Best practices

Session 6

ITU High Level Workshop on Regulatory and Economic Aspects of IMR

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Price Regulation

- Regulation needs to cover voice, SMS and data;
- Simplicity and ease of administration;
- Regulation of IMR prices have been mainly undertaken using price caps - a well defined "glide path" for future price reductions can be used providing certainty;
- Regulators may choose in a bilateral/regional agreement to have asymmetric prices (retail and or wholesale) where markets differ;
- Regulators need to collect wholesale & retail data to benchmark progress & co-ordination between regulatory authorities is essential;
- Regulated mobile termination rates can be used as a benchmark for setting wholesale roaming charges; If cost models are not available a 'retail minus' methodology can be used to determine wholesale rates;

Best Practice to increase transparency

- Awareness of technological limitations in using their handset when travelling (standards,SIMlock);
- Differences in pricing structures when roaming compared to their national pricing structures;
- Users should not pay for services which are not rendered/used;
- Pricing information provided to users (SMS, tariff schedules, usage levels);
- Information on average data usage of applications;
- Dispute resolution procedures for roaming billing problems;

Best Practice for Regulators

Remove any unjustifiable obstacles which may limit the availability of substitutes to international mobile roaming voice, messaging and data services;

Unlocking SIM Cards;

Stimulate entry of global MVNOS (interconnect with local MNOs);

Provide information to users;

Monitor market developments;

Bilateral or regional agreements should be clear and set realistic time frame for price reductions;

Bilateral and regional agreements should also consider follow-up in terms of structural measures which would allow for the development of IMR services as separate unbundled services;