



ITU SURVEY ON TARIFF POLICIES 2013

Instructions

It is recommended to use the online version of this survey available on the ITU ICT EYE website at www.itu.int/ITU-D/icteye/. If for some reason you are unable to fill in the survey on line, then feel free to use this file. You will find two types of data entry in this survey:

- Several possible replies**
- Only one possible reply**

This questionnaire is addressed to National Regulatory Authorities only, and should be returned no later **than 13 December 2013** to:

*Regulatory and Market Environment Division (RME)
Telecommunication Development Bureau (BDT)
Place des Nations - 1211 Geneva 20, Switzerland
Phone: +41 22 730 6350 - Fax: +41 22 730 5484
E-mail: [tariffs\[at\]itu.int](mailto:tariffs[at]itu.int)*

You will find more information, as well as the electronic version of this survey at:
www.itu.int/en/ITU-D/Regulatory-Market/Pages/default.aspx. Thank you for your cooperation.

Country:

Date of response:

Section 1: Contact Information

Person completing the questionnaire

Mr/Ms.:

Family name:

First name:

Title:

Organization:

Address:

City:

WEB Address:

Telephone:

Fax:

E-mail:

No	Question	Possible answers		
		With price control	Without price control	
2.2	Please indicate, which wholesale telecommunication services provided in your country are subject to price control and which are not?	1. Interconnection: 1.1. Fixed origination 1.2. Fixed termination 1.3. Mobile origination 1.4. Mobile termination 2. National wholesale voice roaming 3. International wholesale voice roaming 4. Unbundled local loop (ULL) 5. Wholesale broadband access/ bitstream access 6. Wholesale line rental 7. Wholesale leased lines 8. Access to Internet exchange points (IXPs) 9. Access to international gateways 10. Other, please specify:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Section 3: Cost and tariff models

3.1	Do you use a Cost Model to determine prices of regulated services?	<input checked="" type="radio"/> 1. Yes <input checked="" type="radio"/> 2. No (If not, please go to Question 3.3)
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3.2 Please indicate the type of costs on which it is based				
		Historical costs	Current Costs	Other
	Traditional Retail services	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:
	Traditional Wholesale services	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:
	Advanced Retail services*	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:
	Advanced Wholesale services*	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:

3.3 How are the prices of regulated services determined in your country?								
		Price ceiling set by the State	Cost orientation (cost models)	Benchmarking of tariffs	Retail minus approach	Rate of return regulation	Price Cap	Other
	Traditional Retail services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:
	Traditional Wholesale services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:
	Advanced Retail services*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:
	Advanced Wholesale services*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:
3.4 Which concept do you use as the basis for calculating telecommunication service tariffs?								
		Fully distributed costs (FDC)	Long Run Incremental Costs (LRIC)	Other				
	Traditional Retail services	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:				
	Traditional Wholesale services	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:				
	Advanced Retail services*	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:				
	Advanced Wholesale services*	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:				
3.5 Which approach do you use to calculate telecommunication service tariffs?								
		Top-down	Bottom-up	Hybrid	Other			
	Traditional Retail services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:			
	Traditional Wholesale services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:			
	Advanced Retail services*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:			
	Advanced Wholesale services*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please specify:			
3.6	Does this cost model depend on cost accounting data?			<input checked="" type="radio"/> 1. Yes <input checked="" type="radio"/> 2. No				
3.7	Is Accounting Separation applied in your country?			<input checked="" type="radio"/> 1. In place <input checked="" type="radio"/> 2. Planned <input checked="" type="radio"/> 3. No plans for the time being				

* Advanced Services refer to, between others, IP telephony, Internet access (Internet connection) & data services, provision of data links (leased lines), IPTV, Mobile TV etc.

Section 4: Tariff rebalancing of fixed telephony services

4.1	Has your country implemented tariff rebalancing?	<input type="radio"/> 1. Yes <input type="radio"/> 2. No If not, why? <input type="radio"/> 3. Planned
4.2	What is the time-period given to fixed line operators for absorbing the access deficit (tariff rebalancing)?	<input type="radio"/> 1. Less than three years <input type="radio"/> 2. Between three and seven years <input type="radio"/> 3. Over seven years <input type="radio"/> 4. Not determined

