

Table of Contents

1. The digital ecosystem	13
1.1. The economic and technological scenarios	14
1.2. The networks	28
1.2.1. Fixed broadband networks	29
1.2.2. Mobile broadband networks	31
1.2.3. The television networks.....	35
1.3. Services and platforms	37
1.4. The content	44
1.5. The convergence topics	52
2. The communications sector in Italy	64
2.1. Telecommunications	65
2.2. The media sector.....	103
2.2.1. Television	110
2.2.2. Radio	124
2.2.3. Publishing	129
2.2.4. The Internet.....	149
2.2.5. Advertising	162
2.3. The evolution of the legislative framework	176
3. The Authority's actions	185
3.1. Networks and electronic communications.....	187
3.1.1. The market surveys.....	187
3.1.2. The regulatory activity and supervision	193
3.1.2.1. Telecommunication services on fixed network	193
3.1.2.2. Mobile network telecommunication services.....	203
3.1.2.3. Broadband services and networks	213
3.1.3. Disputes between operators	218
3.1.4. Sanction proceedings against electronic communications operators.....	227
3.2. Media services.....	232
3.2.1. The market surveys.....	232
3.2.1.1. The Integrated Communications System and the single markets of which it is composed	233
3.2.1.2. The system economic reporting	234
3.2.2. The regulatory activity and supervision	235
3.2.2.1. Dominant positions, concentration operations and understandings in the SIC and the transfer of radio-television company ownership	235
3.2.2.2. The issue of authorisations for the audio-visual media services and for the satellite broadcasters.....	241
3.2.2.3. Digital terrestrial television and digital radio	245
3.2.2.4. Television and radio advertising	253
3.2.2.5. The protection of children and users	255
3.2.2.6. Programming and investment obligations relative to European and independent productions.....	256
3.2.2.7. Audience indices and broadcasting on the communication means, advertising and surveys.....	259

3.2.2.8.	Audio-visual rights relative to sports events, events of particular importance and crime.....	263
3.2.2.9.	The protection of copyright on the electronic communication networks.....	267
3.2.3.	The public radio-television service.....	269
3.2.4.	Political advertising	299
3.2.5.	The sanctions imposed	311
3.3.	The postal sector	321
3.4.	Consumer protection.....	328
3.4.1.	Relations with consumers and users	328
3.4.2.	The quality of the services and the transparency of the offers to users.....	337
3.4.3.	The universal service obligations.....	350
3.4.4.	The surveillance activity and sanctions to protect the user	353
3.4.5.	Disputes between users and operators.....	361
3.5.	Inspection duties and the register.....	364
3.5.1.	The register of communications operators	364
3.5.2.	The national register of broadcasting infrastructures	371
3.5.3.	The inspection activities	374
3.6.	Legal protection at national and Community level	377

4. The Authority: institutional relations and organisation 395

4.1.	Institutional relations	397
4.1.1.	International relations.....	397
4.1.2.	Relations with national institutions and with the Ministry of Economic Development.....	409
4.1.3.	Relations with universities and research organisations.....	418
4.1.4.	The Financial Police and the Postal and Communications Police.....	420
4.2.	The instrumental and auxiliary bodies	425
4.2.1.	The Regional Communication Committees	425
4.2.2.	The National Council of Users	450
4.2.3.	The governance bodies and commitments of Telecom Italia.....	453
4.3.	457
4.4.	The organisation of the Authority.....	458
4.4.1.	The organisation of the human resources	458
4.4.2.	The Ethics Committee	466
4.4.3.	The audit system	467

