



# Realisation of the Self Commitment of Mobile Network Operators

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# Structure

- 1. Introduction
- 2. Participants in process and content of the Self Commitment
- 3. Methodology of monitoring the Self Commitment
- 4. Monitoring – Report
- 5. Conclusion

# German Institute of Urban Affairs (Difu)



- Founded in 1973 by over 100 cities and municipal associations
- Biggest urban research centre in the german-speaking world
- Doing interdisciplinary research on municipal problems
- Orientate research activities towards the needs of towns and cities
- Provide policymakers and civil servants with an up-to-date and reliable basis for decision making and action

## Difu's research interest – New technologies

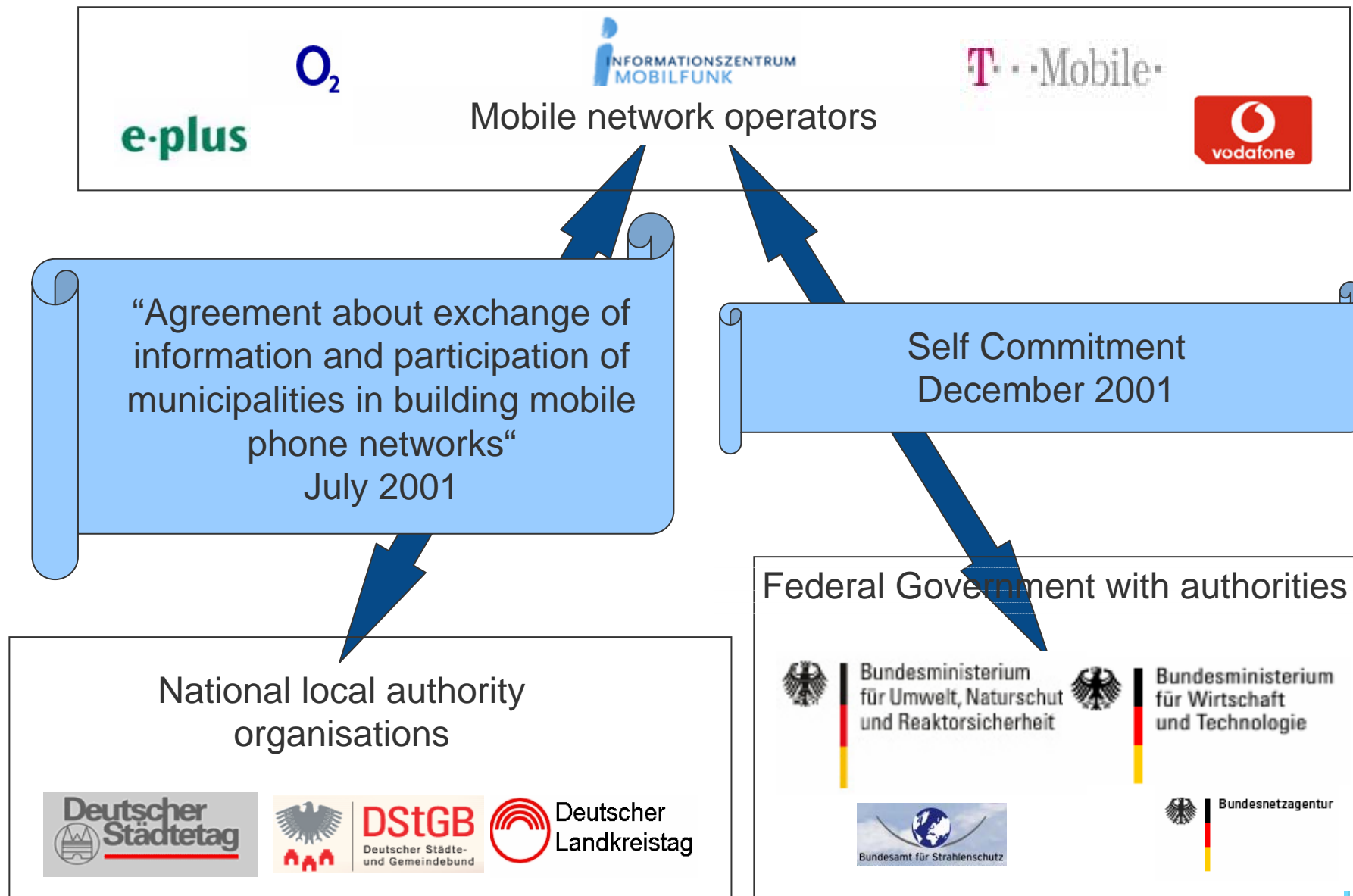
- **Mobile phone technology and upcoming problems in municipalities**
- **Start doing annually surveys to evaluate cooperation between municipalities and mobile phone operators in 2002**
- **Monitoring as commissioned work financed by IZMF (information centre of mobile phone technology)**
- **Until now four monitoring reports about cooperation between MO and municipalities are published**



