

Telecoms and Media

An overview of regulation in
44 jurisdictions worldwide

2013

Contributing editors: Laurent Garzaniti and Natasha Good



Freshfields Bruckhaus Deringer



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Overview Laurent Garzaniti, Natasha Good and Hein Hobbelen <i>Freshfields Bruckhaus Deringer LLP</i>	3
Acknowledgements for Verifying Content	6
Argentina Pablo Crescimbeni and María Laura Barbosa <i>ZBV Abogados</i>	7
Australia Angus Henderson, Capucine Hague and Tim Quadrio <i>Webb Henderson</i>	16
Austria Bertram Burtscher and Stefan Köck <i>Freshfields Bruckhaus Deringer LLP</i>	30
Bahrain Alexandre Sérot <i>Telecommunications Regulatory Authority – Bahrain</i>	41
Bangladesh Daniah Khandker, Anita Ghazi Rahman, Mohibul Hassan Chowdhury and Sabrina Afrozé <i>The Legal Circle</i>	49
Belgium Laurent Garzaniti, Thomas Janssens, Hein Hobbelen and Anneleen Straetemans <i>Freshfields Bruckhaus Deringer LLP</i>	57
Bermuda Timothy Frith <i>MJM Barristers & Attorneys</i>	70
Brazil Ricardo Barretto Ferreira and Fabio Ferreira Kujawski <i>Barretto Ferreira, Kujawski e Brancker Sociedade de Advogados (BKBG)</i>	81
Bulgaria Violetta Kunze and Lilia Kisseva <i>Djingov, Gouginski, Kyutchukov & Velichkov</i>	90
Canada David Elder <i>Stikeman Elliott LLP</i>	101
Chile Alfonso Silva and Eduardo Martin <i>Carey</i>	112
China Mark Parsons, Yang Xun, Victoria White and Longbo Wang <i>Freshfields Bruckhaus Deringer LLP</i>	125
Costa Rica Eduardo Calderón, Luis Ortiz, Esteban Alfaro and Andrea Sittenfeld <i>BLP Abogados</i>	143
Dominican Republic Sharin Pablo de Roca and Yumari Torres <i>JJ Roca & Asociados</i>	148
European Union Laurent Garzaniti, Thomas Janssens, Hein Hobbelen and Alexia Burckett St Laurent <i>Freshfields Bruckhaus Deringer LLP</i>	155
France Jérôme Philippe and Aude-Charlotte Guyon <i>Freshfields Bruckhaus Deringer LLP</i>	181
Germany Norbert Nolte and Sibylle Gering <i>Freshfields Bruckhaus Deringer LLP</i>	196
Ghana Josiah Kojo Ankomah-Sey and Susan-Barbara Adjorkor Kumapley <i>Bentsi-Enchill, Letsa & Ankomah</i>	207
Greece Dina Th Kouvelou and Nikos Th Nikolinakos <i>Nikolinakos-Lardas Law Firm</i>	215
Hong Kong Mark Parsons, Victoria White and James Chan <i>Freshfields Bruckhaus Deringer</i>	221
India Atul Dua, Rahul Goel and Anu Monga <i>Seth Dua & Associates</i>	239
Indonesia Noor Meurling, Toby Grainger, Dewi Sawitri and Alwin Redfordi <i>Oentoeng Suria & Partners</i>	249
Ireland Helen Kelly and Claire Morgan <i>Matheson</i>	257
Italy Tommaso Salonicco and Luca Ulissi <i>Freshfields Bruckhaus Deringer LLP</i>	280
Kenya Richard Harney and Kenneth Njuguna <i>Coulson Harney Advocates</i>	293
Macedonia Dragan Dameski and Elena Miceva <i>Debarliev, Dameski & Kelesoska Attorneys at Law</i>	301
Malaysia Jin Nee Wong and Min Lee Boo <i>Wong Jin Nee & Teo</i>	308
Mexico Bertha Alicia Ordaz Avilés and Octavio Lecona Morales <i>Greenberg Traurig SC</i>	319
Moldova Sergiu Sitnic <i>National Regulatory Agency for Electronic Communications and Information Technology</i>	328
Netherlands Onno Brouwer, Winfred Knibbeler and Nima Lorjé <i>Freshfields Bruckhaus Deringer LLP</i>	337
New Zealand Malcolm Webb, Edward Willis and Anisa Purbasari <i>Webb Henderson</i>	346
Nigeria Tamuno Atekebo, Otome Okolo and Chukwuyere E Izuogu <i>Streamsowers & Köhn</i>	354
Philippines Rose Marie M King-Dominguez and Ruben P Acebedo II <i>SyCip Salazar Hernandez & Gatmaitan</i>	362
Poland Arwid Mednis and Artur Salbert <i>Wierzbowski Eversheds</i>	370
Portugal Jaime Medeiros and Mónica Oliveira Costa <i>Coelho Ribeiro e Associados</i>	381
Russia Igor Gerber and Andrey Filippenko <i>Freshfields Bruckhaus Deringer LLP</i>	392
Singapore Chong Kin Lim and Charmian Aw <i>Drew & Napier LLC</i>	408
South Africa Zaid Gardner <i>Edward Nathan Sonnenbergs</i>	430
Spain Sergio Miralles Miravet, Alejandro Milá Valle and Carolina Luna Gordo <i>Freshfields Bruckhaus Deringer LLP</i>	439
Switzerland Marcel Meinhardt, Astrid Waser and Michael Cabalzar <i>Lenz & Staehelin</i>	453
Taiwan Robert C Lee <i>YangMing Partners</i>	462
Thailand Sudharma Yoonaidharma <i>School of Law, University of the Thai Chamber of Commerce</i>	470
United Kingdom Rod Carlton, Mark Sansom and Olivia Hagger <i>Freshfields Bruckhaus Deringer LLP</i>	479
United States John Nakahata, Kent Bressie and Paul Margie <i>Wiltshire & Grannis LLP</i>	497
Quick Reference Tables	507

Chile

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Communications policy

1 Policy

Summarise the regulatory framework for the telecoms and media sector. What is the policymaking procedure?

In connection with the regulatory framework for the telecoms and media sector in Chile, there are two general laws to take into account, the General Telecommunications Law (the GTL) and the National Television Council Law (the NTCL).

The GTL mainly rules on the following matters:

- its general rules contain a concept of telecommunications, the principle of free and equal access to telecoms, a classification of telecommunications services, a general regulatory framework for the installation, operation and exploitation of such services and rules for the interpretation, application and control of the GTL and its complementary rules;
- telecoms concessions, permits and licences needed to provide telecoms services and the requirements and procedures applicable to their granting;
- tariffing procedures for certain telecoms services;
- the fees for the use of spectrum; and
- breaches and sanctions.

The NTCL mainly rules on the following matters:

- duties, attributions and organisation of the National Television Council (the NTC);
- concessions for open television broadcasting services and their granting procedure; and
- sanctions for breaches to the law.

For details on this, please see question 3.

The Ministry of Transport and Telecommunications (the MTT) through the undersecretary of telecommunications, Subtel, is in charge of proposing and developing telecoms policies in Chile, which must then be approved by the president of the republic. Subtel's policy development procedure is the standard procedure contemplated in the Chilean law for the issuance of any regulation. Telecoms policies, therefore, are materialised by the authority through the issuance of supreme decrees or exempt resolutions. Although the telecoms authorities are not obliged to do so, they often issue notices of inquiry or notices of proposed rulemaking and consider the opinion of the market players before adopting new policies.

2 Convergence

Has the telecoms-specific regulation been amended to take account of the convergence of telecoms, media and IT? Are there different legal definitions of 'telecoms' and 'media'?

No. There has been no amendment of the GTL specifically addressing this issue. Subtel has disclosed in the media, however, that the

Chilean government is analysing the issue and that convergence is a key element of the government's telecommunications policy.

There are different legal definitions of telecoms and media. According to the GTL, 'telecoms' are any transmission, emission or reception of signs, signals, writes, images, sounds and information of any nature, whether by physical lines, radio electricity, optical means or other electromagnetic systems.

In turn, pursuant to the Law on Freedom of Speech, Information and Journalism, 'media' comprises any means suitable for the transmission, disclosure, spreading or publication in a stable or periodical manner, of texts, sounds or images aimed at the public, without regard of the platform or instrument used in doing so. Therefore, some media players may also be telecommunications concessionaires or permissionaires (open and cable television channels, radio broadcasting operators, etc).

3 Broadcasting sector

Is broadcasting regulated separately from telecoms? If so, how?

As a general rule, the broadcasting sector is regulated separately from the telecoms sector. In some aspects, however, these markets are subject to a regulatory overlap.

