INSTRUCTIONS

The ITU Telecommunication/ICT Regulatory Survey is available online at: www.itu.int/icteye. You can find a User Guide for completing the survey at your personal Online Survey portal. This Microsoft Word version is for reference only and can be used for internal data collection.

Please follow the instructions below in order to facilitate your completion of the questionnaire.

Data entry
You will find two types of data entry in this survey: text and clickable boxes.

- **Entering text**
  When you see this: Click here to enter text.
  To enter text, simply click and type your answer.

- **Check box**
  When you see a check box, click the appropriate response or responses. Multiple choice is possible. Once selected you will see a checkmark. If you select the wrong box, you may deselect it by just clicking again on the box.

Data format

- **Year**
  If you have to specify a year, please enter it in this format: 2017.

- **Currency**
  All money amounts have to be entered in local currency.

Grayed out areas

In the online version, depending on your answers, some questions or sections might appear grayed out and will not be editable. This is to ensure the consistency of data input. By modifying your answers, you will be able to unlock those questions or sections for editing.

Contact
If you need help or clarification, or experience technical problems, please contact:

Ms. Youlia Lozanova
Regulatory & Market Environment Division, BDT, ITU
Tel.: +41 22 730 6304
e-mail: treg@itu.int

Please complete this survey by 1 March 2018.
1. Contact Information

Note: all information provided throughout this survey should describe the situation as of the date of completion. Future policy initiatives should be listed under Section 9 - Future plans.

1.1. Please provide the name and contact details of the person(s) who is the point of contact for this survey.

Name: Click here to enter text.
Position: Click here to enter text.
Organization: Click here to enter text.
Address: Click here to enter text.
City: Click here to enter text.
Telephone: Click here to enter text.
Email: Click here to enter text.

1.2. Please provide the name and contact details of the primary Regulatory Authority for the telecommunication/ICT sector in your country.

Name: Click here to enter text.
Address: Click here to enter text.
City: Click here to enter text.
Phone: Click here to enter text.
Email: Click here to enter text.
Website: Click here to enter text.
Facebook: Click here to enter text.
LinkedIn: Click here to enter text.
Twitter: Click here to enter text.
Other social network profiles: Click here to enter text.

1.3. If there is more than one Regulatory Authority for the telecommunication/ICT sector, please provide the name and contact details of the secondary Regulatory Authority.

Name: Click here to enter text.
Address: Click here to enter text.
City: Click here to enter text.
Phone: Click here to enter text.
Email: Click here to enter text.
Website: Click here to enter text.
Facebook: Click here to enter text.
LinkedIn: Click here to enter text.
Twitter: Click here to enter text.
Other social network profiles: Click here to enter text.

1.4. Please list below other regulatory agencies active in the telecommunications/ICT sector:

☐ Spectrum management agency: Click here to enter text.
☐ Competition authority: Click here to enter text.
☐ Consumer protection commission: Click here to enter text.
☐ Broadcasting authority: Click here to enter text.
☐ Data protection agency: Click here to enter text.
☐ Other, please specify: Click here to enter text.

1.5. Who is the Policy-Maker in charge of telecommunications/ICTs:

☐ Ministry of telecommunications/ICT
☐ Telecommunications/ICT Regulatory Authority
☐ Government
☐ Other, please specify: Click here to enter text.

1.6. Please provide the name and contact details of the main Policy-Maker in charge of telecommunications/ICTs.

Name: Click here to enter text.
Address: Click here to enter text.
City: Click here to enter text.
Phone: Click here to enter text.
Email: Click here to enter text.
Website: Click here to enter text.
Facebook: Click here to enter text.
LinkedIn: Click here to enter text.
Twitter: Click here to enter text.
Other social network profiles: Click here to enter text.
1. Contact Information (cont.)
Note: all information provided throughout this survey should describe the situation as of the date of completion. Future policy initiatives should be listed under Section 9 - Future plans.

1.7. Please indicate name and address of the sector Ministry (if different from the Policy-Maker)
Name: 
Address: 
City: 
Phone: 
Email: 
Website: 
Facebook: 
LinkedIn: 
Twitter: 
Other social network profiles: 

2. Legislative Framework
Please note that all legislation provided with a URL will be added to the BDT regulatory library on the TREG website.

2.1. What laws, decrees, legal instruments, or regulations govern the telecommunication, information, communication and media and broadcasting sectors in your country?

<table>
<thead>
<tr>
<th>Title of Law or Regulation</th>
<th>Description</th>
<th>URL of website</th>
<th>Year adopted</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
3. The Regulatory Institution

3.1. The Regulator

Greyed-out questions, those that appear on a grey background, are logically linked to a previous question. Those questions will only be available for completion according to the answer provided previously (for example, questions related to the mandate of the regulator can only be answered if you replied positively to “Does a separate Regulatory Authority exist?”). This is to ensure consistency to the different questions in the questionnaire.

3.1.1. Does a separate* Regulatory Authority exist for Telecommunications or Information and Communication Technology (ICT) in your country?

☐ Yes
☐ No

* Note: Separate means independence in terms of finance, structure, and decision-making from the operator and the sector Ministry.

3.1.1.1. If No, please name the entity responsible for regulation (e.g., department in Ministry).

3.1.1.2. Are there plans to create a separate Telecommunication or ICT Regulatory Authority?

☐ If Yes, when? Click here to enter text.

3.2. Separate telecommunications/ICT Regulatory Authority

If more than one Regulatory Authority exists in your country, please complete the following section providing information on the primary Regulatory Authority in accordance with question 1.2.

3.2.1. Please indicate the year the Regulatory Authority was created.

3.2.2. Please name the legal document which created the Regulatory Authority (i.e., the name of the Act, Decree, or Law)

3.2.3. Does the Regulatory Authority regulate any other public utility (e.g. electricity, gas, posts, etc.)?

☐ Yes
☐ No

3.2.4. Please specify utilities regulated:

☐ Electricity
☐ Gas
☐ Rail
☐ Post
☐ Other: Click here to enter text.

3.2.5. What are the reporting requirements of the Regulatory Authority (please check all that apply)?

☐ Annual report to the public
☐ Report to the Board of the Regulatory Authority
☐ Report to President/Head of State
☐ Report to Legislature/Parliament
☐ Report to Government (or Prime Minister)
☐ Annual report to the Sector Ministry
☐ Report to other Ministry
☐ No reporting requirements
☐ Other: Click here to enter text.
3. The Regulatory Institution (cont.)

3.3. Budget of the Regulator

3.3.1. Please indicate the annual budget for the Regulatory Authority for the previous financial year (in local currency).
Click here to enter text.

3.3.2. With regard to the previous financial year, please indicate the sources of the Regulatory Authority’s annual budget and the percentage of annual budget financed from each source.

☐ Award/auction of mobile license percentage Click here to enter text.
☐ Award/auction of other license percentage Click here to enter text.
☐ License fees percentage Click here to enter text.
☐ Government appropriation percentage Click here to enter text.
☐ Numbering fees percentage Click here to enter text.
☐ Spectrum fees percentage Click here to enter text.
☐ Regulatory fees percentage Click here to enter text.
☐ Fines/penalties percentage Click here to enter text.
☐ Contributions from regulated telecom operators based on percentage of operator revenue (turnover) percentage Click here to enter text.
☐ Financial income (e.g. Investment/Deposit) percentage Click here to enter text.
☐ Other; Source percentage Click here to enter text.

3.3.3. Who is responsible for approving the budget of the Regulatory Authority?

☐ President/Head of State
☐ Head of Government
☐ Government
☐ Sector minister
☐ Minister/Ministry of Finance
☐ Parliament
☐ Head/Board of the Regulator
☐ Other, please specify: Click here to enter text.

3.3.4. Remarks:
Click here to enter text.

3.4. Leadership

3.4.1. Please provide the name of the Head of the Regulatory Authority
Click here to enter text.

3.4.1.1. Please provide the exact title of the Head of the Regulatory Authority.
Click here to enter text.

3.4.2. Is the Regulatory Authority a collegial body (i.e. are there Members/Commissioners)?

☐ Yes
☐ No

3.4.2.1. If Yes, please provide the total number of members/commissioners (including the Head).

☐ 3, 5 or 7
☐ 2, 4 or 6
☐ More than 7

3.4.2.1.1. Please provide the number of female members.
Click here to enter text.

3.4.2.2. Is the Head of the Commission also responsible for day-to-day administrative matters?

☐ Yes
☐ No

3.4.2.3. Is another full-time member of the Board responsible for day-to-day administrative matters?

☐ Yes
☐ No
3.4.2.4. Does the law establish a clear appointment process and selection criteria for the Head/Chairperson and/or Members/Commissioners of the Regulatory Authority?
☐ Yes
☐ No
Remarks: Click here to enter text.

3.4.3. Who appoints the members and the Head?
☐ President/Head of State
☐ Head of Government
☐ Government
☐ Sector minister
☐ Parliament
☐ Board of the Regulatory Authority
☐ None of the above, please specify: Click here to enter text.

3.4.4. What is the normal period of appointment for the members and the Head of the Regulatory Authority?
☐ The term is not specified
☐ 1 year
☐ 2 or 3 years
☐ 4 or 5 years
☐ 6 year or more
☐ Other, please specify: Click here to enter text.

3.4.4.1. Is the term renewable?
☐ Yes
☐ No

3.4.4.2 Remarks: Click here to enter text.

3.4.5. Are the grounds for removal of the Head/Chairman and Members/Commissioners of the Regulatory Authority set forth in the law?
☐ Yes
☐ No

3.4.5.1. What are the reasons for removal?
☐ Failure to commit appropriate time to their duties
☐ Conflict of interests
☐ Misbehavior and/or abuse
☐ Criminal or other offence
☐ Disability/death
☐ Other, please specify: Click here to enter text.

