



Comisión Interamericana de Telecomunicaciones

ORGANIZACIÓN DE LOS ESTADOS AMERICANOS

International Roaming Services: Regional action plan and lessons learnt
CITEL Workshop /Second IIRSA Executive Technical Group

Conclusions (draft)¹

1. OBJECTIVE OF THE MEETING AND MATERIALS

The meeting “*International Roaming Services: Action plan and lessons learnt*” (CITEL workshop /Second IIRSA Executive Technical Group) took place on May 4th, 2009 in the city of Cusco, Peru, with the following objectives, in accordance with the agenda of the meeting:

- (i) To present the conclusions of the First Technical Working Group on the project “Implementation of a Roaming Agreement in South America,” and to update participants on the latest developments with the project, developed under the IIRSA initiative;
- (ii) To discuss measures proposed by regulators, operators, government bodies and entities engaged in the issue, with a view to improving the operation of the Roaming Market;
- (iii) To propose initiatives to prepare an Action Plan to stimulate the roaming services market, with the participation of all sectors engaged in the operation of this market of services.

The materials presented and discussed during the meeting, including presentations, initiatives presented, lists of participants and the “*Regional Study of Roaming Services in the South American Market*” are available for download at <http://www.iirsa.org/Roaming.asp>.

The initiatives described in the present document do not contain all the proposals to be included in the Action Plan of the Technical Group, due to the inability of some delegations, such as the GSMA, to participate and present their proposals in the event. In the following weeks this proposal will be completed with the proposals that couldn't be presented in the event.

2. TABLE 1: PRICING AND TAXATION

The work Developer by the working committee for Pricing and Taxation (table 1) led to the proposal of the following initiatives, which could be applied to the context of the IIRSA Initiative, through the project “South American Roaming Agreement”, as well as to the rest of the members of CITEL and Regulate:

¹This document is subject to changes suggested by the delegations that attended the event.

<i>Prop.</i>	<i>Title</i>	<i>Proposal presented by</i>
1.1	Improvement of transparency of information for users	URSEC
1.2	Reduction of impact of double taxation in market of Roaming services	Work committee
1.3	Analysis of price structure for Roaming services	Work committee

Next, recommendations obtained by the work committee for each of the previous proposals will be detailed.

Proposal 1.1. Improvement of transparency of information for users

The URSEC delegation presented the proposal “Improvement of transparency of information for users of Roaming services” (see attached presentation), through which the following is pursued:

- Objective: Achieve transparency of information for users of Roaming services, ensuring completeness, clarity, homogeneity and dated relevant of said information.
- Scope: (1) Design a standard format with the necessary information regarding services provided by each operator, facilitating comparison of prices and service conditions between operators for users; (2) Publish this information under the “Roaming” section on the websites of each operator and the corresponding regulatory authority.

Work committee resolution

- It is agreed to include the proposal presented by the URSEC in the action plan of the Technical Group
- Incorporate in the presented proposal to make this information available for users through other channels, such as the welcome SMS, or specific applications, that the can accessed directly from mobile terminals.
- Assign the leadership of this initiative to Regulatel
- Request the collaboration of CITEL in this initiative through its members.

Next steps in this initiative

- Appoint a work team in Regulatel for the development of this proposal, in coordination with URSEC, defining an action plan that specifies timeframes for activities, deliverables and stakeholders.
- Coordinate this work with similar initiatives being developed by the industry, in particular with GSMA and CDG associations.
- Request that the PCC.I considers this initiative and analyzes the possible procedures for sharing information with Regulatel and, in case of agreement, elaborate a joint work plan.

Proposal 1.2. Reduction of the impact of double taxation on the Roaming services market.

Proposal 1.2 was developed by the work committee based on information studied in “*Regional Study of South American Roaming Market*”, in which the impact of taxation (in particular the double taxation of IVA) in the Roaming services market was highlighted. Based on the discussion, the work committee arrived at the following resolutions:

Work committee resolution

- Short term (*Proposal 1.2.1*):
 - Focus the analysis of the reduction of the double taxation on the subscription of bilateral taxation agreements between bordering countries. Priority countries in this analysis will be those that have (a) higher current level of Roaming; (b) larger population in border areas; (c) greater commercial flow; (d) larger quantity of active bilateral agreements.
 - It is proposed that this initiative be led initially by the regional integration initiatives, such as the IIRSA Initiative for the region of South America or the Mesoamerica Project for the area of Mesoamerica.

Next steps:

- Define the work team within the initiatives of regional integration to study selected countries for the development of proposal 1.2.1, based on defined criteria for prioritization, defining a plan of action that specifies the timeframe for activities, deliverables and actors involved.
- Medium/long term (*Proposal 1.2.2*):
 - Advance in the analysis of an Inter-American agreement to reduce the impact of double taxation on the service market, using examples from other industries, such as aeronautics and similar studies developed in the region.
 - It is suggested that this initiative be led by CITEL, due to the Commission's reach.

Next steps:

- Request that the PCC.I analyzes these proposals and that it informs the regional integration initiatives and Regulatel regarding decisions taken.

