



ITU Tariff Policies Survey - results 2015

Section 11. Part 4: Measures to reduce the risk of bill shock

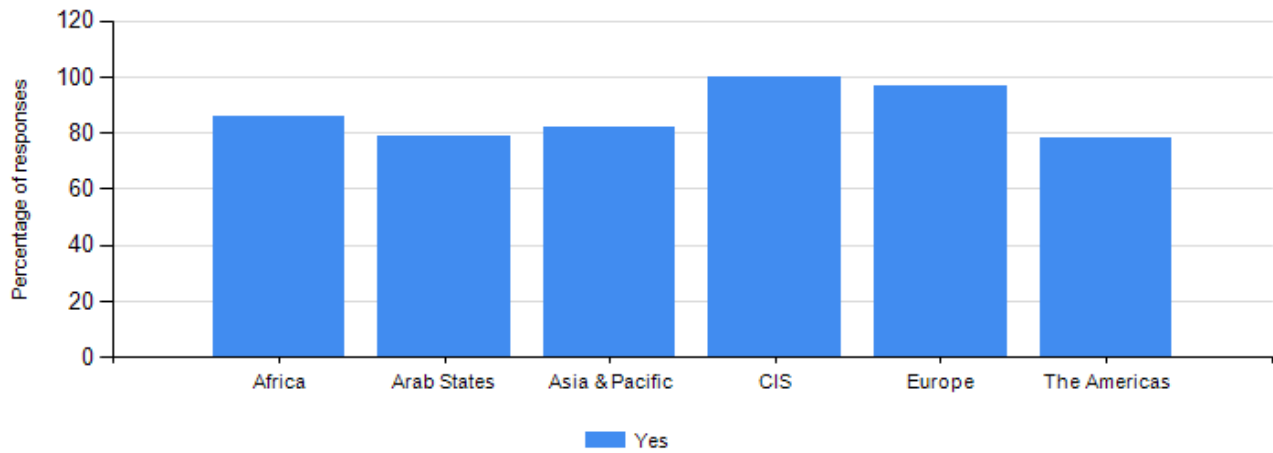
Summary

Indicator		Number of countries/economies						Total
		Africa	Arab States	Asia & Pacific	CIS	Europe	The Americas	
Have your country's operators taken any measures to reduce the risk of bill shock?	Yes	24	11	18	5	31	18	107
	No	4	3	4	0	1	5	17
If yes, what kind of measures have been applied? (Multiple answers)	Home operator sends text messages to inform his customers of their roaming tariffs when they arrive in another country	15	11	16	4	27	15	88
	Mobile operators in the visited country to send SMS with roaming tariffs information to visiting customer (according to roaming agreement between home operator and operators in the visited country)	11	6	5	0	6	4	32
	Home operator sends alert SMS to the user informing that he/she is reaching the agreed roaming spending limit	7	6	14	1	28	8	64
	Suspending service when usage exceeds the spending limit fixed	7	6	8	2	18	10	51
	Other	3	0	9	0	2	6	20
If not, what kind of measures would you suggest?		6	2	4	0	1	3	16
Are you aware of any self-regulatory measures or commercial offers offered by industry?	Website for price comparison	4	2	3	0	5	5	19
	Bilateral agreements to reduce IoT	4	0	0	0	1	3	8
	Commercial activities / promotions	4	2	8	1	4	6	25
	Regional cooperation / agreements	10	4	2	1	3	3	23
	Other	0	1	1	0	3	1	6
Have you or are you as a Regulator engaged in bilateral or multilateral cooperation / activities with other countries / Regulators to tackle Roaming at the Regional Level?	Yes	14	3	8	2	12	6	45
	No	3	2	3	2	5	6	21
Region size		44	21	40	12	43	35	195