From a technical standpoint, telecoms, radio broadcasting and cable television (CATV) operators are subject to the GTL. For this reason, the MTT, through Subtel, is the entity in charge of granting, renewing and modifying telecoms concessions and CATV permits and supervising that telecoms and CATV operators comply with the provisions of the GTL. Subtel's supervisory authorities extend only to technical aspects of the concession and permit holders' operations and do not include the ability to control or censor the content of their transmissions.

Subtel also manages, pursuant to the GTL, the assignment of the radio-electric spectrum for both the broadcasting (radio and television) and telecoms operators.

In turn, the NTC is in charge of granting, renewing and modifying open television broadcasting services (OTBS) concessions (not cable) and supervising that OTBS concessionaires comply with the provisions of the NTCL. The NTC is also in charge of supervising that the content transmitted by both OTBS and CATV operators complies with the 'proper performance' requirements set forth in the NTCL. The NTCL defines proper performance as the permanent respect of the moral and cultural values of the nation, the dignity of persons, the protection of the family, pluralism, democracy, peace, the protection of the environment and spiritual and intellectual education of children and youth.

The supervisory authorities of the NTC in connection with the content transmitted by OTBS and CATV operators are exercised ex-post. In other words, the NTC may apply sanctions only if it verifies that a violation to the NTCL has been committed, but it has no previous censorship authorities.

Even though there is no entity specifically in charge of supervising the content of radio broadcasting telecoms services (RBTS) transmissions, there are several legal provisions that directly or indirectly regulate the content of all kinds of broadcasting transmissions (including OTBS, CATV and RBTS). These legal provisions include the Criminal Code (especially in cases of slander, libel or defamation), the Law on Freedom of Speech, Information and Journalism, the Consumers' Protection Law and the Elections Law.

Telecoms regulation – general

4 WTO Basic Telecommunications Agreement

Has your jurisdiction committed to the WTO Basic Telecommunications Agreement and, if so, with what exceptions?

Chile committed to the WTO Basic Telecommunications Agreement with no exceptions, apart from specifying what is understood in Chile by the term 'basic telecoms'.

5 Public/private ownership

What proportion of any telecoms operator is owned by the state or private enterprise?

At present, there is no relevant public ownership in any of the main telecoms operators; one national OTBS concessionaire, Televisión Nacional de Chile, is wholly owned by the state.

6 Foreign ownership

Do foreign ownership restrictions apply to authorisation to provide telecoms services?

Telecoms concessions may be granted only to private or public legal entities duly incorporated and domiciled in Chile. There is no restriction or limitation, however, on the participation or ownership of foreign investors in Chilean telecoms concessionaires, provided their investments comply with Chilean laws and regulations.

Without prejudice to the foregoing, in case of RBTS concessions requested or acquired by entities controlled in more than 10 per cent by foreign investors, such RBTS concessions may be granted to or acquired by the respective entity only if it previously provides evidence that the country of origin of the foreign investors grants to Chilean citizens the same rights that they will enjoy in Chile (reciprocity).

Likewise, according to Chilean law, the chairperson, managers, administrators, legal representatives and at least the majority of the board members of free radio broadcasting concessionaires must be Chilean citizens. The chairperson, managers, administrators, legal representatives and all the board members of OTBS concessionaires must also be Chilean citizens.

7 Fixed, mobile and satellite services

Comparatively, how are fixed, mobile and satellite services regulated? Under what conditions may public telephone services be provided?

Fixed, mobile and satellite services are generally considered by Chilean telecoms regulations as public, intermediate or limited telecoms services (PTS, ITS or LTS), as the case may be. Therefore, except for the technical rules established specifically for each of them and for the circumstance that, in certain conditions, the tariffs of fixed local telephone services may be set by the authorities, all such services are subject to the general rules contained in the GTL and its ancillary and complementary regulations.

Only holders of a telephony concession may provide publicly available telephone services. In addition, if the telephone is located in a public area, the corresponding operator will have to previously obtain an authorisation from the entity in charge of the respective area (eg, the city hall, the Ministry of Public Works, the Ministry of

National Properties). ITS concessionaires may provide long distance service through public phones located in calling centres available for the general public.

8 Satellite facilities and submarine cables

In addition to the requirements under question 7, do other rules apply to the establishment and operation of satellite earth station facilities and the landing of submarine cables?

Except for certain satellite systems that operate in Chile under international agreements subscribed to by the Chilean state, satellite earth station facilities and submarine cable operators are subject to the same general rules applicable to any Chilean telecoms concessionaire.

9 Universal service obligations and financing

Are there any universal service obligations? How is provision of these services financed?

There are no universal service obligations in Chile. However, universal service is obviously a goal of our telecoms public policies. For example:

- one of the main criteria of assignment in concessions public bids is the coverage offered by the bidders;
- the Digital Agenda for 2013–2020 is inspired in the achievement of universal service; and
- the Telecoms Development Fund contemplated in the GTL is focused in universal service.

Please see question 33 in connection with the last two bullet points. Finally, regarding new technologies such as voice over internet protocol (VoIP), the VoIP Regulation existing in Chile establishes that the VoIP concessionaires may not discriminate based on the location of the customer when deciding to accept or not accept any person or entity as a client; however, the same regulation expressly states that the access and connection to the internet of each VoIP service customer is not considered as part of such service and, therefore, each customer is responsible for their own connection to the internet.

10 Operator exclusivity and limits on licence numbers

Are there any services granted exclusively to one operator or for which there are only a limited number of licences? If so, how long do such entitlements last?

In the past, some telecoms operators had exclusivity to provide particular services (eg, fixed telephony and long-distance state monopolies). However, under the current GTL, telecoms concessions and permits are not limited as to their number, type of service or geographical area and, therefore, it is possible to grant two or more concessions or permits for the provision of the same service in the same location.

A limited number of licences are granted only where technical limitations exist (ie, mobile telephone services, LMDS, WLL, WiMAX and other wireless services), in which case only the number of concessions permitted by the technical regulation of the respective service may be granted for a single service area. In the latter case, concessions will be granted through a public bidding process.

For details on the duration of licences, see question 14.

11 Structural or functional separation

Is there a legal basis for requiring structural or functional separation between an operator's network and service activities? Has structural or functional separation been introduced or is it being contemplated?

Since 10 December 2010 Law No. 20,478 has been in force, which, among other things, allows the operation of infrastructure supplier companies by modifying the concept of ITS in the GTL, including within this concept those concessionaires who only provide physical

infrastructure for telecoms services. This new law also simplifies the required procedure for modifying the relevant concessions regarding this type of service. The requirements for obtaining, installing, operating and exploiting such types of concession are established in a special regulation issued by the MTT by means of Supreme Decree No. 99, in force from 6 July 2012.

12 Number portability

Is number portability across networks possible? If so, is it obligatory?

On 10 December 2010, Law No. 20,471 was published, which establishes the number portability right for the users of mobile telephone services as well as for the users of fixed telephone lines.

This law amended the GTL, including a new article 25bis, which obligates the concessionaries of the public telephone services and the providers of complementary services connected to the public switched telephone network to implement the number portability system and to comply with the regulations to be issued for the correct operation of the system. This law further establishes that the technical implementation of the number portability shall be performed by a centralised and unique database, administrated by a portability management body (PMB), an entity in charge of providing the inquiry mechanisms for the consultation and administration of the database in a non-discriminatory and efficient way and in such a manner that the operational costs of the number portability system are kept to a minimum.

The financing of the number portability system has been defined by a special regulation based on a mixed and proportional system that considers the following sources:

- the necessary investment costs to provide services related with the number portability operation will be financed by the contributions that the public telephone service concessionaries and those concessionaires of the same type shall make according to their participation in the numbering assigned at national level; and
- the operating costs will be financed based on the portability transactions performed by the subscribers and users.

The law sets forth that those actions which prevent or make difficult the operation or the legitimate exercise of the rights that arise from the number portability incurred by the concessionaires of the public telephone service, by those concessionaries of the same type or by the portability management body shall be punished according to title VII of the GTL.

The number portability law has been complemented by two regulations published on 25 March 2011: one of them sets forth the public bidding procedure for the appointment of the PMB and refers to its organisation and operation and to the economic conditions related to the transactions associated to the portability; and the other sets forth the obligations for adequate performance of the telephonic number portability system.

Also, during 2011 the public bid for the awarding of the PMB position was held (it was awarded to Telcordia Technologies) and the implementation of number portability for fixed telephony, VoIP, rural telephony, complementary services, etc, started in December 2011 and was due to be fully implemented by February 2013. Portability for mobile telephone services was fully implemented on 16 January 2012.