3.4.5.2. Who has the power to remove the Head/Commissioners?
☐ President/Head of State
☐ Head of Government/Government/Sector Minister
☐ Parliament
☐ Board of the Regulatory Authority
☐ Other, please specify: Click here to enter text.

3.4.5.3 Remarks: Click here to enter text.

3.5. Staffing

3.5.1. Please provide the total number of staff in the Regulatory Authority. Click here to enter text.

3.5.1.1. What percentage of total staff are women? Click here to enter text.

3.5.1.2. Please provide the total number of professional staff in the Regulatory Authority. Click here to enter text.

3.5.1.2.1. What percentage of professional staff are women? Click here to enter text.
3.6. Autonomy and Structural Independence

3.6.1. Who/what determines the organizational structure of the Regulatory Authority?
☐ Parliament
☐ Head of Government/ Government
☐ Sector minister
☐ Board of the Regulatory Authority/ CEO/ Head of the Regulatory Authority
☐ Law, please specify: [Click here to enter text.]
☐ Regulation, please specify: [Click here to enter text.]
☐ None of the above, please specify: [Click here to enter text.]

3.6.2. Can the regulator modify its internal organizational structure without seeking approval from a higher governmental authority/institution (i.e., create, dismantle, merge or in any other manner modify its departments/bureaus/divisions)?
☐ Yes
☐ No

3.6.3. Is the Regulatory Authority autonomous in its decision-making?
☐ Yes
☐ No

3.6.3.1. If No, to whom does it submit its decisions for approval?
☐ Board of the Regulatory Authority
☐ Sector Minister
☐ Prime Minister/ Government
☐ Parliament
☐ President/Head of State
☐ None of the above, please specify [Click here to enter text.]

3.6.3.2. If only some decisions are submitted for approval, which are those?
☐ Technical decisions
☐ Administrative decisions
☐ Frequency allocations
☐ Tariffs/ Pricing
☐ Universal Service and Access obligations and/or related matters
☐ Other, please specify [Click here to enter text.]

3.6.3.3. If Yes, can the Sector Ministry or the Government overrule decisions of the Regulatory Authority?
☐ Yes
☐ No
☐ In some cases, please explain: [Click here to enter text.]

3.6.4. Are there ethics rules in place that apply to the regulator’s staff, including Head/Chairperson and Members/Commissioners (e.g., improper acceptance of gifts, personal and financial conflicts of interest, post employment-obligations, etc.)?
☐ Yes
☐ No
3.7. Regulatory Functions

3.7.1. Please indicate below which entities have responsibility for the functions listed.

NOTES:
1) In some cases the regulator may share responsibilities with another government entity for certain functions or the regulator may be required to seek final approval from another government entity. In these cases, please select all the entities concerned, followed by an explanation in the last column.

2) In the case of interconnection rates, clicking the “Operator” column refers to a situation where interconnection agreements are determined entirely by commercial negotiations between operators without regulatory intervention. In the case of quality of service standards setting, clicking the “Operator” column refers to a situation where quality of service standards are determined entirely by the terms and conditions offered by operators without regulatory intervention. Information Technology: for example IT promotion, IT industry development, e-Government services, etc.

<table>
<thead>
<tr>
<th>Function</th>
<th>Sector Ministry</th>
<th>Other Ministry or Government body</th>
<th>Regulatory Authority</th>
<th>Operator</th>
<th>Not regulated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadcasting (sound transmission)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Broadcasting (TV transmission)</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Broadcasting content</td>
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<td>Media content</td>
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<td>Internet content</td>
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<tr>
<td>Consumer protection</td>
<td>☐</td>
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<tr>
<td>Cybersecurity</td>
<td>☐</td>
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<tr>
<td>Quality of service standards setting</td>
<td>☐</td>
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<tr>
<td>Enforcement of quality of service obligations measures</td>
<td>☐</td>
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<td>Service quality monitoring</td>
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<tr>
<td>Information Technology</td>
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<tr>
<td>Interconnection rates</td>
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<tr>
<td>Licensing</td>
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<td>Numbering</td>
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<td>Price Regulation</td>
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<tr>
<td>Privacy &amp; Data protection</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Spectrum Management: Monitoring and Enforcement</td>
<td>☐</td>
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<tr>
<td>Spectrum Management: Radio frequency allocation</td>
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<tr>
<td>Spectrum Management: Radio frequency assignment (licensing)</td>
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<td>Technical standards setting</td>
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<td>Type approval</td>
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<td>Universal Service/Access</td>
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</tr>
</tbody>
</table>

If more than one entity or another body is involved in this function, please explain.

Jurisdiction and relationship with other authorities

3.8. Competition authority

3.8.1. Does a separate competition authority exist in your country?
☐ Yes
☐ No

3.8.1.1. If yes, please indicate the name of the competition authority:
Click here to enter text.

Year created
Click here to enter text.

URL
Click here to enter text.

Email
Click here to enter text.
3.8.2. Who has jurisdiction over competition issues related to the telecommunication/ICT sector?
☐ Telecommunication/ICT regulatory authority
☐ Competition authority
☐ Both authorities
☐ None of the above, please explain: Click here to enter text.
Remarks: Click here to enter text.

3.8.3. Do mandates of the ICT regulator and the competition authority coincide?
☐ Yes, please specify Click here to enter text.
☐ No
☐ Same authority
Remarks: Click here to enter text.

3.8.4. What are the mechanisms for collaboration in place?
☐ Memorandum of understanding
☐ Informal or semi-formal coordination of enforcement action
☐ Joint program or committee
☐ Other, please specify Click here to enter text.
☐ There are no mechanisms in place
Remarks: Click here to enter text.

3.8.5. In what legal instruments is the provision of competition defined?

<table>
<thead>
<tr>
<th>Telecom/ICT Regulatory Authority</th>
<th>Competition Commission</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMP</td>
<td>☐</td>
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<tr>
<td>Relevant Markets</td>
<td>☐</td>
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<tr>
<td>RIO</td>
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<tr>
<td>Other, please specify:</td>
<td>☐</td>
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<tr>
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</tbody>
</table>

3.8.6. In what legal instruments is the provision of competition defined?
☐ General competition law
☐ Telecom/ICT law
☐ Both
☐ None of the above, please explain: Click here to enter text.

3.8.7. Where is the concept of merger defined?
☐ General competition law
☐ Telecom/ICT law
☐ General competition regulations, please specify: Click here to enter text.
☐ ICT regulations, please specify:
☐ Operator’s license
☐ None of the above, please explain: Click here to enter text.
☐ Not defined

3.8.7.1. Is the Telecom/ICT regulator involved?
☐ Yes
☐ No

3.8.7.1.1. If yes, please explain.
Click here to enter text.

3.8.7.2. Please indicate the number of mergers that occurred since 2010.
Click here to enter text.

3.8.8. Are foreign providers of telecom/ICT services treated differently with respect to the ability to resort to the telecom/ICT Regulatory Authority or the Competition Authority for redress of anticompetitive practices or appeal procedures of regulatory decisions?
☐ Yes, with respect to the telecom/ICT Regulatory Authority
☐ Yes, with respect to the Competition Authority
☐ Yes, with respect to Both
☐ No, foreign providers are treated in the same way as domestic providers.

3.8.8.1. If foreign providers are treated differently, what are the differences in treatment?
Click here to enter text.

3.8.9. Are there laws, regulations or rules that require the regulator to periodically assess the state of competition in the different telecommunication/ICT markets?
☐ Yes
☐ No
3.8.10. For public services not fully open to competition*, which of the following options best describes the liberalization process in your country?

*Fully open to competition refers to markets for which there are no regulatory restrictions on entry, such as limits on the number of licenses to be assigned, high fees that in practice restrict entry, among other. For purposes of this question, such restrictions do not include foreign ownership restrictions.

☐ All public services not fully open to competition are in the process of liberalization.
☐ Some, but not all, public services not fully open to competition are in the process of liberalization.
☐ There are currently no initiatives/plans to liberalize public services not fully open to competition.

3.8.11. Is it possible for businesses or consumers to purchase telecommunications services from providers located abroad?

☐ Yes
☐ No
☐ Only some services are allowed, please specify: Click here to enter text.
☐ Only some services are banned, please specify: Click here to enter text.

3.9. Consumer protection authority

3.9.1. Does a separate consumer protection authority exist in your country?

☐ Yes
☐ No

3.9.1.1. If yes, please indicate the name of the consumer protection authority:

Click here to enter text.

Year created  Click here to enter text.
URL  Click here to enter text.
Email  Click here to enter text.

3.9.2. Who has jurisdiction over consumer protection issues related to the telecommunication/ICT sector?

☐ Telecommunication/ICT regulatory authority
☐ Consumer protection authority
☐ Both authorities
☐ None of the above, please explain: Click here to enter text.

Remarks: Click here to enter text.

3.9.3. Do mandates of the ICT regulator and the consumer protection authority coincide?

☐ Yes, please specify Click here to enter text.
☐ No

Remarks: Click here to enter text.

3.9.4. What are the mechanisms for collaboration in place?

☐ Memorandum of understanding
☐ Informal or semi-formal coordination of enforcement action
☐ Joint program or committee
☐ Other, please specify Click here to enter text.
☐ There are no mechanisms in place

Remarks: Click here to enter text.

3.10. Data protection/privacy authority

3.10.1. Does a separate data protection/privacy authority exist in your country?

☐ Yes
☐ No

3.10.1.1. If yes, please indicate the name of the data protection/privacy authority:

Click here to enter text.

