



## ITU WORLD TELECOMMUNICATION/ICT REGULATORY SURVEY 2020

### INSTRUCTIONS

The ITU Telecommunication/ICT Regulatory Survey is available online at: [www.itu.int/icteye](http://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 ☒.

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:

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Regulatory & Market Environment Division, BDT, ITU

Tel.: +41 22 730 6304

email: [treg@itu.int](mailto:treg@itu.int)

*Please complete this survey by **1 March 2020**.*

## 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.](#)

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 separate regulatory agencies active in the telecommunications/ICT sector:

- ☐ Spectrum management agency [Click here to enter text.](#)
- ☐ Utility regulator [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.](#)
- ☐ Financial authority [Click here to enter text.](#)
- ☐ Energy agency [Click here to enter text.](#)
- ☐ Agency dealing with Internet-related issues [Click here to enter text.](#)
- ☐ Environmental Agency/Environment 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 [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.](#)

## 2. Legislative Framework

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

Title of Law or Regulation	Description	URL of website	Year adopted
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>

### 3. The Regulatory Institution

#### 3.1. The Regulator

In the online survey, 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?

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

- ☐ Yes
- ☐ No

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

[Click here to enter text.](#)

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

And proceed to question 3.7.1.

- ☐ Yes      If Yes, when? [Click here to enter text.](#)
- ☐ No

#### 3.2. Separate telecommunication/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.

[Click here to enter text.](#)

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

[Click here to enter text.](#)

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
- ☐ Waste
- ☐ Environment
- ☐ 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.

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

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, for all decisions
- ☐ Yes, for some decisions
- ☐ 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.

	Sector Ministry	Other Ministry or Government body	Regulatory Authority	Operator	Not regulated	If more than one entity or another body is involved in this function, please explain
Broadcasting (sound transmission)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Broadcasting (TV transmission)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Broadcasting content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Media content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Internet content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Consumer protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Cybersecurity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Quality of service standards setting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Enforcement of quality of service obligations measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Service quality monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Information Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Interconnection rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Licensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Numbering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Price Regulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Privacy & Data protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Spectrum Management:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Monitoring and Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Spectrum Management: Radio frequency allocation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Spectrum Management: Radio frequency assignment (licensing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Technical standards setting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Type approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Universal Service/Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Disaster management and planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>
Implementation of mitigation measures for e-waste/ obsolete ICT equipment (e.g., recycling/disposal facilities or eco-design)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter text.</a>

### *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
- ☐ Same authority
- ☐ Government Ministry, please specify: [Click here to enter text.](#)
- ☐ 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, cooperation protocol or agreement
- ☐ Informal coordination of enforcement action
- ☐ Joint program or committee
- ☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)
- ☐ 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?

- ☐ General competition law
- ☐ Telecom/ICT law
- ☐ Both
- ☐ None of the above, please explain: [Click here to enter text.](#)

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

	<i>Telecom/ICT Act</i>	<i>Competition Act</i>
SMP	<input type="checkbox"/>	<input type="checkbox"/>
Relevant Markets	<input type="checkbox"/>	<input type="checkbox"/>
RIO	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:	<input type="checkbox"/>	<input type="checkbox"/>