13 Authorisation timescale

Are licences or other authorisations required? How long does the licensing authority take to grant such licences or authorisations?

As a general rule, to provide any telecommunications services, it is necessary to obtain a concession, permit or licence from the telecommunications authority.

Even though procedures for the granting of telecoms concessions, permits and licences are clearly defined in the GTL and its regulations,

the duration of such procedures depends on a series of variables that may differ from one specific case to another (particularly when there is opposition from third parties, which sometimes may need to be resolved by the courts of justice). In standard cases, however, the granting of PTS, ITS or RBTS concessions may take between three and eight months (RBTS concessions are always granted through public bid). The granting of limited telecoms service (LTS) permits (ie, CATV) may take from two to six months. Finally, the granting of OTBS concessions may take from seven to eight months (OTBS concessions are also always granted through a public bid). As already mentioned, third-party oppositions may substantially increase the above-mentioned terms. Such oppositions may be filed by any interested parties that feel that the granting of the concession might damage any of their rights.

14 Licence duration

What is the normal duration of licences?

Telecoms concessions and permits have a legally fixed duration. Under the GTL, PTS and ITS concessions are granted for a 30-year period, renewable for identical periods if requested by the concessionaire. RBTS concessions are granted for a 25-year period, after which the concessionaire will have priority for renewal. Concessions for the provision of OTBS are also granted for a 25-year period. Permits for the provision of LTS are granted for a 10-year period and may be renewed upon the request of the interested party, with the exception of permits for the provision of limited television services that do not use the radio-electric spectrum (ie, CATV), in which case the duration is indefinite.

15 Fees

What fees are payable for each type of authorisation?

As a general rule, telecoms concessions and permits are granted on a free basis. As mentioned above, telecoms concessions and permits may be subject to auction by the telecoms authorities only in cases when the relevant concessions must be granted through a public bidding process due to the fact that there is a technical rule that allows only a limited number of concessions or permits, and two or more bidders present equally suitable offers.

The GTL provides, however, that concessionaires, permit holders and holders of telecoms licences that use the radio-electric spectrum are subject to an official fee or duty for the use of the spectrum. This fee is charged on an annual basis according to the Collection Regulations, depending on several factors, such as type of concession, permit or licence, portion of spectrum granted and service area that has been authorised.

Official fees or duties are charged from 1 January of each year, and must be paid in the second half of the corresponding year. According to the GTL, a payment delay of more than six months is punishable by Subtel with the cancellation of the corresponding concession, permit or licence.

16 Modification and assignment of licence

How may licences be modified? Are licences assignable or able to be pledged as security for financing purposes?

As a general rule, telecoms concessions and permits may be amended in almost all aspects. However, the following elements of the essence of the concessions may not be amended:

- PTS and ITS concessions – the type of service and the duration of the concession.
- RBTS concessions – the type of service, service area, duration of the concession, the term to start and complete the relevant works related to the concession, the term to start the transmissions, and the power and frequency of the concession transmission.

Additionally, all supreme decrees granting concessions must indicate the above-mentioned essential elements and the following non-essential elements:

- PTS and ITS concessions: the holder of the concession, service area, technical characteristics of the facilities specified in the technical plan corresponding to the type of service, term for the initiation and conclusion of relevant works related to the concession, term for the initiation of the services, location of the radio stations (excluding the mobile and portable ones) and the power, frequency and technical characteristics of the systems.
- RBTS concessions: the holder of the concession, location of the studios, the location of the transmission plant, location and technical characteristics of the system and radio links between the transmission plant and the studios.

The non-essential elements indicated in the last two bullet points above may be amended at the request of the interested party through the issuance of an amendment supreme decree. Applications for the amendment of concessions must be submitted directly to the MTT.

The amendments of PTS and ITS concessions referring to the service area, power, frequency and the technical characteristics of the systems, and amendments to RBTS concessions referring to the location of the transmission plant and the location and technical characteristics of the system, are subject to a procedure similar to that applicable to the granting of the concessions set out in articles 15 and 16 of the GTL; this includes the possibility that third parties may file objections or oppositions to the corresponding concession amendment application. In serious and urgent cases, however, the MTT, through a grounded resolution, may provisionally authorise the amendment of a concession, regardless of what may be ultimately resolved by the MTT.

The amendment of non-essential concession elements, other than those specified under the last two bullet points above, may be performed after notifying Subtel.

An OTBS concession may be amended in all of its aspects (provided that the relevant amendment is feasible from a technical and practical standpoint). To amend an OTBS concession, the concessionaire must previously file a written application before the NTC. The NTC shall forward a copy of the application to Subtel if the amendment refers to technical aspects of the concession. Subtel (if required) shall review the amendment application and communicate any observation that it may have within 30 days. If Subtel or the NTC have observations, the applicant shall correct them within 15 days. If there are no observations, or such observations were corrected, the NTC shall resolve the amendment application. Any NTC resolution rejecting the amendment application or affecting the interests of third parties is subject to a procedure similar to that applicable to the granting of OTBS concessions set out in article 27 of the NTC law; this includes the possibility that third parties may file objections or oppositions to the corresponding concession amendment application.

As mentioned above, telecoms and RBTS concessions and permits may be assigned, transferred or leased only with the prior authorisation of Subtel, which cannot refuse such authorisation without reasonable cause. In case of RBTS concessions, however, such authorisation cannot be granted within two years from the date of the legal initiation of the services under the concession. The GTL provides that the assignee of a concession or permit is subject to the same obligations of the former owner. The assignee is bound by the technical and economic project originally submitted by the assignor to Subtel and approved by it. But the assignee may request the amendment of technical and economic projects at any time. Additionally, as mentioned above, in the case that RBTS concessions requested or acquired by entities that are controlled more than 10 per cent by foreign investors, such RBTS concessions may be granted to or acquired by the respective entity only if it provides evidence that the country of origin of the foreign investors grants to Chilean

citizens the same rights that they will enjoy in Chile (reciprocity). The violation of this requirement leads to the cancellation of the respective concession by the effect of the law.

OTBS concessions may be assigned, transferred or leased only with the prior authorisation of the NTC, which cannot refuse such authorisation if the potential assignee or lessee complies with the requirements established in the NTCL to become an OTBS concessionaire.

The pledge of telecoms, RBTS and OTBS concessions and permits is not expressly regulated. But Subtel (using its legal authority to interpret the GTL and its regulations) has expressly declared that no authorisation or approval is necessary to execute a pledge agreement over telecoms or RBTS concessions or permits. However, authorisation from Subtel (in the same terms mentioned above) will be required in the event of foreclosure of the pledge, and it has to be obtained before the transfer of the pledged telecoms or RBTS concession or permit to the third party awarded in the auction.

Finally, according to the Law on Freedom of Speech, Information and Journalism, any material change in the ownership of any media entity shall be communicated to the Free Competition Defence Court (the competition court) within 30 days from its occurrence. However, in cases of media subject to concessions granted by the state (RBTS, OTBS, CATV operators, etc), the relevant change of ownership may be performed only with the previous and favourable opinion of the competition court. Such report shall be issued by the competition court within 30 days from the request of the interested party. Otherwise, it shall be understood that the change of ownership in the relevant media entity does not deserve any kind of objection from the competition court.

17 Retail tariffs

Are national retail tariffs regulated? If so, which operators' tariffs are regulated and how?

As a general rule, the tariffs or fees for the PTS and the ITS may be freely established by the respective service providers. But in the event that the Competition Court resolves that the conditions prevailing in the fixed or long-distance telephone market (excluding the mobile telephone service and the signalling, transmission and switching services provided as ITS or as private circuits) are not sufficient to guarantee free competition, the tariffs or fees of the telecoms services and operators referred to in the Competition Court's resolution shall be set by the government through a supreme decree. The tariffs shall be set by the government for a five-year period, based on an 'efficient company' model. The tariff-setting procedure currently contemplates the participation of third parties, which may express their points of view to Subtel through the procedure contemplated in the relevant regulations.

18 Customer terms and conditions

Must customer terms and conditions be filed with, or approved by, the regulator or other body? Are customer terms and conditions subject to specific rules?

No. Subtel is, however, empowered to request any information necessary for the completion of its functions from the telecoms concessionaires, including customer terms and conditions.

19 Changes to telecoms law

Are any major changes planned to the telecoms laws?

