

Index

- ABS (Australian Bureau of Statistics)
 - 289, 290, 293, 297
- absorptive process 82, 83, 87–8
- ACCC (Australian Competition and Consumer Commission) 287, 290, 307
- ACMA (Australian Communications and Media Authority) 286–7, 294–7, 303–4, 306
- Act for the Protection of Personal Information 183, 186, 202, 203
- advertising
 - ad-supported media 254
 - broadcasters 253
 - broadcasting 258–9
 - excess entry 255
 - free sites 66
 - Internet 41, 296, 298, 304
 - media services suppliers 252
 - pay-TV companies 252
 - smartphones 41, 44–50, 53, 55
 - social media 81
 - television 261–4
- AGIMO (Australian Government Information Management Office) 304–5, 308
- Android based ecosystems 27, 29, 37–43, 45, 53, 62
- Apple
 - aim to combine video and internet services 29
 - as big winner in smartphone market 15, 16, 38
 - cloud computing activities 220, 221, 303
 - comparison with Google and Nokia 25–7
 - content aggregation 39–43
 - dominating mobile broadband value chain 36
 - HLS standard promoted by 29
 - lack of interoperability 222
 - popular website 294
 - structure in post-media convergence
 - age 72
- Armstrong, M. 44, 366
- articulation concept 22–3, 31–2
- Australian digital market 285–6
 - challenges
 - competition and regulation 307
 - copyright policy 307
 - inadequate e-skills 305–6
 - interoperability 308–9
 - network neutrality 307–8
 - online content regulation 307
 - online security 306
 - spectrum management 306
 - urban-regional digital divide 305
 - institutions 286–7
- Internet evolution 287–9
- NBN (National Broadband Network)
 - ACCC's access regulation 287
 - deployment 291–3
 - development of superfast network 285
 - establishment's belief in 297
 - nature and status of services
 - delivered via 289–91
 - potential for aiding initiatives and solving challenges 299–306
 - purpose 65, 287
 - online business 296–9
 - online consumers 293–6
 - online opportunities
 - cloud computing 302–3
 - communication channel
 - diversification 299–300
 - e-commerce 303–4
 - e-education 301
 - e-government 304–5
 - e-health 300

- entertainment and amusement
 - 299
 - teleworking 302
 - transport 301–2
- Telstra 287–8
- unbundled local loop (ULL) 288, 290
- Austrian style convergence 216–17
- Barney, J.B. 17, 24, 79
- Barthes, R. 17, 22
- BEREC (Body of European Regulators for Electronic Communications) 342–4, 351, 357–8, 360–63, 366
- ‘best effort’ principle 18, 28
- Bester, H. 161, 165
- Blackberry (RIM) 37–9
- blogs 15, 80–81, 83, 86–7, 152, 296
- Bourreau, M. 355, 365
- broadband
 - in Austria 216–17
 - decreasing access prices 29
 - fixed connections 210, 213, 216–17, 321
 - in Germany 314–16, 318–20, 334
 - high speed 213, 289, 296, 299–301, 364
 - infrastructure 19
 - market case study 355–60
 - mobile
 - as affecting broadband market 356
 - Austrian convergence 216
 - categorisation 321–2
 - Germany enabling more spectrum availability 315
 - impact of substitution with fixed 356, 358–60
 - Swiss usage 329
 - wireless 294
 - national plans 334, 336
 - in Netherlands 324–8, 333–4
 - networks
 - Australian 65, 285, 287, 289–93, 297, 299–306
 - bandwidth capacity/throughput increasing 19, 312
 - EU targeting implementation of 312, 335–6
 - IPTV provision of services
 - through 28, 268–9
 - ‘state aid’ rules for 313
 - OTT service via 268–9, 275
 - penetration ratio
 - CHT’s, in Taiwan 275
 - motorway and ICT infrastructure 104–7, 109–13
 - superfast 285, 321–2
 - in Switzerland 329–30, 334
 - transforming narrowband into 305
 - in UK 321–2, 333–4
 - wholesale access 215, 345, 356–7, 362, 365
 - see also* mobile broadband business
 - broadcasters
 - as content provider 270
 - on defensive 15, 16
 - and HBBTV platforms 28
 - satellite vs. terrestrial 68
 - traditional, serving as platforms 269
 - in WTP in broadcasting platform study 253–64
- broadcasting
 - ad-sponsored
 - and advertising market 253
 - cable TV providing 260
 - to digitised, in Japan 70, 71
 - business models 25, 28
 - carriers in Japan 254–5
 - classified as time-consuming leisure activity 256
 - demand 256–8
 - digital 263–4, 306
 - dominance of IT in 29–30, 31
 - economic power created in 68
 - example of platform business in market 253
 - government regulation 74
 - Japanese regulation 70
 - and packaged media 73
 - platform function of 66
 - public, advertising and pay-TV comparison 261–4
 - satellite 66, 68, 253–4, 263, 273
 - as service to be restored post-disaster 125
 - smart devices dissolving gaps 74
 - traditionally, a tightly regulated sector 31

