



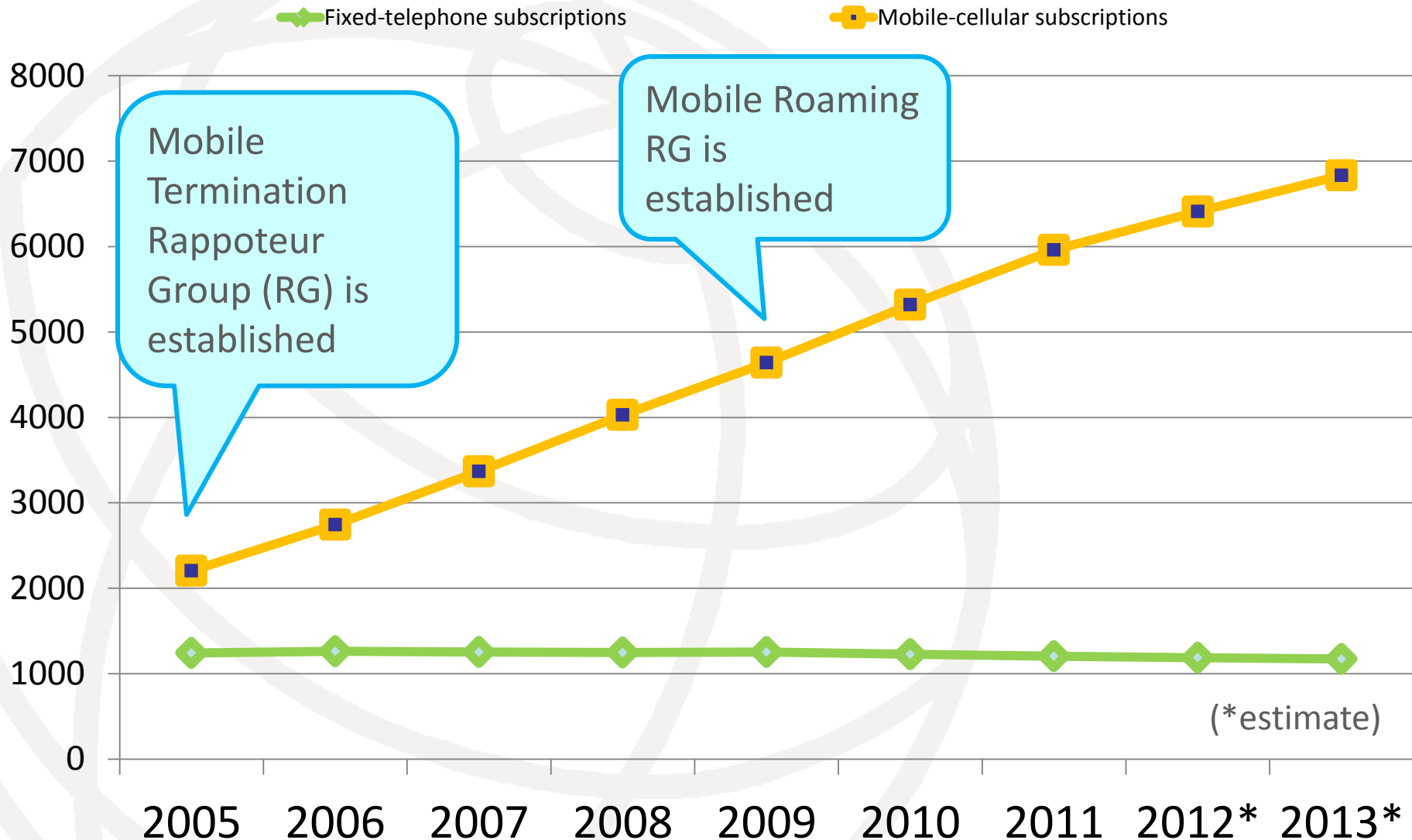
ITU-T Study Group 3 activities on International mobile roaming (IMR)

Rapporteur: Ms Eriko Hondo (KDDI, Japan)