On 11 March 2010, the new president of Chile, Sebastián Piñera, took office for a period of four years. In the political agenda for his presidential period, the following matters were considered in the field of telecommunications:

- the creation of a Telecommunications Superintendency focused on the supervision of compliance with telecoms regulations and

the creation of a National Telecommunications Commission in charge of the regulatory role;

- the creation of an impartial conflict solution system;
- improvement of the licensing system in order to make a better use of spectrum;
- adjustment of regulation for a better use of telecommunications networks and to encourage competition;
- stimulation of interconnection between conventional networks and IP networks;
- implementation of number portability for fixed and mobile telephony; and
- redefining the Telecoms Development Fund in order to bridge the digital gap.

The implementation of these measures has required and will require the implementation of several regulatory initiatives. Among these initiatives the GTL has been amended and complemented by eight new laws since 2010:

- Law No. 20,433, which creates and regulates the free citizen and community reception radio broadcasting services;
- Law No. 20,453, which sets forth the network neutrality principle (for more information, see question 32);
- Law No. 20,471, which establishes the number portability right for the users of mobile telephone services as well as for the users of fixed telephone lines (for more information, see question 12);
- Law No. 20,478, which regulates the recovery and continuity of telecommunications infrastructure that collapsed due to the February 2010 earthquake in Chile in and also modifies the concept of ITS, including in the same concept those concessionaries who provide only physical infrastructure for telecoms services (infrastructure supplier companies);
- Law No. 20,476, which gradually eliminates long-distance charges within Chile;
- Law No. 20,522, which modifies the Telecoms Development Fund;
- Law No. 20,546, which eliminates the preferential rights that were usually granted or acquired for the awarding of a concession or permit established in article 13C of the GTL; and
- Law No. 20,599, which regulates the installation of telecoms towers and antennas for the provision of telecoms services.

Telecoms regulation – mobile

20 Radio frequency (RF) requirements

For wireless services, are radio frequency (RF) licences required in addition to telecoms services authorisations and are they available on a competitive or non-competitive basis? How are RF licences allocated? Do RF licences restrict the use of the licensed spectrum?

Wireless service concessions generally include the RFs necessary for the provision of the respective service; MVNOs are an exception to this. For more information, please see question 23. Therefore, wireless services concessionaires do not need special RF licences or permits (in addition to their telecoms service concessions or permits) to provide their services to the public. As such, the GTL establishes an equal and non-discriminatory right of access to telecoms to all the inhabitants of the country. Any person may apply for telecoms concessions, permits and licences according to the terms and conditions of the GTL and its ancillary and complementary regulations.

Telecoms concessions and permits are generally granted to the interested party on a 'first come, first served' basis. However, if there is a technical rule that allows only a limited number of concessions or permits of a certain service (eg, mobile telephony and other wireless services), the relevant concessions and permits shall be granted through a public bidding process. OTBS and RBTS concessions are always granted through public bidding processes. Telecoms concessions and permits are usually granted on a free basis, but may

be subject to auction by the telecoms authorities only in cases when the relevant concessions must be granted through a public bidding process due to the fact that there is a technical rule that allows only a limited number of concessions or permits, and two or more bidders are equally suitable. In cases of RBTS concessions, ties produced between two or more bidders are solved through public lottery.

21 Radio spectrum

Is there a regulatory framework for the assignment of unused radio spectrum (refarming)? Do RF licences generally specify the permitted use of the licensed spectrum or can RF licences for some spectrum leave the permitted use unrestricted?

There are no specific regulations on spectrum refarming. Subtel is entitled, however, as legal manager of the Chilean radio-electric spectrum, to take measures and issue regulations aimed at improving efficiency in the use of the spectrum. This occurred, for example, in the 1990s when Subtel established a 12.5KHz canalisation for the trunking frequencies instead of the 25KHz canalisation in force until then. Likewise, in 2005, the MMDS CATV permissionaires that operated in the 2.6GHz band were forced by the authority to migrate to another frequency band. The same situation occurred with certain frequencies that will be used for 4G and digital television services.

Without prejudice to the foregoing, any measure adopted by Subtel in this regard shall respect the rights already acquired by the telecoms operators in connection with their concessions or permits.

The GTL establishes an equal and non-discriminatory right to use spectrum, but always through a telecommunications concession, permit or licence. RF concessions, permits and licences describe the specific service for which they are granted and, therefore, the spectrum is always permitted to be used for specific purposes. For more information on this matter, please see question 20.

22 Spectrum trading

Is licensed RF spectrum tradable?

RFs assigned to a particular operator may not be traded or transferred separately from the concession or permit to which the respective RFs are embedded.

Telecommunications concessions (including spectrum or not) may be transferred, assigned or leased only with the previous authorisation of Subtel, which may not be denied without reasonable cause. In the case of RBTS concessions, such authorisation cannot be granted within two years from the date of the legal initiation of the services under the concession.

23 Mobile virtual network operator (MVNO) and national roaming traffic

Are any mobile network operators expressly obliged to carry MVNO or national roaming traffic?

According to the regulations issued by Subtel, mobile resellers or MVNOs require a PTS concession for mobile telephony and, due to the fact that such concessions are granted without spectrum, they also need access to the infrastructure and spectrum of another concessionaire in order to deliver mobile telephony services. Such access shall be granted by the incumbent operators in accordance with the commercial agreements that may have been voluntarily reached between the concessionaire that has the concession over the spectrum and the corresponding MVNO. In the case of national roaming traffic the situation is similar, the access to the infrastructure and spectrum of another concessionaire in order to deliver mobile telephony services is not compulsory for the incumbent operators, and such accesses are granted by means of voluntarily agreements reached by the relevant parties. In this sense, two national roaming agreements have been reached between two new entrants – Nextel and VTR – and two incumbents – Entel and Movistar – respectively.

Notwithstanding the above, in December 2011 the Supreme Court overturned a Competition Court ruling which originally rejected the claim filed by the national antitrust attorney against three different telephone service companies (Movistar, Entel and Claro) and found that these companies performed actions to prevent the entry of competitors into the mobile market.

The illegal conduct performed by the three operators consisted of a refusal to supply facilities for the development of MVNOs.

The Supreme Court established that the three mobile companies 'unreasonably refused to offer facilities for resale' by creating artificial barriers to entry.

Consequently, the Supreme Court ordered each of the companies to pay a fine of approximately US\$3 million and ordered them to file an offer of facilities or resale of plans for MVNOs within 90 days, on the basis of general, uniform, objective and non-discriminatory criteria.

24 Mobile call termination

Does the originating calling party or the receiving party pay for the charges to terminate a call on mobile networks? Is call termination regulated, and, if so, how?

Since 1994, the calling party shall pay for the charges to terminate a call on mobile networks ('calling party pays' or CPP system). As mentioned in question 29, the mobile operator's access charges are fixed every five years by the authorities in accordance with a tariff-setting procedure set out in the GTL.

From a cash-flow standpoint, the originating network operator shall pay the access charges to the mobile network operator. In turn, the originating network operator is entitled to request the reimbursement of such charges from the subscriber that made the call.

25 International mobile roaming

Are wholesale and retail charges for international mobile roaming regulated?

No specific regulation has been issued in this regard.

26 Next-generation mobile services

Is there any regulation for the roll-out of 3G, 3.5G or 4G mobile services?

In September 2000, Subtel issued a technical rule reserving the 1,710–1,770MHz and 2,110–2,170MHz bands for third-generation mobile services (3G) to be granted through a public bidding process.

On 27 January 2009, the Supreme Court ruled that no operator may concentrate more than 60MHz in any band assigned for public mobile telephony services as a consequence of the 3G public bid. If any operator receives 3G spectrum and, for such reason exceeds the above-mentioned 60MHz cap, such operator will have to surrender such spectrum either by returning it to the state or through a sale by public auction.

The general terms and conditions for the public bid were issued by Subtel in April 2009, confirming the spectrum cap fixed by the Supreme Court and regulating the assignment of three spectrum blocks of 30MHz each with national coverage (90MHz overall). Considering that there were already three operators which could not increase their spectrum due to the cap (Entel had already 60MHz and Movistar and Claro 55MHz each), this became an opportunity for new entrants.

The public bid took place during 2009 and, after a public auction, Nextel obtained two concessions of 30MHz each and VTR (a subsidiary of Liberty Media) obtained the remaining 30MHz, permitting the entrance of two new competitors into the market of next generation mobile services.

In 2012 a new public bid process took place for the granting of PTS concessions based on 4G technology for the provision of fixed

or mobile data transmission public services in the frequency bands 2,505–2,565MHz and 2,625–2,685MHz. On 30 July 2012, after a public auction, Subtel announced that Claro, Entel and Movistar (the incumbents that participated in the bid process) were each awarded one of the three 40MHz spectrum blocks distributed by this public bid (blocks A, B and C respectively).