Source: ITU World Tariff Policies Database

ITU ICT-Eye: <http://www.itu.int/icteye>

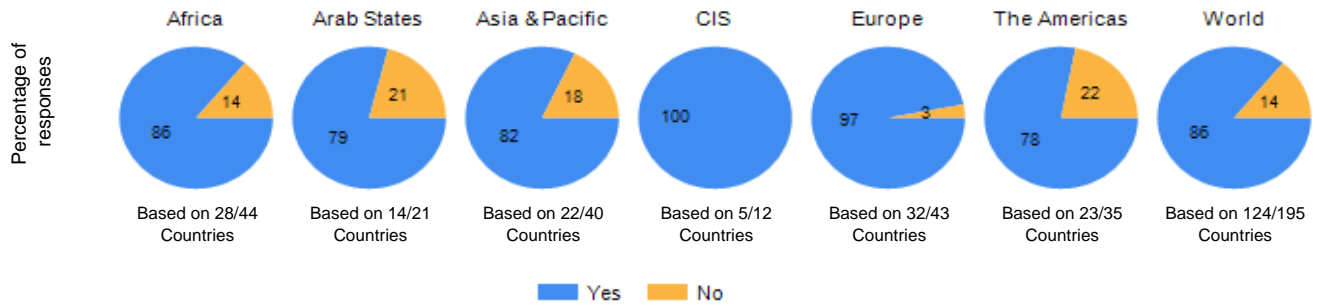
Have your country's operators taken any measures to reduce the risk of bill shock?, 2015



Source: ITU Tariff Policies Database

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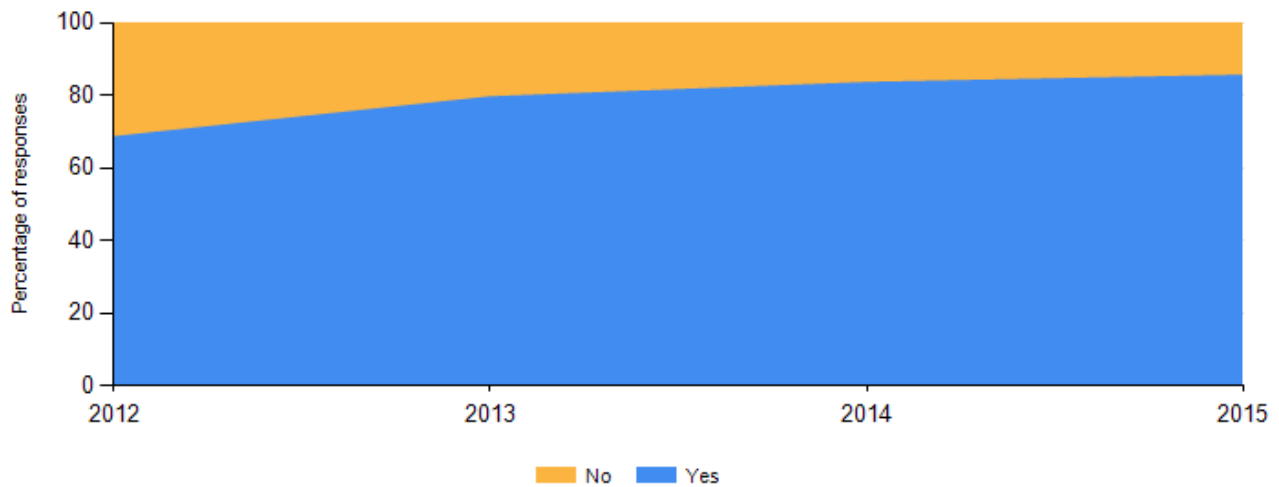
Have your country's operators taken any measures to reduce the risk of bill shock?, 2015



Source: ITU Tariff Policies Database

ITU ICT-Eye: <http://www.itu.int/icteye>

Have your country's operators taken any measures to reduce the risk of bill shock?, World



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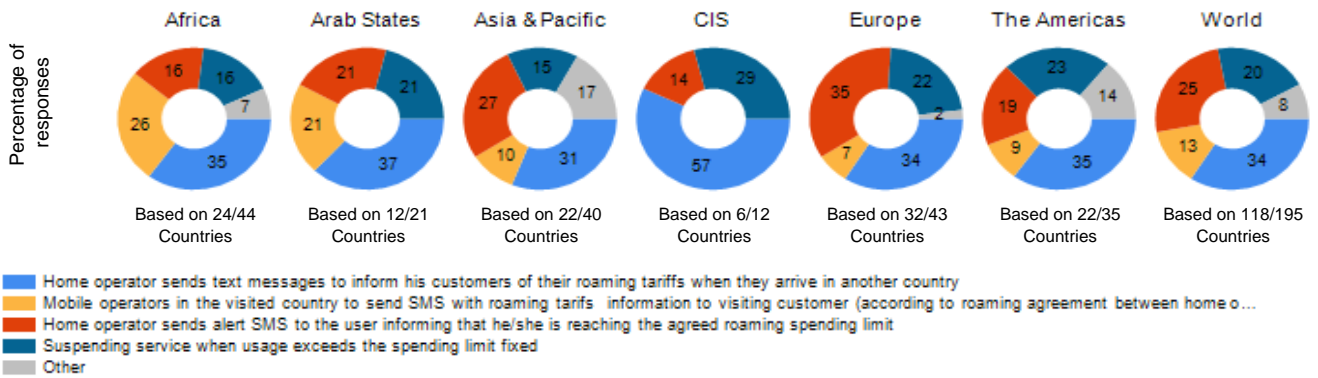
If yes, what kind of measures have been applied? (Please tick all that apply):, 2015