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# Participants in process of the Self Commitment



# What is the Self Commitment?

- **Voluntary Self Commitment taken on by mobile network operators E-Plus, O2, T-Mobile and Vodafone in December 2001**
  - ▲ Main targets:
    - Improving security and protection of consumers, environment and health
    - Improving information policy
    - Implementing measures to build up trust in mobile phone technology
- **Self commitment based on the “Agreement about exchange of information and participation of municipalities in building mobile phone networks” established in July 2001**
  - ▲ Mobile Operators and the three national local-authority-organisations agreed in measures to improve the cooperation between MO and municipalities

# Content of the Self Commitment

- **Part 1**      **Communication and participation**
  - a) Improve cooperation with municipalities
  - b) Site sharing
  - c) Proving of alternative options for sites in case of nurseries & schools
- **Part 2**      **Consumer protection and consumer information about mobile phones**
- **Part 3**      **Support research into health, mobile phones and other relevant issues**
- **Part 4**      **Monitoring as part of risk management**
- **Part 5**      **Obligation to monitoring**



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### 3. Methodology of Monitoring

2002	2003	2004	2005
<b>Difu</b> (Part 1 of Self Commitment)	<b>Difu</b> (Part 1 of Self Commitment) <b>B.A.U.M. Consult München</b> (Part 2-4 of Self Commitment)	<b>Difu</b> (Part 1 of Self Commitment) <b>Verbraucherzentrale NRW</b> (Part 2 of Self Commitment) <b>wik consult</b> (Part 3 & 4 of Self Commitment)	
Part 1: Quantitative survey (585 cities, 60 districts plus MO's aquisition consultants)	Part 1: Qualitative survey (15 cities with 53 persons)	Part 1: Quantitative survey (200 cities, 60 districts plus MO's aquisition consultants)	Part 1: Qualitative survey (19 cities) & Quantitative survey (194 cities plus MO's aquisition consultants)
Part 2, 3 and 4: Not included	Part 2, 3 and 4: Desk & Internet research, surveys	Part 2, 3 and 4: Surveys in shops (only Part 2) desk & internet research	

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  - Part 2 Consumer protection and consumer information
  - Part 3 Support research into Health, Mobile Phones, Monitoring
  - Part 4 Monitoring concerning EMF
- 5. Conclusion