- utility function for channels supplied by 258–9
- BT 278–9, 321, 323–4, 333, 360–61
- cause–effect relationship 144–53
- Cave, M. 215, 224, 351–3, 355, 366
- Central Disaster Management Council (CDMC) 116, 119
- Christensen, C.M. 24, 25
- Clark, D.D. 17, 18
- cloud computing
 - in Australian digital market 302–3
 - causing huge growth potential 210
 - competition 221–3
 - importance of 220
 - managing information 136–7
 - structure 220–21
- co-opetition 275–80
- communication channel diversification 73–4, 299–300
- competition
 - among lanes of Information Superhighway 70–71
 - among mobile phone companies 68
 - among media platforms 275–80
 - cloud computing 221–3
 - consumer choice influencing 43
 - in duopoly model 168
 - facility-based 65
 - fixed retail 214–15
 - Germany 333, 336
 - implications of less on consumer protection 173
 - in IMRS market
 - domestic regulation to promote 245
 - and EU regulation in 236
 - little 235, 238, 246
 - under incomplete information 160–61
 - monopolistic model and two-sided markets 255
 - Netherlands 328–9, 333–4
 - network 65, 75
 - and network neutrality 308
 - as not solving inefficiencies 160, 173
 - pay-TV operators, little between 254
 - platform provider 36
 - policy in telephone market 64
 - protecting consumer interests, belief 243
 - with regard to content aggregation 42, 48–50, 59–60
 - and regulation, in Australia 287, 290, 307
 - and regulation, in European telecommunications sector 339–66
 - regulatory regime as means of promoting 224
 - service-based 65
 - in smartphone standards 27
 - Switzerland following own path 329
 - and Telstra 287–8
 - against terrestrial broadcasting 68
 - United Kingdom 321, 333
- competitive advantage 24–5, 73, 75, 79
- complements and substitutes
 - in convergence theory 16, 20–22, 23, 31–2
 - in mobile and fixed networks 210, 212–13, 223
 - differentiation of consumers 217–18
 - impact on market definition 358–60
 - regulatory response 218–19
- Conroy, S. 291–2, 300, 303
- constraints
 - budgetary 116
 - competitive 24, 256, 358, 365
 - conditions 256–8
 - indirect 217, 358
 - location 301
 - price 360
- Consumer Privacy Bill of Rights 203
- consumer protection *see* game
 - theoretical approach to consumer protection
- consumers
 - choice behaviour 42–3, 255–8, 260–61, 263, 273–4
 - differentiation of 217–18
 - German 318
 - impact of smart revolution 270
 - IMRS 226, 233, 236–7, 243
 - online, Australia 293–6
 - regulation to benefit 354, 355, 364
 - smartphone 39, 41–6, 59–60, 210

- content aggregation study *see* mobile broadband business
- content delivery networks (CDNs) 19, 20
- content providers
 - IPTV's impact on 271–3
 - media, in Taiwan 268–70
 - of mobile broadband 42–3
 - OTT video services' impact on 273–5
- convergence
 - Australian regulation 307–8
 - digitalisation as prerequisite 1, 30
 - fixed/mobile, regulatory
 - consequences of 213, 223
 - anticipations and lags 218–19
 - basis for regulation 213–15
 - convergence Austrian style 216–17
 - differentiation of consumers 217–18
 - of ICT and transportation
 - technology 100, 112
 - media 15, 22–3, 25, 28–32, 64–5
 - and Australian regulation scheme 307
 - digital, impact on 266–70, 280
 - and smart devices 71–4
 - process, dominance in 17, 19–20, 22–3, 31–2
 - Nokia, Apple and Google 25–7
 - OTT 28–30
 - smart revolution advancing process of 1
 - theory 15–17
 - based on substitutes and complements 20–22, 31
 - IS archetypes, inspiration from 21
 - supply and demand dimension 21
- cooperation
 - amongst media platforms 270, 277–80
 - in infinitely repeated monopoly game 177–8
- copper networks
 - Australian 287–8
 - EU plans for more effective use of 212, 213
 - Germany 318, 334
 - Netherlands 325
 - pricing of loops 218
 - UK heavy use of 323–4
 - upgrading existing, in Germany 118
- copyright policy 307
- creative process 82, 83, 88–95
- customer service quality and incomplete information 159–61
- duopoly model
 - finitely repeated interaction 168–9
 - infinitely repeated interaction 169–71
 - one-shot game 165–8
- monopoly model 161–2
 - finitely repeated interaction 164
 - infinitely repeated interaction 164–5, 177–81
 - one-shot game 163–4
- oligopoly model
 - finitely repeated interaction 172
 - infinitely repeated interaction 172–3
 - one-shot game 171–2
 - study conclusions 173–4
- CVM (contingent valuation method) 116–17
- Daidj, N. 270, 277
- Data Protection Directive 183
- data services (IMRS) 230–31
- De Streef, A. 339, 347, 350–51, 365
- De Visser, M. 351, 365
- delay variation 19
- Deloitte Access Economics 298–9, 302
- Denton, T.M. 18, 19
- Department of Broadband Communications and Digital Economy (DBCDE) 286, 289, 297, 300, 302
- deterministic approach 144–53
- digital power
 - defining 64–5
 - media convergence and smart devices 71–4
 - network competitions 65, 75
 - network to platform 66–8
 - separation of platform network
 - function and set-top box device function 68–71
 - study conclusions 74–5
- digital technology 25, 285