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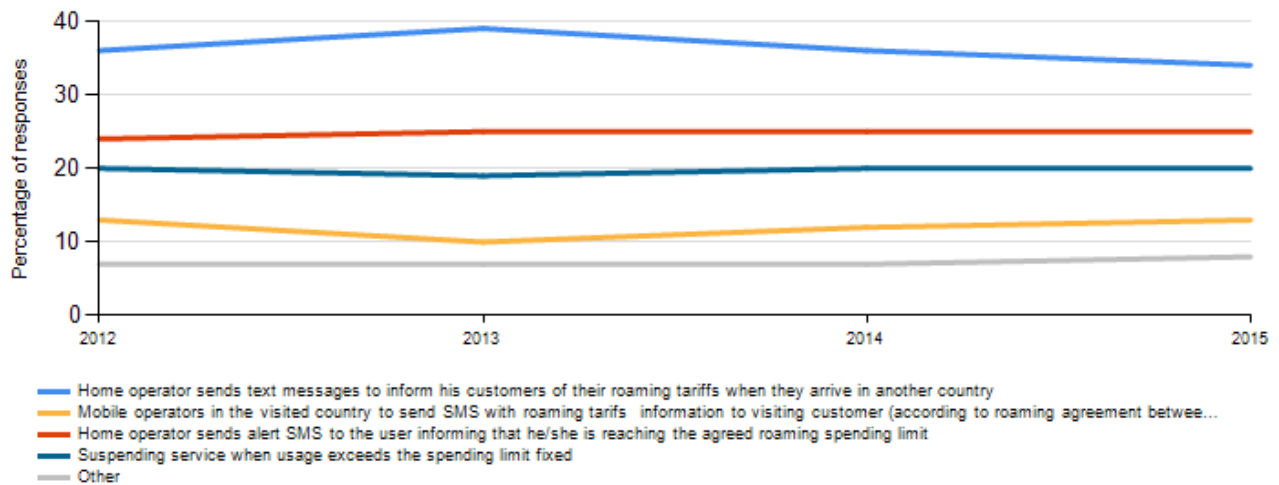
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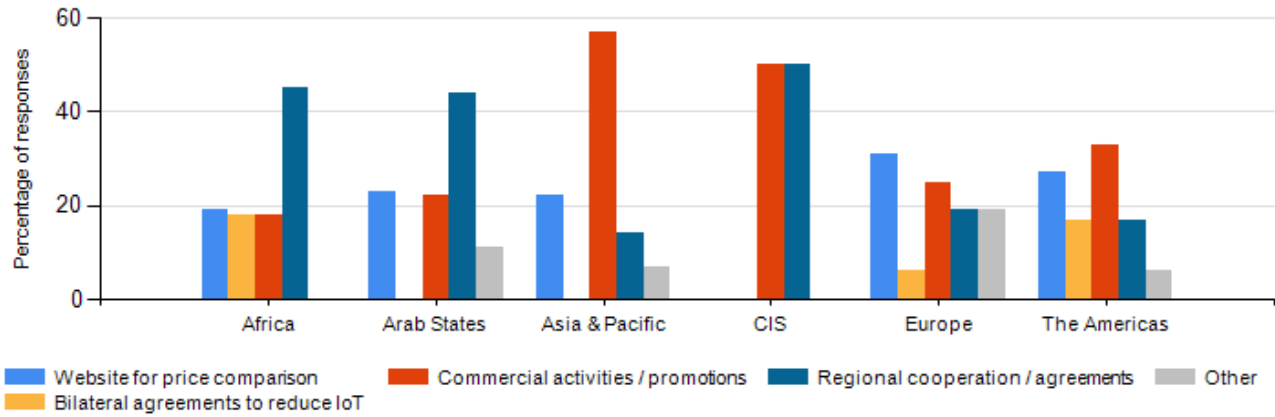
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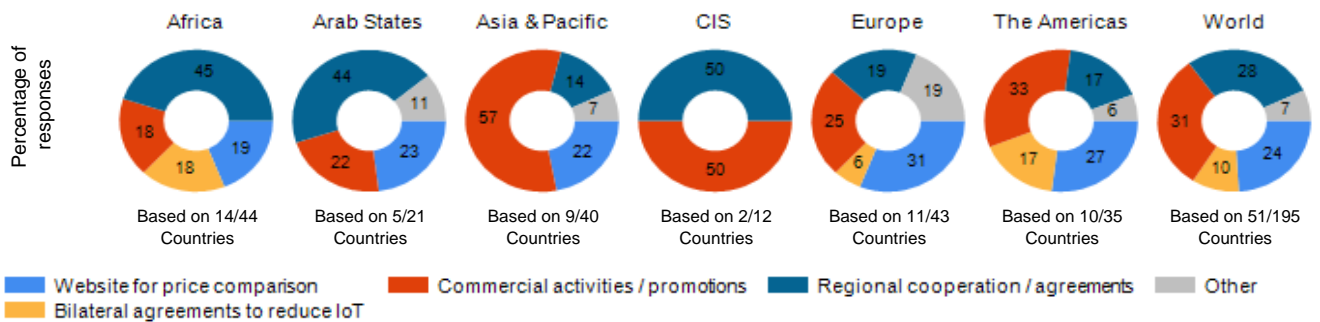
Are you aware of any self-regulatory measures or commercial offers offered by industry?, 2015



