

ITU WORKSHOP ON TELECOMMUNICATION SERVICE QUALITY

Implementation of Recommendation E.803

BANJUL, THE GAMBIA 13 – 14 MARCH 2023

ANOS



The Recommendation

Scope

Measurement Methodologies

Opinion rating by expert panels

KPIs.

Consumer Protection Regulation

Challenge – Metering and Billing Challenge

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THE RECOMMENDATION

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

E.803

(07/2022)

SERIES E: OVERALL NETWORK OPERATION,
TELEPHONE SERVICE, SERVICE OPERATION AND
HUMAN FACTORS

Quality of telecommunication services: concepts, models,
objectives and dependability planning – Terms and
definitions related to the quality of telecommunication
services

**Quality of service parameters for supporting
service aspects**

Recommendation ITU-T E.803

Quality of service (QoS) [b-ITU-T E.800]: Totality of characteristics of a telecommunications service that bear on its ability to satisfy stated and implied needs of the user of the service.

Recommendation ITU-T E.803 deals with the quality of service (QoS) parameters that could be of primary interest and concern to the customers and users of ICT services who wish to **compare the performances of service providers (SPs) of the information and communications technology (ICT) services during the non-utilization stages of such services and secondarily to regulators and service providers**

SCOPE

This Recommendation identifies non-utilization stages and lists several QoS parameters from which a selection may be made for the customer to assess the performance of the provider as follows:

- ❖ The quality and content of information on a service and its features,
- ❖ The contractual conditions offered by the service provider,
- ❖ Provisioning facilities,
- ❖ Documentation, and
- ❖ Service support after the contract

SCOPE

Quality of Service	QoS Non-Utilization Stage)	QoS (Utilization Stage)
	<ul style="list-style-type: none"> A.1 Preliminary information A.2 Contractual matters A.3 Provision of services A.4 Service alteration A.5 Technical upgrade A.6 Documentation of services A.7 Technical support A.8 Commercial support A.9 Complaint management A.10 Repair services A.11 Metering, charging and billing A.12 Network/service management by the customer A.13 Cessation of service 	<ul style="list-style-type: none"> Network Availability Network Accessibility Service Accessibility Service Retainability Service Integrity



Measurement Methodologies

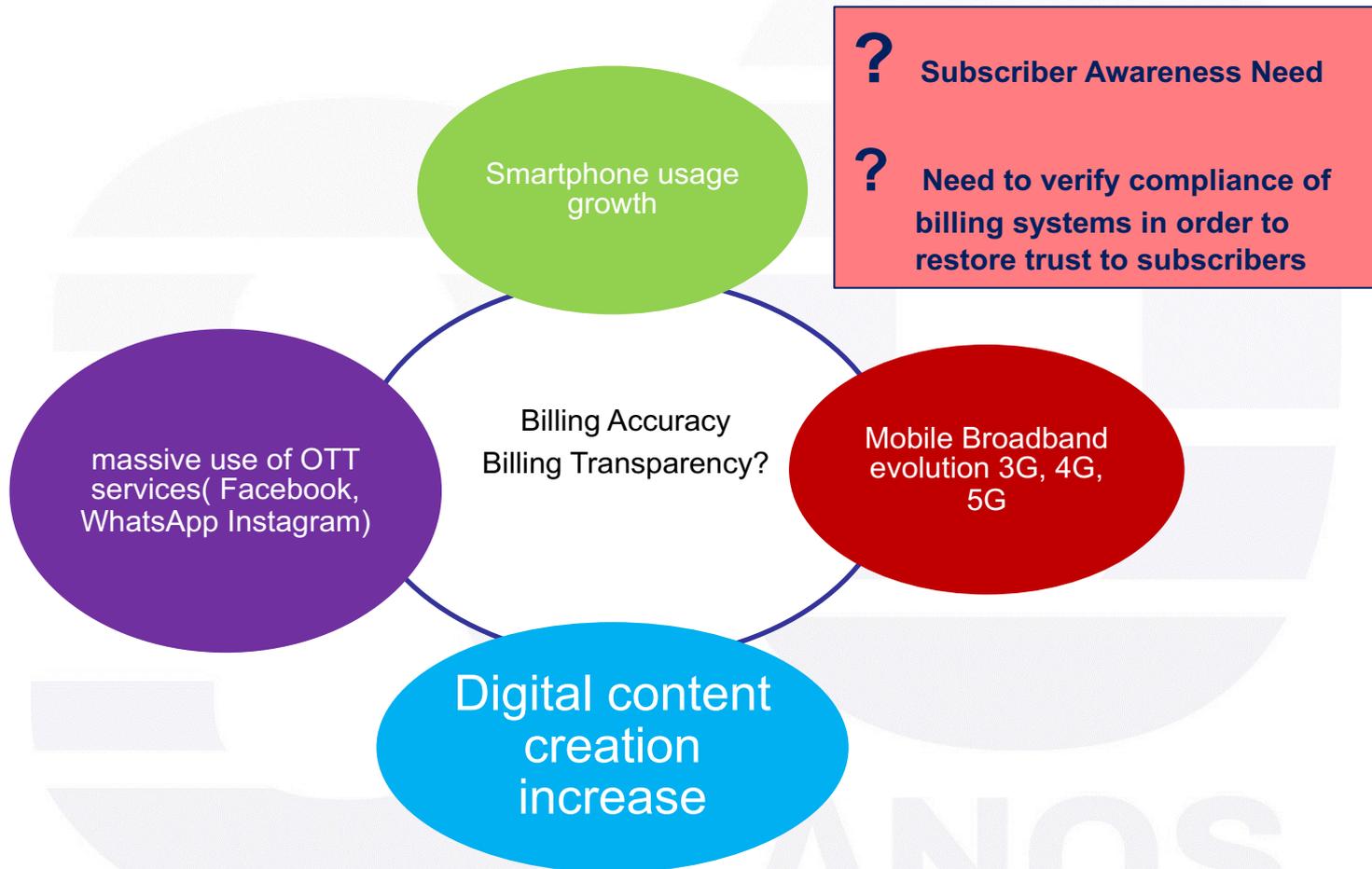
OUT OF 89 PARAMETERS. When selecting a set of QoS parameters to compare the performance of Service Providers, it is necessary to only focus on those that are of relevance, and which may be restricted to as few as 5 to 15.