Year created  Click here to enter text.
URL  Click here to enter text.
Email  Click here to enter text.

3.10.2. Who has jurisdiction over data protection, privacy and related issues related to the telecommunication/ICT sector?

☐ Telecommunication/ICT regulatory authority
☐ Data protection/privacy authority
☐ Both authorities
☐ None of the above, please explain: Click here to enter text.

Remarks: Click here to enter text.
3.10.3. Do mandates of the ICT regulator and the data protection/privacy authority coincide?
☐ Yes, please specify Click here to enter text.
☐ No
Remarks: Click here to enter text.

3.10.4. What are the mechanisms for collaboration in place?
☐ Memorandum of understanding
☐ Informal or semi-formal coordination of enforcement action
☐ Joint program or committee
☐ Other, please specify Click here to enter text.
☐ There are no mechanisms in place
Remarks: Click here to enter text.

3.11. Financial regulatory authority

3.11.1. Does a separate financial regulatory authority exist in your country (e.g., central bank, banking or monetary authority)?
☐ Yes
☐ No

3.11.1.1. If yes, please indicate the name of the financial regulatory authority:
Click here to enter text.
Year created Click here to enter text.
URL Click here to enter text.
Email Click here to enter text.

3.11.2. Who has jurisdiction over financial regulation issues related to the telecommunication/ICT sector?
☐ Telecommunication/ICT regulatory authority
☐ Financial regulatory authority
☐ Both authorities
☐ None of the above, please explain: Click here to enter text.
Remarks: Click here to enter text.

3.11.3. Do mandates of the ICT regulator and the financial regulatory authority coincide?
☐ Yes, please specify Click here to enter text.
☐ No
Remarks: Click here to enter text.

3.11.4. What are the mechanisms for collaboration in place?
☐ Memorandum of understanding
☐ Informal or semi-formal coordination of enforcement action
☐ Joint program or committee
☐ Other, please specify Click here to enter text.
☐ There are no mechanisms in place
Remarks: Click here to enter text.

3.12. Broadcasting and media authority

3.12.1. Does a separate regulatory authority exist for broadcasting and media in your country?
☐ Yes
☐ No

3.12.1.1. If Yes, please provide contact details of the broadcasting and media authority:
Name of the entity Click here to enter text.
Area of responsibility/activity Click here to enter text.
Entity's website Click here to enter text.
Name of the focal point Click here to enter text.
Email of the focal point Click here to enter text.

3.12.2. Who has jurisdiction over broadcasting and media issues?
☐ Telecommunication/ICT regulatory authority
☐ Broadcasting and media authority
☐ Both authorities
☐ None of the above, please explain: Click here to enter text.
Remarks: Click here to enter text.
3.12.3. Do mandates of the ICT regulator and the broadcasting and media authority coincide?
☐ Yes, please specify Click here to enter text.
☐ No
☐ Same authority
Remarks: Click here to enter text.

3.12.4. What are the mechanisms for collaboration in place?
☐ Memorandum of understanding
☐ Informal or semi-formal coordination of enforcement action
☐ Joint program or committee
☐ Other, please specify Click here to enter text.
☐ There are no mechanisms in place
Remarks: Click here to enter text.

3.13. Spectrum management agency

3.13.1. Is there a separate spectrum management agency in your country?
☐ Yes
☐ No

3.13.1.1. If Yes, please provide contact details of the spectrum management agency:
Name of the entity Click here to enter text.
Area of responsibility/activity Click here to enter text.
Entity's website Click here to enter text.
Name of the focal point Click here to enter text.
Email of the focal point Click here to enter text.

3.13.2. Who has jurisdiction over spectrum management issues?
☐ Telecommunication/ICT regulatory authority
☐ Spectrum management agency
☐ Both authorities
☐ None of the above, please explain: Click here to enter text.
Remarks: Click here to enter text.

3.13.3. Do mandates of the ICT regulator and the spectrum management agency coincide?
☐ Yes, please specify Click here to enter text.
☐ No
☐ Same authority
Remarks: Click here to enter text.

3.13.4. What are the mechanisms for collaboration in place?
☐ Memorandum of understanding
☐ Informal or semi-formal coordination of enforcement action
☐ Joint program or committee
☐ Other, please specify Click here to enter text.
☐ There are no mechanisms in place
Remarks: Click here to enter text.

3.14. Authority dealing with Internet-related issues

3.14.1. Does a separate regulatory authority exist for issues related to the internet in your country?
☐ Yes
☐ No

3.14.1.1. If Yes, please provide contact details of the authority dealing with internet-related issues:
Name of the entity Click here to enter text.
Area of responsibility/activity Click here to enter text.
Entity's website Click here to enter text.
Name of the focal point Click here to enter text.
Email of the focal point Click here to enter text.
3.14.2. Who has jurisdiction over internet-related issues?
☐ Telecommunication/ICT regulatory authority
☐ Specialized authority dealing with internet-related issues
☐ Both authorities
☐ None of the above, please explain: Click here to enter text.
Remarks: Click here to enter text.

3.14.3. Do mandates of the ICT regulator and the authority dealing with internet-related issues coincide?
☐ Yes, please specify Click here to enter text.
☐ No
☐ Same authority
Remarks: Click here to enter text.

3.14.4. What are the mechanisms for collaboration in place?
☐ Memorandum of understanding
☐ Informal or semi-formal coordination of enforcement action
☐ Joint program or committee
☐ Other, please specify Click here to enter text.
☐ There are no mechanisms in place
Remarks: Click here to enter text.

4. Regulatory Issues and Processes

4.1. Transparency and Public Participation

4.1.1. Are the decisions of the regulatory authority (entity in charge of regulation) subject to a general administrative procedures law*?
*Note: “General administrative procedures law” refers to a law that governs the process by which the regulator proposes, establishes and implements regulations, as well as provides for the review of the regulator’s decisions. The administrative procedures law may apply to all or only to specific government bodies/agencies, such as for example the NRA.
☐ Yes
☐ No

4.1.2. Are public consultations mandatory before regulatory decisions are made?
☐ Yes
☐ No
☐ In certain cases, please explain: Click here to enter text.
Remarks: Click here to enter text.

4.1.3. What are the timelines for consultation?
☐ Timelines are not defined in law/regulation please specify: Click here to enter text.
☐ Less than 3 months please specify: Click here to enter text.
☐ From 3 to 6 months please specify: Click here to enter text.
☐ From 6 months to 1 years please specify: Click here to enter text.
☐ Other please specify: Click here to enter text.

4.1.4. Are exceptions foreseen for urgent cases?
☐ Yes
☐ No
4.1.4.1. Remarks: Click here to enter text.

4.1.5. Is the entity in charge of regulation required to consider all comments filed during a public consultation and provide a reasoned decision based on the commenter’s responses?
☐ Yes
☐ No
☐ In certain cases, please explain: Click here to enter text.
Remarks: Click here to enter text.

4.1.6. Is there a formal requirement for conducting a Regulatory Impact Assessment before regulatory decisions are made?
☐ Yes
☐ No
4.1.7. If Yes, which regulatory decisions are subject to a Regulatory Impact Assessment?
☐ All regulatory decisions
☐ Only major regulatory decisions
☐ Other, please specify: Click here to enter text.

4.1.8. Is there a formal requirement to service providers for submitting information to the regulator on the regular basis?
☐ Yes
☐ No

4.2. Enforcement*

* Note: Enforcement powers refers to the authority and ability to ensure that operators and service providers comply with laws, regulations, license conditions and other legally binding obligations, as well as the authority to apply sanctions if these obligations are not met.

4.2.1. Who has enforcement powers* to adequately discharge its duties under the law?
☐ Regulatory Authority please specify: Click here to enter text.
☐ Sector Ministry please specify: Click here to enter text.
☐ Judiciary please specify: Click here to enter text.
☐ Other please specify: Click here to enter text.

4.2.2. What sanctions or penalties can the Regulatory Authority impose?
☐ Monetary fines
☐ Additional license obligations
☐ Modification of license
☐ License suspension
☐ License revocation
☐ Other, please specify Click here to enter text.

4.2.3. Are there procedures in place to ensure that sanctions are:
☐ Proportionate to the offense
☐ Reasonable
☐ Non-discriminatory
☐ Effective in remedying the violation

4.3. Dispute Resolution*

*Note: Disputes refers to disputes other than disputes relating to small claims. Disputes would include, for example, interconnection disputes, interference disputes between radio communication providers, etc.

4.3.1. Does the regulatory framework set up a clear dispute resolution mechanism(s) to resolve disputes (e.g., on interconnection issues, customer complaints, etc.)?
☐ Yes
☐ No

4.3.1.1. If Yes, please identify the mechanisms used to solve disputes once negotiations among parties have failed:
☐ Courts/litigation
☐ Formal administrative adjudication (binding decisions, e.g. by regulator or Competition Authority)
☐ Alternative dispute resolution (ADR) mechanisms
☐ Other, please specify: Click here to enter text.

4.3.1.1.1. If alternative dispute resolution (ADR) mechanisms are used, please indicate which one(s)
☐ Arbitration
☐ Mediation/conciliation
☐ Expert determination
☐ Other, please specify: Click here to enter text.

4.3.2. Is the regulator required to resolve disputes within a timeframe specified in a law, regulation or policy?
☐ Yes
☐ No

4.3.3. Are decisions reported on the Regulatory Authority’s website?
☐ Yes
☐ No
4.4. Appeals

4.4.1. Are appeals to the decision of the Regulatory Authority allowed (entity in charge of regulation)?
☐ Yes
☐ No

4.4.1.1. If Yes, who has the ultimate authority to overturn a decision of the Regulatory Authority (entity in charge of regulation)?
☐ The Board of the Regulatory Authority
☐ The sector Ministry
☐ The judiciary
☐ The Competition Authority
☐ A sector complaint body/board/administrative tribunal. Name: Click here to enter text.
☐ Other, please specify: Click here to enter text.

