



**(TELECOMMUNICATIONS AUTHORITY)**

**ANNUAL WORK PLAN (2008)**

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## Foreword

The communications sector now forms an important part of most economies in the developed world. International organizations are having an increasing influence in regulating communications markets. In Europe, a new regulatory framework recognizes the growing significance of information and communication technologies and cross-border communications issues in areas such as mobile telecommunications.

Telecommunications Authority of Turkey keeps abreast of ICT (information and communication technologies) and international communication market both from the perspective of service providers and consumers and tries to increase competition in telecommunication markets of our country by taking into account other countries' experiences. In this context the Authority defines market entrance conditions based on the principles of transparency and non discrimination and devotes attention to issues that holding down possible constraints and market entrance barriers in order to sustain competition. Moreover the Authority encourages services based competition in the short term in order to increase competition rapidly, it also gives special importance to regulation relating to infrastructure based competition for perpetual competition and increasing investments in the long term. The Authority aims to enable consumers to access services via at least one operator, able to choice between alternative operators, able to access services cheaper and faster, and to determine cost oriented tariffs for bottleneck services. The Authority also intervenes at necessary topics and considers some issues related to consumer rights and operator responsibilities while it implements regulation and authorization tasks within the framework of its goals.

Telecommunications Authority of Turkey is trying to implement its regulation, authorization, supervision and arbitrage tasks for increasing competition in the sector, establishing sustainable competitive environment and maximizing sectoral contributions to economic development. It furthermore considers European Union directives and applications in its studies and also by taking into account other countries' experiences, It also takes utmost care to not live the unfavorable conditions happened in those countries. Our studies are made by not taking into account temporary changes but considering that telecommunication sector is the key sector which provide foremost contributions to our nation's economy.

Our goal is to increase the competition in telecommunications sector to a level in which it can compete at international arena. I am presenting annual work plan

prepared in accordance with these aims and wish an efficient year both for telecommunications market and our country.

Sincerely,

Dr. Tayfun ACARER

President of the Authority and  
Chairman of the Board

# 1. REGULATION

- 1.1 Market Analysis
- 1.2 Revision of Electronic Signature Regulations and Amendment of Communiqué on Processes and Technical Criteria Regarding Electronic Signatures
- 1.3 Electronic Communications Security
- 1.4 Revision of Ordinance on The Consumer Rights in The Telecommunications Sector
- 1.5 Determination of Procedures and Principles on Making Market and Operator Data Publicly Available
- 1.6 Interface Criteria and Open Network Usage

<b>1.1</b>	<b>TITLE</b>	:	<b>Market Analysis</b>
	<b>SUBJECT</b>	:	Market Analysis for determining the operators with significant market power
	<b>PURPOSE</b>	:	The purpose of market analysis is the determination of operators having significant market power who will be subject to the regulations and obligations to ensure effective competition environment in the telecommunications sector.
	<b>SCOPE</b>	:	<p>First paragraph of the 6th article of the Ordinance on Principles and Procedures for Determination of the Operators with Significant Market Power covers the below clause;</p> <p><i>“Authority can do market analyses on its own initiative or upon justifiable request from operator(s) so as to determine operator with significant market power in relevant market. Market analysis related with relevant market defined by Authority shall be done again at the latest within 3 years.</i></p> <p>In this scope, The Authority undertakes market analysis at least in every three years.</p>
	<b>CURRENT SITUATION</b>	:	16 of the 18 markets which were determined by EU have been analyzed in the 9 consultation documents. SMP determination decision related to mobile markets published in the Official Gazette dated 28 <sup>th</sup> December 2006, SMP determination decision related to fixed and broadband markets published in the Official Gazette dated 17 <sup>th</sup> March 2006.
	<b>ASSESSMENT</b>	:	In the year 2008 market analysis will continue in order to determine the operators having significant market power firstly in the mobile termination market and mobile access and call origination market in wholesale level. Additionally, market analysis related to fixed and broadband markets will be conducted during 2008 and these analyses will be completed in the first half of 2009.