Section 5: Interconnection issues

			LRIC cost model	FDC cost model	Bench marking	Other, please specify:	None
5.1	Which approach do you use to regulate interconnection prices?	1. Fixed termination 2. Fixed origination 3. Mobile termination 4. Mobile origination 5. National transit 6. Other, please specify:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
5.2	How many time bands are used for charging purposes?	<input type="radio"/> 1. One <input type="radio"/> 2. Two <input type="radio"/> 3. Three <input type="radio"/> 4. More than three					
5.3	How many national tariff zones are there in your country?	<input type="radio"/> 1. One <input type="radio"/> 2. Two <input type="radio"/> 3. Three <input type="radio"/> 4. More than three					
5.4	What kind of interconnection charging principle has been adopted by your country?	<input type="radio"/> 1. Symmetric <input type="radio"/> 2. Asymmetric					
5.4.1	If asymmetric, on what basis is asymmetry decided? (E.g. number of subscribers, revenues, universal access policy, etc.)	Please specify:					

5.5	How often are the interconnection charges reviewed?	<input type="radio"/> 1. Quarterly <input type="radio"/> 2. Semi-annually <input type="radio"/> 3. Annually <input type="radio"/> 4. Less frequently. Please specify:
5.6	Which charging regime for <u>fixed</u> interconnection services is applied in your country?	<input type="radio"/> 1. Calling Party's Network Pays (CPNP) <input type="radio"/> 2. Receiving Party's Network Pays (RPNP) <input type="radio"/> 3. Bill and Keep (Sender Keeps All) <input type="radio"/> 4. Other, please specify:
5.7	Which charging regime for <u>mobile</u> interconnection services is applied in your country?	<input type="radio"/> 1. Calling Party's Network Pays (CPNP) <input type="radio"/> 2. Receiving Party's Network Pays (RPNP) <input type="radio"/> 3. Bill and Keep (Sender Keeps All) <input type="radio"/> 4. Other, please specify:
5.8	Please indicate currently applicable prices in local currency for the following services in your country (average rate per minute during peak hours, in local currency, VAT excluded):	<p>1. Terminating calls on incumbent's fixed network:</p> <p>a. Local level</p> <p>b. Single transit (metropolitan)</p> <p>c. Double transit (national)</p> <p>2. Terminating calls on other fixed networks:</p> <p>a. Local level</p> <p>b. Single transit (metropolitan)</p> <p>c. Double transit (national)</p> <p>3. Terminating calls on mobile networks:</p> <p>a. Fixed to mobile</p> <p>b. Mobile to mobile</p>
5.8.1	Please indicate the website, where interconnection prices are publicly available	Website: <u>www.</u>

Section 6: Taxation of telecommunication services

		Fixed services	Mobile services
6.1	Under which category of VAT (or other tax) are telecommunication services classified in your country? Please indicate the percentage applying.	<input type="radio"/> General goods and services % <input type="radio"/> Luxury goods and services % <input type="radio"/> Low rate tax % <input type="radio"/> High rate tax % <input type="radio"/> Other,	<input type="radio"/> General goods and services % <input type="radio"/> Luxury goods and services % <input type="radio"/> Low rate tax % <input type="radio"/> High rate tax % <input type="radio"/> Other,

		please specify: _____ %	please specify: _____ %
6.1.1	Please indicate the VAT (or other tax) that applies to general goods and services in your country	Goods: % Services: % Others: _____ %	
		Fixed services	Mobile services
6.2	Are specific sector taxes applied to telecommunication services and devices for consumers (if yes please indicate the %)?	<input type="checkbox"/> Outgoing international traffic % <input type="checkbox"/> Incoming international traffic % <input type="checkbox"/> National communication voice % <input type="checkbox"/> National communication data % <input type="checkbox"/> Internet services % <input type="checkbox"/> End users equipment (handsets, computers, etc.) % <input type="checkbox"/> Other, please specify: %	<input type="checkbox"/> Outgoing international traffic % <input type="checkbox"/> Incoming international traffic % <input type="checkbox"/> National communication voice % <input type="checkbox"/> National communication data % <input type="checkbox"/> Internet services % <input type="checkbox"/> End users equipment (handsets, computers, etc.) % <input type="checkbox"/> National roaming services % <input type="checkbox"/> Other, please specify: %
6.3	Please indicate if there are any environmental related taxes that apply to telecommunication services?	<input type="radio"/> Yes <input type="radio"/> No If yes, please indicate the % applied: Remarks:	
6.4	Are any fees paid by telecom operators related to licenses, spectrum, etc. subject to VAT?	<input type="radio"/> Yes <input type="radio"/> No If yes, please indicate the % applied: Remarks:	
6.5	Import duty taxes are applied to Network Equipment and devices (computers, handsets, smartphones, etc.)?	<input type="radio"/> Yes <input type="radio"/> No If yes, please specify the % applied: Remarks:	
6.6	In addition to VAT and import duties, do telecom operators need to pay any other special tax for telecommunication equipment (ICT hardware)?	<input type="radio"/> Yes <input type="radio"/> No Remarks:	
Section 7: Next Generation Networks (NGN)			
7.1	Is any operator in your country planning or currently introducing an NGN system? If YES, at what stage are they?	<input type="checkbox"/> 1. Feasibility study <input type="checkbox"/> 2. Planning <input type="checkbox"/> 3. Introduction <input type="checkbox"/> 4. Implementation <input type="checkbox"/> 5. Completed <input type="checkbox"/> 6. No plans to introduce and NGN system in a short run <input type="checkbox"/> 7. Other, please specify	