# Part 1 Information and communication with municipalities

## ■ Responsible

- ▲ Difu

## ■ Methods

- ▲ Annual quantitative and qualitative surveys since 2002

## ■ Results

- ▲ Site planning
- ▲ Information policy
- ▲ Conflicts

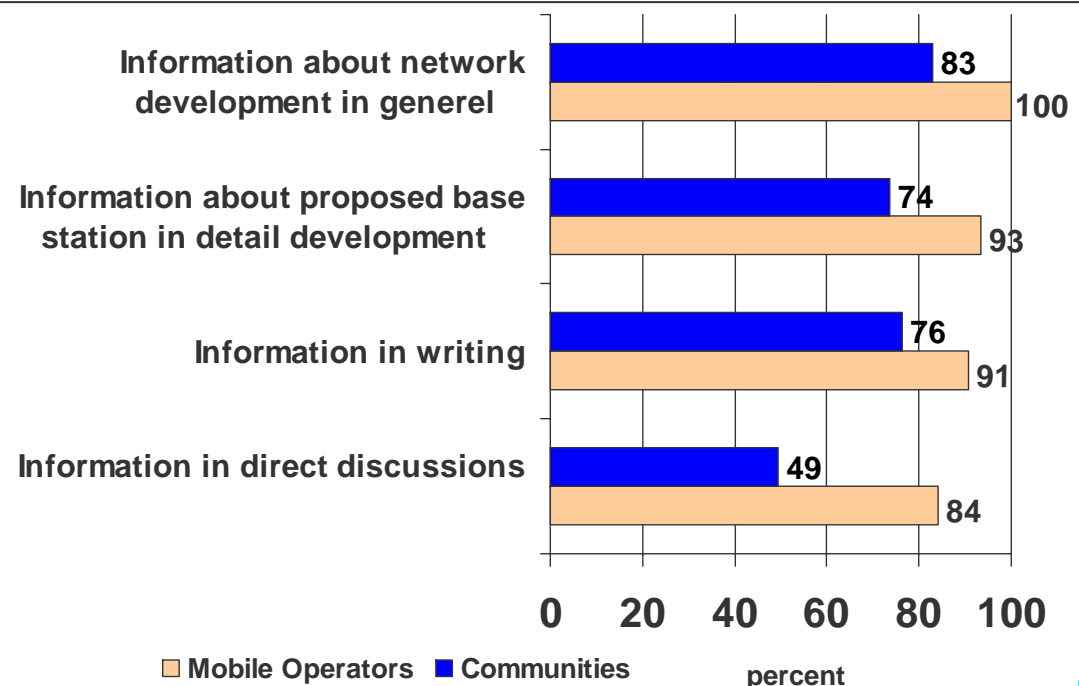
# Part 1 Communication and participation

## ■ Results

### Site planning

- ▲ Site planning process has improved
- ▲ Way of communication and information varies by city size
- ▲ Discrepancy in view of provided information between municipalities and MO

Sended and received  
information for site planning  
- comparison mobile  
operators vs. municipalities -



Source: Difu-survey 2005  
n = 194/140

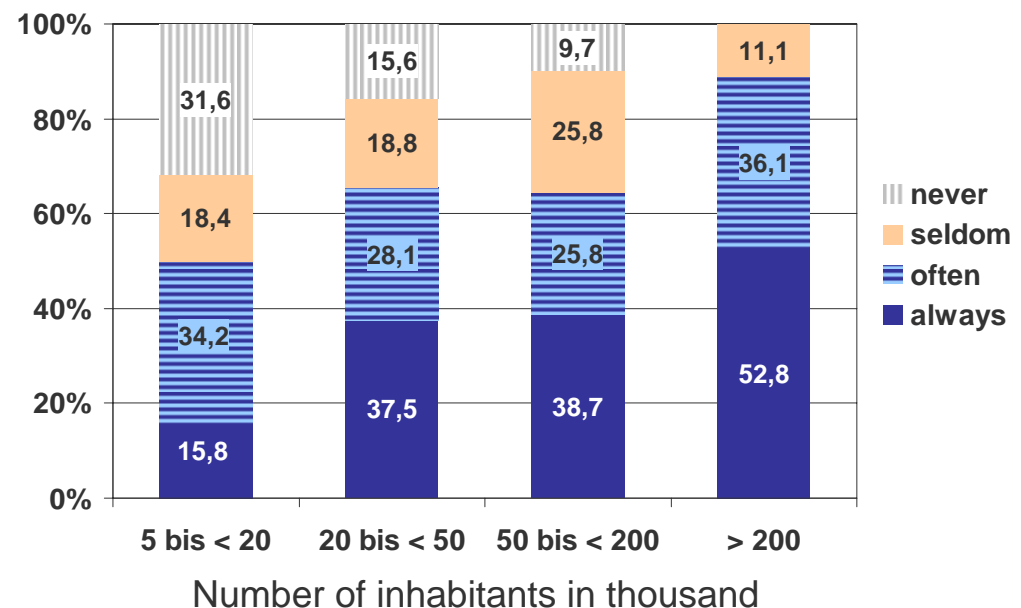
# Part 1 Communication and participation

## Information

- ▲ 95 percent of municipalities say they got information about radio site planning always or often in time
- ▲ Quality of information provided for municipalities by Mobile Operators was rated helpful by more than 82 percent of municipalities
- ▲ 60 percent of municipalities say information policy is comprehensible for people who are not well up in technics
- ▲ Information about radiosite's start of sending needs to be improved (see graphics)

Does the information about radiosite's  
start of sending  
take place in time?  
- municipalities view by city size -