Annex 470

Index of figures

Figure 1.1.	The TLC services in Europe - TLC revenues according to type of technology (2011, in %)	16
Figure 1.2.	TLC services in Europe - % change in revenues (2008-2011).....	16
Figure 1.3.	The TLC services in Europe - users according to type of technology (2011, in %)	17
Figure 1.4.	TLC services in Europe - monthly ARPU (2010-2011, Euro).....	17
Figure 1.5.	TV services in Europe - Revenues according to type(2011, in %).....	18
Figure 1.6.	TV services in Europe - TV households per country and technology (2011 in %).....	19
Figure 1.7.	The digital ecosystem in the world (2011, € billions).....	21
Figure 1.8.	TLC services in the world – Revenues, users and traffic (2011, in %)...	21
Figure 1.9.	TLC services in the world – Fibre access (2011, in % of total <i>broadband</i> accesses)	23
Figure 1.10.	TV services in the world – Revenues, users and traffic (2011, in %)	23
Figure 1.11.	Mobile broadband networks - Connection speeds.....	32
Figure 1.12.	Mobile broadband networks - 2,600 MHz, assignment (left) and marketing (right)	33
Figure 1.13.	Mobile broadband networks - 800 MHz, assignment (left) and marketing (right).....	34
Figure 1.14.	The state of the <i>switch-off</i> process in Europe	35
Figure 1.15.	<i>Mobile payment</i> in Italy (2011, € millions).....	41
Figure 2.1.	Communications and consumer prices: comparison of dynamics (2005=100)	67
Figure 2.2.	Index of production prices of telecommunications services (2006 average=100).....	68
Figure 2.3.	Dynamics of main public tariffs (2005=100)	68
Figure 2.4.	Telecommunications price dynamics in Europe (2005=100)	69
Figure 2.5.	Final expenditure according to type of network and type of clientèle (2011, in %).....	72
Figure 2.6.	roadband accesses on fixed network (Dec. 2009 - Mar. 2012).....	77
Figure 2.7.	Net increases in broadband accesses (2005-2011, in millions)	77
Figure 2.8.	Telecom Italia's market share of broadband retail services (Dec. 2009 - Mar. 2012, in %).....	79
Figure 2.9.	Market shares of broadband retail services (Mar. 2012, in %).....	79
Figure 2.10.	Division of individuals resident in the provinces with broadband diffusion above the national average (Dec. 2011).....	86
Figure 2.11.	Division of individuals residing in the provinces with broadband spread below the national average (Dec. 2011)	86
Figure 2.12.	Revenues from data services / vocal telephony services (2005-2011, in %)	92
Figure 2.13.	UMTS/HSDPA terminals (Dec. 2008 – Mar. 2012, millions)	95
Figure 2.14.	Data-SIMs and connect cards (Dec. 2008 – Mar. 2012, millions)	96
Figure 2.15.	Data traffic on mobile network (2008-2011, petabytes)	96
Figure 2.16.	Mobile Number Portability (2006 - March 2012, millions).....	102
Figure 2.17.	Evolution of the resources of the communication means (€ mln)	103
Figure 2.18.	Traditional media vs. the internet.....	105
Figure 2.19.	Journalists per medium	107
Figure 2.20.	Number of journalists every 100,000 citizens who request information from the media	108
Figure 2.21.	Distribution of direct public contributions divided by type of media	109
Figure 2.22.	Distribution of companies according to weight of direct contributions on income (%)	110
Figure 2.23.	Trend of television service prices.....	114
Figure 2.24.	Dynamic analysis of the average annual audience (2000-2011)	116