4.5. Consumer issues

4.5.1. Is there a specific telecommunication consumer protection legislation/regulation in your country?
☐ Yes
☐ No

4.5.2. Is the Regulatory Authority responsible for handling consumer complaints?
☐ Yes
☐ No

4.5.3. Is the Regulatory Authority responsible for informing consumers of their rights (consumer education, collaboration and education of consumer associations)?
☐ Yes
☐ No

4.5.4. Is the Regulatory Authority responsible for representing consumers/defending their rights?
☐ Yes
☐ No

4.5.5. Is the Regulatory Authority responsible for promoting consumer participation in its activities?
☐ Yes
☐ No

4.5.6. Is the Regulatory Authority responsible for providing comparative tariff information?
☐ Yes
☐ No

4.5.6.1. If Yes, please indicate for which services comparative tariff information is provided (e.g., mobile services, Internet access, etc.). Click here to enter text.

4.6. Quality of Service

4.6.1. Is Quality of service monitoring required?
☐ Yes
☐ No

4.6.1.1. Which of the following services are subject to QoS monitoring?
☐ Fixed wireline
☐ Fixed wireless
☐ Mobile
☐ Dial-up internet access
☐ Broadband internet access
☐ Telephony interconnection
☐ Internet interconnection
☐ Leased lines
☐ Pay phones
☐ All regulated services
☐ Other, please specify: Click here to enter text.

4.6.1.2. If Yes, for which operator/service providers is quality of service monitoring required?
☐ Incumbent
☐ Mobile cellular operators
☐ Dominant or Significant Market Power (SMP) operator(s)
☐ Universal Service/Access operator(s)
☐ Any operator with a network but not a service provider without a network (for example, a mobile virtual network operator or a calling card service provider)
☐ Any operator or service provider
☐ Other, please specify: Click here to enter text.

4.6.1.3. If QoS obligations are not met by operators/service providers which of the following sanctions can the regulator impose?
☐ Publicizing failures
☐ Stringent improvement plans
☐ Rebates to users
☐ Fines
☐ Additional price controls
☐ License suspension
☐ Criminal prosecution
☐ Other, please specify: Click here to enter text.

4.6.1.4. Please specify which of these sanctions have been applied:
☐ Publicizing failures
☐ Stringent improvement plans
☐ Rebates to users
☐ Fines
☐ Additional price controls
☐ License suspension
☐ Criminal prosecution
☐ Other, please specify: Click here to enter text.

4.6.2. Is there any regulation in place on traffic management (net neutrality)?
☐ Yes
☐ No

4.6.2.1. If Yes, in what legal instruments (legislation in force) is the concept defined?
☐ Broad overarching policy please specify: Click here to enter text.
☐ Law/legislation please specify: Click here to enter text.
☐ Regulation please specify: Click here to enter text.
☐ Other please specify: Click here to enter text.

4.6.3. Are there policies or regulations in place regarding zero-rating service offers?
☐ Yes, there are policies/ regulations explicitly allowing such offers
  Title of the policy regulation Click here to enter text.
  URL Click here to enter text.
  Year adopted Click here to enter text.
☐ Yes, there are policies/ regulations explicitly banning such offers
  Title of the policy regulation Click here to enter text.
  URL Click here to enter text.
  Year adopted Click here to enter text.
☐ No; however, such offers fall under the scope of general telecom/ICT laws and regulations
☐ No, there are no relevant policies/ regulations
☐ Other, please specify

4.7. Authorization/Licensing*

* Note: A license or authorization is issued to authorize a person to provide telecommunications services or to operate telecommunications facilities. Please describe the different licensing approaches that have been adopted in your country.

4.7.1. What types of licenses* are provided in your country:
☐ Service-specific individual licenses/concessions ; (i.e., each type of network or service requires a separate license; not including licenses for radio frequency spectrum and numbers)
  number of licenses issued Enter number.
☐ Multi-service individual licenses (i.e., several types of services are authorized under an individual or class license and there may be a distinction between infrastructure/facilities-based and non-facilities based services)
  number of licenses issued Enter number.
☐ Unified/global licenses (i.e., all electronic communications networks and services are permitted under a single authorization or license, regardless of whether they are facilities-based or non-facilities based services)
  number of licenses issued Enter number.
☐ General authorizations (Class licenses) (i.e., all electronic communications networks and services are permitted under a single authorization or license, regardless of whether they are facilities-based or non-facilities based services)
  number of licenses issued Enter number.
4.7.2. Is there a legal limit of the number of licenses
☐ Yes
☐ No
☐ For certain licenses, please explain: Click here to enter text.

4.7.3. Is minimum capital a requirement to obtain a licence?
☐ Yes
☐ No

4.7.3.1. If Yes, what is the amount?
Click here to enter text.

4.7.4. Are there other licensing criteria (e.g. mandatory performance requirements)?
☐ Yes
☐ No
☐ For certain licenses, please explain: Click here to enter text.

4.7.5. Are there conditions that differ for foreign-controlled operators?
☐ Yes
☐ No

4.7.6. Are licensing criteria publicly available?
☐ Yes
☐ No

4.7.7. Please describe your country’s authorization/licensing regime. Please indicate all license/authorization categories (e.g. carrier license) and sub-categories if applicable. If multiple subcategories apply, please provide information for each subcategory on a separate line. You can add as many lines as you need.

<table>
<thead>
<tr>
<th>Name of License/Authorization</th>
<th>Sub-category if applies</th>
<th>Authorization type</th>
<th>One-time licensing fee (entry fee)? If applicable, please state amount (in local currency)</th>
<th>Annual fee if applicable, please state amount (in local currency)</th>
<th>License duration (in years)</th>
<th>Number of licenses granted</th>
<th>Maximum number of licenses</th>
<th>Minimum capital requirement to obtain a licence (in local currency)</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Unified / Global License</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>None Amount Click here to enter text.</td>
</tr>
<tr>
<td>☐ Multi service</td>
<td></td>
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<td></td>
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<td></td>
<td>None Amount Click here to enter text.</td>
</tr>
<tr>
<td>☐ Multiservice individual license</td>
<td></td>
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<td>None Amount Click here to enter text.</td>
</tr>
<tr>
<td>☐ Service - specific individual license</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>None Amount Click here to enter text.</td>
</tr>
<tr>
<td>☐ General Authorization (Class License)</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>None Amount Click here to enter text.</td>
</tr>
<tr>
<td>☐ License Exempt</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>None Amount Click here to enter text.</td>
</tr>
<tr>
<td>☐ Simple notification</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>None Amount Click here to enter text.</td>
</tr>
</tbody>
</table>

| ☐ Unified / Global License    |                         |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ Multi service               |                         |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ Multiservice individual license |                       |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ Service - specific individual license |                  |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ General Authorization (Class License) |              |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ License Exempt             |                         |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ Simple notification        |                         |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |

<p>| ☐ Unified / Global License    |                         |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ Multi service               |                         |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ Multiservice individual license |                       |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ Service - specific individual license |                  |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ General Authorization (Class License) |              |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ License Exempt             |                         |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |
| ☐ Simple notification        |                         |                   |                                               |                                               |                            |                           |                           | None Amount Click here to enter text.      |</p>
<table>
<thead>
<tr>
<th></th>
<th>☐ Individual license</th>
<th>☐ General Authorization (Class License)</th>
<th>☐ License Exempt</th>
<th>☐ Simple notification</th>
<th>☐ More than 10</th>
<th>☐ None</th>
<th>☐ Amount Click here to enter text.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unified / Global License</td>
<td>☐ Multi service</td>
<td>☐ Multiservice individual license</td>
<td>☐ Service - specific individual license</td>
<td>☐ General Authorization (Class License)</td>
<td>☐ License Exempt</td>
<td>☐ Simple notification</td>
<td>☐ No limit exists</td>
</tr>
<tr>
<td>Unified / Global License</td>
<td>☐ Multi service</td>
<td>☐ Multiservice individual license</td>
<td>☐ Service - specific individual license</td>
<td>☐ General Authorization (Class License)</td>
<td>☐ License Exempt</td>
<td>☐ Simple notification</td>
<td>☐ No limit exists</td>
</tr>
<tr>
<td>Unified / Global License</td>
<td>☐ Multi service</td>
<td>☐ Multiservice individual license</td>
<td>☐ Service - specific individual license</td>
<td>☐ General Authorization (Class License)</td>
<td>☐ License Exempt</td>
<td>☐ Simple notification</td>
<td>☐ No limit exists</td>
</tr>
<tr>
<td>Unified / Global License</td>
<td>☐ Multi service</td>
<td>☐ Multiservice individual license</td>
<td>☐ Service - specific individual license</td>
<td>☐ General Authorization (Class License)</td>
<td>☐ License Exempt</td>
<td>☐ Simple notification</td>
<td>☐ No limit exists</td>
</tr>
</tbody>
</table>
4.7.8. Remarks
Click here to enter text.

4.7.9. For general authorization/class license services: what administrative formality is an operator required to perform before he is allowed to provide services that are class licensed?

Reply only if class license applies in your country

☐ Registration (prior to offering services)
☐ Simple notification
☐ Other, please explain: Click here to enter text.