[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
- ☐ Yes, this is the same authority
- ☐ 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
- ☐ Government Ministry, please specify: [Click here to enter text.](#)
- ☐ 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, cooperation protocol or agreement
- ☐ Informal coordination of enforcement action
- ☐ Joint program or committee
- ☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)
- ☐ 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
- ☐ Government Ministry, please specify: [Click here to enter text.](#)
- ☐ 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, cooperation protocol or agreement
- ☐ Informal coordination of enforcement action
- ☐ Joint program or committee
- ☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)
- ☐ 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
- ☐ Government Ministry, please specify: [Click here to enter text.](#)
- ☐ 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, cooperation protocol or agreement
- ☐ Informal coordination of enforcement action
- ☐ Joint program or committee
- ☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)
- ☐ 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
- ☐ Same authority
- ☐ Government Ministry, please specify: [Click here to enter text.](#)
- ☐ 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, cooperation protocol or agreement
- ☐ Informal coordination of enforcement action
- ☐ Joint program or committee
- ☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)
- ☐ Other, please specify [Click here to enter text.](#)
- ☐ Same authority
- ☐ 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
- ☐ Same authority
- ☐ Government Ministry, please specify: [Click here to enter text.](#)
- ☐ 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, cooperation protocol or agreement
- ☐ Informal coordination of enforcement action
- ☐ Joint program or committee
- ☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)
- ☐ Other, please specify [Click here to enter text.](#)
- ☐ Same authority
- ☐ 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  
☐ Same authority  
☐ Government Ministry, please specify: [Click here to enter text.](#)  
☐ 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, cooperation protocol or agreement  
☐ Informal coordination of enforcement action  
☐ Joint program or committee  
☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)  
☐ Other, please specify [Click here to enter text.](#)  
☐ Same authority  
☐ There are no mechanisms in place

Remarks: [Click here to enter text.](#)

### 3.15. Energy agency

3.15.1. Is there a separate energy regulator in your country?

- ☐ Yes  
☐ No

3.13.1.1. If Yes, please provide contact details of the energy 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.](#)

3.15.2. Who has jurisdiction over energy policy and implementation issues?

- ☐ Energy agency  
☐ Government Ministry, please specify: [Click here to enter text.](#)  
☐ Other, please explain: [Click here to enter text.](#)

Remarks: [Click here to enter text.](#)

3.15.3. What are the mechanisms for collaboration in place between the energy agency and the ICT regulator?

- ☐ Memorandum of understanding, cooperation protocol or agreement  
☐ Informal coordination of enforcement action  
☐ Joint program or committee  
☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)  
☐ Other, please specify [Click here to enter text.](#)  
☐ There are no mechanisms in place

Remarks: [Click here to enter text.](#)

### 3.16. Environment agency/Environmental protection agency/ e-waste\* agency

*\*“e-waste” is defined as all types of electrical and electronic equipment and its parts that have been discarded by the owner as waste without the intention of reuse. This includes obsolete ICT equipment which has reached the end of its life or use.*

3.16.1. Does a separate environment agency or environmental protection agency exist in your country?

- ☐ Yes  
☐ No

3.12.1.1. If Yes, please provide contact details of the environment agency/ environmental protection 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.](#)

3.16.2. Does a separate regulatory entity for e-waste (or hazardous waste) exist in your country exist in your country?

- ☐ Yes  
☐ No

3.12.1.1. If Yes, please provide contact details of the e-waste 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.](#)

3.16.3. Who has jurisdiction over waste management issues related to obsolete ICT equipment?

- ☐ Telecommunication/ICT regulatory authority  
☐ Environment agency/ Environmental protection agency  
☐ e-waste/ hazardous waste agency  
☐ Both the ICT regulator and the environment/e-waste agency  
☐ Government Ministry, please specify: [Click here to enter text.](#)  
☐ None of the above, please explain: [Click here to enter text.](#)

Remarks: [Click here to enter text.](#)

3.16.4. Do mandates of the ICT regulator and the Environment agency/ Environmental protection agency or the e-waste/ hazardous waste agency coincide on issues such as e-waste?

- ☐ Yes, please specify [Click here to enter text.](#)  
☐ No  
☐ Same authority

Remarks: [Click here to enter text.](#)

3.16.5. What are the mechanisms for collaboration in place?

- ☐ Memorandum of understanding, cooperation protocol or agreement  
☐ Informal coordination of enforcement action  
☐ Joint program or committee  
☐ Collaboration is required by law or in the mandate of the regulator/s: [Click here to enter text.](#)  
☐ Other, please specify [Click here to enter text.](#)  
☐ There are no mechanisms in place

Remarks: [Click here to enter text.](#)

3.16.6. In what legal instrument is the provision of e-waste defined?

- ☐ Environment Act  
☐ Hazardous Wastes Act  
☐ Telecom/ICT Law  
☐ Both the telecom/ICT Law and the Environment Act/ Hazardous Wastes Act  
☐ Other, please specify [Click here to enter text.](#)  
☐ There are no provisions related to e-waste 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?