- disaster prevention measure *see* stated preference (SP) approach
- disruptive innovations theory 24, 25, 32
- dissection 22
- Dixit-Stiglitz utility function 255
- Dogan, P. 355, 365
- Doyle, J.C. 17, 18
- DSL (digital subscriber line)-based services
- Australia 287–8, 293
 - Austria 216–17
 - Europe 335, 356–9
 - Germany 315, 316, 318–20, 333
 - Netherlands 325–7
 - Switzerland 329–30, 332
 - UK 321
- dynamic capabilities 24–5
- e-commerce 296–7, 303–4
- e-education 301
- e-government 304–5
- e-health 300
- e-skills 305–6
- EBU (European Broadcasting Union) 28
- EC (European Commission)
- broadband market, recent focus of 356
 - broadband targets 335
 - citations 212, 214–15, 216, 220–21, 233, 236–8, 240, 243, 358, 364
 - and NRAs, role of, in market definition procedures 342–3
 - recommendations and SMP framework 344–50, 354, 356
 - evolution of 341–2
 - public consultation results on revision of recommendation on relevant markets 342, 360–64, 366
 - on regulated access to NGAs 341
 - role in market definition procedure 342–3
 - success or failure 364–6
- Economides, N. 36, 44
- ecosystems
- concept of 23
 - converging ICT 15–32
 - i-mode business 36, 40, 43
 - media, in transformation 267–70, 277, 279–80
 - mobile broadband business 35, 42, 53–61
 - smart 1–2, 10
- end-to-end
- architecture 18, 19, 214
 - market 214–15
 - network, Internet as 16, 23, 31
- entertainment and amusement 295–6, 299
- ERG 347–9
- EU (European Union)
- average broadband penetration rate 327
 - broadband access in classrooms 301
 - cloud computing 220–21
 - Digital Agenda 236, 313, 335, 356
 - Directives 183
 - economic issues in SMP framework 350–55
 - fibre access shares 331
 - General Data Protection Regulation 183, 203
 - global market for ITS 103
 - IMRS regulation 228–46
 - market definition, relevant market and significant market power (SMP) frameworks in telecommunications sector 339–66
 - NGA recommendation 313
 - NGA regulation 349
 - plans to make more efficient use of copper 312, 313
 - policy measures 313
 - privacy management 203
 - proposal of integrated ITS 103
 - regulatory framework 314, 341
 - targeting implementation of broadband networks 312
- Europe
- broadband subscriptions
 - fixed and mobile 359–60
 - fixed, by technology 357–8
 - development of commitment to information society 2
 - GSM decision 25, 30
 - NGA networks, country study 312–36

- regulatory regime 214–15
- telecom market liberalisation 25, 341
- telecommunications sector
 - market intervention in 340
 - uncertainty in 365
 - as underperforming in mobile economy 2
- exploratory approach 145, 151–3
- FCC (Federal Communications Commission) 70, 301
- fibre optic-based networks
 - FTTB (fibre to the building) 291, 315–20, 329, 333–4
 - FTTC (fibre to the cabinet) 312, 315, 316–20, 322–3, 327, 333
 - FTTH (fibre to the home) 291, 315–20, 325–30, 332–4
 - FTTN (fibre to the node) 288
 - FTTP (fibre to the premises) 29, 287, 323, 332
- Finnish telecommunication market 25–6
- fixed/mobile convergence *see* convergence
- foreclosure 36, 60
- game theoretical approach to consumer protection
 - finitely repeated interaction
 - duopoly model 168–9
 - monopoly model 164
 - oligopoly model 172
 - infinitely repeated interaction
 - duopoly model 169–71
 - monopoly model 164–5, 177–81
 - oligopoly model 172–3
 - introduction 159–61
 - one-shot game
 - duopoly model 165–8
 - monopoly model 163–4
 - oligopoly model 171–2
 - study conclusions 173–4
- General Data Protection Regulation 183, 203
- Germany
 - broadband availability/access 318–20, 334
 - broadband strategy 314–16, 320, 334
 - cable networks 315–18, 320, 333
 - copper network 318, 334
 - fibre optic-based networks 315, 316, 318–20, 333
 - fixed and mobile subscriptions 359
 - mobile technologies 315–16
 - network alliance to accelerate NGA deployment 320, 333
 - percentage of fixed broadband subscriptions by technology 357
 - regulation 314, 318, 334–5, 336
 - utilities and municipalities 333, 335
- globalisation 2
- Google
 - aim to combine video and internet services 29
 - as big winner in smartphone market 16
 - cloud computing activities 221–2, 303
 - comparison with Apple and Nokia 25–7
 - content aggregation 39–43, 45
 - as OTT service 36
 - popular website 294
 - social networking site 298
 - structure in post-media convergence age 72
 - WebM technology 29
- Grajek, M. 354, 365
- Great East Japan Earthquake
 - damage incurred by 117–18
 - distribution of seismic intensity of 141
 - occurrence 116
 - role of social networking services in provision of information 140–41
 - telecommunication services during 118–19
- Greenstein, S. 16, 20–21, 31
- hardware
 - complementarity with software 252, 253, 255
 - in vertical integration 66
- HBBTV (Hybrid Broadband Broadcast TV) 15, 17, 28
- Henten, A. 22, 30
- HLS (HTTP Live Streaming) 29
- Hotelling model 44