Proposal 1.3. Analysis of the pricing structure of Roaming services

Proposal 1.3 was developed by the working committee based on information studied in the “*Regional Study of the South American Roaming Market*”, in which the importance of understanding the pricing structure and the costs of providing Roaming services was emphasized. Based on the discussion, the work committee reached the following resolutions:

Work committee resolutions

- It is agreed to advance in the analysis of the price structure of roaming services to analyze the impact of the initiatives to be developed.
- For this analysis, initiatives must be designed, with the collaboration of operators, in order to improve the knowledge of regulators of the interconnection agreements, while limiting the disclosure of sensitive information that may be included in these agreements.
- Regulatel was designated to lead this work.

Next steps in this initiative

- Appoint a work team in Regulatel for the development of this initiative, defining an action plan that specifies timeframes for activities, deliverables and involved parties.
- Use existing cost studies as a starting point.
- Request that the PCC.I consider this initiative and analyzes the possible processes for sharing this information with Regulatel, and in case of agreement, to jointly develop a work plan.

3. TABLE 2: TECHNICAL ASPECTS AND FRAUD

The work Developer by the Technical Aspects and Fraud work committee led to the following initiative proposals, which can be applied in the context of the IIRSA Initiative, through the project “South American Roaming Agreement”, as well as with the rest of the members of CITEL and Regulatel:

<i>Prop.</i>	<i>Title</i>	<i>Proposal presented by</i>
2.1	Development of a regional IMS platform	ANATEL

Proposal 2.1. Development of a regional IMS platform

The ANATEL delegation presented the proposal “*Action Plan Guidelines for the Agreed upon Implementation Agenda*” (see attached presentation), through which the following are pursued:

- Objective: Implement the regional harmonization of mobile telecommunications Roaming services through a South American Roaming agreement based on a new generation network (NGN) with an IMS (IP Multimedia Subsystem) nucleus.
- Scope: (1) Develop conceptual project; (2) Elaborate a regional regulation for network support and implementation by licensed providers; (3) Implementation of pilot and circulation of results.

Work committee resolution

- Considering the proposal intervenes in different problems in the roaming market, it was agreed to request the ANATEL delegation to develop a proposal that separates the presented initiative into different components.
- This proposal will continue to be led by ANATEL, in relation to the steps that follow.

Next steps for this initiative

- It was agreed to present the revised proposal in an upcoming meeting with the Regulatel forum to receive from the rest of the regulators and evaluate the opportunity and viability of the proposal, as well as next steps.
- In addition, it was agreed to present this initiative to the industry, to evaluate its viability in connection to the strategies and business plans of the operators.

4. TABLE 3: REGULATION

The work developed by the Regulation work committee (table 3) led to the following proposals, which could be applied to the IIRSA initiative, through the project “South American Roaming Agreement”, as well as to the rest of the members of CITEL and Regulatel:

<i>Prop.</i>	<i>Title</i>	<i>Proposal presented by</i>
3.1	Creation of border zones for local roaming	CCT of IIRSA

Proposal 3.1. Creations of border zones for local roaming

The Technical Coordination Committee of the IIRSA (CCT) presented the proposal “*Creation of border zones for local roaming*” (see attached presentation), through which the following are pursued:

- Objective: Use the concept of “local traffic” in border zones to create special roaming zones where registered users of border areas receive a local price preference independent of their nationality and the network to which they connect.

- Scope: (1) Identify types of border zones and localities to develop the pilot Project; (2) Analyze regulatory, technical and commercial alternatives to create border zones for local roaming; (3) Develop a pilot implementation(s) in the selected region(s); (4) Circulate results obtained.

Work committee resolution

- It was agreed to include the proposal presented by the CCT in the Technical Group's action plan
- Assign the identification of pilot zones to the existing regional integration initiatives, such as the IIRSA Initiative for the region of South America or Mesoamerica Project for the area of Mesoamerica.
- Develop a mixed work group, including regulators and industry members, for the identification of regulatory, technical, and commercial alternatives for each pilot area and for the development of these implementations.

Next steps in this initiative

- Appoint a work team to start the activities of the regional integration initiative, defining an action plan that specifies timeframe of activities, deliverables and involved parties.
- Present the advances of this initiative in the upcoming regulatory and industry forums, in coordination with the GSMA association and CDG.
- Request that PCC.I considers this initiative and analyzes the possible procedures for sharing information at the request of participants, and in case of agreement, jointly elaborate a work plan.

5. NEXT STEPS

The initiatives described in the present document do not contain all the proposals to be included in the Action Plan of the Technical Group, due to the inability of some delegations, such as the GSMA, to participate and present their proposals in the event. In the following weeks this proposal will be completed with virtual presentation of the initiatives that couldn't be presented in the event and the evaluation of its inclusion in the Action Plan of the event.

Once this work is completed, the initiatives accepted by the Technical Group will be presented in the forums of the IIRSA initiative, the PCC.I, CITEL, Regulatel and the mobile telecommunication industry. Each one of these actors will determine if it supports the initiatives defined and will define focal points to coordinate actions with the rest of the actors and defined next events to discuss the advances of each initiative.