1.2	<b>TITLE</b>	:	<b>Revision of Electronic Signature Regulations and Amendment of Communiqué on Processes and Technical Criteria Regarding Electronic Signatures</b>
	<b>SUBJECT</b>	:	Revision of electronic signature regulations in accordance with technical, legal and economic developments
	<b>PURPOSE</b>	:	Revision of electronic signature regulations with related parties and update so-called regulations in the frame of developments are aimed.
	<b>SCOPE</b>	:	<p>Revision studies consist of the below subjects in the Ordinance on the Procedures and Principles Pertaining to the Implementation of Electronic Signature Law and Communiqué on Processes and Technical Criteria Regarding Electronic Signatures.</p> <ul style="list-style-type: none"> <li>• Update of algorithms and parameters because of security reasons, determination of their validity period,</li> <li>• Addition of mobile electronic signature standards into Communiqué related with mobile electronic signatures, etc.</li> </ul>
	<b>CURRENT SITUATION</b>	:	Electronic Certificate Service Providers (ECSPs) have operated with regard to electronic signature regulations. Market developments are monitored and exchanging views with ECSPs and related parties are continued.
	<b>ASSESSMENT</b>	:	Revision and update of electronic signature regulations in accordance with achieving widespread use of electronic signature in countrywide having important effects on e-government and electronic commerce and development of electronic signature market.

<b>1.3</b>	<b>TITLE</b>	:	<b>Electronic Communications Security</b>
	<b>SUBJECT</b>	:	To make regulations in order to ensure safety of telecommunication foundations and communication.
	<b>PURPOSE</b>	:	The purpose of this study is to make of the technical regulations in order to guarantee safety, reliability and performing of the service without disruption for the systems used by telecommunication operators and in the places that these systems will be established
	<b>SCOPE</b>	:	The technical regulations comprise the operators that have been authorized by Telecommunications Authority.
	<b>CURRENT SITUATION</b>	:	The Draft Ordinance on the Communication Security has been presented to the public opinion.
	<b>ASSESSMENT</b>	:	The preparation studies for obtaining the security of telecommunication facilities and communication has been planned to be completed in the first half of 2008.

<b>1.4</b>	<b>TITLE</b>	:	<b>Revision of Ordinance on The Consumer Rights in The Telecommunications Sector</b>
	<b>SUBJECT</b>	:	Revision on the “Ordinance on The Consumer Rights in The Telecommunications Sector” according to the changing conditions
	<b>PURPOSE</b>	:	The aim of the revision on the “Ordinance on the Consumer Rights in the Telecommunications Sector” is to simplify the subscribers’ migration between the operators, to decrease the difficulties in cancellation of subscription and to make the changes according to improved conditions in the sector.
	<b>SCOPE</b>	:	“Ordinance on The Consumer Rights in The Telecommunications Sector” was published in accordance with the 2002/22/EC Directive. In recent times some changes are proposed by EU with the new regulatory package. According to the proposed conditions and new developments in the telecommunications sector some changes are going to be made.
	<b>CURRENT SITUATION</b>	:	Ordinance on The Consumer Rights in The Telecommunications Sector” which was published in Official Gazette of 22 December 2004 No:25678 is still in force.
	<b>ASSESMENT</b>	:	Amendments are going to be made according to the changing conditions on “Ordinance on The Consumer Rights in The Telecommunications Sector” which was published in Official Gazette of 22 December 2004 No:25678.