Figure 2.25.	Public contributions as a % of income: local TVs	122
Figure 2.26.	Public contributions as a % of income: local radios	129
Figure 2.27.	Price indices: publishing compared to general consumer prices (1995-2011)	132
Figure 2.28.	Daily newspapers - Average daily newspaper sales (1995 - 2011)	138
Figure 2.29.	Grants received and circulation of publications	143
Figure 2.30.	Public contributions as a % of income: daily newspaper publishers	144
Figure 2.31.	Daily publications - Readers per type of daily publications 2010 (%)..	145
Figure 2.32.	Communication means as a two-sided system	163
Figure 2.33.	Services performed by the media centres.....	173
Figure 3.1.	International roaming - Calls made.....	205
Figure 3.2.	International roaming - Calls received.....	206
Figure 3.3.	International roaming - SMS made	206
Figure 3.4.	International roaming - Data traffic	207
Figure 3.5.	Total mobile number of portability cases per year (millions)	209
Figure 3.6.	Communication means as a two-sided system	232
Figure 3.7.	Programming of European works and recent European works.....	257
Figure 3.8.	Rai - Breakdown of the 2011 offer. Genres for the general networks (time bracket: 06:00-24:00)	272
Figure 3.9.	Rai - Breakdown of the 2011 offer. Total time of predefined genres on the general networks (time bracket 6:00-24:00) and the specialist networks (time bracket 02:00-25:59).....	275
Figure 3.10.	Contacts according to type of subject.....	330
Figure 3.11.	Reports received by the contact centre divided according to type of service (May 2011 – April 2012).....	331
Figure 3.12.	Fixed telephony: most frequent problems reported	332
Figure 3.13.	Mobile telephony: most frequent problems reported	334
Figure 3.14.	Data transmission: most frequent problems reported	336
Figure 3.15.	Pay-TV: most frequent problems reported	336
Figure 3.16.	Internet Measure - Trend of the issue of pdf certificates	340
Figure 3.17.	Internet Measure - Distribution of pdf certificates divided according to operator.....	340
Figure 3.18.	Internet Measure - number of complaints with attached pdf certificate testifying to the measurement	341
Figure 3.19.	Classification of decoders adopted by the Authority	347
Figure 3.20.	Global Quality Index Trend	352
Figure 3.21.	Reports and complaints according to type of sender	353
Figure 3.22.	Reports and complaints according to region of provenance	354
Figure 3.23.	Reports and complaints according to operator.....	354
Figure 3.24.	Reports and complaints according to main case types	356
Figure 3.25.	Sanction procedures opened, according to operator	361
Figure 3.26.	Operators listed on the Register according to activity, out of total operators, at 31 March 2011.....	369
Figure 3.27.	Operators listed on the Register according to activity, out of total operators, at 31 March 2012.....	369
Figure 3.28.	Sectors of activities carried out by operators on the Register out of all activities (%) – data at 30 April 2012	370
Figure 4.1.	Map of the Co.re.com. (1 January 2012)	425
Figure 4.2.	Applications for inclusion in the Communication Operators' Register ..	428
Figure 4.3.	Breakdown of conciliation applications (thousands).....	429
Figure 4.4.	Conciliation applications 2010/2011 (thousands)	429
Figure 4.5.	Effectiveness of the conciliation process at national level (2008-2011, in %)	430
Figure 4.6.	The Bodies and the Authority's Council (30 April 2012)	459
Figure 4.7.	The Authority's structure	462