- |  |   |
|--|---|
| <input type="checkbox"/> Timelines are not defined in law/regulation | please specify: <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> Less than 3 months                          | please specify: <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> From 3 to 6 months                          | please specify: <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> From 6 months to 1 years                    | please specify: <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> Other                                       | please specify: <a href="#">Click here to enter text.</a> |

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?

- |   |   |
|---|---|
| <input type="checkbox"/> Regulatory Authority | please specify: <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> Sector Ministry      | please specify: <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> Judiciary            | please specify: <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> Other                | please specify: <a href="#">Click here to enter text.</a> |

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 and Experience

4.6.1. Is there a regulatory framework for Quality of Service or Experience in your country?

- ☐ Yes, for Quality of Service (QoS)
- ☐ Yes, for Quality of Experience (QoE)
- ☐ No framework exists

4.6.2. Is Quality of service monitoring required?

- ☐ Yes
- ☐ No

4.6.2.1. If a regulatory framework for Quality of Service (QoS) is in place, which of the following services are subject to QoS monitoring?

- ☐ Fixed telephony
- ☐ Fixed wireless
- ☐ Mobile telephony
- ☐ Fixed broadband internet access
- ☐ Mobile broadband internet access
- ☐ Telephony interconnection
- ☐ Internet interconnection
- ☐ Leased lines
- ☐ Pay phones
- ☐ Pay-TV
- ☐ All regulated services
- ☐ Other, please specify: [Click here to enter text.](#)

4.6.2.2. If Yes, for which operator/service providers is quality of service monitored?

- ☐ 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.](#)

4.6.2.3. If Yes, does the framework define comparative QoS indicators?

- ☐ Yes
- ☐ No

4.6.2.3.1. If Yes, are there goals/targets (minimum/maximum) set to comply with the QoS indicators?

- ☐ Yes, for all indicators
- ☐ Yes, for some indicators
- ☐ No

4.6.2.4. If QoS obligations are not met by operators/service providers which of the following sanctions can the regulator impose?

- ☐ Publicizing failures
- ☐ Stringent improvement plans
- ☐ Monetary compensation to users
- ☐ Fines
- ☐ Additional price controls
- ☐ License suspension
- ☐ Suspension of sales
- ☐ Naming and shaming
- ☐ Breaking of loyalty contracts
- ☐ Criminal prosecution
- ☐ Other, please specify: [Click here to enter text.](#)

4.6.2.5. Please specify which of these sanctions have been applied:

- ☐ Publicizing failures
- ☐ Stringent improvement plans
- ☐ Monetary compensation to users
- ☐ Fines
- ☐ Additional price controls
- ☐ License suspension
- ☐ Suspension of sales
- ☐ Naming and shaming
- ☐ Breaking of loyalty contracts
- ☐ Criminal prosecution
- ☐ Other, please specify: [Click here to enter text.](#)

4.6.2.6. How are the quality of service measurement results being published?

- ☐ Not published
- ☐ Published on the regulator's website
- ☐ Published on the operator's website
- ☐ Published in newspapers
- ☐ Published on social media
- ☐ Other, please specify: [Click here to enter text.](#)

4.6.3. Is Quality of Experience (QoE) monitoring required?

- ☐ Yes
- ☐ No

4.6.3.1. If a regulatory framework for QoE is in place, which of the following services are subject to QoE monitoring?

- ☐ Fixed telephony
- ☐ Fixed wireless
- ☐ Mobile telephony
- ☐ Fixed broadband internet access
- ☐ Mobile broadband internet access
- ☐ Telephony interconnection
- ☐ Internet interconnection
- ☐ Leased lines
- ☐ Pay phones
- ☐ Pay-TV
- ☐ All regulated services
- ☐ Other, please specify: [Click here to enter text.](#)

