

Cooperation platform for the separate sale of roaming services

2nd Meeting

Brussels, April 22th 2013

Agenda

- **Introduction and objectives**
- **High level technical specifications**
- **Technical sub-groups**
 - **Protocol & Interfaces**
 - **Billing & Provisioning**
 - **Processes**
- **Berec guidelines on separate sale of roaming**
- **Issues and feedback from stakeholders**

INTRODUCTION AND OBJECTIVES OF THE MEETING

Objectives for the meeting

- **Provide an update for stakeholders on the on-going work by the technical groups and by BEREC**
 - **High Level Technical Specifications**
 - **Technical sub-groups (protocols&interfaces, billing&Provisioning, Processes)**
 - **BEREC guidelines on articles 4&5**
- **Give the opportunity to stakeholders to raise issues and concerns to be addressed in technical specifications and/or BEREC guidelines.**

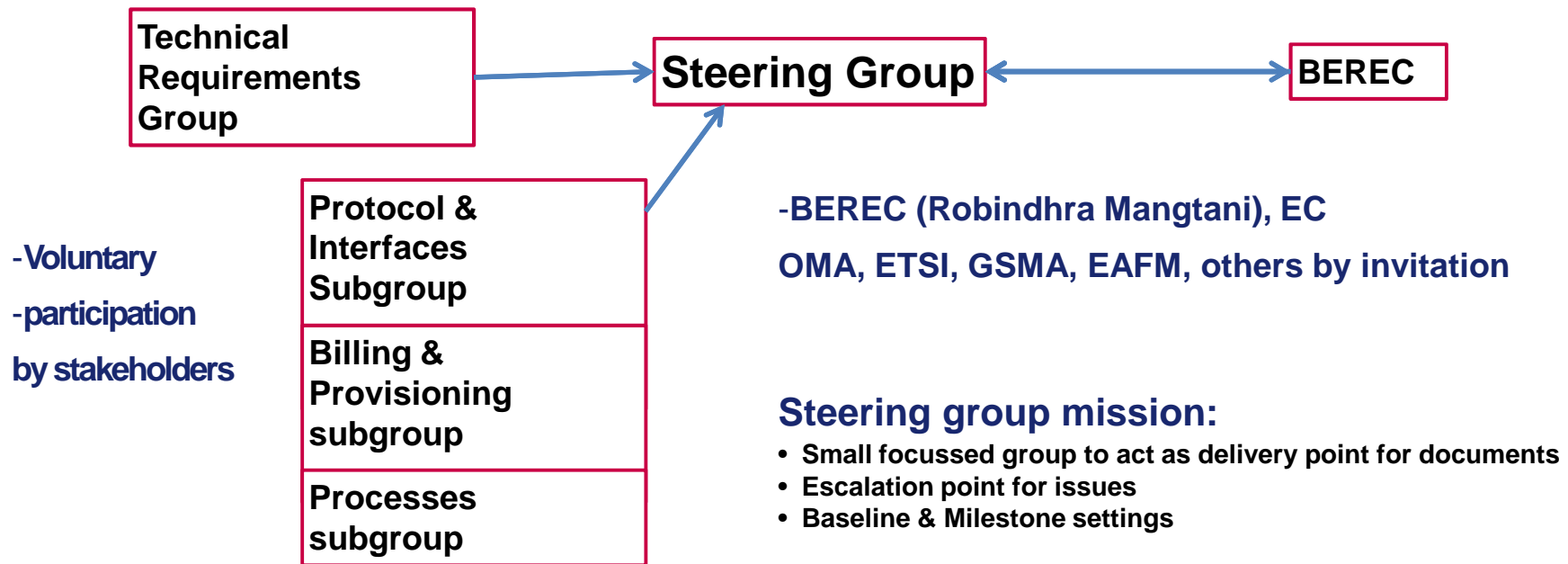
Cooperation platform for the separate sale of roaming services

- **Objective: Detailed definition on interfaces among stakeholders to implement decoupling provisions.**
- **Inclusive and open process to discuss the outputs of expert groups.**
- **Mainly driven by stakeholders involved in the different subgroups.**
- **BEREC Role:**
 - **Chairing of the Steering Committee.**
 - **Provide feedback on the interpretation of the regulation**
 - **Relevant input for arts 4&5 guidelines.**