TSB Secretariat: Dr Lara Srivastava

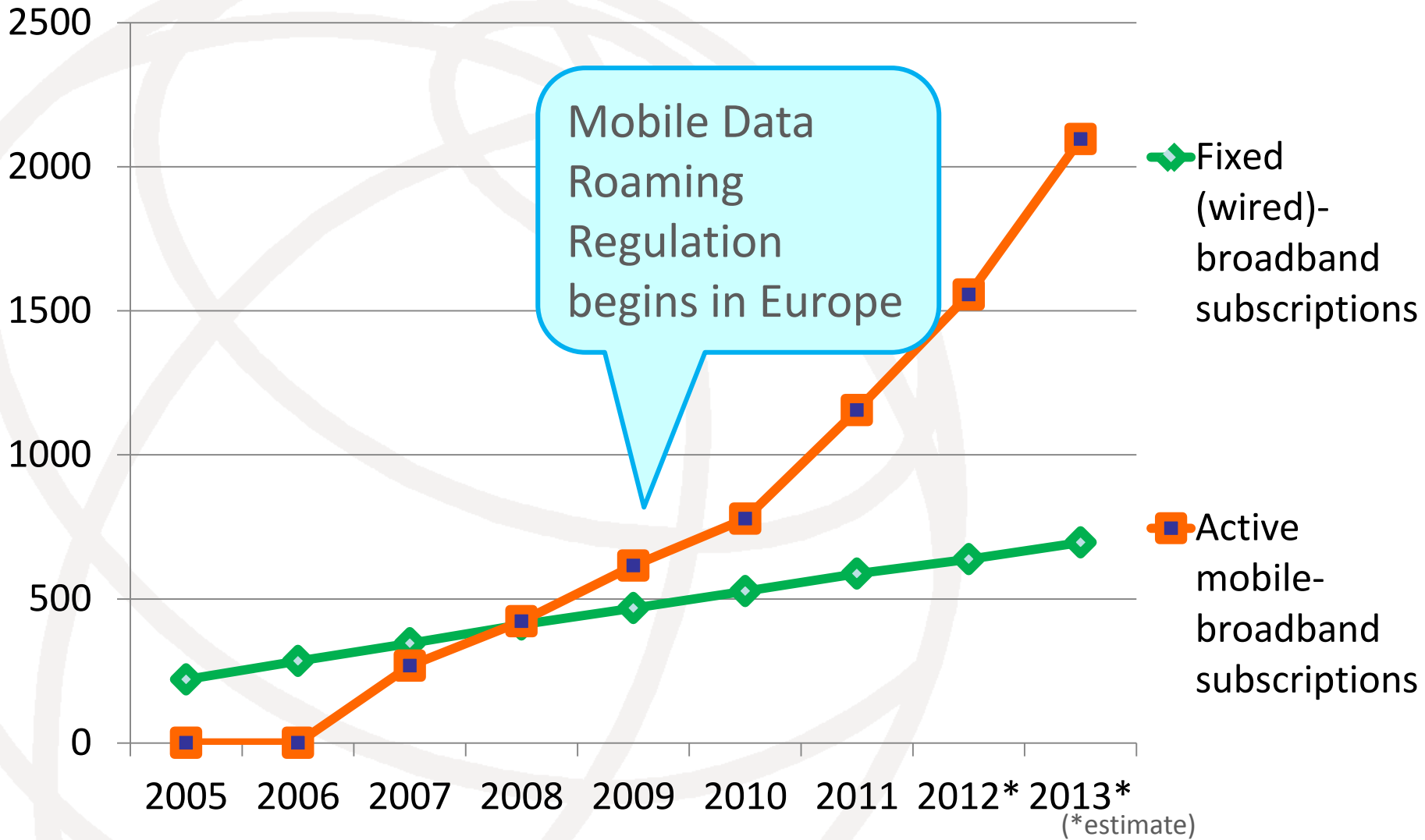


Growth of mobile subscribers





Growth of mobile broadband





First ITU-T SG3 Mobile roaming Rapporteur Group

- First rapporteur group established in January 2009
- Source: Contribution 17 from Australia which proposes the study of international mobile roaming within Study Group 3
- In particular, it was proposed to study best practice approaches for mobile roaming that seek to improve the timeliness and transparency of billing and to reduce the prices for consumers as well as the costs to mobile operators
- Rapporteur(s):
 - Ms. Eriko Hondo (KDDI, Japan)
 - Ms. Josephine Adou (ATCI, Cote d'Ivoire)
 - Mr. Omari Al-Rashdan (Jordan Telecom, Jordan)