1.5	<b>TITLE</b>	:	<b>Determination of Procedures and Principles on Making Market and Operator Data Publicly Available</b>
	<b>SUBJECT</b>	:	Determination of Procedures and Principles on Making Market and Operator Data Publicly Available
	<b>PURPOSE</b>	:	Increasing the transparency and consumer awareness in the market, and encouraging researchers and academicians for further research and analysis on Turkish telecommunications market by making the market data publicly available.
	<b>SCOPE</b>	:	Analysing the terms and conditions of laws, concession agreements and other authorisations with respect to publicly available market data, which is submitted by the operators to the Telecommunications Authority.
	<b>CURRENT SITUATION</b>	:	Currently, only aggregate market data is shared with public.
	<b>ASSESSMENT</b>	:	The subject will be evaluated according to the provisions in the concession agreements of GSM operators and Turk Telekom and the provisions in other related legislations.

<b>1.6</b>	<b>TITLE</b>	:	<b>Interface Criteria and Open Network Usage</b>
	<b>SUBJECT</b>	:	Determination of the method and the basis about Interface Criteria and Open Network Usage
	<b>PURPOSE</b>	:	It is aimed to determine the method and the basis about Interface Criteria and Open Network Usage taking the note of decisions of international organizations and national authorities
	<b>SCOPE</b>	:	The study comprises the operators which are authorized by Telecommunications Authority.
	<b>CURRENT SITUATION</b>	:	“Telecommunication network operators are obliged to publish the network interface information and technical specifications according to the method and the basis which are determined by Committee” expression is presented in the 6th clause titled “Publishing of the Interface Criteria” of R&TTE Directive:
	<b>ASSESSMENT</b>	:	The services which vary and become different with the improvement of technology in the telecommunication sector also bring regulation confusion. Because of this, the scope, content and timing of the regulations which will be done by Telecommunications Authority taking note of converging services are important.

## **2. AUTHORISATION**

- 2.1 Authorization of Broadband Wireless Access Services Operator
- 2.2 Authorization of Mobile Virtual Network Operator Service

<b>2.1</b>	<b>TITLE</b>	<b>:</b>	<b>Authorization of Broadband Wireless Access Services Operator</b>
	<b>SUBJECT</b>	<b>:</b>	Preparation of authorization regulation of broadband wireless access services, determination of the minimum value of the authorization fee for the service and carrying out preparations concerning authorization process
	<b>PURPOSE</b>	<b>:</b>	In addition to consisting of strategic approach and evaluation concerning authorization of broadband wireless access providing voice and data services, it is aimed to determine the issues such as procedures and principles to be applied and minimum value of authorization fee for Broadband Wireless Access Services, also to complete the preparation for the authorization process.
	<b>SCOPE</b>	<b>:</b>	Within the scope of this study, detailed evaluation of broadband wireless access services in the world, market trends in Turkey, the determination of the number of operators to offer broadband wireless access services, authorization type, minimum value of authorization fee, launch time and license duration with the rights and the obligations for operators, preparations to complete authorization progress shall be carried out.
	<b>CURRENT SITUATION</b>	<b>:</b>	Draft regulation on the authorization of Broadband Wireless Access Services have been prepared in 2007 and the studies on minimum value of authorization fee for the service are being continued. In current situation, experimental trial permissions relevant to Broadband Wireless Access Services are being granted in Turkey.
	<b>ASSESSMENT</b>	<b>:</b>	Both in Turkey and in the world; the significance of Broadband Wireless Access Technologies such as WiMAX, LMDS, WRAN and Services is increasing day by day. It is expected that performing broadband wireless access services in our country will be an important factor of transition into information society, create competitive effects in the internet sector and provide significance convenience in the society thanks to widespread of the applications such as e-medicine, e-education, e-agriculture etc. In this context, taking into consideration applications of other countries and sector's opinions and expectations, the authorization studies are carrying out.