The deadline to start 4G services is 12 months nationwide and 24 months for connecting the 543 isolated areas that were included in the bidding conditions.

Telecoms regulation – fixed infrastructure

27 Cable networks

Is ownership of cable networks, in particular by telecoms operators, restricted?

There is no specific restriction in Chile regarding the ownership of CATV operators or networks by other telecoms service providers. In fact, the main CATV operator has for a long time offered a triple pack connection (CATV, local telephony and internet access) to the public. Chilean authorities, however, might restrict ownership if, according to antitrust law, it impairs, restricts or eliminates free competition within the relevant market. Any such instances will be analysed on a case-by-case basis.

In March, 2011 the national antitrust attorney presented a request before the Competition Court in order to obtain a general instruction relating to the conditions or requirements which shall be considered by telecoms service providers in the commercialisation of the joint offers or service packs offered to the public. On 18 December 2012 the Competition Court imposed the following measures:

- the joint selling of fixed and mobile services is not forbidden, but the company cannot grant discounts or more favourable conditions of any kind to customers or subscribers for both types of services;
- the general instruction will apply only to customers qualified as natural persons (not corporations);
- the price of telecoms services sold jointly must be higher than at least the price of the product or service of greater value sold separately;
- telecoms companies must, in any case, sell separately each product or service that is part of a joint offer; and
- the general instruction will be in effect until the start of 4G services.

28 Local loop

Is there any specific rule regarding access to the local loop or local loop unbundling? What type of local loop is covered?

Unbundled access to the local loop is not currently regulated in a specific manner in the GTL or its ancillary regulations. Subtel, however, has been planning to issue a regulation addressing the unbundling of the local loop in a specific manner.

29 Interconnection and access

How is interconnection regulated? Can the regulator intervene to resolve disputes between operators? Are wholesale (interconnect) prices controlled and, if so, how? Are wholesale access services regulated, and, if so, how?

According to article 25 of the GTL, PTS and ITS concessionaires that render long-distance telephony services must establish and accept interconnections for the purposes of permitting subscribers and users of PTS of the same type to have communications between themselves, inside or outside the national territory. Such interconnections must be effected according to the technical rules, procedures and terms established by Subtel.

For these purposes, article 8 of the Public Telephone Regulation states that PTS of the same type are all those services technically compatible among themselves.

The general principle governing interconnection in the GTL is that the new concessionaire pays the costs and expenses necessary to interconnect its network to that of the pre-existing concessionaire.

According to the GTL, violation of the interconnection obligation may be punished by the MTT with fines of up to approximately US\$650,000. Each day in which the corresponding concessionaire fails to comply with its interconnection obligation after Subtel's requirement to do so will be considered a separate violation to the GTL. Additionally, according to the Telecommunication Service Claims Regulation, at the request of an affected party, Subtel is empowered to resolve any claim involving telecoms operators (including claims related to interconnection matters). Subtel's decisions, however, are challengeable before the courts of justice.

As a separate matter, the fees and tariffs applicable between the concessionaires for services rendered through the interconnection (particularly access charges) shall be fixed every five years by the authorities in accordance with a tariff-setting procedure (based on the cost structure and expansion plans of the respective operator) set out in articles 30 to 30-J of the GTL. From December 2010 the eventual anti-competitive effects of the pricing differentiation that some of the PTS perform, known as the 'on-net /off-net' charges, which have direct relation with the access charges fixed by the tariff setting procedure, has been discussed in the Competition Court.

On 18 December 2012, the Competition Court issued a general instruction to the market and imposed additional regulations. With respect to the mobile telephone market, the Competition Court concluded that the difference between the rates charged by mobile phone companies if calls terminate on its own network (on-net calls) or in other networks (off-net calls) were several times higher than the fixed interconnection charges set by the authority. According to the Competition Court, this discrimination has no economic justification and has the effect of excluding and preventing the development of new competitors, in this way increasing the incumbents' market power.

To mitigate these effects against competition, from the entrance into force of the tariff decree by which the authority will determine the new access charges, the companies shall not commercialise plans with different pricing for on-net calls and off-net calls or deliver a different amount of minutes.

In the meantime, after 60 days from publication of the general instruction in the Official Gazette and while the current tariff decree for access charges is still in force, mobile phone operators must reduce the difference between the prices of on-net and off-net call, so that the difference in price does not exceed the applicable access charges and, in plans that include differentiated minutes according to call destination, the proportion between minutes on-net and off-net included must not exceed the proportion of the respective price per minute of the respective on-net and off-net calls.

30 Next-generation access (NGA) networks

How are NGA networks regulated?

There are no specific regulations on NGA networks. In this regard, the GTL and its ancillary regulations only rule over the telecommunication services, but not over the networks through which such services are provided. The services may always be rendered if the relevant operator fulfils the applicable technical regulations.

The above-mentioned structure is the result of the technology-neutral principle that inspires Chilean telecoms legislation, pursuant to which services are provided without regard to the technology used for their provision.

Telecoms regulation – internet services

31 Internet services

How are internet services, including voice over the internet, regulated?

Internet access services are usually considered as a class of 'telecoms complementary services' and, hence, are not specifically regulated.

According to the GTL, PTS concessionaires or any other person or entity, may provide complementary services through public telecoms networks. Such complementary services consist of additional services that are provided through the connection of the equipment of complementary service providers to the public telecoms networks.

Equipment should comply with the technical regulations issued by Subtel and should not alter the essential technical characteristics and capabilities of the telecoms networks to which they are connected.

The provision or commercialisation of complementary services does not require any concession or permit nor any contractual or verbal agreement or authorisation from any PTS concessionaire or government authority (including Subtel). Nevertheless, before the start of the complementary services, Subtel must issue a statement certifying that the respective complementary service provider's equipment complies with the above-mentioned technical regulations. Subtel must issue this statement within 60 working days of its receipt of the interested party's request; otherwise the corresponding complementary service provider would be authorised to initiate its services by the mere effect of the law.

PTS concessionaires must not perform any act that implies discrimination in favour of any complementary telecoms services provider, or that may cause any alteration to free competition in the market.

In connection with VoIP, in June 2008, Subtel issued a long-awaited regulation regarding such service. After a six-month wait, this regulation entered in force on 15 December 2008. The new regulation establishes that a PTS concession is required to provide telephone services over the internet, when the corresponding user has the possibility to make calls to and receive calls from the PTSN. Consequently, communications entirely done over the internet would not require any concession or permit. The same thing occurs with one-way internet-PTSN communications (which do not allow the reception of communications from the PTSN).

32 Internet service provision

Are there limits on an internet service provider's freedom to control or prioritise the type or source of data that it delivers? Are there any other specific regulations or guidelines on net neutrality?

On 26 August 2010, law No. 20,453 was published. It sets forth the network neutrality principle in the GTL by virtue of which the internet service providers (the ISPs) and those that own and administrate the backbone structure of the internet service, shall not make any discrimination and differentiation among the information that runs through their equipment and/or the network infrastructure.

In order to accomplish the goal of protecting and enforcing the neutrality principle, Law No. 20,453 creates several new prohibitions and obligations applicable to the PTS concessionaires and the ISPs, as described below:

The prohibitions are:

- they shall not block, interfere, discriminate, hinder or restrict, in an arbitrary manner, the right of users to use, send, receive or offer any content, application or service provided through the internet, as well as any other kind of activity or authorised use performed through the web (they shall only be permitted to do the foregoing by express request from the user);
- they shall not affect free competition during the performance of traffic management measures and web administration; and

- they shall not limit the user right to incorporate or use any class of equipment, device, or gadget in the web.

The obligations are:

- they shall preserve user's privacy as well as they shall provide protection against viruses and security services;
- provide parental control services; and
- publish on their website all the information related to the characteristics of the internet access service offered.

This law was complemented by a special regulation, published on 18 March 2011, which establishes the specific requirements which the ISPs must accomplish in connection with these network-neutrality legal obligations.

33 Financing of basic broadband and NGA networks

Is there a government financial scheme to promote basic broadband or NGA broadband penetration?

The GTL contemplates the creation of a Telecoms Development Fund with the purpose of promoting the increase of telecoms services coverage in poor or geographically isolated areas. The fund contemplates subsidising: projects for publicly available telephones and calling centres; community 'infocentres' (these projects shall have the purpose of promoting information and communication technologies, including connection to internet); local radio and television services; and any other project for telecoms services that may benefit the community.

In December 2007, the Chilean government launched a programme called 'Digital Strategy for 2007–2012', which was prepared by the Committee of Ministers for Digital Development after extensive work carried out with participants from the business sector, universities, civil society and the government itself. The objective of this programme is to contribute to the economical and social development of the country, through the implementation of the potential offered by information and communication technologies (ICTs), in order to improve the quality of education, transparency, increase productivity and competition, and make a better government with more participation and commitment from citizens.