4.6.3.2. If Yes, for which operator/service providers is quality of service monitored?

- ☐ 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.](#)

4.6.3.3. If Yes, does the framework define comparative QoE indicators?

- ☐ Yes
- ☐ No

4.6.3.3.1. If Yes, are there goals/targets (minimum/maximum) set to comply with these indicators?

- ☐ Yes, for all indicators
- ☐ Yes, for some indicators
- ☐ No

4.6.3.4. If QoE obligations are not met by operators/service providers which of the following sanctions can the regulator impose?

- ☐ Publicizing failures
- ☐ Stringent improvement plans
- ☐ Monetary compensation to users
- ☐ Fines
- ☐ Additional price controls
- ☐ License suspension
- ☐ Suspension of sales
- ☐ Naming and shaming
- ☐ Breaking of loyalty contracts
- ☐ Criminal prosecution
- ☐ Other, please specify: [Click here to enter text.](#)

4.6.3.5. Please specify which of these sanctions have been applied:

- ☐ Publicizing failures
- ☐ Stringent improvement plans
- ☐ Monetary compensation to users
- ☐ Fines
- ☐ Additional price controls
- ☐ License suspension
- ☐ Suspension of sales
- ☐ Naming and shaming
- ☐ Breaking of loyalty contracts
- ☐ Criminal prosecution
- ☐ Other, please specify: [Click here to enter text.](#)

4.6.3.6. How are the quality of experience measurement results being published?

- ☐ Not published
- ☐ Published on the regulator's website
- ☐ Published on the operator's website
- ☐ Published in newspapers
- ☐ Published on social media
- ☐ Other, please specify: [Click here to enter text.](#)

4.6.4. Is there any regulation in place on traffic management (net neutrality)?

- ☐ Yes
- ☐ No

4.6.4.1. 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.](#)

4.6.5. 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
- ☐ Zero-rated service offers are approved on a case-by-case basis
- ☐ 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:

- |  |                           |                               |
|--|---------------------------|-------------------------------|
| <input type="checkbox"/> 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 | <a href="#">Enter number.</a> |
| <input type="checkbox"/> 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 | <a href="#">Enter number.</a> |
| <input type="checkbox"/> 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 | <a href="#">Enter number.</a> |
| <input type="checkbox"/> 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 | <a href="#">Enter number.</a> |
| <input type="checkbox"/> Simple notification   | number of licenses issued | <a href="#">Enter number.</a> |
| <input type="checkbox"/> License exempt, please specify for which services/in which spectrum bands: <a href="#">Click here to enter text.</a>  |                           |                               |
| <input type="checkbox"/> Other, please specify: <a href="#">Click here to enter text.</a>  |                           |                               |

### 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.

Name of License /Authorization	Sub - category (if applies)	Authorization type	One-time licensing fee (entry fee)? If applicable, please state amount (in local currency)	Annual fee If applicable, please state amount (in local currency)	License duration (in years)	Number of licenses granted	Maximum number of licenses	Minimum capital requirement to obtain a licence (in local currency)
		<input type="checkbox"/> Unified / Global License <input type="checkbox"/> Multi service <input type="checkbox"/> Multiservice individual license					<input type="checkbox"/> No limit exists <input type="checkbox"/> 1 <input type="checkbox"/> 2 or 3 <input type="checkbox"/> 4-10	<input type="checkbox"/> None <input type="checkbox"/> Amount <a href="#">Click here to enter text.</a>