4.7.10. Are licensing agreements publicly available?
☐ Yes
☐ No
If yes, indicate URL
Click here to enter text.

4.7.11. Are licensing requests publicly available?
☐ Yes
☐ No

4.7.12. Is information regarding the licensing process publicly available?
☐ Licensing criteria are publicly available
☐ Evaluation methodology is publicly available
☐ Other information is publicly available, please specify: Click here to enter text.
☐ No, information is not available

4.8. Interconnection

4.8.1. Regulatory Framework

4.8.1.1. Where are the regulations for interconnection set forth?
☐ Legislation
☐ Regulations (directives or codes)
☐ Licenses
☐ There are no interconnection regulations
☐ None of the above, please specify: Click here to enter text.

4.8.1.1.1. Please provide the URL where they can be found.
Click here to enter text.

4.8.1.2. Do you require any operators to publish Reference Interconnection Offers (RIO)?
☐ Yes
☐ No

4.8.1.2.1. If Yes, please specify which operators
☐ Dominant or Significant Market Power (SMP) operator
☐ Incumbent
☐ All operators
☐ None of the above, please specify: Click here to enter text.
4.8.1.2. Please provide the URL where these RIOs can be found.
Click here to enter text.

4.8.1.3. Is unbundled access to the local loop required?
☐ Yes
☐ No

4.8.1.3.1. If Yes, what type of local loop unbundling is required?
☐ Raw copper (full unbundling)
☐ Line sharing (or partial unbundling i.e. access to the high-frequency portion of the local loop)
☐ Bit stream (or wholesale) access
☐ Other, please specify: Click here to enter text.

4.8.2. Transparency

4.8.2.1. Are interconnection agreements made public?
☐ Yes
☐ No

4.8.2.1.1. If Yes, please provide the URL or where these agreements can be found.
Click here to enter text.

4.8.2.2. Are interconnection prices made public?
☐ Yes
☐ No

4.8.2.2.1. If Yes, please provide the URL or where these agreements can be found.
Click here to enter text.

4.9. Infrastructure sharing

4.9.1. Is infrastructure (towers, base stations, posts, ducts, etc.) sharing mandated?
☐ Yes
☐ No

4.9.2. Is infrastructure sharing for mobile operators permitted (e.g. Mobile Virtual Network Operators)?
☐ Yes
☐ No

4.9.3. Is co-location/site sharing mandated?
☐ Yes
☐ No

4.9.4. Remarks:
Click here to enter text.

4.9.5. Is granting of access and use to public telecommunications required by monopoly or dominant operators?
☐ Yes
☐ No

4.9.5.1. If Yes, is this regulated in terms of:
☐ Quality of Service
☐ Price
☐ Other, please specify: Click here to enter text.

4.9.5.2. If Yes, for which services:
☐ Fixed telephony
☐ Leased lines
☐ International gateway
☐ Other, please specify: Click here to enter text.

4.10. Spectrum Management

4.10.1. Are spectrum licences technology neutral?
☐ Yes
☐ No
☐ Some, please specify: Click here to enter text.
4.10.2. Does your country make information on spectrum available publicly (e.g. regulations and spectrum management table, spectrum fees, etc.)?
☐ Yes
☐ No

4.10.2.1. If Yes, please provide the URL.
Click here to enter text.

4.10.3. Does your country have a National Table of Frequency Allocations?
☐ Yes
☐ No

4.10.3.1. Is this table part of a regionally harmonized frequency allocation?
☐ Yes
Please specify: Click here to enter text.
☐ No

4.10.3.2. Is this frequency table freely available to the public?
☐ Yes
Indicate web link: Click here to enter text.
☐ No

4.10.4. Is Secondary Trading allowed?
"Secondary Trading": the trading of spectrum rights or licenses directly between original licensed holders and buyers or leasers.

☐ Yes
☐ No

4.10.4.1. Please indicate conditions and restrictions for secondary trading.
Click here to enter text.

4.10.4.2. Is a change of spectrum use permitted in the case of transfer?
☐ Yes
☐ No

4.10.4.2.1. Please explain procedures and conditions.
Click here to enter text.

4.10.5. Is spectrum sharing allowed?
"Spectrum sharing": refers to two or more radiocommunication services effectively using the same frequency band.
(ITU-R SM 1132-2).

☐ Yes
☐ No

4.10.5.1. Please indicate conditions and restrictions for spectrum sharing.
Click here to enter text.

4.10.5.2. Is a change of spectrum use permitted upon transfer?
☐ Yes
☐ No

4.10.5.2.1. Please explain procedures and conditions.
Click here to enter text.

4.10.6. Is refarming/ in-band migration allowed in your country?
☐ Yes
☐ No

4.10.7. How is spectrum refarming* financed in your country?
"Note: "Refarming" refers to the process of reallocating a Frequency Band from a Service to another one, and the subsidiary task of releasing such a Band from the current licensed networks of the older Service, by migrating them to other Frequency Band(s) and/or other technologic Option(s).

☐ New comer shall deal directly with migrating users (new license "as is")
☐ Cost of each refarming is explicitly included on fees of the corresponding new licenses
☐ Refarming is paid from the Licensing Authority’s Resources
☐ None of the above, please explain: Click here to enter text.

4.10.8. Is there any licence-exempt* regime for Wireless Broadband devices?

*Note: “Licence-exempt regime” covers radiocommunication devices exempt from individual licensing, as they have been already authorized in a general manner to operate under a specific regulatory framework (also named Generic Use Licensing, or similar; i.e. Wi-Fi devices).

☐ Yes
☐ No

4.10.8.1. Please specify the specific frequency range benefited with, for the following bands, and provide website with relevant info.

☐ Below 1 GHz, please specify: Click here to enter text.
☐ 2.4 GHz to 2.5 GHz, please specify: Click here to enter text.
☐ 5.2 GHz to 5.8 GHz, please specify: Click here to enter text.

4.10.9. Has the Spectrum for Digital Dividend* been reallocated in your country?

*Note: "Digital Dividend" refers to the spectrum to be released in the process of Analogue to Digital Television transition, and intended to be reallocated to mobile services, and then licensed to mobile operators.

☐ Yes
☐ No

4.10.9.1. In which year?
Click here to enter text.

4.10.9.2. Which frequency range(s)?
Click here to enter text.

4.10.9.3. To which service?
☐ Mobile
☐ Broadcasting
☐ Other, please specify: Click here to enter text.

4.10.9.4. If the Digital Dividend was reallocated for the mobile service, please indicate the frequency arrangement (named also “Band Plan”) that would be used.
Click here to enter text.

4.10.9.5. Has digital dividend spectrum been assigned or set aside for PPDR mobile services?

☐ Yes
☐ No

4.10.9.6. Please provide (estimated) date for reallocation of this spectrum and possible frequency ranges.
Click here to enter text.

4.11. Mobile Broadband

Please take note that this section asks the same set of questions for a common set of wireless and mobile broadband technologies. In order to avoid confusion, please refer to the ITU-R references for details and definitions of the respective technologies.

4.11.1. Have operators been assigned spectrum for the provision Mobile Broadband in your country (IMT services also known as 3G and 4G)?

By Mobile Broadband we refer to the following technologies as defined in ITU-R M.1457-1; also known as 3G: WCDMA, UTRA FDD, HSPA, CDMA 2000, UTRA TDD, TD-SCDMA, UWC 136, OFDMA TDD WMAN. And the following technologies as defined in ITU-R M.2012: LTE - Advanced, WirelessMAN - Advanced.

☐ Yes
☐ No

4.11.1.1. Please identify all 3rd and 4th Generation mobile operators that have been licensed
Click here to enter text.

4.11.1.2. Are geographic and/or population coverage requirements included in their licenses?

☐ Yes, please specify which: Click here to enter text.
☐ No

4.11.1.3. Do geographic and/or population coverage requirements include a reference to speed of the Internet connection?
☐ Yes, the requirements refer to the speed of a 2G connection
☐ Yes, the requirements refer to the speed of a 3G connection
☐ Yes, the requirements refer to the speed of a 4G connection
☐ No, there are no speed requirements associated with coverage targets
☐ Other, please specify: [Click here to enter text.]

4.11.1.4. What are the mechanisms for assigning spectrum for 3G (IMT-2000) services?
☐ First come, first served/ spectrum allocated as part of the licence
☐ Auction
☐ Beauty contest/ Tender
☐ Other, please explain: [Click here to enter text.]

4.11.1.5. What are the mechanisms for assigning spectrum for 4G (IMT) services?
☐ First come, first served/ spectrum allocated as part of the licence
☐ Auction
☐ Beauty contest/ Tender
☐ Other, please explain: [Click here to enter text.]

4.11.2. Have operators been assigned spectrum for the provision of WiMAX services in your country?
☐ Yes
☐ No

4.11.2.1. Please identify all WiMAX operators that have been licensed:
[Click here to enter text.]

4.11.2.2. Is this service commercially available?
☐ Yes
☐ No

4.11.2.3. What are the mechanisms for assigning spectrum for WiMAX services?
☐ First come, first served/ spectrum allocated as part of the licence
☐ Auction
☐ Beauty contest/ Tender
☐ Other, please explain: [Click here to enter text.]

4.11.3. Have operators been assigned spectrum for the provision of LTE services in your country?
☐ Yes
☐ No

4.11.3.1. Please identify all LTE operators that have been licensed:
[Click here to enter text.]

4.11.3.2. Is this service commercially available?
☐ Yes
☐ No

4.11.3.3. What are the mechanisms for assigning spectrum for LTE services?
☐ First come, first served/ spectrum allocated as part of the licence
☐ Auction
☐ Beauty contest/ Tender
☐ In-band migration
☐ Other, please explain: [Click here to enter text.]