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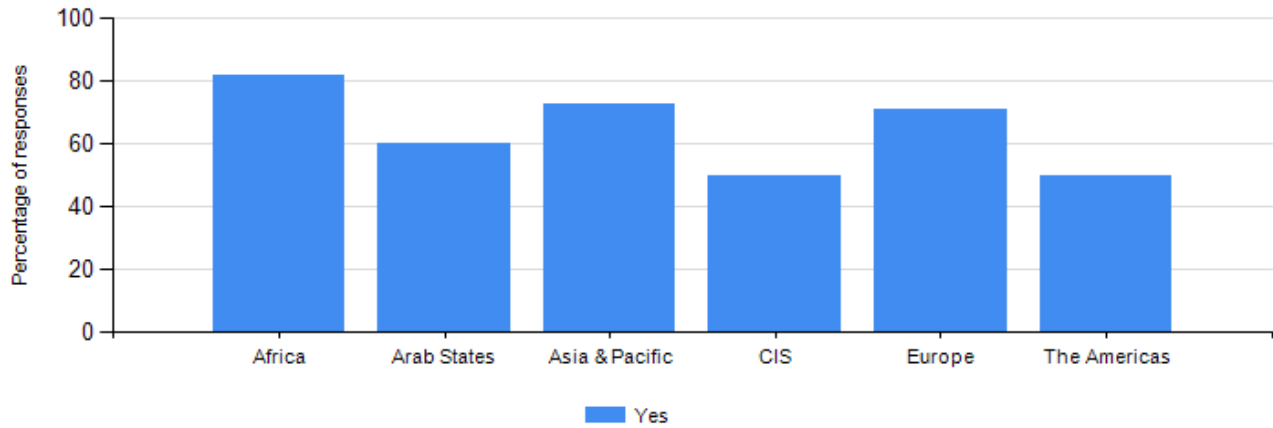
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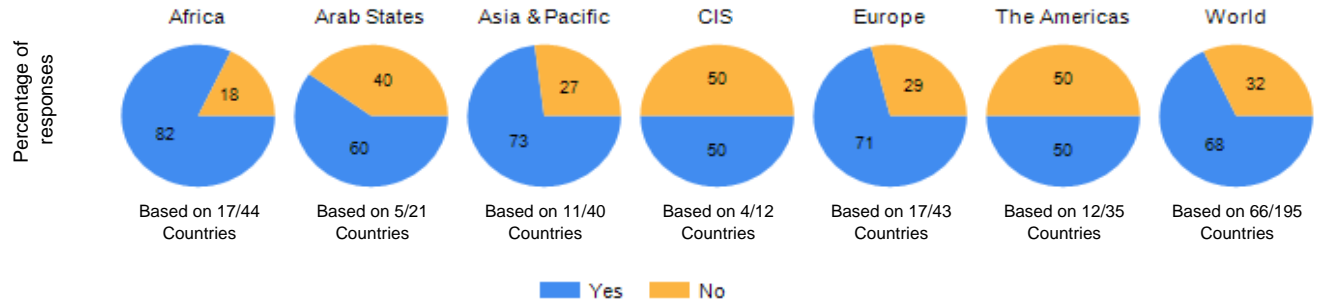
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