Index of tables

Table 1.1.	TLC services in the world – Change in revenues (2008-2011)	22
Table 1.2.	TLC services in the world – Change in users (2008-2011).....	22
Table 1.3.	TLC services in the world – Change in data traffic (2009-2011).....	22
Table 1.4.	TV services in the world – Change in revenues (2008-2011).....	24
Table 1.5.	TV services in the world – Revenues according to area and source (2011)	24
Table 1.6.	TV services in the world – TV households according to area and platform (2011)	25
Table 1.7.	TV services in the world – Change in data traffic (2009-2011)	25
Table 1.8.	NGA regulations in Europe (2012)	30
Table 1.9.	Analogue systems <i>switch-off</i> calendar.....	37
Table 1.10.	Reports and public consultations of the European and international institutions (2011-2012)	63
Table 2.1.	The Italian economy in 2010-2011	66
Table 2.2.	Incidence of telecommunications on the economy (2010-2011, in %) ..	66
Table 2.3.	Fixed and mobile telecommunications - Gross revenues (€ billions)	70
Table 2.4.	Final expenditure of private and business users (€ billions).....	70
Table 2.5.	Revenues from intermediate services (€ billions)	71
Table 2.6.	Final expenditure for each customer category (€ billions)	71
Table 2.7.	Investments in fixed assets (€ millions)	72
Table 2.8.	Assignment of usage rights for the 800, 1,800, 2,000 and 2,600 MHz frequencies.....	73
Table 2.9.	Final expenditure of fixed and mobile network users divided according to operator (%)	74
Table 2.10.	Trend of unit revenues in telephony services (2011/2010, % change)..	74
Table 2.11.	Fixed network – User expenditure according to type of services (€ billions)	75
Table 2.12.	Type of broadband services contract (%)	76
Table 2.13.	Traffic on dial-up fixed network according to route (billions of minutes)	76
Table 2.14.	Broadband accesses according to nominal speed bracket (%)	78
Table 2.15.	Broadband use in Europe (31 December 2011)	80
Table 2.16.	Population according to age bracket (in millions at 1 January 2011) ...	80
Table 2.17.	Population with a low level of education in the 25-64 year age bracket (2010, in %).....	81
Table 2.18.	Accesses to the fixed network (thousands)	82
Table 2.19.	Accesses to the fixed network (December 2011, % of families)	82
Table 2.20.	Total accesses to the fixed network – market shares at 31 December 2011 (%)	83
Table 2.21.	Broadband accesses (December 2011, % of families)	87
Table 2.22.	Broadband accesses – market shares (Dec. 2011, %)	89
Table 2.23.	Final expenditure of users per operator (%)	90
Table 2.24.	Revenues from end users for dial-up and broadband services (%)	90
Table 2.25.	Distribution of revenues from telephony services and accesses on dial-up network	91
Table 2.26.	Distribution of revenues from end services on broadband network (%) ..	91
Table 2.27.	Users' expenditure for type of service (€ billions)	92
Table 2.28.	Voice traffic of mobile telephony (billions of minutes).....	93
Table 2.29.	On-net component of revenues for vocal calls and sms-mms (% of the total)	94
Table 2.30.	Revenues from voice services according to route (€ billions)	94
Table 2.31.	Revenues from data services according to type (€ billions)	94
Table 2.32.	Unit revenues per active SIM (€ per year)	97
Table 2.33.	Unit revenues per user (€ per year).....	97
Table 2.34.	Unit revenues for voice, SMS and data traffic.....	97