Cooperation platform for the separate sale of roaming services

- All stakeholders

Stakeholder forum



BEREC GUIDELINES ON SEPARATE SALE OF ROAMING SERVICES

BEREC Guidelines on separate sale of roaming services

- **BEREC guidance on the interpretation of the regulation as well as clarification (articles 4&5 as well as implementing acts)**
- **Not legally binding, but:**
 - **Used as a reference by NRAs in resolving disputes or taking enforcement actions.**
 - **Used as a reference by stakeholders.**
- **Complements the work of the co-operation platform for decoupling of roaming services**

BEREC Guidelines on international roaming regulation

**BEREC Guidelines on the application of
Article 3 of the Roaming regulation
(Wholesale Roaming Access)**

Sept, 2012

**BEREC Guidelines on Roaming
Regulation 531/2012
(All articles except wholesale access and
separate sale of roaming)**

March, 2013

**BEREC Guidelines on Separate Sale of
Roaming Services
(Articles 4 & 5)**

Public Consultation: May 2013
Publication: End June, 2013

Guidelines on article 4 & 5

- **Original plan :**

- Public consultation: Plenary 2 (June 2013)
- Final Publication: Plenary 3 (September 2013)

- **Request from stakeholders:**

- Need to implement interfaces as soon as possible in order to comply with the regulation (decoupling: July 2014)