- Hou, L. 348, 351
 Hulu 29, 273, 275
- i-mode service 2, 23, 30, 35–6
- ICT
 growth of investment in 103–4
 harmonised approach for
 development 312
 and innovation process 80
 internal capability for 82
 interoperability 308–9
 IT industry dominance in
 convergence of 15–32
 and ITS 101–3, 107–12
 role in motivating people
 analytical approaches 144–7
 introduction 140–42
 Pythagorean effect 142–4
 results 147–53
 study implications and
 conclusions 153–4
- IMRS (international mobile roaming
 services)
 changes in market 240–41
 EU moves towards regulation
 2003 and 2006 regulatory
 frameworks 236
 2007 IMRS regulation 236–8
 limitations and implications of
 approach 240
 structural measures added 238–9
 high charges, contributing factors
 demand-side IMRS characteristics
 234
 high IMRS, compared to
 international 231–3
 service structure of IMRS charges
 233
 supply-side IMRS characteristics
 234–5
 need for regulation
 of retail charges 242–3
 structural measures 245
 transparency 245
 of wholesale charges in Japan
 243–5
 problems 226–8
 addressing 241–2
 structure
 data services 230–31
 short message service (SMS) 231
 voice services 228–30
 study conclusions 246
- incomplete information *see* customer
 service quality and incomplete
 information
- information society
 moving towards sustainability 10–11
 as queen of globalisation 2
 race towards leadership of 2
 Swiss strategy for 330, 334
- innovation
 attitudes toward 82–5, 89, 96–7
 and ICT 80
 internal capability for 79–80
 product, and SNSs 88–95
 and social media 80–81
 stifling 223–4, 308
- institutions
 in Australian digital market 286–7
 educational and medical, in personal
 information leakage study
 189–91, 195–7, 199, 202–3
- Integrated Services Digital Network
 (ISDN) 2
- Internet
 access 44–5, 220
 advertising 41
 Australia
 activity by access device 296
 activity by SMEs 298–9
 broadband 297
 e-government 305
 evolution 287–9, 292
 online business 296–9
 online consumers 293–6, 304
 online entertainment 299
 regulation and monitoring 286,
 306–8
 smartphone Internet activity 295
 subscribers by access connection
 293
 based on ‘best effort’ principle 18
 in cloud infrastructure 221
 design principles 17–20
 with end-to-end property 16, 23, 31
 Germany 314, 317
 in IMRS data transmission 230–31,
 233
 increasing importance of 16

- mobile 27, 30, 288–9, 293
- as ‘network of networks’ 17–18
- penetration, in Japan 182–3
- platform function 64, 66–8, 74
- predicted growth of family usage 209, 314
- Switzerland 329–30
- TV and OTT TV 28–30, 268–9, 271, 273–5
- ubiquitous connectivity 210
- usage, post-disaster 118, 124–6, 150–51, 154
- Internet protocol (IP) 17, 27, 28, 150, 230–31, 267–8, 269, 273, 297, 306
- interoperability 221–3, 308–9
- IOTs (inter-operator tariffs) 229, 233, 235, 240, 243–4
- iPhones 26, 27, 29, 38, 42, 68, 71
- IPTV (Internet Protocol TV)
 - competition, cooperation and co-opetition 278–9
 - emergence and growth 266–9
 - impact on traditional media
 - platforms and content providers 271–3
 - as managed service and best effort service 28
- ISPs (Internet Service Providers) 29, 222, 268–9, 274–6, 288, 306–8
- IT industry
 - content division 73
 - development of 65, 70
 - dominance in converging ICT ecosystem 15–17
 - convergence, articulation and resource-based theories 20–25
 - Nokia vs. Apple and Google 25–7
 - summary and conclusions 30–32
 - technology developments 17–20
 - TV, Internet and OTT TV 28–30
- horizontal disaggregation 68–9
- online newspapers and e-publishing in 74–5
- shift of economic power in 64, 68
- value of platform division of telecommunications 74
- vertical structure of 67, 73
- ITS (Intelligent Transport Systems)
 - global market for 103
 - and ICT 100, 112
 - performance and efficiency 100
 - productivity impacts of 107–12
 - purpose 101
 - services provided by 101, 103
 - structure for traffic managed on real-time basis 101–2
 - targeted as national development strategy 103
- ITU (International Telecommunication Union) 28, 104, 159, 267–8, 294
- Japan
 - broadband penetration ratio 112
 - competition policy for network division 65
 - devices for home television 74
 - digitised terrestrial broadcasting 70
 - fibre access shares 329, 331
 - G20 FTTH/B and LAN penetrations 291
 - global market for ITS 103
 - i-mode service 2, 30, 35
 - industry-specific patterns in personal information leakage incidents in 182–204
 - as information leaders, in 1980s 2
 - integration of broadcasting-related laws 70
 - international mobile roaming problems 226–46
 - Internet penetration 182
 - mobile broadband business 35–6, 37–41, 60–61
 - Nippon Telegraph and Telephone Corporation Law 60–61
 - people’s WTP for telecommunication services 116–38
 - platform business in broadcasting market in 253–64
 - productivity effects of motorway infrastructure 111
 - regulation
 - of packaged media 73
 - of wholesale charges 243–5
 - role of media and ICT in motivating people to take post-quake recovery action 140–154
 - start of mobile television services 71, 268