Table 2.35.	Market shares considering final expenditure by type of clientèle (%) ..	98
Table 2.36.	User expenditure – division of resources by type of operator (%)	99
Table 2.37.	Market shares of voice and data services (%)	99
Table 2.38.	Active SIMs by type of customer and type of contract (in thousands) .	100
Table 2.39.	Active SIMs per operator (%)	100
Table 2.40.	Active SIMs - division according to type of operator (%)	101
Table 2.41.	Mobile Number Portability: distribution between operators (%)	102
Table 2.42.	Total television revenues divided according to relevant market	113
Table 2.43.	Total television revenues divided according to type.....	113
Table 2.44.	Television revenues divided by operator.....	115
Table 2.45.	Television audiences by platform	117
Table 2.46.	Audiences of the main news broadcasts in 2010 and 2011.....	118
Table 2.47.	National unencrypted television offer: the main channels	120
Table 2.48.	Free TV - Market shares of the main operators (%)	121
Table 2.49.	Pay TV - Market shares of the main operators (%)	124
Table 2.50.	The national radio broadcasting offer	126
Table 2.51.	Total radio revenues divided according to type.....	127
Table 2.52.	Radio - Market shares of the main operators (%)	128
Table 2.53.	Total publishing revenues ^(*)	130
Table 2.54.	Publishing. Core business revenues	131
Table 2.55.	Publishing. Total revenues per company (%)	133
Table 2.56.	Daily newspapers in Italy according to type	135
Table 2.57.	Daily publishing - Core business revenues	137
Table 2.58.	Daily publications - Market shares of the main publishing groups (%)	139
Table 2.59.	Daily publications - market shares in terms of volumes (2010).	140
Table 2.60.	Magazine publishing - Core business revenues	146
Table 2.61.	Main market operators.....	148
Table 2.62.	Magazines publishing - Market shares of the main publishing groups (%)	149
Table 2.63.	Use of the internet in Italy	150
Table 2.64.	The first 15 sites on the web in terms of audience (February 2012) ...	154
Table 2.65.	The first 10 companies on the web in terms of audience (February 2012)	155
Table 2.66.	The first 15 sites of the operators of the classic media (February 2012)	156
Table 2.67.	Ratio between advertising revenues (ADV)/pages visited/active users	157
Table 2.68.	The value of the online advertising market.	159
Table 2.69.	The national online advertising market in Italy: market shares.....	161
Table 2.70.	Main publishing groups which offer advertising space in Italy	164
Table 2.71.	Division of advertising revenues (national and local) according to communication means	166
Table 2.72.	Major advertisers (national and local advertising) divided between classic means and the internet (display).....	168
Table 2.73.	Advertising investments (national advertising) divided according to classic means and the internet (display).....	169
Table 2.74.	Division of national investors according to media (2011)	170
Table 2.75.	Division of national advertising investments between classic media and the internet (display), percentage values (2011)	171
Table 2.76.	Main media centres active in Italy	174
Table 3.1.	Disputes between electronic communications operators (1 April 2011 - 30 April 2012)	224
Table 3.2.	Verification of respect for the principles of art. 43 of Italian Legislative Decree no. 177 of 31 July 2005 and subsequent amendments and additions.	236
Table 3.3.	Summary of the radio-television company asset transfer authorisations	240

Table 3.4.	Linear audio-visual media services or radio services on other electronic communications means.....	242
Table 3.5.	Notification communications of retransmission in simulcast mode, of the linear audio-visual media or radio services performed on other electronic communication means	242
Table 3.6.	Authorisation for the broadcasting of television programmes via satellite	244
Table 3.7.	Programmes and subjects authorised for broadcasting via satellite	244
Table 3.8.	Average national data of compliance with programming and investment obligations.....	257
Table 3.9.	Investments in works of independent producers.....	258
Table 3.10.	Derogations from the programming and investment obligations	258
Table 3.11.	Rai - The genres predefined by the 2010-2012 Service Contract on the general networks Period: 1 January-31 December 2011. Time bracket 06:00-24:00 (Values in net hours ¹ and %) ²	271
Table 3.12.	Rai - Genres predefined by the Service Contract and specialist channels	273
Table 3.13.	Rai - The 2011 offer. The genres predefined by the Service Contract and the "Other genres"	274
Table 3.14.	Rai – Offer of radio channels Radio 1, Radio 2, Radio 3 (1 January – 31 December 2011)	276
Table 3.15.	Rai - Children's programmes on the general terrestrial television networks (2011)	278
Table 3.16.	Rai – subtitled programmes. Distribution according to genre and general network	278
Table 3.17.	Rai - Programmes translated in the international sign language (I.S.L.)	288
Table 3.18.	Rai - Rai portal. Monthly and daily visits.....	289
Table 3.19.	Rai - Rai portal. The public (monthly average 2011)	289
Table 3.20.	Rai - Rai portals. Type of connection (%)	289
Table 3.21.	Rai - Rai portals. Domain of provenance.....	290
Table 3.22.	Rai - Rai portals. Content published in 2011	290
Table 3.23.	Rai - The structure of the "Rai as a Public Service" index.....	291
Table 3.24.	The values of the indicator of the perceived quality (IQP) of Rai	292
Table 3.25.	The values of the indicator of the perceived quality (IQP) of Raiuno ...	292
Table 3.26.	The values of the indicator of the perceived quality (IQP) of Raidue ...	293
Table 3.27.	The values of the perceived quality indicator of Raitre.....	293
Table 3.28.	The values of the public value indicator (IVP) of Rai.....	294
Table 3.29.	Public value indicator values (IVP) of Raiuno.....	294
Table 3.30.	Public value indicator values (IVP) of Raidue.....	295
Table 3.31.	Public value indicator values (IVP) of Raitre	295
Table 3.32.	Rai – Separate accounting 2010 (€ millions)	297
Table 3.33.	Provisions on institutional advertising	302
Table 3.34.	Electoral period - spring 2011 – Provision on political advertising - self-managed messages	304
Table 3.35.	Elections in Molise (resolution no. 227/11/CSP) – provisions adopted	307
Table 3.36.	Provisions adopted in the non-electoral period relative to political information.....	308
Table 3.37.	National television broadcasters, sanctions imposed in the public radio and television sector.....	312
Table 3.38.	Sports reporting rights – Sanction proceedings.	319
Table 3.39.	Internet Measure – number of Ne.Me.Sys. tests, registered users and pdf issued (November 2010 – April 2012).....	339
Table 3.40.	Costs for activation and for transfer to another operator, charged by the main fixed telephony service operators	349
Table 3.41.	Reports relative to withdrawal charges for mobile telephony	350
Table 3.42.	Reports relative to withdrawal charges for mobile telephony	350