2.2	<b>TITLE</b>	:	<b>Authorization of Mobile Virtual Network Operator Service</b>
	<b>SUBJECT</b>	:	Authorization studies regarding Mobile Virtual Network Operator Service offered over infrastructures of Mobile Network Operators.
	<b>PURPOSE</b>	:	The aim is to carry out the studies regarding the authorization of Mobile Virtual Network Operators.
	<b>SCOPE</b>	:	Authorization type, license duration, rights and obligations and minimum value of authorization fee for Mobile Virtual Network Operators shall be carried out.
	<b>CURRENT SITUATION</b>	:	A Draft Annex to the Ordinance is prepared and in accordance with the studies carried on with relevant public institutions in 2007, after taking the necessary measures to eliminate the financial differences among different types of mobile operators authorized to provide services in mobile market, it is planned to complete the authorizations studies for Mobile Virtual Network Operators.
	<b>ASSESSMENT</b>	:	It is evaluated that Mobile Virtual Network Service shall contribute positively to the mobile market by contributing to service diversification to develop service based competition in mobile telecommunications market.

## **3. SUPERVISION**

- 3.1 Market Supervision
- 3.2 Supervision of Electronic Certificate Service Providers (ECSP)
- 3.3 The Inspection of Operators

<b>3.1</b>	<b>TITLE</b>	:	<b>Market Supervision</b>
	<b>SUBJECT</b>	:	Market Supervision of Radio and Telecommunication Terminal Equipments
	<b>PURPOSE</b>	:	The making of supervision activities within the scope of the law numbered 4703, TTTE Directive and The Directive Concerning Market Surveillance and Supervision is aimed
	<b>SCOPE</b>	:	This study comprises supervision of Radio and Telecommunication Terminal Equipments in the market in the routine periods by a planned way and / or according to denunciations and complaints, sampling and sending of product samples to Market Surveillance Laboratory with the aim of applying tests in the necessary circumstances.
	<b>CURRENT SITUATION</b>	:	The supervision activities are going on.
	<b>ASSESMENT</b>	:	A new period has been started in the area of supervision activities after the completion of Market supervision application procedure and beginning to function of Market Surveillance Laboratory. It is targeted that the telecommunication equipments which are supplied to the market in our country will meet the essential requirements about human health, life and property safety, animal and plant life and health, protection of environment and consumers.

3.2	<b>TITLE</b>	: <b>Supervision of Electronic Certificate Service Providers (ECSP)</b>
	<b>SUBJECT</b>	: Supervision of ECSPs in the context of electronic signature legislation and Ordinance on the Procedures and Principles Pertaining to Telecommunications Authority's supervision duties published in the Official Gazette Ref No 26478 on 30 March 2007
	<b>PURPOSE</b>	: To supervise if ECSPs operate or not according to the administrative, legislative and technical criteria determined in the context of electronic signature legislation.
	<b>SCOPE</b>	: Supervision of ECSPs in the framework of Ordinance on the Procedures and Principles Pertaining to Telecommunications Authority's supervision duties published in the Official Gazette Ref No 26478 on 30 March 2007
	<b>CURRENT SITUATION</b>	: For the moment there are 4 ECSPs and three of them were operated in 2005, the other was operated in 2006. The supervision of the ECSPs operated in 2005 and 2006 has been planned in 2008.
	<b>ASSESSMENT</b>	: Inspections are going to be performed for at least one ESHS in 2008.

3.3	<b>TITLE</b>	:	<b>The Inspections of Operators</b>
	<b>SUBJECT</b>	:	The Inspection of Telecommunication's Sector for acting whether appropriate to the regulations and authorizations done by Authority or not.
	<b>PURPOSE</b>	:	It is aimed to inspect whether the operators providing service in telecommunication sector works suitable to the regulations and authorizations made within the framework of "Regulation On The Procedures And Principals With Regard To The Inspection Activities Of The Telecommunications Authority" published in the Official Gazette dated 30.03.2007 and numbered 26478, the inspection tasks given by Codes to our Authority and/or the secondary legislations, or not.
	<b>SCOPE</b>	:	This study covers whole inspection facilities of Authority.
	<b>CURRENT SITUATION</b>	:	The operators are being inspected with respect to the activity areas in the framework of the legislations they are liable to.
	<b>ASSESSMENT</b>	:	It is evaluated that the sector would act more properly to Authority's regulations by the increase in the effectiveness of the inspection tasks which is one of the main duties of our Authority and this would increase the customer satisfaction.

