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# **IIRSA Project**

## **“South American Roaming Agreement”**

Second Executive Technical Group  
Cusco, Peru – May 4th, 2009

***Improvement in Transparency regarding Information for  
Roaming Service Users***

*Uruguay Delegation Proposal*  
*Panel Regulation*

[www.iirsa.org/roaming.asp](http://www.iirsa.org/roaming.asp)

# Background

- The identified problem supporting this proposal refers to the information available to roaming service users.
- IIRSA Regional Study verified this information is uncomplete, confusing and heterogeneous between operators and countries.
- To face this lack of knowledge, users switch off their terminal, which prevents an increase in the demand for roaming services .



## Objective (1)

- The aim of this proposal is to achieve transparency in the information provided to roaming service users, so that said information is complete, clear and homogeneous.
- Therefore, it is proposed to design a standard document format, containing the necessary information regarding the service offered by each operator.
- This information will be published under the “roaming” section in the web page of each operator and in the corporate web page of each regulator in the corresponding country.



## Objective (2)

- The standard format to be submitted by each operator shall contain updated information on:
  - Conditions for service activation
  - Services that will be available in each country (voice mail, caller ID, data, etc.)
  - Different roaming providers in each country
  - Final price for each roaming service (voice and data) offered by each of the providers
  - Existing commercial plans to reduce costs
  - Any other information operators may consider relevant



## Activities (1)

- 1) Countries formally accept the commitment for the adoption of this proposal.
- 2) Define information contents to be submitted to users and updating frequency.
- 3) Design the standard format by which the information will be published.
- 4) Define the mechanisms by which operators will submit information to regulators, in order to spread it.



## Activities (2)

- 5) Generate a periodical monitoring mechanism of the published information.
- 6) Establish how this initiative will be available to users.
- 7) Arrange regular revisions to see if contents are adequate regarding information needs of roaming service users.



# Implementation (1)

- ***Feasibility of Proposal***
  - Proposal is considered viable since there is an agreement between operators and regulators on the need to improve information transparency for roaming service users.
  - No restrictions on costs and information availability are identified.
- ***Implementation Time Schedule***
  - A time schedule of 6 months is proposed
  - Later on, this will be a permanent activity of updating information.



## Implementation (2)

- ***Estimated Cost***
  - All costs involved in the proposal to be included in the Project refer only to (1) design and implementation of information system; (2) computing system support; (3) costs related to public spreading of information system implemented.
- ***Proposals Participants***
  - Regulators and operators providing roaming services.
- ***Proposed Leadership***
  - In each country, the corresponding regulator. In South America, a sector organization/ institution to be defined, which would lead the project.