		<input type="checkbox"/> Service - specific individual license <input type="checkbox"/> General Authorization (Class License) <input type="checkbox"/> License Exempt <input type="checkbox"/> Simple notification					<input type="checkbox"/> More than 10	
		<input type="checkbox"/> Unified / Global License <input type="checkbox"/> Multi service <input type="checkbox"/> Multiservice individual license <input type="checkbox"/> Service - specific individual license <input type="checkbox"/> General Authorization (Class License) <input type="checkbox"/> License Exempt <input type="checkbox"/> Simple notification					<input type="checkbox"/> No limit exists <input type="checkbox"/> 1 <input type="checkbox"/> 2 or 3 <input type="checkbox"/> 4-10 <input type="checkbox"/> More than 10	<input type="checkbox"/> None <input type="checkbox"/> Amount <a href="#">Click here to enter text.</a>
		<input type="checkbox"/> Unified / Global License <input type="checkbox"/> Multi service <input type="checkbox"/> Multiservice individual license <input type="checkbox"/> Service - specific individual license <input type="checkbox"/> General Authorization (Class License) <input type="checkbox"/> License Exempt <input type="checkbox"/> Simple notification					<input type="checkbox"/> No limit exists <input type="checkbox"/> 1 <input type="checkbox"/> 2 or 3 <input type="checkbox"/> 4-10 <input type="checkbox"/> More than 10	<input type="checkbox"/> None <input type="checkbox"/> Amount <a href="#">Click here to enter text.</a>
		<input type="checkbox"/> Unified / Global License <input type="checkbox"/> Multi service <input type="checkbox"/> Multiservice individual license <input type="checkbox"/> Service - specific individual license <input type="checkbox"/> General Authorization (Class License) <input type="checkbox"/> License Exempt <input type="checkbox"/> Simple notification					<input type="checkbox"/> No limit exists <input type="checkbox"/> 1 <input type="checkbox"/> 2 or 3 <input type="checkbox"/> 4-10 <input type="checkbox"/> More than 10	<input type="checkbox"/> None <input type="checkbox"/> Amount <a href="#">Click here to enter text.</a>

		<input type="checkbox"/> Unified / Global License <input type="checkbox"/> Multi service <input type="checkbox"/> Multiservice individual license <input type="checkbox"/> Service - specific individual license <input type="checkbox"/> General Authorization (Class License) <input type="checkbox"/> License Exempt <input type="checkbox"/> Simple notification					<input type="checkbox"/> No limit exists <input type="checkbox"/> 1 <input type="checkbox"/> 2 or 3 <input type="checkbox"/> 4-10 <input type="checkbox"/> More than 10	<input type="checkbox"/> None <input type="checkbox"/> Amount <a href="#">Click here to enter text.</a>
		<input type="checkbox"/> Unified / Global License <input type="checkbox"/> Multi service <input type="checkbox"/> Multiservice individual license <input type="checkbox"/> Service - specific individual license <input type="checkbox"/> General Authorization (Class License) <input type="checkbox"/> License Exempt <input type="checkbox"/> Simple notification					<input type="checkbox"/> No limit exists <input type="checkbox"/> 1 <input type="checkbox"/> 2 or 3 <input type="checkbox"/> 4-10 <input type="checkbox"/> More than 10	<input type="checkbox"/> None <input type="checkbox"/> Amount <a href="#">Click here to enter text.</a>

#### 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 publically 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.](#)

4.8.1.2.2. 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
- ☐ Other, please explain: [Click here to enter text.](#)

## 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/dispursed 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.](#)

Are operators represented on the Board/Committee?

- ☐ Yes
- ☐ No

Are operators represented on the Board/Committee?

- ☐ Yes
- ☐ No

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. Digital/broadband policy

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
- ☐ No

5.4.3. Has your country adopted any ICT sector policy that includes broadband?

- ☐ Yes
- ☐ No

5.4.3.1. What is the name of the policy? [Click here to enter text.](#)

[Click here to enter text.](#)

5.4.3.2. Website: [Click here to enter text.](#)

5.4.4. Has your country adopted a Digital transformation strategy/policy/plan or an overarching integrated digital policy (e.g., for infrastructure, market access, consumer use, job creation)?

