



FEDERAL TELECOMMUNICATIONS  
INSTITUTE, MEXICO

9 May 2017

## Global Symposium for Regulators (GSR-17) Consultation

The Federal Telecommunications Institute (IFT) is an autonomous entity charged with the efficient development of telecommunications and broadcasting, to which end it regulates, promotes and supervises the use, development and exploitation of the radio spectrum, networks, and the provision of telecommunication services and broadcasting in Mexico, as well as access to infrastructure and other essential inputs, thereby ensuring the right to information and universal access to those services. In addition, it is the authority in regard to economic competition in the broadcasting and telecommunication sectors.

With respect to the GSR-17 consultation, we therefore identify the following policy and regulatory measures that are being implemented in order to lift the barriers and achieve affordable access to the digital world in the following areas:

### Infrastructure and connectivity

- IFT has issued a range of measures relating to **infrastructure sharing**. In the context of the constitutional reform in the field of telecommunications, the Federal Law on Telecommunications and Broadcasting establishes, in its Article 139, that IFT "shall foster the conclusion of agreements between licensees for the co-location and shared use of infrastructure". In cases where licensees fail to reach such agreement, IFT may stipulate the conditions in respect of usage, the sharing of physical space and the corresponding tariff.
- On 6 March 2014, the Plenary of IFT identified the following companies as predominant economic agents within the telecommunication sector: América Móvil S.A.B. de C.V., Teléfonos de México, S.A.B. de C.V. (Telmex), Teléfonos del Noroeste, S.A. de C.V. (Telnor), Radiomóvil Dipsa, S.A.B. de C.V. (Telcel), Grupo Carso, S.A.B. de C.V. and Grupo Financiero Inbursa, S.A.B. de C.V. As a predominant economic agent within the broadcasting sector it identified Grupo Televisa S.A.B. and a number of related companies. This in turn prompted the imposition of a series of measures designed to avoid such predominance having an impact on competition and the free market, including the establishment of asymmetric regulation in a number of areas, among which, for the purposes of this consultation, we would highlight the obligation to submit, annually, public reference offers for interconnection services, passive infrastructure sharing and the effective unbundling of the public telecommunication network.

In the interests of ensuring compliance with the relevant provisions of the Political Constitution of the United Mexican States and of the Federal Law on Telecommunications and Broadcasting, IFT assigned itself the task of conducting a biennial review of the

effectiveness of the above measures, further to which, in March of this year, it adopted a resolution enabling it to cancel, modify or expand the measures imposed on the predominant economic agents in the sectors in question.

- We would likewise highlight the conclusion of an agreement establishing minimum technical conditions between licensees operating public telecommunication networks and on determination of the interconnection tariffs resulting from the calculation methodology for interconnection costs to be applied from 1 January to 31 December 2017, the purpose of which is to seek to balance the competitive forces of the rival companies in the telecommunication sector, or in other words to offset the disadvantages associated with network size and enable smaller companies to offer tariff plans that make them competitive in terms of service provision.