## 4. OTHER WORKS

- 4.1 The Application of Number Portability Regulation
- 4.2 Replanning of 450 - 470 MHz Band and Band Emptying Studies
- 4.3 Project of Research, Development and Implementation of a Public Key Infrastructure
- 4.4 Standardization Web Portal
- 4.5 Guide about Harmonized Standards Which Are In the Scope of R&TTE Directive
- 4.6 To Ensure the Turkish Characters to be Involved in the Alphabets Used in Informatics Sector
- 4.7 The Studies of Public Informing About The Quality of Service Inspection Results of GSM Mobile Telephone Operators

<b>4.1</b>	<b>TITLE</b>	:	<b>The Application of Number Portability Regulation</b>
	<b>SUBJECT</b>	:	Performing the necessary studies to start the number portability application after the publication of Number Portability Ordinance.
	<b>PURPOSE</b>	:	The aim of this study is to make necessary arrangements in order to realize the number portability application at once
	<b>SCOPE</b>	:	The establishment of Central Reference Database, assurance of inter-operator application unity, monitoring the arrangements of operators at the stage of establishment of systems compatible with the Central Reference Database are within the scope of the study.
	<b>CURRENT SITUATION</b>	:	The legal infrastructure of Number Portability is established by Number Portability Ordinance that has been published in Official Gazette on 1/2/2007 and the technical specifications regarding the system needed for the actual implementation are defined by the Authority. At present, the studies regarding the establishment of related systems for the actual start of number portability application are continuing.
	<b>ASSESSMENT</b>	:	Besides the publication of regulation regarding number portability it is very important to start the application in determined timeline. Also, the establishment of necessary systems in order to realize the application in a fast and successful manner, monitoring of the systems which are going to be established by operators and planning of all process are important aspects.

4.2	<b>TITLE</b>	:	<b>Replanning of 450 - 470 Mhz Band and Band Emptying Studies</b>
	<b>SUBJECT</b>	:	Replanning of 450 - 470 MHz band and band emptying studies.
	<b>PURPOSE</b>	:	It is aimed to use the band 450 - 470 MHz more efficient and productive and planning the mentioned band for new generation systems.
	<b>SCOPE</b>	:	It includes replanning of 450 - 470 MHz band and band emptying studies.
	<b>CURRENT SITUATION</b>	:	The band 450 - 470 MHz is used by public institutions and real and legal people for their own services and OKTH radio services.
	<b>ASSESSMENT</b>	:	After examine database and make inventory analysis than the issue will be coordinated with related institutes and than studies will be finalized.

