



# **Telecommunications Master Plan No. 2**

## **B.E. 2562 - 2566 (2019 - 2023)**

**Telecommunication Policy and Resource Management Bureau**  
**Office of the National Broadcasting and Telecommunications Commission**



## **Telecommunications Master Plan No. 2 B.E. 2562 - 2566 (2019 - 2023)**

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- Section 49 of the Act on the Organization to Assign Radio frequency and to Regulate the Broadcasting and Telecommunications Services require NBTC to create Telecommunications Master Plan to use as a 5-year operation approach.
- NBTC has created Telecommunications Master Plan No. 2 (2019 - 2023) and it has come into force on January 1 2019.

# VISION



- Infrastructure coverage
- Services access



Consumer empowerment



Digital society for a sustainable economic development

## 6 MISSIONS

- Allocating telecom resources and promoting efficient use of the resources to obtain maximum benefit.
- Supporting the provision of quality telecom services and sustainable development of telecom infrastructure.
- Enhancing quality of telecom services to meet people needs in driving economic and social development.
- Increasing regulatory efficiency by collaborating with other sectors to promote competition and public interest.
- Protecting consumers by ensuring that they receive quality services at affordable price and fair services.
- Improving licensing and regulatory process through digital technological mechanisms.

## 6 GOALS

**E**nabling Environment

**N**etwork and service coverage

**E**nsuring Accessibility & Affordability

**C**ollaborative cross-sectoral mechanisms

**E**mpowering Consumers

**I**ntegrated licensing and regulatory system



### Strategy 1

Developing Telecommunications and Promoting Free and Fair Competition



### Strategy 2

Licensing and Regulating Telecommunications and Radio communication



### Strategy 3

Managing Telecommunications Resources Efficiently



### Strategy 4

Providing Universal Basic Telecommunications and Social Services



### Strategy 5

Protecting Consumer in Telecommunications and Providing Services for Social and Public Benefits



### Strategy 6

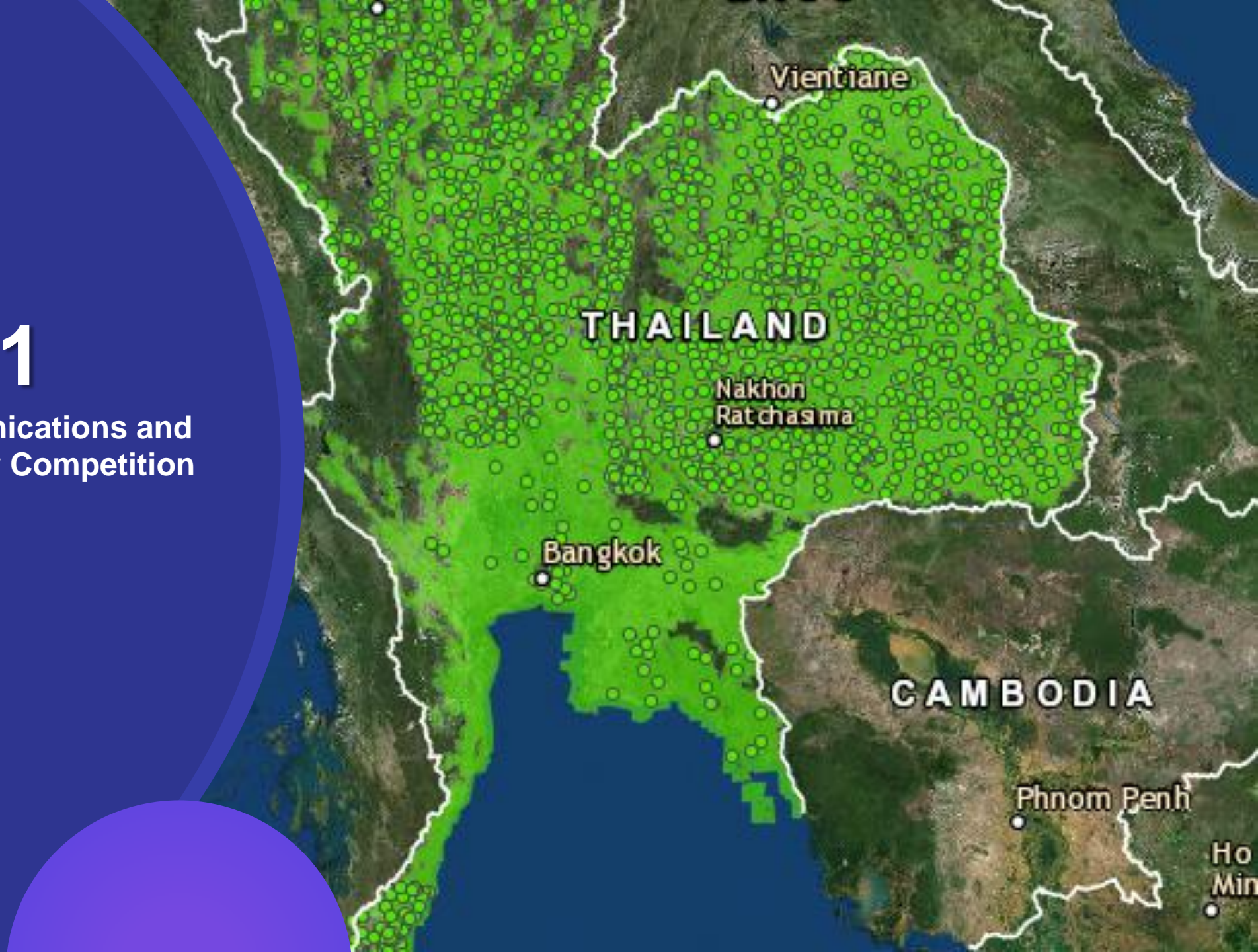
Supporting Digital Development for Economic and Society