- Telecommunications Business Law
 - 60, 243–4
 - vertical integration 66, 68
- Jitsuzumi, T. 44, 60
- Jung, J. 270, 277
- Kasuga, N. 253, 264
- KDDI 37, 42, 62, 119, 235, 245, 247
- Khanna, T. 16, 20–21, 31
- Kompare, D. 270, 274
- Larouche, P. 351, 365
- Lind, J. 15, 20
- Linux 37, 40
- Little, A.D. 278, 315
- Liu, Y.-L. 267, 272
- LLU (local loop unbundling) *see*
 - unbundled local loops
- Manant, M. 355, 365
- market definition
 - BEREC reports relating to 351
 - broadband market case study 354–5
 - competition impacts 356–8
 - substitution impacts 358–60, 364
 - EC and NRAs
 - applying economic framework to 350–51
 - role of 342–3
 - and EU policy change 366
 - evolution of EC recommendations
 - on 341–2, 344
 - important concepts when setting 352
 - limited studies on 340
 - public consultation results on
 - revision of recommendation on relevant markets 360, 364
 - recommendation to analyse from retail level 365
 - relation to ex ante regulation 354
 - two-sided market argument in
 - analysis of 352–4
 - understanding, on issue of NGA 349–50
- for wholesale local access 323
- media
 - ad-supported 254, 266
 - convergence 15, 22–3, 25, 28–32, 64–5, 71–4, 307
 - coverage of personal information
 - leakages 185, 186
 - digitised information 74–5
 - economic characteristics of market
 - complementarity between software and hardware 252
 - equal amount of consumption 251–2
 - two-sided market 252–4
 - IT sector's advantage over 17
 - newly emerging, impact on
 - traditional
 - cooperation, competition and co-opetition 275–9
 - impact of smart revolution 270–75
 - introduction 266–7
 - media ecosystem and value chain in transformation 267–70
 - study conclusion 279–80
 - role in motivating people
 - analytical approaches 144–7
 - introduction 140–42
 - Pythagorean effect 142–4
 - results 147–53
 - study implications and conclusions 153–4
 - traditional
 - IPTV's impact on 271–3
 - OTT video services' impact on 273–5
- MIC (Ministry of Internal Affairs and Communications, Japan) 35–41, 43, 60–61, 116, 118–19, 141, 228, 243–6, 260
- Microsoft
 - acquisition of Nokia 27
 - cloud computing activities 221–2, 303
 - mobile operating software 26
 - popular website 294
 - Silverlight Smooth Streaming 29
 - smartphone market shares 38–9
 - Xbox 29–30
- Mitomo, H. 117, 204
- mobile broadband business
 - changes in 37–42
 - economic model
 - content aggregation, duopoly in 48–50
 - content aggregator 46

- demand 44–5
- equilibrium 46–7
- smartphone maker 45–6
- vertical integration 47–8
- focus of analysis 42–4
- in Japan 35–6, 37–41, 60–61
- regulatory authority 35–6
- simulation
 - imperfect information 58–9
 - parameters 51
 - profit and total surplus 53–5, 56
 - results 50–53
 - technological advancement 55, 57
 - value of r 53
- strategic behaviour of monopoly 36
- study conclusions 59–61
- mobile handset market 25–6, 354
- ‘modes of production’ 22–3, 31
- monopoly
 - benchmark model 161–5, 167–8, 170, 177–8
 - end-to-end Internet model 18
 - and FTT technologies in Germany 318–19
 - hypothetical tests 218, 347, 352
 - Japanese restriction of 60–61
 - in public utilities services 65
 - sector regulation to soften power 339, 354
 - smartphone manufacturer 43, 45–59
 - strategic behaviour 36
 - in traditional telephone industry 64, 68
- motivating people in disaster recovery situations
 - data 147
 - deterministic approach
 - to analysis 144–5, 146
 - results 147–51
 - exploratory approach
 - to analysis 145
 - results 151–3
 - introduction 140–42
 - Pythagorean effect 142–4
 - study implications and conclusions 153–4
- motorway infrastructure
 - capital
 - effect on labour productivity growth 107–8
 - measured by motorway length per worker 104–5, 106
 - productivity impacts of 106–7, 109
 - and TFP growth 107, 109–10, 112
 - growth of investment in 103–4
 - motorway definition 113
 - network effects and ICT infrastructure 112
 - productivity effects of 100–101, 108, 112
 - among OECD countries 111–12
 - telecom infrastructure effect 107
 - role of ICT, robustness of estimation 107–8
- Na, K.-Y. 100, 108, 112
- Nakamura, A. 117, 123
- NCAC (National Consumer Affairs Centre of Japan) 226, 228, 241
- NDES (National Digital Economy Strategy), Australia 285, 305
- neoclassical theory 24
- Netflix 19, 29, 273, 275, 278
- Netherlands
 - broadband 324–8, 333–4
 - CATV 324–5, 327, 333
 - copper network 325
 - Digitale Agenda.nl 325, 328, 333–4
 - DSL 325–7
 - facilitating service-based competition 329
 - fibre optic-based networks 325–8, 333–5
 - fixed and mobile subscriptions 359
 - impact of unbundling of local loop 326–7
 - KPN 324–5, 327–8, 333
 - market shares in retail broadband markets 324–5
 - percentage of fixed broadband subscriptions by technology 357
 - regulation 325–9, 335, 336
 - network competitions 65
 - network division 64–6, 68, 71, 73–5
 - network neutrality 307–8
 - NGA (next generation access) networks in Europe
 - comparison 332–5
 - EC on regulated access to 341