4.3	<b>TITLE</b>	: <b>Project of Research, Development and Implementation of a Public Key Infrastructure</b>
	<b>SUBJECT</b>	: Execution of “Research, Development and Implementation of a Public Key Infrastructure (PKI)” project, with collaboration of Cryptography Department of the Institute of Applied Mathematics-METU (Middle East Technical University and TA, which is a public R&D project, supported by TÜBİTAK (The Scientific and Technological Research Council of Turkey)
	<b>PURPOSE</b>	: The project aims to follow the state of the art in algorithms used in electronic signature such as RSA, DSA and EDSA, to develop tools and softwares to test the reliability of keys produced by these algorithms and to categorize them, to create a reference system on public key infrastructures and to develop supportive tools so that TA could carry out its inspection duty more effectively.
	<b>SCOPE</b>	: The project encloses studies on the algorithms and parameters defined in “Communiqué on Processes and Technical Criteria Regarding Electronic Signatures”
	<b>CURRENT SITUATION</b>	: The project, which is determined to be supported by TÜBİTAK, started on 01/07/2006 and will end on 01/07/2008 after a period of 2 years. In the first 6-month-period which covers the date from July 2006 to January 2007, preparatory works like investigating PKI requirements, overviewing work plan and resources were done and test methods of algorithms were determined. In the second 6-month-period which covers the date from January 2007 to July 2007, RSA, DSA and EDSA softwares were developed, software requirement analyses and software development plans were done, hardware configuration was modified by incrementing central server number to 4 and by establishing a Unix based system, test software requirement analysis documents for RSA, DSA and EDSA and test software design document for RSA were prepared. Works to expand memory and to increase the number of processors in the system are in progress. In the period until July 2008, “Reference System” software development, system establishment, software-hardware integration, reference system tests, “Pilot Implementation” software development and 2-week-training for TA are planned to be accomplished.
	<b>ASSESMENT</b>	: Since the diffusion of e-signature use depends on assuring confidence in e-signature so that society accepts it, it gains importance for TA to be able to run inspection mechanism in a proper and effective way. Therefore, TA must have a good command of technical issues at least as much as ECSPs and follow closely the state-of-the-art technology. Through the whole work carried out with in the scope of this project contribution to development of a robust e-signature market will be provided.

<b>4.4</b>	<b>TITLE</b>	:	<b>Standardization Web Portal</b>
	<b>SUBJECT</b>	:	Constituting the Standardization Web Portal
	<b>PURPOSE</b>	:	It is aimed to gather all the information about telecommunications standardization in an unique source in our country an to provide easiness of getting information for all related sides.
	<b>SCOPE</b>	:	<p>It is planned to constitute a standardization web portal and a forum for discussions about the subject in our internet site and to keep the following data in this portal</p> <ul style="list-style-type: none"> <li>• The general explanatory information about telecommunication standardization,</li> <li>• International and national seminars, meetings, results of these and training notes,</li> <li>• The announcements about associate studies with other national organizations,</li> <li>• The announcements, guides and studies of ITU and ETSI,</li> <li>• The standardization policy in the scope of WTO and EU, the studies about the subject and the document issued by them,</li> <li>• The reports of agreement results.</li> </ul> <p>If a cooperation committee is established about standardization with the coordination of our organization and joining of other public organizations about telecommunications it is also planned to provide interactional discussion area and constitute information forms which will allow the working groups of the committee to study online.</p>
	<b>CURRENT SITUATION</b>	:	There is no platform that contains the information of our organization or the other organizations in our country about telecommunication standardization.
	<b>ASSESMENT</b>	:	The easy access to information will be provided with the standardization web portal for all related sides like the public organizations in telecommunication sector, manufacturers, importers, operators, research centers, laboratories, universities and consumers.

<b>4.5</b>	<b>TITLE</b>	:	<b>Guide about Harmonized Standards Which Are In the Scope of RTT&amp;E Directive</b>
	<b>SUBJECT</b>	:	Preparation of the Guide about Harmonized Standards Which Are In the Scope of RTT&E Directive
	<b>PURPOSE</b>	:	Informing all related sides like public organizations in telecommunication sector, manufacturers, importers, operators, laboratories, universities and consumers about the harmonized standards which will be used for telecommunication terminal equipments in order to demonstrate the conformity to R&TTE Directive
	<b>SCOPE</b>	:	The guide will comprise the information including the preparation, definition, role and purpose of harmonized standards which are about the essential requirements of R&TTE Directive
	<b>CURRENT SITUATION</b>	:	The preparation of the guide about harmonized standards which are in the scope of RTT&E Directive has been started
	<b>ASSESSMENT</b>	:	It is evaluated that this guide will be beneficial for the public organizations in telecommunication sector, manufacturers, importers, operators and laboratories in the application of R&TTE directive