Source: Difu-survey 2004  
n = 137



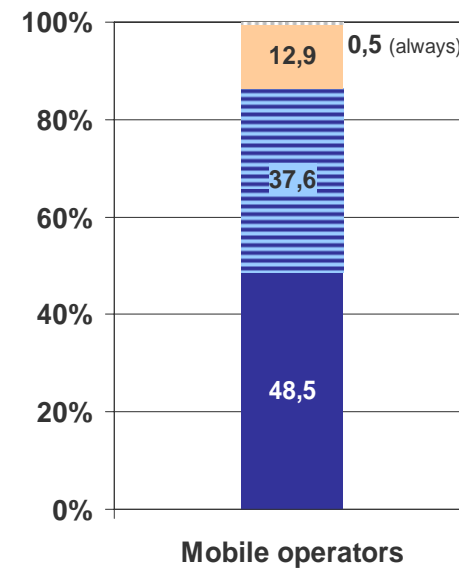
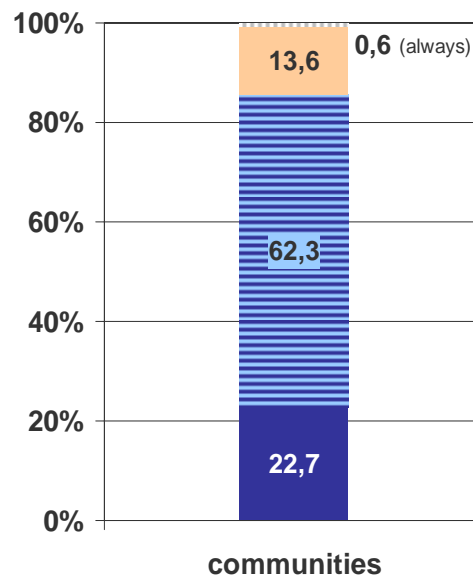
# Part 1 Communication and participation

## ■ Conflicts

- ▲ Conflicts are rare say more than 85 percent of municipalities and Mobile Operators
- ▲ Not conflicts are prevented as a whole but the way of associating with municipalities
- ▲ MO and municipalities have different ideas of conflicts (see graphics)
- ▲ Number of radiosites has a reciproque influence to number of conflicts (see next slide)

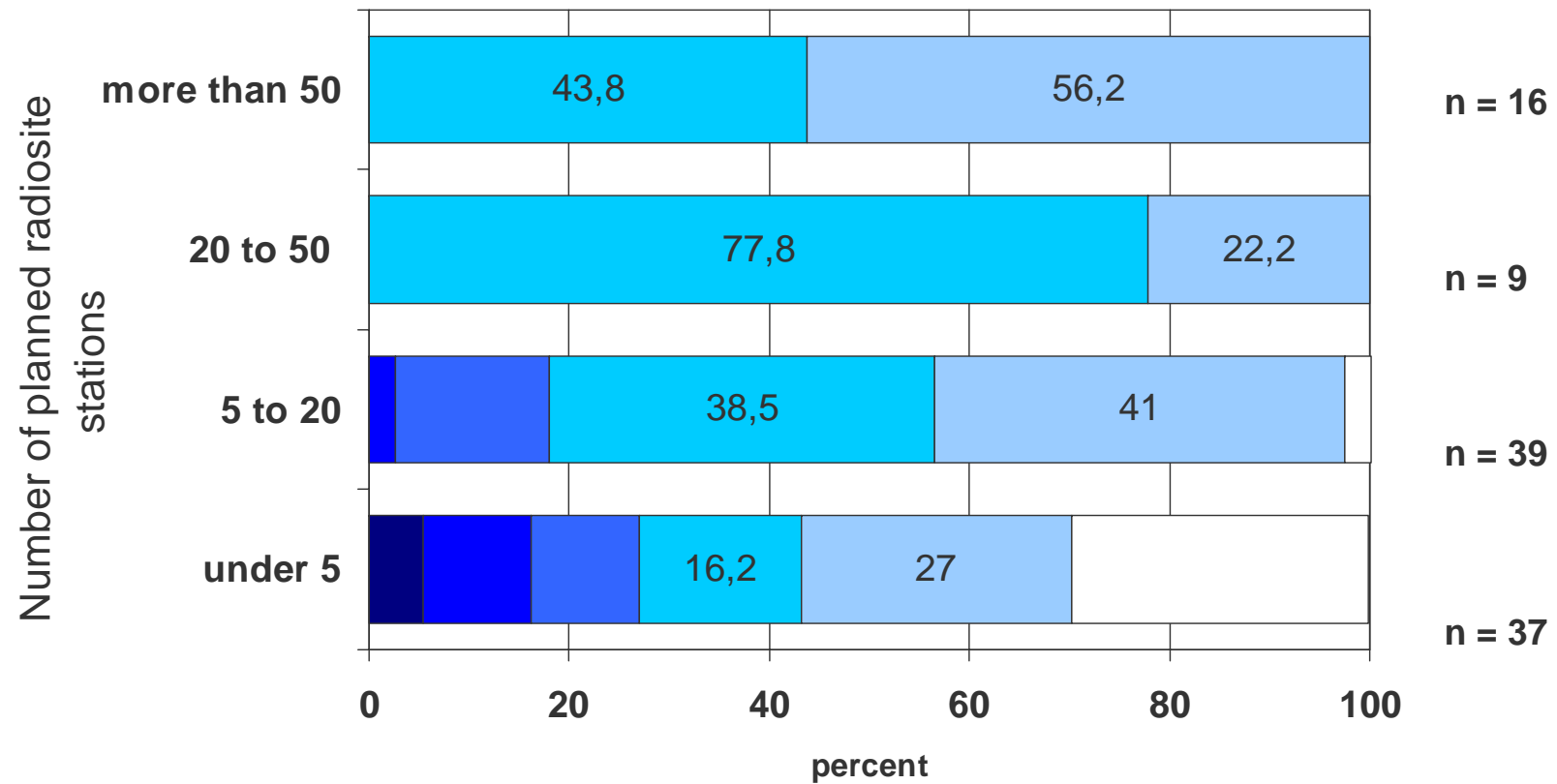
Conflicts in site planning?