- ☐ Yes
- ☐ No

5.4.4.1. What is the name of the document? [Click here to enter text.](#)

[Click here to enter text.](#)

5.4.4.2. Year adopted: [Click here to enter text.](#)

5.4.4.3. Website: [Click here to enter text.](#)

5.4.5. Is the access to the Internet recognized as a legal right in your country?

- ☐ Yes, please specify [Click here to enter text.](#)
- ☐ No

5.4.5.1. Remarks:

[Click here to enter text.](#)

5.4.6. Has your country adopted a national strategy, policy or initiative focusing on emerging technologies such as:

- ☐ 5G
- ☐ Internet of Things
- ☐ Artificial intelligence
- ☐ Other, please specify: [Click here to enter text.](#)
- ☐ No such strategy is in place

5.4.6.1. What is the name of the policy? [Click here to enter text.](#)

5.4.6.2. Website: [Click here to enter text.](#)

5.4.7. Has your country adopted a national broadband plan/initiative/strategy?

- ☐ Yes  
☐ No

5.4.7.1. Are there plans to adopt a national plan?

- ☐ Yes  
☐ No

If Yes, date: [Click here to enter text.](#)

5.4.7.2. When was the plan adopted?

[Click here to enter text.](#)

5.4.7.3. What is the name of the plan (initiative, strategy)?

[Click here to enter text.](#)

5.4.7.4. Please indicate the website where the plan is made available:

[Click here to enter text.](#)

5.4.7.5. What is the timeframe for the implementation of the plan?

[Click here to enter text.](#)

5.4.7.6. What are the goals of the plan?

- |   |  |
|---|--|
| <input type="checkbox"/> Build nationwide broadband infrastructure  |  |
| <input type="checkbox"/> Connect per cent of households with broadband: <a href="#">Click here to enter text.</a>                                   |  |
| <input type="checkbox"/> Promote the adoption of broadband services and applications  |  |
| <input type="checkbox"/> Promote the provision of public services using broadband, such as:   | <input type="checkbox"/> Education (incl. m/e-education)                     |
|   | <input type="checkbox"/> Health (incl. m/e-health/telemedicine)              |
|   | <input type="checkbox"/> m/e-government                                      |
|   | <input type="checkbox"/> m/e-business  |
|   | <input type="checkbox"/> Other, please select & fill in 'Remark' field below |
| <input type="checkbox"/> Promote the provision of broadband services to specific populations:   | <input type="checkbox"/> Youth   |
|   | <input type="checkbox"/> Persons with disabilities                           |
|   | <input type="checkbox"/> Women and girls                                     |
|   | <input type="checkbox"/> Other, please select & fill in 'Remark' field below |
| <input type="checkbox"/> Funding nonprofit anchor institutions (e.g., universities, libraries) or an National research and education network (NREN) |  |
| <input type="checkbox"/> Others, please specify: <a href="#">Click here to enter text.</a>  |  |

Remarks:

[Click here to enter text.](#)

5.4.7.7. Please indicate the name of the government agency or agencies (e.g., regulator, competition authority) that administer the plan:

[Click here to enter text.](#)

5.4.7.8. 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.](#)

5.4.7.9. 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.](#)

5.4.7.10. 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 financial 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. What kind of broader regulatory incentives apply?

- ☐ Temporary licences (e.g., spectrum, numbers) /licence-exempt regime for certain services (please specify): [Click here to enter text.](#)
- ☐ Authorization for pilot projects (please specify): [Click here to enter text.](#)
- ☐ Regulatory sandboxes/ digital experimentation space (please specify): [Click here to enter text.](#)
- ☐ Regulatory holidays/ breaks
- ☐ Environmental performance-based incentives
- ☐ Other (please specify): [Click here to enter text.](#)
- ☐ None

\* Note: A regulatory sandbox is defined here as a regulatory approach or regime that allows live, time-bound prototyping of innovations under a regulator's oversight. New ICT technologies, services, products and business models can be tested under a set of rules, supervision requirements and appropriate safeguards.