### Consumer access

- **Telecommunication service comparator** (*Comparador de servicios de telecomunicaciones* – <http://comparador.ift.org.mx>). This is a tool whereby users can consult the different plans and packages being offered by Mexico's mobile telephony, fixed telephony, pay television and Internet service providers in order to select the one that best meets their requirements and budget. It is the only such tool to be endorsed by a government entity. Introduced in June 2015, it has recorded 294 555 visits up until April 2017. It achieved "WSIS Prize Champion" status in 2016, was recognized by the u-GOB IT specialist magazine, and came second in the "user-care quality" category of the 2016 edition of Regulatel's annual Best Practices Competition.
- **I am a user** (*Soy usuario* – [www.soyusuario.ift.org.mx](http://www.soyusuario.ift.org.mx)). Through this tool, telecommunication service users are able to convey complaints to the providers of those services in cases where they consider their rights to have been violated. It was implemented in July 2015 and by March 2017 a total of 17 742 complaints had been registered. It came first in the "user-care quality" category of the 2016 edition of Regulatel's annual Best Practices Competition.
- **Data consumption simulator** (*Simulador de consumo de datos* – <http://simulador.ift.org.mx/simulador.php>). This tool allows users to calculate the volume of data they consume when using various applications on their mobile device. Once they have an approximate idea of their monthly consumption they are better equipped to select the mobile plan most suited to their requirements, to which end the simulator directs them to the Telecommunication Service Comparator.
- **Guaranteed mobile coverage maps** (*Mapas de cobertura garantizada móvil* – <http://www.ift.org.mx/usuarios-y-audiencias/siumapa>). By means of this tool, users can view the guaranteed coverage that mobile operators have reported to IFT, zooming right down to the individual street level. All they have to do is select the company, the State and the technology in question, and the tool displays a map with the corresponding coverage superimposed.
- **Catalogue of type-approved equipment** (*Catálogo de equipos homologados* – [www.ift.org.mx/usuarios-y-audiencias/catalogo-deequipos-homologados](http://www.ift.org.mx/usuarios-y-audiencias/catalogo-deequipos-homologados)). This tool facilitates the consultation of data regarding mobile terminal equipment that has been type-approved with IFT, including the main features thereof. It is simply a matter of selecting the brand and model of the terminal in question, and the tool displays its key characteristics.

- **General guidelines on telecommunication service accessibility for users with disabilities** (*Lineamientos generales de accesibilidad a servicios de telecomunicaciones para usuarios con discapacidad*). This is a set of regulatory provisions that is designed to ensure protection for the rights of users with disabilities and promote their access to telecommunication services on an equal footing with other users. It establishes obligations for licensees and authorized entities in respect of, among other things, the publication on their Internet portals of documentation in alternative formats; adaptation of customer-care centres to ensure that persons with disabilities can be served; specially-trained staff capable of providing relevant information to such users; and accessibility features on Internet pages. The guidelines are the first in Latin America to embody a comprehensive range of provisions dedicated to accessibility (web pages, customer-care centres, staff training, provision of terminal equipment with accessibility features).
- **Catalogue of accessible mobile devices** (*Catálogo de dispositivos móviles accesibles*). Helps persons with disabilities wishing to purchase a mobile device to identify the one most suited to their needs. For example, a sight-impaired person can use the tool to search for devices featuring voice commands for making calls and activating functions, and with a high-contrast mode.
- **I find out** (*Me informo* – [www.meinformo.ift.org.mx](http://www.meinformo.ift.org.mx)). The purpose of this tool is to provide telecommunication service users with relevant information that is clear and simple. Through the website, users can learn about their rights and how to assert them, and obtain useful advice on how to use both the services on offer and the tools that IFT has made available. This is done through: interactive sections which teach users about topics of interest; webinars delivered by experts; and awareness tests which enable users to see how much they know about given topics relating to their rights and to the services they use.

### **Market and business opportunities**

- IFT has implemented a number of measures and strategies, including the **Guidelines for the marketing of mobile services by virtual mobile operators**, the purpose of which is to regulate the provision, marketing and resale of mobile services by licensees and authorized entities seeking to establish and operate or exploit a telecommunication services trading company. The issuance of these guidelines will help to foster a competitive environment through the establishment of new frameworks for service provision, resulting in expansion of the telecommunication services offer through the use and development of the already-installed telecommunication capacity and infrastructure, and in benefits for the country's socio-economic development and growth.
  - Another recent launch has been that of the **Telecommunication information bank** which IFT has made available to the public. This interactive tool enables the user to consult, analyse, explore and download, simply and rapidly, statistical data relating to Mexico's telecommunication and broadcasting sectors. It can be used to consult information pertaining to the macroeconomic environment of those sectors, such as portability, operator revenue and investment, and indicators relating to services such as fixed and mobile telephony, fixed and mobile broadband, and pay television. This initiative will serve to foster business opportunities for new operators and licensees wishing to enter the Mexican market.
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