Source: Difu-Survey 2004  
n=116/154



■ never ■ seldom ■ often ■ always

## Rate of conflicts by number of planned radiosite stations - view of communities-



■ all sites ■ high rate ■ medium rate ■ low rate ■ very low rate □ no conflicts

Source: Difu-survey 2005 n = 101



## Part 2 Consumer protection and consumer information

### ■ Responsible

- ▲ Verbraucherzentrale NRW

### ■ Methods

- ▲ Covered surveys in shops to check out the knowledge of shop assistants about EMF and SAR
- ▲ Assessment of informational literature & websites
- ▲ Check up of the range of cellular phones regarding value of SAR

## Part 2 Consumer protection and consumer information

### ■ Results (state of 01/2005)

- ▲ In comparison with 2002 consumer information and protection improved to a large extent
- ▲ Extensive information-material (MO and IZMF) for municipalities
- ▲ Still a lack of knowledge of shop-assistants regarding mobile phone technology in connection with health issues
- ▲ More information about emission (SAR) is desirable
- ▲ One third of range meets the requirements of “Blauer Engel” ( $=0.6\text{W/kg}$ )
- ▲ Standard labelling of cellular phones with low intensity of radiation

## Part 3 Support Research into Health, Mobile Phones, Monitoring

### ■ Responsible

- ▲ wik consult

### ■ Methods

- ▲ Stocktaking of current research programmes, Desk research

### ■ Results

- ▲ Mobile Operators fulfilled their duties in promoting research completely
- ▲ Between 2002 and 2006 8.5 Million Euro of research funding was spent on 54 programmes
- ▲ In 2005 7 programmes were finished, 36 programmes were ongoing, 10 were in planning
- ▲ But communication between projects and BfS needs to be improved
- ▲ Raise transparency about how to place projects and simplify

## Part 4 Monitoring concerning EMF

### ■ Responsible

- ▲ wik consult

### ■ Methods

- ▲ Mix of methods - desk research, internet, surveys

### ■ Results (state of 01/2005)

- ▲ MO financed 1.5 Mio Euro to support Measuring programmes
- ▲ 2002 Opening of database of Information for local authorities
- ▲ January 2004 Opening of EMF-Database to the public
- ▲ Nationwide EMF-Monitoring-programme with audits to confirm the compliance of emissions with public exposure guideline



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## 5. Conclusion

- Self commitment causes an easing of tension between Communities and Mobile Network Operators.
- There is a strong willingness to find consensus and to resolve conflicts on both sides.
- Importance of communication and cooperation, transparency remains enormous.



Thank you for your attention

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