7.2	What regulations, if any, govern the use of IP networks?		Voice Service	Data Service
		1. Regulatory arrangements subject to universal service obligations.	<input type="checkbox"/>	<input type="checkbox"/>
		2. Regulatory interconnection arrangements with networks using switching circuits.	<input type="checkbox"/>	<input type="checkbox"/>
		3. Banning of offer of services based on IP.	<input type="checkbox"/>	<input type="checkbox"/>
		4. No regulatory arrangements defined at present.	<input type="checkbox"/>	<input type="checkbox"/>
		5. Other, please specify:		
7.3	What sources of finance could be used to deploy IP networks?	<input type="checkbox"/> 1. Operators funds <input type="checkbox"/> 2. State subsidization <input type="checkbox"/> 3. Joint venture (private sector and public sector) <input type="checkbox"/> 4. Financed by a financial institution or private bank <input type="checkbox"/> 5. Special telecommunications development fund <input type="checkbox"/> 6. Other, please specify:		
7.4	Please indicate the method currently in use or that you plan to use in the future to determine the tariff for NGN Services	<input type="checkbox"/> Use the existing cost models <input type="checkbox"/> Adapt the existing cost models to cater for new technologies <input type="checkbox"/> Develop new cost models <input type="checkbox"/> Rely on operators' cost models <input type="checkbox"/> Other, please specify		
7.5	What cost model is used (or planned) to calculate costs/ tariffs of NGN Services?	<input type="radio"/> 1. Fully distributed historical cost model <input type="radio"/> 2. Long run incremental cost model <input type="radio"/> 3. Other, please specify: <input type="radio"/> 4. None		
7.6	How are the new services over NGN priced and offered (or planned to be offered) in your country?	<input type="checkbox"/> As an integrate package <input type="checkbox"/> On a flat rate <input type="checkbox"/> As separate services <input type="checkbox"/> Other, please specify		
7.7	Approximately what percentage of the core infrastructure network is PSTN versus IP based:	PSTN - IP <input checked="" type="radio"/> 100% - 0% <input type="radio"/> 75% - 25% <input type="radio"/> 50% - 50% <input type="radio"/> 25% - 75% <input type="radio"/> 0% - 100%		
Section 8: Infrastructure Sharing				
8.1	Is infrastructure sharing mandated (towers, base stations, posts, ducts, etc.)?	<input checked="" type="radio"/> Yes <input type="radio"/> No		

		Remarks:
8.2	Is infrastructure sharing for mobile operators permitted (e.g. Mobile Virtual Network Operators)?	<input checked="" type="radio"/> Yes <input type="radio"/> No Remarks:
8.3	Is there a regulatory obligation to share infrastructures, or is it agreed directly between the operators?	<input type="checkbox"/> 1. Regulatory obligation (mandatory) <input type="checkbox"/> 2. Agreement between operators <input type="checkbox"/> 3. None
8.4	Does the infrastructure sharing contribute in lower prices for end-users?	<input checked="" type="radio"/> 1. Yes If YES, please indicate how much (%) <input checked="" type="radio"/> 2. No If NO, please indicate reasons:
8.5	Is co-location/site sharing mandated?	<input checked="" type="radio"/> Yes <input type="radio"/> No Remarks:
8.6	Please indicate the website, where regulatory obligation on infrastructure sharing is publicly available	<u>www.</u>