At that time, the Digital Strategy had the following goals for 2007–2012:

- double broadband connections covering the whole national territory;
- double investment in ICTs;
- develop a digital legal and regulatory framework that integrates the private and public sectors;
- strengthen the government's role in the acquisition of ICTs to improve the services' offer, promote the ICT's industry and improve e-government;
- update legislation on intellectual property, personal data, consumers' rights, cybercrime, etc;
- develop new ICT service areas focused on the relations between companies and citizens and the government;
- promote the development and use of ICTs in Chile's main industries, such as mining, forestry, aquaculture and tourism;
- locate Chile in pole position of the region for the development of remote technological services;
- apply ICTs for the improvement of public and private transparency and the implementation of e-government;
- use ICTs for the inclusion of women in employment and to improve their participation; and
- increase funds for ICT research and development in universities and study centres.

Also in December 2007, the Chilean government, acting through Subtel, and several of the most important telecoms operators of the country, signed the Public-Private Agreement for Digital Connectivity.

Pursuant to this agreement, all of the parties involved undertook to join their best efforts and to work in a coordinated manner to achieve the following goals on or before the end of 2010:

- 2 million new connections to the internet (at an average speed of 1Mbps);
- 10 per cent of the homes of the poorest two-fifths of the population to be connected to the internet;
- 100 per cent of rural schools to be connected to the internet; and
- access to the internet for 95 per cent of the rural population (at prices similar to those offered in urban areas).

The parties defined the following as areas of work to achieve the above-mentioned goals:

Regulation

- flexibility of the regulatory framework;
- promotion of investment in networks and of technological competition; and
- reduction of regulatory barriers that hinder investment.

Competition and new technologies

- commitment to more investment, more competition and more services.

Telecoms development fund

- public-private work in the preparation of the fund bids; and
- notices of inquiries before issuing the bids terms and conditions.

Indicators and follow-up

- preparation of an objective compliance measurement tool;
- strengthening of the government's support of social responsibility actions carried out by telecoms operators; and
- coordination of efforts to increase the impact of social responsibility actions carried out by telecoms operators.

Finally, during 2012, the Chilean government, acting through the secretary of digital development, prepared a new programme, the Digital Agenda for 2013–2020, in order to have an action plan for the next seven years regarding this important matter and also for the purpose of increasing digital penetration throughout Chilean territory. The conclusions of this initiative are the result of a dialogue between public and private entities regarding digital development, on which all relevant players in the telecoms sector participated. It is expected that the content of the Digital Agenda for 2013–2020 will be publicly known in early 2013. The Digital Agenda strategy will be based on five pillars: entrepreneurship and innovation, connectivity and digital inclusion, creation of an appropriate digital environment for its development, education of the digital citizen and digital training.

Media regulation

34 Ownership restrictions

Is the ownership or control of broadcasters restricted? May foreign investors participate in broadcasting activities in your jurisdiction?

In general, there are no restrictions on the ownership and control of broadcasters. Foreign investors may participate in broadcasting activities in Chile and even be the exclusive controllers of Chilean broadcasting companies.

Without prejudice to the foregoing, in case of RBTS concessions requested or acquired by entities controlled more than 10 per cent by foreign investors, such RBTS concessions may be granted to or acquired by the respective entity only if it previously evidences that the country of origin of the foreign investors grants to Chilean citizens the same rights that they will enjoy in Chile.

As mentioned above, any material change in the ownership of any media entity shall be communicated to the Competition Court within 30 days from its occurrence. However, in the case of media subject to concessions granted by the state (RBTS, OTBS, CATV operators, etc), the relevant change of ownership may be performed only with the previous and favourable opinion of the Competition Court. Such report shall be issued by the Competition Court within 30 days from the request of the interested party. Otherwise, it shall be understood that the change of ownership in the relevant media entity does not deserve any kind of objection from the court.

35 Cross-ownership

Are there any regulations in relation to the cross-ownership of media companies, including radio, television and newspapers? Is there any suggestion of change to regulation of such cross-ownership given the emergence of 'new media' platforms?

No. An OTBS concession, however, may not be granted to an entity that already is or controls a VHF concessionaire in the same service area. Likewise, Chilean authorities might restrict cross-ownership of media companies if, according to antitrust law, it impairs, restricts or eliminates free competition within the relevant market. Any such instances will be analysed on a case-by-case basis by the Competition Court. Currently there is no bill related to cross-ownership, nor any plan or suggestion to change the regulation applicable to this matter.

36 Licensing requirements

What are the licensing requirements for broadcasting, including the fees payable and the timescale for the necessary authorisations?

A concession granted by the MTT is necessary to provide RBTS. In turn, a concession granted by the NTC is necessary to provide OTBS services. Both kinds of concessions are granted through a public bid process. Almost all RBTS and OTBS concessions allowed for within the relevant markets in the country have been already granted and are in operation. So, the MTT or the NTC will only announce public bids when a spot becomes available as a result of the expiration, cancellation or waiver of an existing concession. A permit granted by Subtel is necessary to provide CATV services.

For information regarding the licensing timescale of these kinds of concessions and permits, see question 13. In connection with the fees payable for the use of the radio-electric spectrum, see question 15.

37 Foreign programmes and local content requirements

Are there any regulations concerning the broadcasting of foreign-produced programmes? Do the rules require a minimum amount of local content? What types of media are outside of this regime?

There are no current regulations. The NTC, however, has the authority to determine, in a general manner, that a percentage of up to 40 per cent of the transmissions of OTBS channels must consist of domestic productions. This determination is only applicable to the OTBS, and therefore, the other types of media are not subject to this regime.

38 Advertising

How is broadcast media advertising regulated? Is online advertising subject to the same regulation?

The regulation of radio and television advertising is not organic in Chile and it is covered by several legal provisions:

- advertising transmitted through OTBS or CATV must comply with the 'proper performance' requirements contained in the NTCL;
- the NTC has established that any kind of advertising of prohibited drugs is forbidden;

- the Tobacco Law materially restricts tobacco advertising. This law provides that no advertising or promotion of tobacco products shall be made in publications addressed to people under 18 years old. On television, such advertising or promotion shall be done only in hours in which the NTC has authorised programmes qualified for people older than 18 years old. Likewise, tobacco advertising in Chilean communications media by means of international signals or websites ending with '.cl' (the suffix for domain names granted in Chile) is prohibited;
- the Consumers Protection Law prohibits false or misleading advertising;
- the Unfair Competition Law sanctions any conduct against the good faith that using illegitimate means is aimed at deviating customers 'from any market agent'. In such regard, among other types of conduct, the Unfair Competition Law specifically classifies as unfair competition:
 - any false or incorrect statement or information about any product, service, activity, trademark or logo of any third party, when such false or incorrect statement or information is capable of damaging the market reputation of such third party;
 - any conduct that makes use of another party's reputation and leads to confusion about own and third parties' products and services; and
 - any comparative advertising that is not based in verifiable and true data;
- the Press Law grants the right of clarification and rectification, through which any person or entity offended or unfairly alluded to (for example, through advertising) in the media (including OTBS and RBTS concessionaires) has the right to transmit or publish (as the case may be) a clarification or rectification in the same media in which the offence or unfair allusion was made, paying only for the cost of the material to be transmitted or published; and
- according to the Law of Votes and Scrutiny, electoral propaganda may only be transmitted during the period running from 30 to three days before the relevant election or referendum.

As a result of the above-mentioned lack of an organic regulation in connection with advertising, the companies engaged in this business and the RBTS and OTBS providers created the National Council for the Advertising Autoregulation (CONAR). As part of its activities, CONAR issued an advertising ethical code and created an arbitration court.

CONAR's ethical code states that:

- advertising must be legal, decent, honest and truthful;
- advertising must be prepared with a proper sense of social responsibility, by specialised professionals who use adequate information and documentation, according to the principles of free competition related to the general practices which are used in the commercial activity sector;
- no advertisement must be exhibited in a way that diminishes public confidence in publicity;
- every advertisement activity must involve real and true competition among several products and services, that, through adequate information, will allow the public to make a free and informed choice; and
- as an activity oriented mainly towards public welfare, advertisers and agencies must adapt their actions to the economic, cultural, social and educational reality that the community has at the moment in which the relevant products and services are offered.

Most of the relevant players in the advertising business have voluntarily submitted themselves to the above-mentioned ethical code and arbitration court. This auto-regulatory approach of the advertising market has proven to be very successful in preventing

advertising abuses and conflicts. In fact, only on rare occasions have the authorities been forced to take action in relation to an advertising issue.