Table 3.43.	Report classification codes.....	356
Table 3.44.	Sanction procedures opened or closed and relative provisions adopted (1 April 2011 - 30 April 2012).....	358
Table 3.45.	The activity of the out-of-court resolution of disputes	362
Table 3.46.	Procedures carried out on the Register in the period of reference	367
Table 3.47.	Plants declared active to the National Broadcasting Register - at 31 March for the years 2009, 2010, 2011 and 2012 – identified by type and data quality	373
Table 3.48.	Type and number of operations carried out by the National Broadcasting Register in the period of reference 1 April – 31 March for the years 2008/2009, 2009/2010, 2010/2011 and 2011/2012	373
Table 4.1.	Opinions rendered to the Antitrust Authority	411
Table 4.2.	Co.re.com. Abruzzo - Operator-user disputes.....	431
Table 4.3.	Co.re.com. Basilicata - Operator-user disputes.....	432
Table 4.4.	Provincial Communications Committee of Bolzano - Operator-user disputes	434
Table 4.5.	Co.re.com. Calabria - Operator-user disputes	435
Table 4.6.	Co.re.com. Campania - Operator-user disputes	436
Table 4.7.	Co.re.com. Emilia-Romagna - Operator-user disputes	437
Table 4.8.	Co.re.com. Friuli Venezia Giulia - Operator-user disputes	438
Table 4.9.	Co.re.com. Lazio - Operator-user disputes.....	439
Table 4.10.	Co.re.com. Liguria - Operator-user disputes	440
Table 4.11.	Co.re.com. Lombardy - Operator-user disputes	441
Table 4.12.	Co.re.com. Marche - Operator-user disputes.....	442
Table 4.13.	Co.re.com. Molise - Operator-user disputes	443
Table 4.14.	Co.re.com. Piedmont - Operator-user disputes.....	444
Table 4.15.	Co.re.com. Puglia - Operator-user disputes	445
Table 4.16.	Co.re.com. Tuscany - Operator-user disputes	446
Table 4.17.	Provincial Communications Committee of Trento - Operator-user disputes	447
Table 4.18.	Co.re.com. Umbria - Operator-user disputes.....	448
Table 4.19.	Co.re.com. Aosta Valley – Operator-user disputes	449
Table 4.20.	Co.re.com. Veneto – Operator-user disputes.....	450
Table 4.21.	Authority – Staff	463
Table 4.22.	Authority - Personnel in service.....	464