- ❖ Data held in the Service Provider systems,
- ❖ Customer surveys,
- ❖ Opinion rating (OR) by expert panels.

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BILLING TRANSPARENCY



Opinion rating by expert panels

No	Auditing Process	Expected Result
1	INFORMATION RELATING TO TARIFFS	Before a customer is enrolled for any telecommunication service, he shall be provided the detailed information relating to the tariff applicable for that service.
2	PROVISION OF THE SERVICE	The services provided to the customer and all subsequent changes therein shall be those agreed with him in writing prior to providing the service or changing its provisions.
3	BILLING ACCURACY	All rates that apply to the subscriber must be consistent with the published rates.
4	COMPLAINT HANDLING	The service provider shall have a documented process for identifying, investigating and dealing with billing complaints and creating appropriate records



KPIs.

- ❖ Supply time for initial connection
- ❖ Percentage of billing complaints resolved within 15 days
- ❖ Time to Repair
- ❖ Percentage of fault repairs on time
- ❖ Call Centre Operator Response
- ❖ Call center answer success rate
- ❖ Complaint Resolution Time
- ❖ Customer Service Point Delay
- ❖ Average Time for Installation, Repair and Change of Address

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Consumer Protection Regulation

- ❖ Provision of service
- ❖ Billing
- ❖ Cessation of service
- ❖ Customer care
- ❖ Documentation and publication process related to Tariffs
- ❖ Compensation

Quarta-feira, 22 de Maio de 2019

I SÉRIE — Número 98



BOLETIM DA REPÚBLICA

PUBLICAÇÃO OFICIAL DA REPÚBLICA DE MOÇAMBIQUE

IMPRESA NACIONAL DE MOÇAMBIQUE, E. P.

Regulamento de Protecção do Consumidor do Serviço de Telecomunicações

AVISO

A matéria a publicar no «Boletim da República» deve ser remetida em cópia devidamente autenticada, uma por cada assunto, donde conste, além das indicações necessárias para esse efeito, o avvertamento seguinte, assinado e autenticado: **Para publicação no «Boletim da República».**

CAPÍTULO I

Disposições Gerais

Artigo 1

(Definições)

O significado dos termos e expressões utilizados no presente Regulamento constam do glossário em anexo e que são parte integrante do presente Regulamento.

Artigo 2

(Objeto)

O presente Regulamento estabelece o regime jurídico aplicável à protecção dos consumidores do serviço de telecomunicações, sem prejuízo do que estabelece a Lei de Defesa do Consumidor e a Lei das Telecomunicações sobre a matéria do consumidor.

Artigo 3

(Âmbito de aplicação)

O presente Regulamento aplica-se aos operadores de televisão, telefonia, dados, vídeo e outros que prestam serviços de telecomunicações de uso público e/ou que comercializam equipamentos de telecomunicações bem como, para os consumidores.

SUMÁRIO

Conselho de Ministros:

Decreto n.º 44/2018:

Aprova o Regulamento de Protecção do Consumidor do Serviço de Telecomunicações.

Decreto n.º 45/2018:

Alarga o âmbito de aplicação do Decreto n.º 26/2019, 11 de Abril, que cria o Gabinete de Reconstrução Pós-Ciclone Idai.

Lançamento do PORTAL DO CONSUMIDOR E LINHA DO CLIENTE dos Serviços das Comunicações

INCM LANÇA PORTAL DO CONSUMIDOR E LINHA DO CLIENTE

A Autoridade Reguladora das Comunicações – INCM procede, nesta **quarta-feira, 15 de Março, pelas 09:45 horas**, nas suas instalações-sede, ao **lançamento oficial do Portal do Consumidor e da Linha do Cliente** para os consumidores dos serviços de comunicações, com vista a melhorar o seu atendimento.

O Lançamento destes instrumentos coincide com as celebrações do Dia Mundial do Consumidor, que se assinala na mesma data.

Maputo, 13 de Março de 2023

CHALLENGE – METERING AND BILLING

GUIDELINES ON THE CHECKING-UP ON METERING AND BILLING

References

[ETSI TS 102 845] ETSI TS 102 845 V2.0.0 (2018-10), *User Group; Quality of ICT Services; Requirements for Check-up on Metering and Billing Processes.*

Prerequisites

- Prerequisite 1: Metering Rules Definition.
- Prerequisite 2: Tariff Information Documentation.

Metering Rules Definition

- ❖ Definition of Successful and Unsuccessful Status
- ❖ Definition of Units
- ❖ Definition of Time
- ❖ Definition of Duration
- ❖ Definition of Data Volume
- ❖ Definition of Classes of Service
- ❖ Definition of Rounding Methods

Tariff Information Documentation

- ❖ Tariff Scope
- ❖ Taxes Information
- ❖ Definition of Rounding Methods
- ❖ Definition of Publishing Modes

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