4.11.4. Have operators been assigned spectrum for the provision of 4G services in your country?
☐ Yes
☐ No

4.11.4.1. Please identify all 4G operators that have been licensed:
[Click here to enter text.]

4.11.4.2. Is this service commercially available?
☐ Yes
☐ No

4.11.4.3. What are the mechanisms for assigning spectrum for 4G services?
☐ First come, first served/ spectrum allocated as part of the licence
☐ Auction
☐ Beauty contest/ Tender
4.12. Digital identity

4.12.1. Are telecommunication/ICT operators/service providers subject to Know Your Customer (KYC) requirements?
☐ Yes
☐ No

4.12.1.1. If yes, which operators/service providers are subject to KYC requirements?
☐ All operators
☐ Mobile cellular operators
☐ Mobile Virtual Network Operators (MVNOs)
☐ Internet Service Providers (ISPs)
☐ Online service providers (OTTs/OSPs), please specify
☐ Other, please specify Click here to enter text.

4.12.1.2. If yes, do these requirements apply to (check all that applies):
☐ Nationals
☐ Foreign residents
☐ Tourists/visitors
☐ Refugees

4.12.2. Is there a national digital identity system/programme in place?
☐ Yes
☐ No

4.12.2.1. If yes, are mechanisms in place to ensure consistency between KYC requirements for Mobile Network Operators and national identity systems/programmes?
☐ Yes
☐ No

4.12.2.2. If yes, please describe those mechanisms?
Click here to enter text.

4.12.2.3. Do these mechanisms also include provisions for foreign nationals, including refugees?
☐ Yes
☐ No

4.12.3. Which national agency has the lead on the national digital identity system?
☐ The telecommunications/ICT regulator
☐ The national data protection agency
☐ Ministry of Interior Affairs
☐ Other, please specify Click here to enter text.

4.12.4. Remarks:
Click here to enter text.

4.13. Numbering

4.13.1. Is number portability required from fixed-line operators?
☐ Yes
☐ No

4.13.1.1. If yes, is this service currently available to fixed subscribers?
☐ Yes
☐ No

4.13.1.2. If yes, are time and/or other conditions for porting regulated?
☐ Yes
☐ No

4.13.2. Is number portability required from mobile operators?
☐ Yes
☐ No
4.13.2.1. If yes, is this service currently available to mobile subscribers?
☐ Yes
☐ No

4.13.2.2. If yes, are time and/or other conditions for porting regulated?
☐ Yes
☐ No

4.13.3. Remarks:
Click here to enter text.

5. Universal Service/Access

5.1. Universal Service/Access Policy

5.1.1. Has your country adopted a universal access/service policy or rural telecoms development policy (as a policy of its own or as part of a wider policy)?
☐ Yes
☐ No

If yes, please indicate website where universal access/service policy and regulation are made available:
Click here to enter text.

5.1.2. Has your country defined universal access/service?
☐ Yes
☐ No

If Yes, please indicate which services are included in the definition:

5.1.2.1. Basic services
☐ Voice telephony services
☐ Fixed line private residential service
☐ Fixed line public payphone service
☐ Individual mobile cellular service
☐ Public mobile payphone service

5.1.2.2. Internet services
☐ Dial-up or unspecified Internet access
☐ Broadband

5.1.2.3. Other services
☐ Telecentres
☐ Schools (primary, secondary post-secondary): Click here to enter text.
☐ Health centers: Click here to enter text.
☐ Special services for persons with disabilities and elder persons
☐ Women and girls
☐ Refugees and displaced persons
☐ Directory services
☐ Other, please specify: Click here to enter text.

5.1.3. Please indicate which operators are under the obligation to provide universal access/service:(please check all that apply)
☐ All operators
☐ All network/facilities-based operators
☐ All service-based providers
☐ Incumbent fixed line operator(s)
☐ Fixed-line operators
☐ Fixed-line operators with significant market power/dominance
☐ Mobile operators
☐ Mobile operators with significant market power/dominance
☐ Satellite operators
☐ ISPs
☐ Designated Universal Service Provider
☐ None/ there are no obligations in place
☐ None because obligations are allocated on a competitive basis
☐ None of the above, please explain: Click here to enter text.
5.1.4. Please indicate how the operator(s) finance their universal access/service or universal obligations
☐ Cross-subsidy between own services (internal financing)
☐ Direct subsidy from government
☐ Universal service funds
☐ Pay or play
☐ Access interconnection charges
☐ Public-private partnerships
☐ Other, please explain: Click here to enter text.

5.2. Universal Service Fund

Answer this section only if your country has established a Universal Service Fund

5.2.1. Does your country have an operational Universal Service Fund? (i.e. one that has begun collecting or disbursing funds)?
☐ Yes
☐ No

5.2.1.1. Since when is the fund operational?
Click here to enter text.

5.2.1.2. Are there plans to establish one?
☐ Yes
☐ No

5.2.1.2.1. If Yes, when?
Click here to enter text.

5.2.2. Please indicate the total amount collected so far (in local currency).
Click here to enter text.

5.2.3. Please indicate the total amount allocated/disbursed so far (in local currency).
Click here to enter text.

5.2.4. Please indicate the activities/projects that the Fund has financed so far (how the funds have been used)
☐ Connecting schools (primary, secondary, post-secondary, universities, specialized training, institutions, etc.)
☐ Multi-purpose telecenters
☐ Connecting local government offices
☐ Connecting public places through Wi-Fi
☐ Connecting small businesses in rural areas
☐ Connecting urban peripheries
☐ Connecting persons with disabilities
☐ Promoting digital inclusion of women
☐ Connecting refugees and displaced persons
☐ Other, please specify: Click here to enter text.

5.2.5. Please indicate below which telecommunication operators and/or service providers are required to contribute to the fund?
☐ All operators
☐ All network/facilities-based operators
☐ All service-based providers
☐ Incumbent fixed line operator(s)
☐ Fixed-line operators
☐ Fixed-line operators with significant market power/dominance
☐ Mobile operators
☐ Mobile operators with significant market power/dominance
☐ Satellite operators
☐ ISPs
☐ None
☐ None of the above, please explain: Click here to enter text.

5.2.6. How are contribution amounts calculated?
☐ Percentage of total gross revenues (turnover), percentage: Click here to enter text.
☐ Percentage of net revenues, percentage: Click here to enter text.
☐ Set amount (flat rate), amount in local currency: Click here to enter text.
☐ Other, please indicate: Click here to enter text.

5.2.7. Is the Universal Service Fund financed by other sources?
☐ Yes
☐ No
If Yes, please indicate which services are included in the definition:

5.2.7.1. If Yes, please specify percentage of Fund financed by source(s) below
☐ Government budget, percentage: Click here to enter text.
☐ Levies on subscribers, percentage: Click here to enter text.
☐ Proceeds from telecommunication privatizations, percentage: Click here to enter text.
☐ Proceeds from spectrum auctions, percentage: Click here to enter text.
☐ Proceeds from telecommunication licence/concession payments, percentage: Click here to enter text.
☐ Funding from international agencies, percentage: Click here to enter text.
☐ Other, percentage: Click here to enter text. Please specify: Click here to enter text.

5.2.8. Who is the Managing Authority of the fund?
☐ Regulatory Authority
☐ Government Agency, please specify: Click here to enter text.
☐ Separate Board/Committee under the auspices of Regulatory Authority or Government Representatives, please specify: Click here to enter text.
☐ Separate and Independent Agency, please specify: Click here to enter text.
☐ None of the above, please specify: Click here to enter text.

5.2.9. Are operators represented on the Board/Committee?
☐ Yes
☐ No

5.3. Other financial mechanisms

5.3.1. Has your country established any other financing mechanisms (e.g., special rural access concessions, tax incentives, etc.) for the provision of universal service/access?
☐ Yes
☐ No

5.3.1.1. If Yes, please explain: Click here to enter text.

5.3.2. Do municipal network initiatives exist in your country?
☐ Yes
☐ No

5.3.2.1. If Yes, please give the name of the initiative(s): Click here to enter text.

5.3.3. Are there measures to stimulate demand of services among low-income users or target groups (e.g., youth, students, elderly, the disabled)?
☐ Operators or service providers are required to offer “social tariffs” to eligible subscribers
☐ Government/public sector offers end-user subsidies (e.g., for a handset, subscription fee)
☐ Specific measures to extend access to ICTs to refugees and displaced persons
☐ Other, please specify: Click here to enter text.
☐ No such measures exist.

5.3.3.1. Remarks: Click here to enter text.

5.4. Broadband plan

5.4.1. Has your country adopted an overall national development strategy, digital agenda or economic stimulus strategy including broadband?
☐ Yes
☐ No

5.4.2. Has your country adopted a national overarching ICT policy or Master Plan?
☐ Yes
5.4.3. Has your country adopted any ICT policy that includes broadband?
☐ Yes
☐ No

5.4.3.1. What is the name of the policy?
Click here to enter text.

5.4.4. Has your country adopted a national broadband plan/initiative/strategy?
☐ Yes
☐ No

5.4.4.1. Are there plans to adopt a national plan?
☐ Yes
☐ No

If Yes, date: Click here to enter text.

