

Proposal for NGN network regulation

IVORY COAST

- 1) Access:
 - Operators should be free to choose their access technology
 - Terminals should be accessible to an average customer, and be easy to use
- 2) Competition:
 - Regulators and/or ad hoc bodies must be particularly vigilant to prevent monopolistic or anticompetitive activity
 - The number of operators should be determined only by the resources (spectrum)
- 3) Consumer awareness/protection:
 - Obligation for operators to inform their customers on the service offerings and associated prices
 - Centres for handling and investigating subscriber (user) complaints (regulators as well as operators)
 - Procedures for rapid processing of customer claims and complaints
 - Encourage the formation of consumer organizations that can defend their interests, and provide training support
- 4) Interconnection:
 - Interconnection must be made obligatory with rapid, flexible procedures and time limits
- 5) Investment:
 - Promote and encourage, by all available means, any investments that hold the promise of bringing NGN services to rural populations, in particular
- 6) Licensing:
 - Ensure that information pertaining to the conditions, procedures and mechanisms of licensing is broadly disseminated among potential operators
 - Set up fair and transparent procedures to improve the possibilities for licensees to develop their activities
 - Reduce licence fees as much as possible
 - Determine number of licences as a function of resources and market (target population)
- 7) Pricing:
 - Free pricing
 - Ensure pricing is objective, transparent and non-discriminatory (cost-oriented tariffs)
- 8) Quality of service:
 - Licences should be subject to conditions that lay out technical QoS obligations
 - The networks used must provide QoS guarantees appropriate to the real-time character of the traffic
 - Ensure interoperability between conventional synchronous networks and packet-switched NGNs, for example

9) Universal access/service:

- Include the universal service obligation in the licensing conditions
- Promote universal service by setting up a development fund, financed with monies that operators contribute as a percentage of their revenues.

Author: Bi Kaou **Troli**, deputy director for licensing and authorization

Supervision: Apété Sylvestre **Mpoue**, director of regulatory and legal affairs unit