Initial Timeline for the work of the Rapporteur Group 2009-2012 (January 2009 Terms of Reference)

By September 2009

- Action 1: identify recent studies within administrations, regulators and regions
- Action 2: identify market developments that have contributed to a reduction in roaming rates for consumers
- Action 3: Hold a workshop on this issue
- Action 4: Liaise with the GSM Association in relation to this study

By June 2010

- Action 5: Present the findings of this study, including any updates
- Action 6: decide the next steps for this study based on the findings above



ITU-T SG3 Mobile Roaming

Rapporteur Group Discussions and Workshop over 2009-2013

■ Discussion

- Active countries submitted contributions/TD continuously
8 countries/organizations, 52 documents
- Discussion both at the face-to-face meeting and in the mailing list was also lively
- Workshop was effective to learn the practical situation of mobile roaming market
- Questionnaire generally showed the trends of mobile roaming rates
- Concerns are common, but diverse background of the participants
Country, Position, Policy, Economy, Growth of mobile industry...



Results of the work of the 2009-2012 Roaming Rapporteur Group

- In May 2010, the Rapporteur Group's Terms of Reference were revised, with a view to publishing a Recommendation or Supplement
- A Recommendation, **ITU-T D.98**, was successfully approved during the last Study Period, in January 2012



Approval of ITU-T Recommendation D.98

- Determined text at the SG3 meeting held in January 2012
- Approved at the next SG3 meeting held in September 2012
- Contents:
 - 1 Scope
 - 2 References
 - 3 Definitions
 - 4 Abbreviations and acronyms
 - 5 Principles for lowering international mobile roaming rates
 - 5.1 Empowering consumers
 - 5.2 Market-based solutions
 - 5.3 Regulatory intervention



Key aspects of ITU-T Recommendation D.98

- Benefits to Consumers
- ✓ Education and protection
- Appropriate Information
- ✓ measures to inform customers about IMR service tariff
- ✓ measures to warn customers when they arrive in another country that the roaming service is possible, but higher than national tariff
- Efficient Competition
- ✓ give choices to consumers
- Efficient Regulation
- ✓ importance to take into account the effect of regulatory decisions
- ✓ Possible interventions for the benefit of users by encouraging competition



ITU-T Recommendation D.98

ITU Press Release

http://www.itu.int/net/pressoffice/press_release

ITU acts to cut roaming cha...

Committed to connecting the world

Home Latest News Media Resources Reports & Analysis In Focus Areas of work Leadership Contact

Newsroom • Press Release

Share

ITU acts to cut roaming charges

Unified action by ITU members to reduce "bill shock" for consumers

Geneva, 14 September 2012 – ITU members from the public and private sectors have agreed on measures to reduce 'bill-shock' whereby consumers are faced with unexpected and excessive charges for mobile roaming. They have approved a number of measures to empower consumers and encourage operators to lower tariffs. These measures (Recommendation ITU-T D.98) will represent the first truly international agreement taking steps towards lowering roaming costs.

Governments and regulators are recommended to explore ways to protect and empower consumers in determining their best choices among the array of options available to them in the rapidly evolving mobile marketplace, for example by making information on international mobile services clearer and more transparent, and by making it easier for consumers to choose a network abroad that offers the best value. In addition, alerts should be sent to consumers as they approach a certain cost limit for roaming, with a block placed on further usage unless authorized by the user. Market-based solutions are advocated, including cultivating regional cooperation among operators and regulators, and encouraging them to reach agreements on lowering wholesale roaming tariffs. Possible regulatory measures are also recommended, such as placing caps on prices charged to consumers for mobile roaming.