# Telecommunications Development Strategies



# Strategy 1

Developing Telecommunications and  
Promoting Free and Fair Competition



## Implementation Approaches

**1 Promoting** development of broadband network and access to broadband services.

- Regulatory approach to encourage investments in telecom infrastructures
- Measure that determines maximum rate of service tariff

**2 Fostering** collaborations on international connectivity and supporting Thailand to be an ASEAN data exchange center hub.

**3 Developing** an environment that promotes competition.

- competition regulatory measures regarding wholesale services, infrastructure sharing, rights of way, and local loop unbundling services

**4 Supporting** collaboration with the government, private sectors, and other regulatory authorities, in the national and regional levels to develop an environment that supports competition and a level playing field.

## Indicators



An increase in the level of broadband internet network coverage



An increase in the level of competition in telecommunications



Having regulations to promote competition that is suitable for telecom market condition



Having mechanisms for working together with various concerned sectors in order to ensure that regulatory policy is in accordance with an environment, and is fair and effective

# Strategy 2

Licensing and Regulating  
Telecommunications and Radio  
Communication



## Implementation Approaches

- 1 Improving** licensing regulations to encourage the operators' market entry.
  - System that integrates between management and monitoring of licensing condition compliances
- 2 Creating** a licensing and regulatory approach for satellite communication service.
- 3 Improving** regulatory mechanisms to ensure compliance with licensing conditions and to promote environment-friendly practices.
  - Measures to regulate quality of services and telecom networks according to the specified technical standards
  - Standards of telecom devices and radio communication station establishment
- 4 Promoting** cooperation with various agencies to integrate relevant licensing processes and procedures.