- EU policy 312–13, 349
- Germany 314–20
- measures implemented as
 - insufficient for development of 336
- Netherlands 324–9
- SMP in 342, 351
- study conclusions 335–6
- Switzerland 329–32
- United Kingdom 320–24
- vectoring as important for 333, 335
- Nokia 15, 16, 25–7
- NRAs (National Regulatory Authorities)
 - circumstances for investigating wholesale market 365
 - decisions under competition law 348, 350, 355
 - and fibre networks 356–8
 - and fixed and mobile services 358
 - imposition of ex ante regulation 341, 344, 348–50
 - and IMRS 236, 244
 - prioritising consumers or infrastructure 355
 - recommendation to reduce mobile termination rate 354
 - regulation of infrastructures 356
 - role in market definition procedure 342–3
- NTT DOCOMO 23, 30, 35, 38, 40, 42, 61–2, 71, 119, 133, 227, 231–3, 235, 240–42, 245–7
- OECD 104–5, 109–13, 159, 183, 209–10, 227, 233, 236, 241–2, 244–6, 357–9, 366
- Ofcom 321–4
- online business, Australia 296–9
- open innovation 80
- OPTA 325–6, 328–9
- OTT (Over-The-Top) TV and video services
 - broadband requirement 268–9
 - CDN use of 19
 - cooperation, competition and co-opetition 278–9
 - copyright issue 270
 - definition 268
 - vs HBBTV 28–30
 - impact on traditional media
 - platforms and content providers 271, 273–5
 - as newly emerging service 266, 267, 269–70
 - progress of 15, 22
 - use of, in Taiwan 268, 276
- packet-based technologies 18
- Parker, G.G. 43, 44
- Pennings, J.M. 16, 21
- personal information leakage study
 - database summary 185–6
 - primary analysis by cross-tabulation
 - causes of incidents 187–9
 - industry sectors 189–90
 - number of victims 191–3
 - recurrence of incidents 193–4
 - summary 194–5
 - types of information 190–91
 - yearly number of incidents 186–7
 - purpose 184–5
 - regulatory environment 182–4, 202–4
 - results based on correspondence analysis
 - relationships between causes and number of victims 198
 - relationships between industry sectors and causes 195–6
 - relationships between industry sectors and number of victims 196–8
 - relationships between industry sectors and recurrences of incidents 198–9
 - study conclusions 201–4
 - summary and observations
 - causes of incidents 200
 - number of victims 200–201
 - recurrence of incidents 201
- personal information management in disaster 136–7
- platform division 64, 66–8, 71, 73–4
- platform network function 68–71
- post-quake recovery studies
 - people's WTP for telecommunication services 116–38
 - role of media and ICT in motivating people 140–154

- Presidential Council on National Competitiveness 103, 113
- Privacy Protection Principles 183
- product innovation analysis
 - framework
 - estimation procedure 83
 - questionnaire and statistics
 - summary 83–7
 - innovation and social media 80–81
 - innovation process and ICT 79–80
 - objectives 81–3
 - results and discussion
 - absorptive process 87–8
 - creative process 88–95
 - effect of introducing SNS and social capital 87
 - effects of SNS in different industries 96
 - estimation 96–7
 - manufacturing industry 96
 - service industry 96
 - SNSs and product innovation 88–95
 - study conclusions 97–8
- Public Consultation on the Revision of the Recommendation on Relevant Markets 342, 360–64, 366
- public utilities services
 - Germany 333, 335
 - investment in FTTC 318
 - network competitions 65
 - restoration and WTP 117, 120, 123–5, 129, 132–4
 - UK 322–3
- Puranam, P. 16, 21
- Pythagorean effect 142–4
- quality of service (QoS) 18–19, 28, 174–5, 222–3
- regulation
 - of access to loops 287–8
 - challenges posed by smart devices 209–10
 - cloud computing 221–3, 303
 - and competition, in Australia 287, 290, 307
 - consumer protection 159, 160, 165, 171, 173–4
 - content, online 307, 308
 - dynamic and static, trade-off 354–5
 - in European NGA sector 312–14, 318, 320, 323–30, 332–6, 341–2
 - ex ante 214, 236, 324, 339, 341–2, 344–6, 348–50, 352–5, 360–65
 - fixed/mobile convergence 213–19, 223
 - Germany 314, 318, 334–5, 336
 - government
 - Japanese 35
 - monopoly 36, 64, 65
 - IMRS
 - EU moves towards 236–40
 - MIC entrusting self-regulation 228
 - need for 242–6
 - Internet 18–19, 29, 286–7
 - Netherlands 325–9, 335, 336
 - network division 66
 - packaged media 66
 - personal information 182–4, 202–4
 - and spectrum management 306
 - Switzerland 330, 332, 334
 - telecommunications sector 31, 60–61
 - and broadcasting 66, 74
 - European 339–66
 - United Kingdom 323–4, 334, 336
 - relevant market
 - analysis 340
 - defining 344–5
 - BEREC report on 351
 - by competition law 344
 - EC and NRAs for 350
 - issues relevant to 352
 - mostly set from one type of service 353
 - procedure for 342–3
 - in product and geographic markets example 346–7
 - regulation case by case 355
 - identification 340, 344
 - and assessment example 356–9
 - and IMRS 236
 - measuring 347
 - revision of recommendation on 342, 360–64, 366
 - resource-based view (RBV) 23–5, 32
 - Rey, P.-P. 22, 36
 - Rochet, J. 44, 353