Online advertising has also not been organically regulated. It is subject, however, to most of the rules mentioned above for non-online advertising.

39 Must-carry obligations

Are there regulations specifying a basic package of programmes that must be carried by operators' broadcasting distribution networks?
Is there a mechanism for financing the costs of such obligations?

OTBS concessionaires have to transmit at least one cultural programme per week. Such cultural programmes must have a duration of at least one hour and must be broadcast between 6pm and 11pm.

Likewise, the president of the republic or other high-ranking public officials may request a national broadcasting chain. Under a national broadcasting chain, all OTBS and RBTS concessionaires are requested by the government to transmit, at the same time, certain information or announcements deemed highly relevant to the Chilean people.

The relevant broadcasters must assume the cost of the cultural programme and any national broadcasting chain.

Likewise, as mentioned above, any person or entity offended or unfairly mentioned in the media has the right to transmit or publish (as the case may be) a clarification or rectification in the same media in which the offence or unfair mention was made, paying only for the cost of the material to be transmitted or published.

Finally, the Law of Votes and Scrutiny regulates the propaganda that different candidates or positions may broadcast during electoral periods. According to this law, during the period running from 30 to three days before the relevant election or referendum, OTBS concessionaires shall freely assign 40 minutes every day to electoral propaganda related to the election of the president of the republic and the election of the Chilean congress members or national referendums (distributed in 20 minutes for the president's propaganda and 20 minutes for the congress members' propaganda).

40 Changes to the broadcasting laws

Are there any changes planned to the broadcasting laws? In particular, do the regulations relating to traditional broadcast activities also apply to broadcasting to mobile devices or are there specific rules for those services?

As already mentioned, traditional broadcast activities and mobile devices are subject from a technical standpoint to the GTL. In this sense, Subtel's authority extends only to technical aspects of the traditional broadcast permits and mobile concessions and do not include the ability to control the content of their transmissions. From a content standpoint, the NTC is the entity in charge of, among other functions, supervising that the content transmitted by television broadcasters complies with the proper performance, but the NTC does not have the authority to regulate the content transmitted by mobile devices. There are no specific regulations applicable to mobile devices in this regard.

The main changes expected for the broadcasting laws are those required for the implementation of digital television services. For more information on this issue, please see question 42.

41 Regulation of new media content

Is new media content and its delivery regulated differently from traditional broadcast media? How?

There is no specific regulation in connection with new media content and delivery, different from traditional broadcasting media. These two kinds of content, however, are subject to the general regulations

applicable in this regard (constitutional rights, criminal law, private law, etc). For more information see question 32.

42 Digital switchover

When is the switchover from analogue to digital broadcasting required or when did it occur? How will radio frequencies freed up by the switchover be reallocated?

In September 2009, Subtel communicated the decision to adopt the digital television technology standard ISDB-T with MPEG4. This standard was created in Japan and modified in Brazil. The telecoms authorities have predicted that the digital switchover should not happen before 2017.

In order to prepare future players, during 2012 Subtel granted 23 experimental permits to transmit digital television in different regions of Chile. To date 12 of these permits have been implemented.

Also, in order to spread this technology throughout the country, from 2009 OTBS concessionaires have been provisionally transmitting digital television by means of temporary permits that are renewed every year.

Radio frequencies (in the 700MHz band) that are freed from this switchover shall be distributed by means of a public bid process. Subtel has announced, although not officially, that such public bid process should take place during the second semester of 2013, and that the frequencies would be reallocated in order to distribute new PTS concessions based on 4G technology. On 1 February 2013, the first step of this process took place with the publication in the Official Gazette of the technical rule for the use of the 700MHz band. According to this technical rule, Chile has adopted the Asia-Pacific canalisation for the 700MHz band. The spectrum blocks to be awarded, as well as the kind of services to be provided, will be established in the corresponding bidding terms and conditions (which have not yet been released by Subtel).

43 Digital formats

Does regulation restrict how broadcasters can use their spectrum (multichannelling, high definition, data services)?

Regarding the OTBS, the concession system established by the NTCL in order to grant the spectrum required for the transmission of open television, restricts the use of such a spectrum only to the transmission of one television signal through an analogue transmission. However, it should be noted that a new bill regarding digital television technology is currently being discussed in the Chilean congress, which, if approved by the legislative authorities of Chile, will substantially change the regulatory framework of this telecommunication service; eg, by authorising the broadcasters or holders of open television concessions to transmit more than one television signal and to render complementary services such as multichannelling, high definition, multi-programme, etc, over the same spectrum.

In the case of satellite television services, because of the nature of this kind of broadcasting, the permit which grants the necessary spectrum allows the permissionaire to offer multichannelling, high definition, multiprogrammes, etc over the same spectrum.

Finally, the situation of the radio broadcaster is similar to that of the open television broadcasters, since the spectrum granted by means of a concession for the radio broadcasters is restricted only to the transmission of radio content destined to the free and direct reception by the public in general.

Regulatory agencies

44 Regulatory agencies

Which body or bodies regulate the communications sector? Is the telecoms regulator separate from the broadcasting regulator?

The main regulatory bodies are the following.

Ministry of Transportation and Telecommunication (MTT)

The application, control and interpretation of the provisions of the GTL and other regulations on telecoms correspond to the MTT, which, for such purposes, acts through Subtel. The MTT, acting through Subtel, ensures that all telecoms services, systems and premises that generate any kind of electromagnetic waves are installed, operated and exploited in such a manner that they do not cause damage or harm to persons or their properties or interfere with other telecoms services in Chile or abroad. Finally, the MTT, acting through Subtel, controls and supervises the operations of PTS and protects subscribers' rights in connection with the rendering of such services.

Undersecretary of telecommunications (Subtel)

Subtel is a public entity subordinated to the MTT. It is the telecommunications arm of the MTT. Some of the main duties of Subtel are as follows:

- proposing national policies regarding telecoms;
- coordinating telecoms within the country;
- supervising compliance with the laws, regulations, rules and internal provisions, treaties and international agreements regarding telecoms, as well as the telecoms policies approved by the government;
- issuing general and mandatory resolutions, instructions and technical regulations required by the telecoms sector; and
- managing the radio-electric spectrum.

Through the exercise of its powers, Subtel plays an active role in its field. It is involved in all stages of provision of telecoms services, from the granting of the required concessions, permits or licences, their control and development, to their termination or expiration. It is also deeply concerned with ruling on and supervising the technical aspects of telecoms business in Chile.

The National Television Council (NTC)

The NTC is the main television broadcasting regulator. It has authority to regulate certain technical aspects of television transmissions, as well as the content of broadcasting. From a technical perspective, the NTC is the entity in charge of granting OTBS concessions. From the perspective of the broadcasting content, the NTC is mainly concerned with the supervision of the proper performance of television services, whether OTBS or CATV.

45 Establishment of regulatory agencies

How is each regulator established and to what extent is it independent of network operators, service providers and government?

The MTT, Subtel and the NTC are regulators established by law. Both the MTT and Subtel are directly subordinated to the president of the republic and, therefore, to the government. In contrast, the NTC is an autonomous non-centralised public entity, with its own legal status; its relationship with the president of the republic is established through the general government secretary.

All such regulatory agencies are completely independent from Chilean telecoms and broadcasting operators.

There is a new bill currently being discussed in congress, which, if approved, will create a Superintendence of Telecommunications. This entity will be a public service, autonomous, non-centralised and with its own patrimony. The role of this new superintendence will be,

among others, supervision of the accomplishment of local regulation by operators and the imposition of administrative sanctions if such regulations are breached by them (these functions are currently performed by Subtel and will be transferred to the new entity).

46 Appeal procedure

How can decisions of the regulators be challenged and on what bases?

The GTL and the NTCL establish specific procedures under which telecoms regulators' decisions may be challenged. Most such procedures allow the possibility to appeal such decisions before the ordinary courts of justice.

Data retention, interception and use

47 Interception and data protection

Do any special rules require operators to assist government in certain conditions to intercept telecommunications messages? Explain the interaction between interception and data protection and privacy laws.

Article 19(4) of the Chilean Constitution establishes the right of 'respect and protection to private and public life and to the honour of a person and his family'; and article 19(5) establishes the right of 'non-violation of home and of any way of private communication', setting forth that private communications and documents may only be intercepted, opened or registered in cases and manners determined by the law. Additionally, the Personal Data Protection Law establishes, as a general principle, that save for certain specific exception (eg, data available from sources accessible to the public, etc), it is mandatory to obtain the prior written consent of the data subject to gather and process personal data. If not, the breaching party may be forced to indemnify the data subject for any damages caused by such breach.