ITU Secretary General Hamadoun I. Touré said, "ITU Member States agree on the need for international action on roaming charges, and this agreement is a clear indication of a willingness to address the issue for the good of both consumers and the global trade. I believe operators will see benefits in the long term as higher volumes of traffic are generated when it becomes more attractive for consumers to use their phones and mobile services while travelling."

International roaming is by nature a multi-country issue, and unified action from the international community is therefore the only means to address "bill-shock". The issues involved and their degree vary from region to region (and also within regions), in terms of economics, market

10



After approval of ITU-T D.98, work is ongoing!

- The May 2013 SG3 meeting agreed to continue the work of the mobile rapporteur group for the new study period (2013-2016)
 - Rapporteur: Ms. Eriko Hondo (KDDI, Japan)
 - Associate Rapporteur: Mr. Shin-won Kang (ETRI, Korea)
- Objective: to encourage Member States and Sector Members to provide examples/actual situations of how the principles of Recommendation D98 are used to empower consumer rights, promote market solutions, and consider proportionate regulatory intervention where appropriate



Current ITU-T SG3 Roaming Rapporteur Group: Terms of Reference

- Encourage Member States to observe Recommendation ITU-T D.98
- Seek feedback from Member States on ITU-T D.98
- Collect/Analyze practical cases from Members of examples supporting the principles of Recommendation D.98
- Evaluate whether consumer education and protection measures are sufficiently implemented for both voice and data services. Identify the range of effective protection mechanisms.
- Determine which existing market solutions are most effective and how these may apply in other markets according to the relevant market environment
- Evaluate the various options for regulatory intervention, taking into account context, background and rationale
- Identify information to be included in any potential new guidelines to Recommendation ITU-T D.98 from the analysis above



World Conference on International Telecommunications (WCIT-12)

- ITU convened the World Conference on International Telecommunications (WCIT) in Dubai, United Arab Emirates, from 3-14 December 2012.
- This landmark conference reviewed the **International Telecommunication Regulations (ITRs)**, which serve as the binding global treaty designed to facilitate international interconnection and interoperability of information and communication services, as well as ensuring their efficiency and widespread public usefulness and availability.
- The ITRs contains a number of important new provisions on Roaming, specifically in article 4



Results of WCIT related to mobile roaming

Article 4 of the ITRs

International Telecommunication services

- 4.4 Member States shall foster measures to ensure that authorized operating agencies provide free-of-charge, **transparent**, up-to-date and accurate **information to end users** on international telecommunication services, including international roaming prices and the associated relevant conditions, in a timely manner.
- 4.5 Member States shall foster measures to ensure that telecommunication services in international roaming of satisfactory quality are provided to visiting users.
- 4.6 Member States should foster cooperation among authorized operating agencies in order to avoid and mitigate inadvertent roaming charges in border zones.
- 4.7 Member States shall endeavour to promote competition in the provision of international roaming services and **are encouraged to develop policies that foster competitive roaming prices for the benefit of end users.**



Article 4 of the ITRs in concrete terms

- More specifically, the new ITR provisions on International Mobile Roaming could help ensure:
 - transparency of end-user prices
 - satisfactory quality
 - greater cooperation and competition to avoid customer “bill shock”
 - avoid and mitigate inadvertent roaming charges in border zones
 - free and quick access for roaming users to the local number(s) for emergency services

Related Information and Events

- Information on **ITU-T Study Group 3** activities and recommendations is available at :

www.itu.int/en/ITU-T/studygroups/2013-2016/03/Pages/default.aspx

- The next **SG3 meeting** will be held in Geneva in 26-30 May 2014
- SG3 Regional meetings** will be held during 2013-2014 in the four regions: Africa (AFR), Arab States (ARB), Asia-Oceania (AO) and Latin American and Caribbean regions (LAC)

- ITU (TSB/BDT) is organizing the **ITU High-Level Workshop on Regulatory & Economic Aspects of Roaming** in Geneva (Switzerland) from 23-24 September 2013.

- Information is available at:

www.itu.int/en/ITU-D/Regulatory-Market/Pages/Events2013/GE_Roaming/home.aspx

- **The ITU Report on International Mobile Roaming services: Facilitating competition and protecting users** as presented at the workshop will soon be published on the ITU website

