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| **Telecommunication Standardization Bureau** |  |
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Geneva, 17 March 2011

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| Ref: | **TSB Collective letter 8/SG3RG-LAC** |  |
| Tel: Fax:  E-mail: | +41 22 730 5887 +41 22 730 5853 [tsbsg3@itu.int](mailto:tsbsg3@itu.int) | To the members of the Study Group 3 Regional Group for Latin America and the Caribbean (SG3RG-LAC) |

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| Subject: | **Questionnaire on international roaming services for SG3RG-LAC** |
| Deadline: | All replies to be received by TSB by **30 September 2011** |

Dear Sir/Madam,

1 At the meeting that took place in San Salvador, El Salvador, on 17 and 18 February 2011, the ITU-T Study Group 3 Regional Group for Latin America and the Caribbean (SG3RG-LAC) identified the cost of international mobile roaming services as an important item for study.

2 In the region it is perceived that great problems related to the prices of international roaming service exist and there are no clear proposals for a strategy that allows the reduction of prices to acceptable values prices based on cost causation.

The different problems users confront are evident: the automatic activation of roaming in areas that are supposed to be covered by the national scope, application of charges for incompleted calls, charges for text messages generated by the same operator, application of charges per minute without considering that the call can be billed to the exact second, etc.

The reduction of the international roaming prices constitutes an essential aspect to improve the efficiency of the telecommunications sector and consequently to obtain the well-being of citizens.

3 Consequently, the Group decided to issue a questionnaire in two parts: the first oriented towards regulators and the second part for the mobile subscribers. Those two questionnaires are attached as annexes to this Collective.

Each country should evaluate the number of responses from mobile subscribers that are needed in order to provide meaningful results and select an appropriate method to survey mobile subscribers.

4 SG3RG-LAC believes that it is imperative to promote an investigation in each country which will be the basis for a regional proposal; this is why the Member States of ITU by means of their administrations and regulatory organizations, should respond to the questionnaires.

5 You may send your reply either by fax to +41 22 730 5853, or by email to [tsbsg3@itu.int](mailto:tsbsg3@itu.int). Please reply by 30 September 2011.

6 I rely on your cooperation in making sure that your replies are as accurate as possible and reach the TSB before the deadline.

Yours faithfully,

Malcolm Johnson  
Director of the Telecommunication  
Standardization Bureau

**Annexes:** 2

ANNEX 1  
(to TSB collective letter 8/SG3RG-LAC)

**FIRST PART – Questionnaire for regulators**

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| **1 Regarding the roaming Service in your country, have you identified any of the following inconveniences?** | | |
| a) Excessive tariffs | Yes  | No  |
| b) Charges for incomplete calls | Yes  | No  |
| c) Lack of information or incomplete information | Yes  | No  |
| d) Roaming activation in areas near borders without leaving the country | Yes  | No  |
| e) Excessive broadcasting of messages (promotions/contests) | Yes  | No  |
| f) Per minute billing | Yes  | No  |
| **2 Is the roaming service regulated in your country?** | Yes  | No  |
| **3 In your opinion, what actions should be approved in order to reduce the price of the roaming service?** | | |
| a) Regulate the Service through bilateral agreements | |  |
| b) Adopt regulatory measures based on cost-oriented tariffs | |  |
| c) Other: please include a brief explanation | |  |
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| **4 Sampling for Questionnaire for mobile subscribers** | | |
| a) How many subscribers were requested to answer the questionnaire? | |  |
| b) How many replies were received? | |  |
| c) What method was used to obtain to select respondents? For example, representative random sample, interviews in airports, etc. Please indicate below: | | |
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ANNEX 2  
(to TSB collective letter 8/SG3RG-LAC)

**SECOND PART – Questionnaire for mobile subscribers**

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| 1 What Type of mobile plan do you have? | | | Prepaid  | Postpaid  |
| 2 Do you understand what international roaming is? | | | Yes  | No  |
| 3 Do you have the choice of roaming with your mobile plan? | | | Yes  | No  |
| If not, please give a brief explanation: | | |  |  |
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| 4 Are you aware of the specific outgoing international roaming rates? | | | Yes  | No  |
| 5 Are you aware of the specific incoming international roaming rates? | | | Yes  | No  |
|  | | | Yes  | No  |
| If not, please give a brief explanation | | |  |  |
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| 6 Can you be charged international roaming rates while in your home country? | | | Yes  | No  |
| If yes, please provide a brief explanation: | | |  |  |
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| 7 How do you qualify the roaming rates which are published by your provider? | | | | |
| 1. Low 2. Moderate 3. High |      | | |  |
| 8 When using the roaming services, does your estimate of the cost match what is billed? | | | Yes  | No  |
| If not, please provide a brief explanation: | | |  |  |
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| 9 Is your top-up frequently higher than expected when using roaming services? | | | Yes  | No  |
| 10 In a percentage measure, what portion of your expenditure on telecommunications is due to roaming charges? | | | | \_\_\_\_\_\_\_\_ % |
| 11 Do unregulated roaming rates make you less willing to use your handset while in another country? | | | Yes  | No  |
| 12 What concerns do you have about roaming?  Please provide a brief explanation: | | |  |  |
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| 13 Are you happy with the roaming Service you receive from your provider? | | | Yes  | No  |
| 14 Approximately how many days per year do you use roaming services? Please provide the approximate number of days per year: | | | |  |
| 15 Who pays the cost of the roaming services you use? | | | | |
| 1. 90% or more yourself 2. 90% or more your employer 3. Both you and your employer | |      | |  |

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