5.4.4.2. When was the plan adopted?
Click here to enter text.

5.4.4.3. What is the name of the plan (initiative, strategy)?
Click here to enter text.

5.4.4.4. Please indicate the website where the plan is made available:
Click here to enter text.

5.4.4.5. What is the timeframe for the implementation of the plan?
Click here to enter text.

5.4.4.6. What are the goals of the plan?
☐ Build nationwide broadband infrastructure
☐ Connect per cent of households with broadband: Click here to enter text.
☐ Promote the adoption of broadband services and applications
☐ Promote the provision of public services using broadband, such as:
    ☐ Education (incl. m/e-education)
    ☐ Health (incl. m/e-health/telemedicine)
    ☐ m/e-government
    ☐ m/e-business
    ☐ Other, please select & fill in ‘Remark’ field below
☐ Promote the provision of broadband services to specific populations:
    ☐ Youth
    ☐ Persons with disabilities
    ☐ Women and girls
    ☐ Other, please select & fill in ‘Remark’ field below
☐ Funding nonprofit anchor institutions (e.g., universities, libraries) or an National research and education network (NREN)
☐ Others, please specify: Click here to enter text.

Remarks:
Click here to enter text.

5.4.4.7. Please indicate the name of the government agency or agencies (e.g., regulator, competition authority) that administer the plan:
Click here to enter text.

5.4.4.8. Please indicate below by what means is the plan financed
☐ Dedicated broadband development fund
☐ Universal service fund
☐ Government grants of other direct financial subsidies
☐ Public-private partnerships (PPPs)
☐ Other, please specify: Click here to enter text.

5.4.4.9. Please indicate the total amount (with currency unit) that has been allocated to the implementation of the plan so far:
Click here to enter text.

5.4.4.10. Please indicate the total amount (with currency unit) that has been disbursed in the implementation of the plan so far:
Click here to enter text.

5.5. Regulatory incentives for ICT infrastructure deployment
5.5.1. Are there regulatory incentives targeted at operators?
☐ Yes, for all operators
☐ Yes, for operators in rural areas
☐ Yes, for universal service operators
☐ Yes, for other operators (please specify): Click here to enter text.
☐ No, there are no targeted incentives

5.5.2. What kind of targeted incentives apply?
☐ Reduced regulatory fees
☐ Longer/cheaper licences
☐ Tax holidays (or tax credits, accelerated depreciation of assets)
☐ Export subsidies/ import entitlements
☐ Other (please specify): Click here to enter text.
☐ None

5.5.3. Does an official register or a mapping exist in your country of all telecommunication/ICT infrastructure?
If yes, please provide URL
☐ Yes URL: Click here to enter text.
☐ No
☐ For some of the infrastructure (please specify): Click here to enter text.

6. Sector Structure

6.1. Concept of Dominance/ Significant Market Power (SMP)

6.1.1. Does your national anti-trust/competition law recognize the concept of “dominance” or Significant Market Power (SMP)?
☐ Yes
☐ No

If not, will it be defined and when?
Click here to enter text.

6.1.2. In what legal instruments (legislation in force) is the concept defined?
☐ ICT/Electronic communications law
☐ General competition/anti-trust law
☐ ICT competition law
☐ Other, please specify: Click here to enter text.

6.1.2.1. Please give the website where it is available: Click here to enter text.

6.1.3. What criteria are used in determining “dominance” or SMP?
☐ Geographical
☐ Market share in terms of number of subscribers (or revenues) for the type of market in question (specify in %): Click here to enter text.
☐ Control of essential facilities allowing access to the end user
☐ Easy access to financial resources
☐ The strength of the countervailing power of consumers
☐ Economies of scale and scope
☐ Barriers to entry
☐ Potential competition
☐ Other, please specify: Click here to enter text.

6.1.4. What are the most common ex ante obligations imposed on operators or providers?
☐ Transparency (e.g. publishing RIO and RUO)
☐ Non discrimination
☐ Interconnection and access obligations
☐ Regulatory accounting
☐ Accounting separation
☐ Price control
☐ No ex ante obligations are in place
☐ Other, please specify: Click here to enter text.

6.1.5. Is the status of “dominance” or SMP periodically reviewed?
☐ Yes
☐ No

6.1.6. If the status of “dominance” or SMP is periodically reviewed, how often does such review take place?
☐ Every year
6.2. Operational / Functional Separation

6.2.1. Is accounting separation required?
☐ Yes
☐ No
☐ In some cases, please specify: Click here to enter text.

6.2.1.1. If yes, please explain to whom it applies (which kind of operators) and name them?
Click here to enter text.

6.2.2. Is functional separation of SMP/dominant network operator(s) required by law in your country?
☐ Yes
☐ No

6.2.2.1. Please indicate the website where the law/regulation on functional separation can be found:
Click here to enter text.

6.2.2.2. If Yes, please indicate the name of the SMP/Dominant operator(s) that are subject to this regulatory measure:
Click here to enter text.

6.3. Status of the main fixed-line operator(s)

Please fill in the appropriate table below for either 100% state-owned, or partially-or-fully privately-owned fixed-line operator(s).

<table>
<thead>
<tr>
<th>Operator name</th>
<th>Is the operator corporatized?</th>
<th>Does the government intend to privatize the operator?</th>
<th>If the operator will be corporatized in the future, please forecast the year</th>
<th>If currently in the process of being privatized, please indicate the percentage that will be made available for private ownership</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes, the operator is currently in the process of being privatized ☐ Yes, the operator will be privatized in the future ☐ No, there is no intention to privatize</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes, the operator is currently in the process of being privatized ☐ Yes, the operator will be privatized in the future ☐ No, there is no intention to privatize</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes, the operator is currently in the process of being privatized ☐ Yes, the operator will be privatized in the future ☐ No, there is no intention to privatize</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6.3. Does the Government also controls another line of business (e.g. mobile)?
☐ Yes
☐ No

6.3.4. Is there a joint-venture requirement?
☐ Yes
☐ No
☐ In some segments, please specify: Click here to enter text.

6.3.5. Other fixed-line operator(s) partially or totally privately-owned

* Note: Please complete the table above following the definitions provided below: 1) State-owned incumbent: incumbent that has remained 100% government-owned since its creation or has been re/nationalized. 2) Partially private/privatized incumbent: incumbent that has a portion of its shares sold to either a private operator or to the public (e.g., through Initial Public Offerings or Employee Stock Ownership Plan), with the government remaining one of its shareholders. 3) Fully private/privatized incumbent: incumbent that is 100% private, either as a result of a privatization or created as such.

<table>
<thead>
<tr>
<th>Operator name</th>
<th>Is the operator the incumbent?</th>
<th>Degree of private ownership</th>
<th>Indicate percentage of private ownership</th>
<th>Indicate date of first privatization phase</th>
<th>Percent sold during first privatization phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Yes ☐ No</td>
<td>☐ Minority ownership (less than 50%) ☐ Majority ownership (more than 50%) ☐ 100% private</td>
<td>☐ Minority ownership (less than 50%) ☐ Majority ownership (more than 50%) ☐ 100% private</td>
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</tr>
<tr>
<td>☐ Yes ☐ No</td>
<td>☐ Minority ownership (less than 50%) ☐ Majority ownership (more than 50%) ☐ 100% private</td>
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</tr>
<tr>
<td>☐ Yes ☐ No</td>
<td>☐ Minority ownership (less than 50%) ☐ Majority ownership (more than 50%) ☐ 100% private</td>
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<td>☐ Minority ownership (less than 50%) ☐ Majority ownership (more than 50%) ☐ 100% private</td>
</tr>
</tbody>
</table>

6.4. Foreign Sector Participation

What is the maximum foreign participation or ownership permitted for (%):

6.4.1. Is there a law/act/regulation that addresses foreign participation and ownership in the ICT sector?
☐ Yes
☐ No

6.4.2. Is there any restriction to foreign participation or ownership in the ICT sector?
☐ Yes
☐ No

6.4.3. Facilities-based operators:
☐ No restriction (100%)
☐ Controlling interest (51%-99%)
☐ 50%
☐ Minority interest (1%-49%)
☐ No foreign ownership allowed
6.4.4. Spectrum-based operators:
☐ No restriction (100%)
☐ Controlling interest (51%-99%)
☐ 50%
☐ Minority interest (1%-49%)
☐ No foreign ownership allowed

6.4.5. Local service operators:
☐ No restriction (100%)
☐ Controlling interest (51%-99%)
☐ 50%
☐ Minority interest (1%-49%)
☐ No foreign ownership allowed

6.4.6. Long-distance service operators:
☐ No restriction (100%)
☐ Controlling interest (51%-99%)
☐ 50%
☐ Minority interest (1%-49%)
☐ No foreign ownership allowed

6.4.7. International service operators:
☐ No restriction (100%)
☐ Controlling interest (51%-99%)
☐ 50%
☐ Minority interest (1%-49%)
☐ No foreign ownership allowed

6.4.8. Value-added service providers:
☐ No restriction (100%)
☐ Controlling interest (51%-99%)
☐ 50%
☐ Minority interest (1%-49%)
☐ No foreign ownership allowed

6.4.9. Internet Service Providers (ISPs):
☐ No restriction (100%)
☐ Controlling interest (51%-99%)
☐ 50%
☐ Minority interest (1%-49%)
☐ No foreign ownership allowed

6.4.10. Other categories:
☐ No restriction (100%) please specify: Click here to enter text.
☐ Controlling interest (51%-99%) please specify: Click here to enter text.
☐ 50% please specify: Click here to enter text.
☐ Minority interest (1%-49%) please specify: Click here to enter text.
☐ No foreign ownership allowed please specify: Click here to enter text.

6.4.11. Do national, state or provincial government have special voting rights (e.g. golden shares) in foreign firms in the sector?
☐ Yes
☐ No
☐ In some cases, please specify: Click here to enter text.

6.4.12. With regard to areas such as interconnection, spectrum allocation, numbering, universal access or else, are there different provisions/requirements for foreign applicants/suppliers/licensees?
☐ Yes
☐ No

6.4.12.1. If yes, please list the differences:
Click here to enter text.

6.4.13. Is the establishment of a new operator by a foreign investor allowed?
☐ Yes
☐ No
☐ In some segments, please specify: Click here to enter text.