5.5.3.1. Please provide url for more information on those incentives

5.5.3.2. Remarks: [Click here to enter text.](#)

5.5.4. 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  
☐ Every two years  
☐ Every three years  
☐ More than three years  
☐ Markets are reviewed on an ex-post basis, when needed and case-by-case  
☐ Other, please specify: [Click here to enter text.](#)

## 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).

6.3.1. Is the main fixed-line operator (the incumbent) 100% state-owned?

- ☐ Yes  
☐ No

6.3.2. 100% state-owned main fixed-line operator(s)

At first place, please indicate the incumbent if more than one 100% state-owned fixed-line operator exists in the country.

Operator name	Is the operator corporatized?	Does the government intend to privatize the operator?	If the operator will be corporatized in the future, please forecast the year	If currently in the process of being privatized, please indicate the percentage that will be made available for private ownership
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes, the operator is currently in the process of being privatized <input type="checkbox"/> Yes, the operator will be privatized in the future <input type="checkbox"/> No, there is no intention to privatize		
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes, the operator is currently in the process of being privatized		

		<input type="checkbox"/> Yes, the operator will be privatized in the future <input type="checkbox"/> No, there is no intention to privatize		
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes, the operator is currently in the process of being privatized <input type="checkbox"/> Yes, the operator will be privatized in the future <input type="checkbox"/> No, there is no intention to privatize		

6.3.3. 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.

Operator name	Is the operator the incumbent?	Degree of private ownership	Indicate percentage of private ownership	Indicate date of first privatization phase	Percent sold during first privatization phase
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Minority ownership (less than 50%) <input type="checkbox"/> Majority ownership (more than 50%) <input type="checkbox"/> 100% private			
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Minority ownership (less than 50%) <input type="checkbox"/> Majority ownership (more than 50%) <input type="checkbox"/> 100% private			
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Minority ownership (less than 50%) <input type="checkbox"/> Majority ownership (more than 50%) <input type="checkbox"/> 100% private			

## 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:

- |   |                 |   |
|---|-----------------|---|
| <input type="checkbox"/> No restriction (100%)          | please specify: | <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> Controlling interest (51%-99%) | please specify: | <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> 50%                            | please specify: | <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> Minority interest (1%-49%)     | please specify: | <a href="#">Click here to enter text.</a> |
| <input type="checkbox"/> No foreign ownership allowed   | please specify: | <a href="#">Click here to enter text.</a> |

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.

BSS (Satellite TV)	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Cable modem	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Cable Television	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Domestic fixed long distance	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
DSL	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Fibre	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Fixed satellite services (FSS)	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Fixed Wireless Broadband	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
International fixed long distance	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
International Gateways	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Internet services	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Leased Lines	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Local fixed line services	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Mobile	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)

	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Mobile Broadband	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Mobile satellite services (MSS)	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
VSAT	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A
Wireless Local Loop	<input type="checkbox"/>	Monopoly
	<input type="checkbox"/>	Partial competition (year when competition was introduced)
	<input type="checkbox"/>	Full competition (year when competition was introduced)
	<input type="checkbox"/>	N/A

6.5.2. Please indicate remarks (if any)

[Click here to enter text.](#)

## 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, e-environment)?

- ☐ 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
- ☐ Other: [Click here to enter text.](#)

### 7.3. Emergency telecommunications

7.3.1. Does the Telecom/ICT regulator (or the entity in charge of regulation in the sector) have responsibilities related to emergency telecommunications?

- ☐ Yes
- ☐ No

7.3.1.1. If yes, please specify:

[Click here to enter text.](#)

7.3.1.2. If No, who is responsible for/ involved in the area of emergency telecommunications?

- ☐ 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.](#)

7.3.2. Has your country adopted a regulatory or legislative framework specifically on emergency telecommunications?

- ☐ Yes
- ☐ No

7.3.2.1. If yes, please specify: [Click here to enter text.](#)

And provide URL: [Click here to enter text.](#)

7.3.3. Has your country adopted a National Emergency Telecommunications Plan?

- ☐ Yes
- ☐ No

7.3.3.1. If yes, please specify: [Click here to enter text.](#)

And provide URL: [Click here to enter text.](#)

7.3.4. Has your country undertaken concrete measure or initiatives for implementing the National Emergency Telecommunications Plan?