- Salop-type utility function 255
- Saltzer, J.H. 17, 18
- Samsung 36–8, 41–2, 62, 274, 276
- Saxoft, C. 15, 20
- Schwarz, A. 351, 356, 365
- security 18, 183–4, 202–4, 306
- set-top boxes (STB) 67–72, 270, 278–9
- Shapiro, C. 43, 161
- Shishikura, M. 43, 253, 264
- smart devices
 - concern about integration 222
 - impact of cloud computing 220–23
 - and media convergence 64–5, 71–4
 - mobile video platforms via 268
 - as possible means of dissolving gaps
 - between telecommunication and broadcasting 74–5
 - regulatory consequences of fixed/mobile convergence 213–19
 - social media services provided by 71, 72
 - spread of 210–12
 - study conclusions 223–4
 - as terminals connected to network 69, 70
 - ubiquity of, and study focus 209–10
- smart revolution
 - beyond 10–11
 - impact of 270–76
 - as pervasive 1
- smart TVs
 - HBBTV platforms for connecting to broadcast networks 28
 - and media convergence 64–5, 71–4
 - OTT services provided via 274
- smartphone market
 - dominant players in 15, 16, 27
 - growth of 26, 35, 37–42
- smartphones
 - consumer behaviour 42–3, 294
 - Internet activity, Australia 295
 - iOS 37–40, 42, 62
 - and media convergence 64–5, 71–4
 - and mobile traffic data 210–12
 - ownership 294
 - problems with use 226, 228, 234, 244
 - relationship between manufacturers and content aggregation 43–4
 - economic model 44–50
 - simulation results 50–59
 - study conclusions 60–61
 - software crucial for 26
 - usage 298, 356, 358
- SMEs (small and medium sized enterprises) 296–9, 306
- SMP (significant market power) framework
 - defining relevant market 344–8
 - economic issues in
 - dynamic and static regulation trade-off 354–5
 - problems 350–52
 - two-sided market argument 352–4
 - evolution of 341–2
 - imposition of ex ante regulation 348–50, 364
 - need to adapt for flexibility 366
 - occurrence in retail and wholesale markets 214–18
 - price constraint in 360
 - purpose 343
 - SMP assessment 348, 364
 - SMP proposal by EU and NRAs 343
 - wholesale level as strictly regulated 365
- SNSs (social network services/sites)
 - activating in-house communications 81
 - definition 80–81
 - effect of 86–7, 97–8
 - in different industries 92–6
 - speed of obtaining information 87–8, 90, 92, 94
 - time required for information to be internalised 89, 91, 93, 95
 - and product innovation 88–95
 - use, following disaster 125–7
- social capital 82–8, 97–8
- social formations 22
- social media
 - absorptive process 82–3, 87–8
 - creative process 82–3, 88–9
 - definition 80
 - direct outcomes
 - speed of obtaining information 86, 90, 92, 94
 - time required for information to be internalised 86–7, 89, 91, 93, 95

- effect of 84, 86
- emergence of 71
- and innovation hypothesis 82
- provided by network divisions 71
- requiring employee cooperation 82
- use of
 - in Australia 294–5, 298, 299–300
 - by firms 81–2, 84–5, 97
- Softbank 37, 38, 62, 234–5, 245, 247
- software
 - in the cloud 220, 223
 - complementarity with hardware 252, 253
 - importance of, for mobile handset providers 26
 - in vertical integration 66
- software development kits (SDKs) 40, 45, 62, 63
- Sony Corporation 41, 193, 203
- spectrum management 306, 315
- Srinuan, P. 357–9
- SSNIP test 346–8, 356–7
- stated preference (SP) approach 116, 120–27, 260–61
- Stieglitz, N. 16, 21
- structuralism 22
- substitutes *see* complements and substitutes
- Sugaya, M. 67, 69–70
- sustainability 10–11
- Switzerland
 - broadband Internet access 329–30, 334
 - cable and DSL 329–30, 332, 334
 - development towards NGA 229, 332
 - fibre optic-based networks 329–30, 332, 334
 - fixed and mobile subscriptions 359
 - mobile broadband 329
 - open access approach 330, 332
 - percentage of fixed broadband subscriptions by technology 357
 - regulation 330, 332, 334
 - unique features 329
- Symbian 26, 37–40
- Tadayoni, R. 22
- Taiwan
 - cable TV 267, 269, 271–3, 277–8
 - Chunghwa Telecom's (CHT) video service 268, 271–6, 278–9
 - DVD rental 278
 - emergence of new media platforms 267–8
 - IPTV and OTT services 268–9, 271–6, 278–9
 - major TV platforms 269
 - terrestrial TV 267, 269, 271–2, 275, 277, 279
- Takachi, K. 43–4, 60
- TCP 18–19
- TCP/IP protocol 17, 30
- technological convergence *see* convergence
- technological singularity 1
- technology developments 17–20
- telecommunications
 - as business requiring significant investment 312
 - convergence 15, 22–3, 25, 28–32
 - countermeasures against disasters
 - battery life 128, 133–4
 - congestion 118–19, 135–6
 - estimated WTP, for establishing backup systems 127–33
 - introduction 116–17
 - personal information management 136–7
 - research and data on stated preferences 119–27
 - services during earthquake 117–19
 - study conclusions 133–8
 - telecommunication services restoration 118–19, 126, 132–4
 - utility service restoration 117, 120, 123–5, 133–4
- EU target to achieve single market for 236
- government regulation 74
- infrastructure of OECD countries 105–6
- Japanese regulation 70
- mobile, customer service quality and incomplete information in duopoly model 165–71
- introduction 159–61
- monopoly model 159–65