<b>4.6</b>	<b>TITLE</b>	:	<b>To Ensure the Turkish Characters to be Involved in the Alphabets Used in Informatics Sector</b>
	<b>SUBJECT</b>	:	Addition of the Turkish characters to the Alphabets Used in Informatics Sector
	<b>PURPOSE</b>	:	Addition of the Turkish characters to the alphabets which are used in the informatics sector and determined in the international standards in order to provide assistance to the sector and also solution of the problem about double or triple remuneration as a result of more than one partition and conveyance of the messages which send in the scope of Short Message Service and includes Turkish characters.
	<b>SCOPE</b>	:	The study comprises pursuing and coordination of the activities performed by operators, manufacturers and importers directed towards the solution of the problem and the studies which will be performed for the final and decisive solution of the problem at the sides of international standardization bodies with the aim of insertion of Turkish characters to the standard GSM alphabet set which is based on 7 bit basis in the short run and also comprises the studies which will be performed for the addition of the Turkish characters to the alphabets used in informatics sector in long run..
	<b>CURRENT SITUATION</b>	:	Some Turkish characters are not involved in the alphabets which are used in the informatics sector. The Turkish characters ç, Ğ, ğ, İ, ı, Ş and ş are not included in Standard GSM Alphabet set (SGA) which is based on 7 bits basis and defined in GSM 03.38 standard of ETSI. Therefore the short messages which include the characters under consideration are coded with Unicode system based on 16 bits basis instead of 7 bits and so the maximum number of characters in a message is decreasing from 160 to 70. Because of this, the messages which include the Turkish characters that are not included in SGA and longer than 70 characters are conveyed and remunerated as more than one message and this situation becomes a subject of consumer complaints.
	<b>ASSESSMENT</b>	:	It is evaluated that the addition of Turkish characters to the alphabets which do not include them and used in the informatics sector in the long run and the solution of the problem about more than one partition and conveyance of short messages includes the Turkish characters which are not included in SGA in the short run will not only eliminate the existing unjust treatment of consumers but also be beneficial for Turkish software sector through providing the presence of all Turkish characters in international standards.

4.7	<b>TITLE</b>	: <b>The Studies of Public Informing About The Quality of Service Inspection Results of GSM Mobile Telephone Operators</b>
	<b>SUBJECT</b>	: The Studies to be done to inform public about the datas provided from The Quality of Service Inspection Results of GSM Mobile Telephone Operators
	<b>PURPOSE</b>	: It is aimed to inform public, to provide subscribers better services and to establish competitional environment among the operators by making the datas provided from The Quality of Service Inspection Results of GSM Mobile Telephone Operators .
	<b>SCOPE</b>	: This study covers the metric responsibilities regarding Quality of Service of GSM Mobile Telephone Operators.
	<b>CURRENT SITUATION</b>	: The results of Inspection regarding Quality of Service of GSM Mobile Telephone Operators are being reported at present.
	<b>ASSESSMENT</b>	: It is evaluated that the GSM Mobile Telephone Operators would act more properly to Authority's regulations regarding Quality of Services criteria this would increase the customer satisfaction by this means.

## **5. WORK CALENDAR**

5.1 Regulation

5.2 Authorization

5.3 Supervision

5.4 Other Studies

TELECOMMUNICATIONS AUTHORITY 2008 WORK PLAN TIMETABLE													
WORK TITLE		JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
1. REGULATION	Market Analysis												
	Revision of Electronic Signature Regulations and Amendment of Communiqué on Processes and Technical Criteria Regarding Electronic Signatures												
	Electronic Communications Security												
	Revision of Ordinance on The Consumer Rights in The Telecommunications Sector												
	Determination of Procedures and Principles on Making Market and Operator Data Publicly Available												
	Interface Criteria and Open Network Usage												
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	Guide about Harmonized Standards Which Are In the Scope of R&TTE Directive												
	To Ensure the Turkish Characters to be Involved in the Alphabets Used in Informatics Sector												
	The Studies of Public Informing About The Quality of Service Inspection Results of GSM Mobile Telephone Operators												