6.4.13.1. If yes, what is maximum percentage allowed?
Click here to enter text.
### 6.5. Level of Competition

#### 6.5.1. Level of Competition

Please complete the following table by checking the relevant level of competition and if the market was open to some form of competition, the date at which competition was introduced (partial or full). Note: Monopoly = service provided exclusively by one operator; Partial competition = regulatory framework limits the number of licensees; Full competition = any company can be licensed to provide the service, no limit on number of licensees. N/A not available.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Monopoly</th>
<th>Partial competition (year when competition was introduced)</th>
<th>Full competition (year when competition was introduced)</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSS (Satellite TV)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cable modem</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cable Television</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domestic fixed long distance</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DSL</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fibre</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed satellite services (FSS)</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed Wireless Broadband</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International fixed long distance</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Gateways</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet services</td>
<td>Monopoly</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Leased Lines</td>
<td>Monopoly</td>
<td></td>
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<td>Local fixed line services</td>
<td>Monopoly</td>
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<tr>
<td>Mobile</td>
<td>Monopoly</td>
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</tbody>
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## 7. Current Regulatory Issues

### 7.1. Accessible ICTs

7.1.1. Have you established a regulatory framework to ensure ICT accessibility for persons with disabilities? If so, please indicate which areas are addressed by your ICT accessibility regulatory framework (Check as many as are established):

- [ ] Mobile communications accessibility
- [ ] Television/video programming accessibility
- [ ] Web accessibility
- [ ] Public ICT accessibility (e.g. payphones and telecentres)
- [ ] Public procurement of accessible ICTs
- [ ] Other, please specify: [Click here to enter text.](#)

- [ ] There is no framework in place for the time being.

### 7.2. E-Applications

7.2.1. Does the Telecom/ICT regulator (or the entity in charge of regulation in the sector) have responsibilities related to e-applications and/or m-applications (e.g., e-health, e-education, e-agriculture, e-commerce)?

- [ ] Yes
- [ ] No

7.2.1.1. If yes, please specify:

[Click here to enter text.](#)

7.2.1.2. If No, who is responsible for/involved in the area of e-applications in your country?

- [ ] Sector Ministry
- [ ] Other Ministry, please specify: [Click here to enter text.](#)
- [ ] Specialized agency, please specify: [Click here to enter text.](#)
- [ ] Other, please specify: [Click here to enter text.](#)

7.2.2. Has your country adopted any policy/legislation/regulation related to e-applications and/or m-applications?

- [ ] Yes
- [ ] No

7.2.2.1. If Yes, please indicate which area(s) they address

- [ ] Government services
- [ ] Business/enterprise services
- [ ] Employment
- [ ] Education and learning
- [ ] Health
- [ ] Environment
- [ ] Agriculture
- [ ] Science
- [ ] Near field communications (NFC)
- [ ] Financial services/banking
- [ ] Advertising
7.3. Over-the-top players (OTTs)*

*Note: For the purposes of this survey, over-the-top players or OTTs are defined as companies which do not own telecom infrastructure. They provide free or premium services over the open Internet without necessarily having a contractual relationship with end-users. They do not necessarily have agreements or other contractual relationship with network providers neither. They have global reach and may or may not be subject to specific national regulations.

7.3.1. Does the Telecom/ICT regulator (or the entity in charge of regulation in the sector) have the jurisdiction to regulate Over-the-Top players (OTTs, e.g., companies producing Internet content, value-added services providers)?

- Yes
- No

7.3.1.1. If yes, please specify:

Click here to enter text.

7.3.2. Has your country adopted any policy/legislation/regulation related to OTTs?

- Yes
- No

7.3.2.1. If Yes, please indicate which area[s] they address:

- Two-sided markets/ Digital platforms
- Social media
- Content Delivery Networks (CDNs)
- Other, please specify: Click here to enter text.

7.3.1.2. If no, are there plans to adopt a regulatory framework for OTTs?

- Yes
- No

7.4. Internet of things

7.4.1. Does the telecom/ICT regulator (or the entity in charge of regulation in the sector) have responsibilities related to Internet of Things (IoT)/ Machine-to-Machine communications (M2M) or do IoT/ M2M fall under the scope of services regulated by the telecom/ICT regulator?

- Yes
- No

7.4.1.1. If yes, please specify:

Click here to enter text.

7.4.2. Has your country adopted any policy/legislation/regulation related to IoT or M2M?

- Yes
- No

7.4.2.1. If no, are there plans to adopt a regulatory framework for IoT and/or MTC?

- Yes
- No

7.4.2.1.1. If Yes, please indicate which area[s] they address:

- Internet of Things
- Machine-to-Machine communications
- Smart Cities
- Smart Health
- Other, please specify: Click here to enter text.

7.5. Cybersecurity
Please provide below a list of entities involved in cybersecurity initiatives in your country. Please add additional organization references below as required.

7.5.1. Is the Telecom/ICT regulator (or the entity in charge of regulation in the sector) responsible for cybersecurity matters?
☐ Yes
☐ No

7.5.1.1. If Yes, please indicate in which area(s):
☐ Cybercrime
☐ Data protection
☐ Online privacy
☐ Online fraud
☐ Online gambling & gaming
☐ Child online protection
☐ Critical information infrastructure protection
☐ Network security
☐ Spam
☐ Other, please specify: Click here to enter text.

7.5.1.2. If No, please provide contact details for the entity(ies) in charge:
Name of the entity Click here to enter text.
Area of responsibility/activity Click here to enter text.
Entity’s website Click here to enter text.
Name of the focal point Click here to enter text.
Email of the focal point Click here to enter text.
Name of the entity Click here to enter text.
Area of responsibility/activity Click here to enter text.
Entity’s website Click here to enter text.
Name of the focal point Click here to enter text.
Email of the focal point Click here to enter text.
Name of the entity Click here to enter text.
Area of responsibility/activity Click here to enter text.
Entity’s website Click here to enter text.
Name of the focal point Click here to enter text.
Email of the focal point Click here to enter text.

7.5.2. Has your country adopted cybersecurity related legislation/regulation?
☐ Yes
☐ No

7.5.3. Please indicate if you have any legislation/regulation which address:
☐ Cybercrime
☐ Data protection
☐ Online privacy
☐ Online fraud
☐ Online gambling & gaming
☐ Child online protection
☐ Critical information infrastructure protection
☐ Network security
☐ Spam
☐ Other, please specify: Click here to enter text.

7.6. Counterfeiting
7.6.1. Does the Telecom/ICT regulator (or the entity in charge of regulation in the sector) have responsibilities related to ICT counterfeiting (e.g., fake mobile phones, smartphones, computers, any network or other computing equipment components)?
☐ Yes
☐ No

7.6.1.1. If yes, please specify:
Click here to enter text.

7.6.2. Has your country adopted any policy/legislation/regulation related to ICT counterfeiting?
☐ Yes
☐ No

7.6.2.1. If Yes, please indicate which area(s) they address:
Click here to enter text.

7.6.2.2. If no, are there plans to adopt a regulatory framework for ICT counterfeiting?
☐ Yes
☐ No

7.7. Cloud computing

7.7.1. Does the Telecom/ICT regulator (or the entity in charge of regulation in the sector) have responsibilities related to cloud computing (e.g., Infrastructure as a Service (IaaS), Communications as a Service (CaaS), Data Storage as a Service (DSaaS), else)?
☐ Yes
☐ No

7.7.1.1. If yes, please specify:
Click here to enter text.

7.7.2. Has your country adopted any policy/legislation/regulation related to cloud computing?
☐ Yes
☐ No

7.7.2.1. If Yes, please indicate which area(s) they address:
Click here to enter text.

7.7.2.2. If no, are there plans to adopt a regulatory framework for cloud computing?
☐ Yes
☐ No

7.8. IP Telephony (VoIP)

7.8.1. Does your country have policies or regulations in place that deal with Voice over IP (VoIP)?
☐ Yes
☐ No

7.8.1.1. If Yes, what is the title of this policy/regulation?
Click here to enter text.

7.8.1.1.1. Please provide the website where these can be found:
Click here to enter text.

7.8.1.2. If No, is VoIP subject to general ICT laws and regulations (e.g, there are no laws or regulations specific to VoIP)?
☐ Yes
☐ No

7.8.1.3. Remarks, if any:
Click here to enter text.

7.8.2. Is the provision of VoIP services legal in your country?
☐ Yes
☐ No

7.8.2.1. If No, is your country planning to legalize VoIP?
☐ Yes, if Yes, when? Click here to enter text.
☐ No

7.8.3. Are VoIP providers subject to obligations to contribute to universal service/access?
☐ Yes
7.8.4. Are VoIP providers subject to obligations to provide access to emergency services?
☐ Yes
☐ No

7.8.5. Are VoIP providers allocated PSTN numbers to assign to users?
☐ Yes
☐ No

7.8.5.1. If No, is there a specific number range for VoIP services?
☐ Yes
☐ No

7.8.6. Are individual users allowed to make voice over IP (VoIP) or Internet telephony phone calls?
☐ Yes
☐ No

8. Future Plans

8.1. What significant reforms are planned or anticipated over the next two years (e.g. changes to the licensing regime, introduction of spectrum trading, etc.)?
Click here to enter text.

9. Questions and Feedback

We appreciate your participation in this survey. Please complete and return the survey before 1 March 2018.
For more information on this and other ITU regulatory initiatives, you may consult www.itu.int/treg.

9.1. Please provide feedback, comments, and suggestions on how this survey may be improved. Thank you!
Click here to enter text.