- oligopoly model 171–3
 - study conclusions 173–4
- Netherlands market 324–9
- network division of 71
- networks
 - content trade via 70–71
 - movie theatres connected to 73
 - television content via 74
- and packaged media 73
- platform division of 74
- platform for, complicated structure of 66
- progression of deregulation 65
- providers, vectoring not attractive
 - opportunity for 335
- regulatory measures
 - in Australia 289
 - and competition, in Europe 339–66
 - in Japan 60–61
- rigidity in market approach 25
- source of economic power 68
- substitutes for traditional 36
- Switzerland market 329–30, 334
- traditionally, a tightly regulated sector 31
- vertical integration in 68
- Telecommunications Carriers Association (TCA) 35, 226, 235, 244, 247
- telephony
 - German cable market and 317–18
 - integration 19
 - mobile
 - customer service in 160
 - two-sided market in 9
 - plain old (POT) 20
 - video 19
 - voice 19, 64, 66
 - wireline 70
- teleworking 302
- three cumulative criteria test 342, 346–9, 351, 360
- Tirole, J. 36, 44, 161–2, 164, 353
- transportation infrastructure
 - empirical analysis
 - background 103–5
 - model 105–8
 - results 108–12
 - focus on motorways 100–101
- ICT and ITS 101–3
 - study conclusions 112
 - technologies in Australia 301–2
- triple play services 29
- TV
 - cable
 - Germany 314–15, 320
 - Japan 253–4, 260
 - Netherlands 324–5, 327
 - Taiwan 266, 267, 269–79
 - UK 333
 - digital 266, 269, 306
 - dominant role in providing
 - information 147, 150–51, 154
 - free-to-air 306
 - HBBTV 15, 17, 28
 - high definition 19, 142
 - in horizontal structure of IC industries 69
- Internet
 - and OTT TV 28–30, 268–9, 271, 273–5
 - and video 19
 - mobile 268
 - NOTTV 71
 - pay- 252–3, 254, 257–64, 271
 - set-top boxes (STB) 68
 - smart 64, 70, 71–2, 74, 274
 - terrestrial 269–79
 - in vertical structure of IC industries 67
 - watching time 256–8, 273–4
 - see also* IPTV (Internet Protocol TV)
- two-sided markets
 - in EU 352
 - in media market 252, 253, 255
 - relevance in market definition
 - analysis and SMP framework 352–4, 365
 - studies on 43–4
 - see also* mobile broadband business
- unbundled local loops 223, 288, 290, 323–4, 326–7, 340, 345, 355, 356
- UNECE 100, 112
- United Kingdom
 - broadband 321–2, 333–4
 - BT 321, 323–4, 333
 - copper network 323–4
 - fibre optic-based networks 322–3

- fixed broadband connections
 - 321
- household availability of superfast broadband 321–2
- limited development towards NGA 320–21, 324
- mobile broadband 321–2
- municipalities and utilities 322–3
- regulation 323–4, 334, 336
- United States (US)
 - broadband penetration ratio 112
 - dominance in mobile Internet area 30
 - facility-based competition 65
 - fibre access shares 331
 - global market for ITS 103
 - Information Superhighways
 - construction of 2
 - horizontal disaggregation 70
 - Intermodal Surface Transportation Efficiency Act 103
 - IT companies quick to incorporate Internet technologies 31
 - IT sector advantages 20
 - origin of social network services 74
 - OTT services licences 268
 - privacy management 203
 - productivity effects of motorway infrastructure 111
 - watching TV online 274
- urban-regional digital divide 305
- utility functions 255–9, 263–4
- Valletti, T. 353, 366
- value chain, media 267–70, 280
- Van Alstyne, M.W. 43, 44
- VATM 315, 333
- vectoring technology 318–19, 323, 333, 335, 336
- Venturini, F. 268, 270, 273
- vertical integration 66, 68, 235, 347
 - see also* mobile broadband business
- videotex 30
- Virgin Media 278, 321, 333
- voice services (IMRS) 228–30
- VoIP (Voice over Internet Protocol) 20–21, 234, 240, 247, 296, 299
- WebM technology 29
- WIK 247, 318
- Willinger, W. 17, 18
- Winslow, G. 268, 271
- wireless networks 64, 68, 218–19, 290
- WTP (willingness to pay)
 - aim of study 117
 - for countermeasures 117
 - for establishing backup systems
 - cheater-trap questions 123
 - estimation results for whole sample set 127–30
 - measurement 120–22
 - victims vs. non-victims 130–33
 - estimation method 116–17
 - for mobile (voice) services 117, 132–4
 - utility services 129, 132–4
 - for variety
 - data 260–61
 - economic characteristics of media market 251–4
 - estimation and results 261–3
 - literature review 254–5
 - method of empirical analysis 258–9
 - study conclusion 263–4
 - utility function, constraint
 - conditions and broadcasting demand 256–8
- WWW (World Wide Web) 30
- Yoon, C.-H. 100, 108, 112