Section 9: International Internet Connectivity

9.1	Is the national policy or regulation in your country promoting competition among all service providers for International Internet Connection with focus to reduce connectivity costs?	<input checked="" type="radio"/> Yes <input type="radio"/> No If NO, please indicate reasons:
9.1.1	If YES, in which markets?	<input type="checkbox"/> National Internet Backbone <input type="checkbox"/> International Internet Backbone <input type="checkbox"/> Domestic Internet backhaul <input type="checkbox"/> Other, please specify:
9.2	Is Recommendation ITU-T D.50* International Internet Connectivity (Rev. Johannesburg, 2008) being applied in your country?	<input checked="" type="radio"/> Yes <input type="radio"/> No If NO, please indicate reasons:
*this recommendation is available at: http://www.itu.int/ITU-T/recommendations/index_sg.aspx?sg=3		
9.3	What is the type of connection to reach International Internet in your country?	<input type="checkbox"/> National Gateway <input type="checkbox"/> By using IP hub Tier 1 <input type="checkbox"/> By using IP hub Tier 2

		<input type="checkbox"/> By using IP hub Tier 3 <input type="checkbox"/> By using IP transit <input type="checkbox"/> Both by using IP hub and IP transit <input type="checkbox"/> Direct national connection to international Internet <input type="checkbox"/> Other, please specify:
9.3.1	Which modes of connectivity are being used?	<input type="checkbox"/> submarine cable <input type="checkbox"/> Satellite <input type="checkbox"/> Other, please specify:
9.3.2	Do you have a landing point for submarine cable?	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No Remarks:
9.3.3	How many landing points?	_____ points.
9.3.4	What is the management mode of the landing point(s) in your country?	<input type="checkbox"/> Incumbent operator <input type="checkbox"/> Government <input type="checkbox"/> Private and Public Partnership (PPP) <input type="checkbox"/> Other, please specify:
9.4	Please indicate the <u>average wholesale cost</u> per month, per 2 megabit of an International Internet Connection originating from your country to any other country:	<input type="checkbox"/> Less than USD20 per megabit per month <input type="checkbox"/> USD20 - USD40 per megabit per month <input type="checkbox"/> USD40 - USD60 per megabit per month <input type="checkbox"/> USD60 - USD80 per megabit per month <input type="checkbox"/> Above USD80 per megabit per month
9.5	What is the portion of cost of international Internet connection in the retail Internet access price in your country?	<input checked="" type="radio"/> Above 50% <input checked="" type="radio"/> 25% - 50% <input checked="" type="radio"/> 10% - 25% <input checked="" type="radio"/> Less than 10%
9.6	What steps have you taken to optimize the cost of your International Internet Connections?	<input type="radio"/> Implementation of an Internet Exchange Point (IXP) <input type="radio"/> Hosting of most frequently visited web sites (e.g. search engines, Data Centers, Content delivery network (CDN), Cash, etc.) <input type="radio"/> Encourage the development of local content <input type="radio"/> Other, please specify:

9.7	Do you expect to establish agreement with other international operators with a view to obtaining lower costs for International Internet Connection?	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No If NO, please indicate reasons:
9.8	What are the reasons for the increase in volume of your International Internet Connections?	<input type="checkbox"/> Improving security <input type="checkbox"/> Increase penetration <input type="checkbox"/> Re-dimensioning <input type="checkbox"/> Other, please specify:

Section 10: Broadband services pricing

10.1	Please indicate which broadband services provided in your country are subject to price control and which are not? If subject to price control, in each case please nominate the type of price regulation that is applied:							
		With price control	Without price control	Cost based	Ceiling pricing	Indexed	Bench marks	Other (please specify)
	1. Retail fixed broadband access 2. Retail fixed broadband services 3. Retail fixed broadband applications, including content* 4. Wholesale fixed broadband access 5. Wholesale fixed broadband services offered to retail service providers 6. Retail mobile broadband access 7. Retail mobile broadband services 8. Retail mobile broadband application including content* 9. Wholesale mobile broadband access 10. Wholesale mobile broadband services offered for to retail service providers	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	* It refers to the top of broadband services, such as IPTV, VoIP or data that exceeds any download cap.							