- ☐ Yes
- ☐ No

7.3.4.1. Please specify:

[Click here to enter text.](#)

7.3.5. Has your country has ratified the Tampere convention?

- ☐ Yes
- ☐ No

7.3.5.1. If no, is ratification planned?

- ☐ Yes
- ☐ No

7.3.5.2. If yes, has it been implemented at the national level?

- ☐ Yes
- ☐ No

### 7.4. 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.

7.4.1. 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

7.4.1.1. If yes, please specify:

[Click here to enter text.](#)

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

- ☐ Yes  
☐ No

7.4.2.1. 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.](#)

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

- ☐ Yes  
☐ No

## 7.5. Internet of things

7.5.1. 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

7.5.1.1. If yes, please specify:

[Click here to enter text.](#)

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

- ☐ Yes  
☐ No

7.5.2.1. 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.](#)

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

- ☐ Yes  
☐ No

## 7.6. Cybersecurity

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

7.6.1. Is the Telecom/ICT regulator (or the entity in charge of regulation in the sector) responsible for cybersecurity matters?

- ☐ Yes  
☐ No

7.6.1.1. 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.](#)

7.6.1.2. 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.](#)

7.6.2. Has your country adopted cybersecurity related legislation/regulation?

☐ Yes

☐ No

7.6.3. 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.](#)

## 7.7. Counterfeiting

7.7.1. 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

7.7.1.1. If yes, please specify:

[Click here to enter text.](#)

7.7.2. Has your country adopted any policy/legislation/regulation related to ICT counterfeiting?

☐ 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 ICT counterfeiting?

☐ Yes

☐ No

## 7.8. Cloud computing

7.8.1. 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

7.8.1.1. If yes, please specify:

[Click here to enter text.](#)

7.8.2. Has your country adopted any policy/legislation/regulation related to cloud computing?

☐ Yes

☐ No

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

[Click here to enter text.](#)

7.8.2.2. If no, are there plans to adopt a regulatory framework for cloud computing?

- ☐ Yes  
☐ No

## 7.9. IP Telephony (VoIP)

7.9.1. Does your country have policies or regulations in place that deal with Voice over IP (VoIP)?

- ☐ Yes  
☐ No

7.9.1.1. If Yes, what is the title of this policy/regulation?

[Click here to enter text.](#)

7.9.1.1.1. Please provide the website where these can be found:

[Click here to enter text.](#)

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

- ☐ Yes  
☐ No

7.9.1.3. Remarks, if any:

[Click here to enter text.](#)

7.9.2. Is the provision of VoIP services legal in your country?

- ☐ Yes  
☐ No

7.9.2.1. If No, is your country planning to legalize VoIP?

- ☐ Yes, If Yes, when? [Click here to enter text.](#)  
☐ No

7.9.3. Are VoIP providers subject to obligations to contribute to universal service/access?

- ☐ Yes  
☐ No

7.9.4. Are VoIP providers subject to obligations to provide access to emergency services?

- ☐ Yes  
☐ No

7.9.5. Are VoIP providers allocated PSTN numbers to assign to users?

- ☐ Yes  
☐ No

7.9.5.1. If No, is there a specific number range for VoIP services?

- ☐ Yes  
☐ No

7.9.6. Are individual users allowed to make voice over IP (VoIP) or Internet telephony phone calls?

- ☐ Yes  
☐ No

Remarks: [Click here to enter text.](#)

## 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 2020.

For more information on this and other ITU regulatory initiatives, you may consult [www.itu.int/treg](http://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.](#)