## Indicators



Improving licensing and regulatory approaches of business operations that are consistent with legal context and support technology development



Having measures to efficiently regulate operators



Having tools, mechanisms and systems for effectively monitoring legal compliances



# Strategy 3

Managing Telecommunications  
Resources Efficiently



# Implementation Approaches

## 1 Spectrum management for telecommunications

- 5-year IMT spectrum roadmap
- Regulation on spectrum refarming
- An approach for telecom spectrum licensing
- An inspection and approval system of radio communication equipment standards

## 2 Spectrum management for radio communication

- Regulatory mechanisms for spectrum utilization in radio communication
- Communication management plan in the event of emergencies and disasters
- Use of spectrum for amateur radio service

## 3 Telecom numbering management

- Telecom numbering plan
- Using digital technology to manage the use of telecom numbers

## 4 Developing cooperation mechanisms

- Set up base stations
- Rearrange telecom cables

# Indicators



Having an IMT spectrum roadmap established within three months from the effective date of Telecommunications Master Plan



Having criteria for spectrum licensing that supports the development of new technologies and services



Allocating telecom resources and regulating the use of the resources to promote efficient use.

# Strategy 4

Providing Universal Basic  
Telecommunications and Social Services



# Implementation Approaches

## 1 Provision of basic telecom services in spatial dimension

- Basic telecom services in the areas where service providers are unavailable or inadequate to serve the users' demand
- High-speed internet service accessibility to every village nationwide
- Public internet services for the target groups and government agencies

## 2 Provision of basic telecom services in social dimension

- Assistive devices facilitating the use of public telecom services for the elderly, patients, disabled and disadvantaged in the society
- The development of telecom system for person with disabilities
- Basic telecom services for public benefits

## 3 Promoting digital tech skill development

- Encouraging the target groups to utilize telecom services efficiently

# Indicators



Having the Plan for the Provision of Universal Basic Telecom Services and Social Services suitable for the environment and technology, and in line with government's policy direction



Having coverage of high-speed internet service according to the target of the Plan for the Provision of Universal Basic Telecom Services and Social Services



Encouraging target groups of people to use and utilize basic telecom services as determined in the Plan for the Provision of Universal Basic Telecom Services and Social Services

# Strategy 5

Protecting Consumer in  
Telecommunications and Providing  
Services for Social and Public Benefits



# Implementation Approaches

## 1 Empowering consumers in telecom

- Promoting awareness of basic consumer rights
- Setting measures for operators to provide telecom service information on promotions, service rate, service quality, rights and duties of service users, complaint tracking, and protection against dangers and threats

## 2 Promoting the development of quality of service standards

- Regulating operators to provide quality of telecom service in accordance with the quality of service standards
- Developing quality of telecom service inspection mechanisms

## 3 Developing consumer rights protection mechanisms

- Creating collaborative working mechanisms for privacy rights protection, personal information protection, rejection of unwanted services, filing a complaint and MNP

## 4 Promoting collaboration with various sectors

- The use of telecom services and digital technology for the public benefit

# Indicators



Consumers are empowered and aware of basic rights to use telecom services



Having criteria for quality of service standards in line with technology development.



Consumers have tools and necessary information for choosing telecom services and protecting themselves against treats

# Strategy 6

Supporting Digital Development for  
Economic and Society



## Implementation Approaches

**1 Promoting** innovation research and development in telecommunications and radio communication equipment technology and reorganization of communication cables through BTFP Fund.

**2 Supporting** the implementation of the National Strategy, the National Reform Plan, the Plan on Digital Development for Economic and Society, and other related plans.

**3 Building** confidence and protecting people's security in using telecom services and electronic transactions with personal information protection and privacy measures.

- e-identification

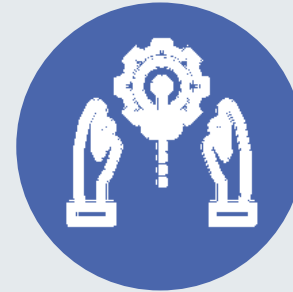
**4 Cooperating** with other regulatory agencies and various sectors for efficiency in supporting digital economy and society development.

**5 Encouraging** operators to have corporate social responsibility programs

## Indicators



Having a plan to promote innovation research and development in telecom industry



Having achievement of supporting policy implementation under the National Reform Plan



Having development and revision of laws, regulations and measures to promote economic and digital society development



Having cooperation for digital development for the economic and society



**Thank You**