10.2	If cost based is applied, please nominate the cost standard that is applied?	<input checked="" type="radio"/> Fully distributed costs FDC <input checked="" type="radio"/> LRIC <input checked="" type="radio"/> Other, please specify:
10.3	What aspects of the broadband service affect the retail and wholesale prices for fixed and mobile broadband services in your country?	<input type="checkbox"/> Average download capacity <input type="checkbox"/> Minimum download capacity <input type="checkbox"/> Upload average capacity <input type="checkbox"/> Upload minimum capacity <input type="checkbox"/> Contract duration <input type="checkbox"/> Download caps (Limits or caps on the amount of data that may be downloaded) <input type="checkbox"/> Separate prices for services and applications – including content <input type="checkbox"/> Other, please specify:
10.4	Are operators allowed to bundle the supply of retail broadband access products (e.g. line rental) with other retail telecommunications services (such as telephone calls)?	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No If YES, please explain any restrictions or rules that apply to such bundling
10.5	Are operators allowed to bundle the supply of retail broadband products with the supply of other types of retail communications services (such as telephone calls or subscription television)?	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No If YES, please explain any restrictions or rules that apply to such bundling
10.6	Is the provision of broadband service part of the universal service or universal access scheme in your country?	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No If NO, please indicate reasons:
10.7	Must fixed broadband service providers at retail or wholesale levels adopt uniform or national pricing?	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No If NO, please indicate reasons:
10.8	Must mobile broadband service providers at retail or wholesale levels adopt uniform or national pricing?	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No If NO, please indicate reasons:
10.9	May service providers differentiate in the terms of service (including price) for broadband access and services on the basis of geographic area in which service is delivered?	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No If YES, please indicate how they do so:

Section 11: Mobile Roaming

11.1	Do you require national roaming agreements between mobile operators?	<input type="radio"/> Yes <input type="radio"/> No If no, have mobile operators entered into national roaming agreements? <input type="radio"/> Yes <input type="radio"/> No
11.2	What International Mobile Roaming (IMR) services are available in your country?	<input type="checkbox"/> Inbound and outbound voice calls <input type="checkbox"/> Inbound and outbound SMS <input type="checkbox"/> Data (e.g., MMS, email, mobile browsing, mobile TV) <input type="checkbox"/> Others, please specify:
11.3	What is the general trend of the IMR retail price over the past three years in your country?	<p>Voice</p> <input type="checkbox"/> a) Increasing <input type="checkbox"/> b) Decreasing <input type="checkbox"/> c) Stable <p>SMS</p> <input type="checkbox"/> a) Increasing <input type="checkbox"/> b) Decreasing <input type="checkbox"/> c) Stable <p>Data</p> <input type="checkbox"/> a) Increasing <input type="checkbox"/> b) Decreasing <input type="checkbox"/> c) Stable
11.4	Are <u>retail prices</u> of IMR regulated in your country?	<input type="radio"/> Yes <input type="radio"/> No If yes, what kind of regulatory practice is applied? <input type="checkbox"/> Price Cap <input type="checkbox"/> Ex ante obligations on operators designated as having significant market power <input type="checkbox"/> Benchmarking of tariffs <input type="checkbox"/> Others, please specify:
11.5	Is there regulation on the <u>wholesale price</u> of IMR in your country?	<input type="radio"/> Yes <input type="radio"/> No If yes, what kind of regulatory practice is applied? <input type="checkbox"/> Price Cap <input type="checkbox"/> Ex ante obligations on operators designated as having significant market power <input type="checkbox"/> Benchmarking of tariffs <input type="checkbox"/> Others, please specify:

		Retail	Wholesale
11.6	<p>If there is no regulation in place, do you consider that there is a need to regulate the retail or wholesale prices of IMR services?</p> <p>(Please only tick one response for retail and one for wholesale services)</p>	1. There is no need to regulate as industry self-regulation is sufficient. Please explain:	O O
		<u>2. There is a need for price regulation.</u> Please explain:	O O
		3. There is a need to regulate through other means. Please explain:	O O
		4. Others comments, please explain:	O O
11.7	<p>Have your country's operators taken any measures to reduce the risk of bill shock?</p> <p>O Yes If yes, what kind of measures have been applied? (Please tick all that apply):</p> <p><input type="checkbox"/> Home operator sends text messages to inform his customers of their roaming tariffs when they arrive in another country</p> <p><input type="checkbox"/> 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)</p> <p><input type="checkbox"/> Home operator sends alert SMS to the user informing that he/she is reaching the agreed roaming spending limit</p> <p><input type="checkbox"/> Suspending service when usage exceeds the spending limit fixed</p> <p><input type="checkbox"/> Other, please specify:</p> <p>O No If not, what kind of measures would you suggest? Mesures</p>		
<p>* Bill shock issue arises when users are not aware of the total roaming prices until the final bill is received and this is more prevalent among postpaid roamers.</p>			