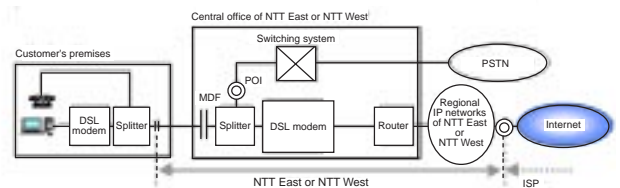
Accumulated number of subscriptions



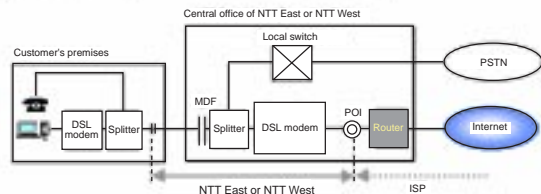
Reference: In addition to the figure above, the number of DSL service lines offered via wire broadcasting telephone networks, etc. is 2,878 (as of the end of March 2001). See URL at: <http://www.mpt.go.jp/eng/Statistics/dsl/index.html>

Types of ADSL services

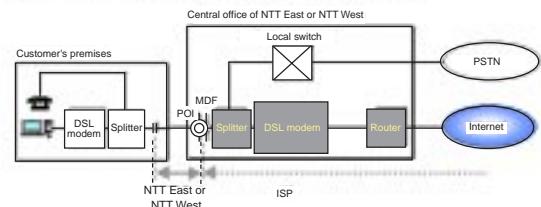
FLET'S ADSL Service (DSL devices and regional IP networks are offered by NTT East and NTT West)



Type 1 Service (DSL devices and regional IP networks are offered by NTT East and NTT West)



Type 2 Service (DSL devices are offered by ISP; MDF connection)



Notes: 1. Shaded units in this figure are installed by ISPs.
2. DSL modems and splitters in customer's premises are owned and maintained by the customer.