However, under certain statutes (eg, the Criminal Procedural Code, Anti-Terrorist Law and Anti-Drug Law) Chilean Criminal Courts may instruct a telecoms operator to intercept communications from or to any person, so as to determine such person's eventual liability in criminal offences.

In these cases, telephone and telecoms operators shall facilitate the investigators with all the means necessary to intercept the targeted communications as soon as possible. For this purpose, telephone and telecoms operators shall keep at the disposal of the Public Ministry, on a confidential basis, an updated list of their authorised IP address ranges and a registry of the IP numbers of the connections made by their users during, at least, the preceding six months. Refusal to intercept communications when ordered by a court shall be considered a criminal offence.

In this regard, in September 2005 the MTT issued a regulation establishing the procedures that should be adopted in advance by the telecommunications service providers in the event that they are judicially required to intercept and record communications of its users.

48 Data retention and disclosure obligations

What are the obligations for operators and service providers to retain customer data? What are the corresponding disclosure obligations? Will they be compensated for their efforts?

The GTL does not expressly order the telecommunications operators and service providers to retain the data of its customers and, therefore, they will not be compensated for doing so.

The Criminal Procedure Code, however, provides that telecoms operators shall keep an updated record of their IP address ranges and the IP numbers of the connections made by their customers for a period of six months.

For more information on this matter, please see question 47.

Update and trends

The main highlights of the telecoms sector in 2012 were the following:

Number portability implementation

The implementation of number portability has already had positive consequences in the telecoms market, increasing competition by facilitating the entrance of new operators into the market (Nextel and VTR) and decreasing the tariffs charged to consumers. In fact, from the date of its implementation a considerable reduction in mobile telephony tariffs has occurred. Compared with 2011, prices have fallen approximately 20 per cent on post-paid plans and approximately 50 per cent on pre-paid plans.

The new mobile operators, VTR and Nextel, and the new MVNOS, Virgin Mobile, GTD Móvil and Netline, jointly captured more than 200,000 customers in 2012.

Enactment of the Antenna Law

On 11 June 2012 the bill regulating the installation of telecommunications antennas and towers became new Law No. 20,599 (the Antenna Law) and amended the GTL and the Urbanism and Construction Law DFL No. 458 by introducing into both several new requirements, restrictions and obligations for the installation of antennas and supporting towers.

The most relevant new requirements, restrictions and obligations, with which concessionaries will have to comply from now on, are:

- obligation to obtain authorisation from the municipal (local) authority: now operators have to comply with a complex procedure in which the direct participation of the affected community is considered;
- mandatory camouflage of antenna towers or mitigation measures in favour of the relevant community: the community affected by the installation of the antenna and its tower is now entitled to decide upon one of these two options;
- co-location obligation: prior the installation of an antenna, the relevant concessionaire must verify if there is another tower belonging to a different telecoms operator on which is feasible

to add an additional antenna. This co-location obligation exceptionally applies with retroactive effect (ie, over antenna towers installed before the entering into force of the Antenna Law) in the following cases:

- in those territories which are already saturated with telecoms infrastructure; and
- in territories that have been declared as restricted radio-electric propagation zones;
- prohibition on installing antenna towers in sensitive areas (educational institutions, nursing homes, kindergartens, hospitals, clinics, etc) or on sites located within a certain distance from such places: regulations of sensitive areas also set forth co-location obligations with retroactive effect. In fact, concessionaries who own antenna towers installed prior the enactment of the Antenna Law could be obliged to reduce their height, relocate them or allow co-location with other operators.

4G

It is expected that in the second semester of 2013 Subtel will conduct a new public bid process for the distribution of the 700MHz band that will be freed as a consequence of the digital television switchover. This band would be reallocated and made available to PTS concessions based on 4G technology (LTE).

Digital television

The bill on digital television is delayed but will most probably become law during 2013. This new law will substantially change the regulatory framework for OTBS in Chile.

New Digital Agenda for 2013–2020

A new Digital Agenda for 2013–2020 will be released by the government in 2013. This is being elaborated by the secretary of digital development, under Subtel, in order to have a digital plan of action for the next seven years. It is expected that the content of such agenda will be made available to the public in early 2013.

49 Unsolicited communications

Does regulation prohibit unsolicited communications? Are there exceptions to the prohibition?

Unsolicited communications sent by e-mail are allowed in Chile only for advertising purposes. This kind of communication shall comply with several conditions, such as the obligation of the sender to clearly specify its advertising purposes and the sender's identity. Additionally, unsolicited advertising communications shall contain a valid e-mail address to which the receiver may demand the suspension of the e-mails. Once such suspension is requested, the sender of the unsolicited communications shall immediately stop them.

Competition and merger control

50 Competition and telecoms and broadcasting regulation

What is the scope of the general competition authority and the sectoral regulators in the telecoms, broadcasting and new media sectors? Are there mechanisms to avoid conflicting jurisdiction? Is there a specific mechanism to ensure the consistent application of competition and sectoral regulation? Are there special rules for this sector and how do competition regulators handle the interaction of old and new media?

Under Chilean law, the Competition Court shall resolve all issues relating to competition matters (including any issue relating to competition within the telecoms, broadcasting or new media markets). As such, telecoms and broadcasting authorities may only act as technical advisers to the Competition Court. Therefore, there should not be any conflict between the telecoms and competition authorities.

In order to ensure the consistent application of competition and telecoms and broadcasting sector-specific regulations, the Competition Court is legally empowered to request the complete or partial

amendment or abrogation of any telecoms or broadcasting law or regulation, provided that such laws or regulations restrict or impair free competition and that the Competition Court considers that they damage the public interest.

There are no special rules regarding new media in connection with competition regulation; therefore, in the case of a new media competition issue, the Competition Court and the telecoms and broadcasting authorities shall act and handle the situation in the same manner described above.

51 Competition law in the telecoms and broadcasting sectors

Are anti-competitive practices in these sectors controlled by regulation or general competition law? Which regulator controls these practices?

Resolutions in connection with anti-competitive practices (including any practice affecting the telecoms and broadcasting sectors) are the responsibility of the Competition Court pursuant to general antitrust law. In addition, the GTL expressly forbids discriminatory conduct among telecoms operators (especially in relation to interconnection and information matters). In such cases, the MTT is empowered to control and supervise such discriminatory behaviour.

52 Jurisdictional thresholds for review

What are the jurisdictional thresholds and substantive tests for regulatory or competition law review of telecoms sector mergers, acquisitions and joint ventures? Do these differ for transactions in the broadcasting and new media sector?

In general, there are no merger, joint venture or acquisition pre-approval requirements. Likewise, there is no legal requirement to notify the Competition Court of these matters, whether before or after such transactions are closed (notwithstanding the requirement

of obtaining Subtel's prior approval for any concession transfer that could be implicit in a merger).

However, any act or agreement related to a change in the property of media operated under concessions or permits granted by the state (ie, OTBS, CATV and RBTS stations) shall be previously notified to the national antitrust attorney for the issuance by such authority – within the term of 30 days – of a report about any effects on free competition. If the report rejects the relevant transaction, the national antitrust attorney shall file a consultation in this regard before the Competition Court, which shall ultimately approve or reject the transaction. If the national antitrust attorney does not issue the above-mentioned report within 30 days from the corresponding notice, it shall be understood that the national antitrust attorney has no objection to it. Notwithstanding that, as a general rule, there is no pre-merger control in Chile, parties interested in a potential merger, joint venture or acquisition may voluntarily concur before the Competition Court and request the opinion of the court on whether the intended merger, joint venture or acquisition is against free competition. In this regard, during the past few years there have been two relevant cases of voluntary pre-merger inquiries:

- the merger between Metrópolis Intercom SA and VTR SA (the two leading CATV providers in Chile); and
- the acquisition by Telefónica Móviles SA of all the assets of Bellsouth Corporation located in Chile.

In both cases the mergers were approved by the Competition Court, but subject to compliance with certain conditions and/or mitigation measures. Additionally, the Competition Court may at any time revise proposed transactions in order to ascertain whether they impair, restrict or eliminate free competition within the relevant market. These conclusions are applicable to transactions in both the telecoms and broadcasting sectors.

53 Merger control authorities

Which regulatory or competition authorities are responsible for the review of mergers, acquisitions and joint ventures in the telecoms, broadcasting and new media sectors?

See question 51.

54 Procedure and timescale

What are the procedures and associated timescales for review and approval of telecoms and broadcasting mergers, acquisitions and joint ventures?

See questions 51 and 52.

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