- Earlier delivery of guidelines on article 4&5

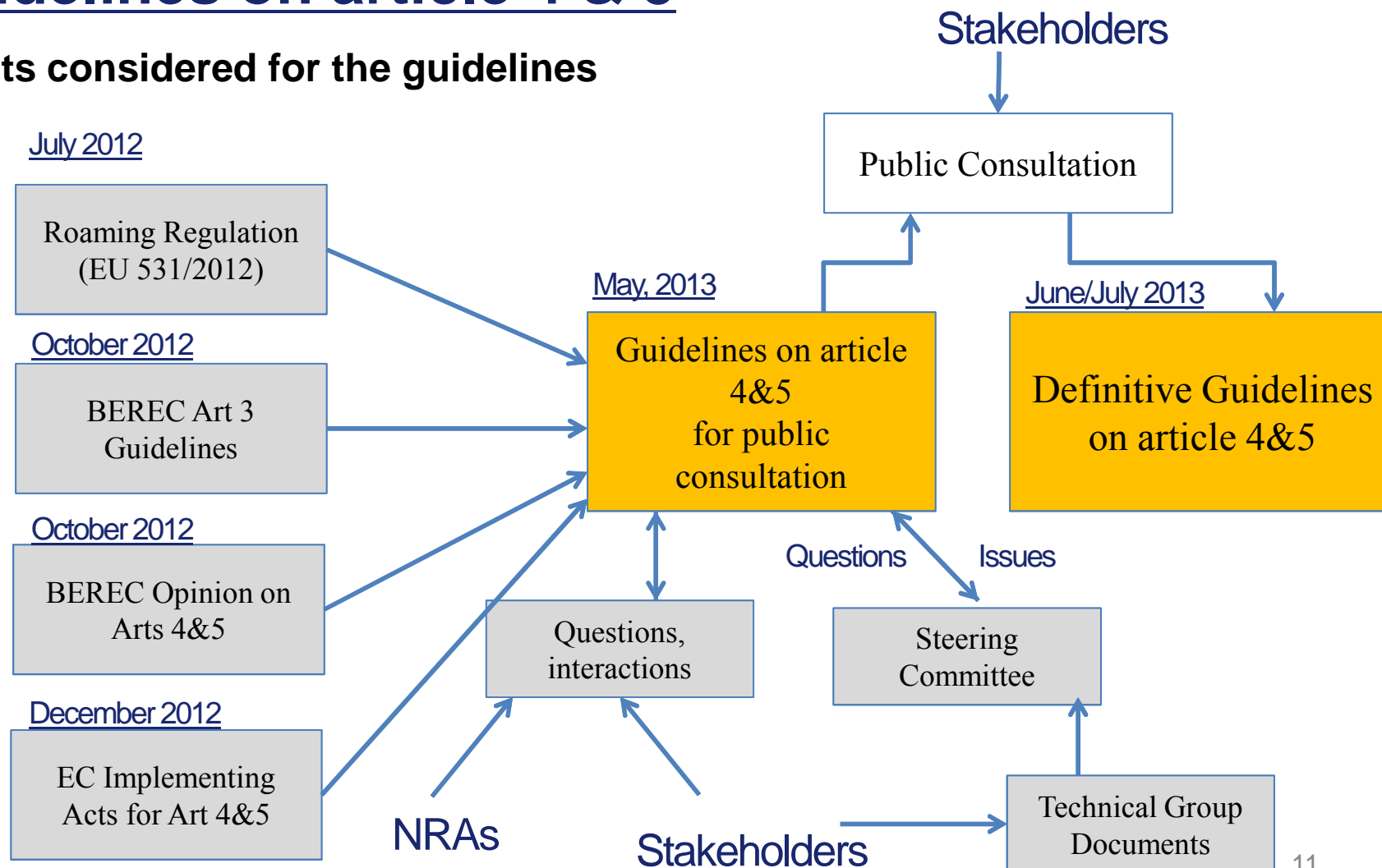
- **Final outcome:**

- BEREC understands stakeholders concerns and have advanced work plan.

- Public consultation: Mid-May (3 weeks)
- Final Publication: End June/beginning July.

Guidelines on article 4 & 5

Inputs considered for the guidelines



Guidelines on article 4 & 5

- **Contents:**

- Around 50 guidelines addressing different issues on the separate sale of roaming services.
- Consumer issues, rights and obligations for access seekers and access providers.
- Specific issues in the relation and interfaces among actors.

- **Structure:**

- General guidelines for both single IMSI and Local Data Roaming Services
- Guidelines for Local Data Roaming Services
- Guidelines for single IMSI

Guidelines on article 4 & 5

- **Guiding principles:**

- Consistency with art 3 guidelines.
- When possible, application of same rules on non-discrimination, meaning of “fair and reasonable”, information to be provided among actors, etc.
- Encouraging competition at the retail level
- Minimizing investment by operators
- Allowing room for the evolution of technical interfaces and technical solutions.
- Homogeneous implementation across the EU leaving room for NRA interpretation in specific cases.

Guidelines on article 4 & 5

- Issues addressed in general guidelines
 - Time for implementation of the decoupling measure
 - Access to documentation needed by ARPs
 - Standardization issues
 - Authorization regime for ARPs and identity of access seekers
 - Interception, data retention and fraud management issues
 - Application to M2M services

Guidelines on article 4 & 5

- **Issues addressed in guidelines about local data roaming services (i)**
 - **Switching between local data roaming services and donor roaming provider**
 - **Local data roaming by other actors (non MNOs)**
 - **Local data roaming services outside the EEA and use by non-EEA roaming**
 - **Number of subscriptions by customers**
 - **Issues on selling local data roaming services**
 - **Universal APN**
 - **Barring and blocking issues**
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Guidelines on article 4 & 5

- **Issues addressed in guidelines about local data roaming services (ii)**

- Traffic steering
- Roaming agreements for local data roaming providers
- Manual selection of networks and automatic reconfiguration in terminal
- Supply of other services by donor providers
- Restoration of APNs
- Billshock measure
- Notifications to donor providers

Guidelines on article 4 & 5

- Issues addressed in guidelines for single IMSI (i)
 - Switching time
 - Fallback to domestic provider
 - ARP subscription procedure
 - Reasonable requests and refusals
 - Prioritization and timing issues
 - Bundling of services
 - MVNOs and resellers as domestic providers
 - Information to be provided by ARPs
 - Customer profiles
 - Functionality to be provided free of charge
 - Wholesale charges for regulated services

Guidelines on article 4 & 5

- Issues addressed in guidelines for single IMSI (ii)
 - Termination of incoming calls and outgoing SMS
 - Voice mail services.
 - Extra-EEA services when roaming in the EEA
 - Special rate services
 - Other wholesale services to be provided under commercial agreement
 - Fair and reasonable prices
 - Non Discrimination and SLAs
 - ARP contracts and switching domestic providers
 - Charges for MMS services

Guidelines on article 4 & 5

- **Calendar:**

- 4th week April: Draft finalization by the IR EWG
- 1st-2nd week May: Approval process by the BEREC BoR (comments from all NRAs and voting)
- Mid May- 1st week June: **Public Consultation**
- Middle/end of May: **Public hearing** and meeting with Technical Requirements Group (TBD)
- 2nd week-End of June: Review of the draft guidelines and approval process for the definitive document by the BEREC BoR
- 4th week June/1st week July: **Publication of the guidelines**

Guidelines on article 4 & 5

- **Next steps**
 - **Public consultation**
(mid-May, 3 weeks till first week of June)
 - **Public Hearing**
(mid/end May, Brussels)
 - **Publication of the guidelines**
(End June/beginning July)

QUESTIONS, ISSUES?