



**BAHRAIN'S FIRST TELECOMS CONSUMER ADVISORY GROUP  
SUBMITS ITS RECOMMENDATIONS ON THE CARRIER PRE-  
SELECTION CODE OF PRACTICE TO THE TRA**

***-- Interested Parties are invited to provide their comments on the  
recommendations before the TRA issues the Final Code of Practice -***

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MANAMA – 14 May 2004 – The Consumer Advisory Group on Carrier Pre-Selection has formally submitted its recommendations on the Code of Practice to the TRA. This group is the nation's first Telecoms Consumer Advisory Group, which was structured as an independent body, and tasked with developing and presenting to the TRA recommendations on consumer issues including the application forms to be used when applying for CPS, required information and documents for applications, ensuring consumer protection in all aspects of this service etc.

The Consumer Advisory Group was created in accordance with Article 7 of the Carrier Pre-Selection Regulation, on 7<sup>th</sup> August 2004. The members of the group were nominated by their respective organizations. The group has since met several times on almost weekly basis, during which they looked at similar codes adopted in other countries, and had presentations from the industry on the consumer aspects of Carrier Pre-Selection.

On this occasion the TRA would like to extend its thanks and appreciation to all the group members being Mr. Abdul Nabi Kal Awadh( Bahrain Chamber of Commerce and Industry), Dr. Wafa Al Mansoori( Consumer Protection Society), Mr. Yousuf Al Mahdi( Consumer Protection Directorate, Ministry of Commerce), Ms. Sabah Al Moayyed, succeeded by Ms. Najma Janahi( Supreme Council for Women) and Dr. Fawzi Al Balooshi(University of Bahrain).

The next step will be receiving comments on the recommendations made by the Group. This process starts today and lasts for two weeks. The TRA encourages the industry and the public to provide their comments on this important issue, as it affects the consumers who will be using this new service.

After the comments period is over, the TRA will be studying the recommendations of the group together with the results of the consultation before issuing the Final CPS Code of Practice. Once issued this Code of Practice will be binding to all operators in Bahrain in relation with the Carrier Pre-Selection service.

General Director of the TRA, Mr. Andreas Avgousti said, "The establishment of a Consumer Advisory Group was an important milestone and clearly represents the TRA's commitment to ensuring the protection of consumers as well as securing their active participation in the liberalisation process. We have now received the recommendations of the group on the Code of Practice, and I would like to take this opportunity to personally thank each member of the group for volunteering their time and putting in the effort to produce these recommendations. This clearly demonstrates the importance given to consumer issues by both the group members and their organizations. "

Mr. Avgousti continued, "In line with our commitment to transparency, we have dedicated a section in our website to the group containing all related information such as the minutes of meetings and the group's final recommendations. We will also start the comments period on Sunday 15 May 2005, during which interested parties can send their observations on the recommendations to the TRA. This is our usual consultation approach, through which we aim to engage the public and industry in giving feedback to us prior to coming to our final decision. The TRA will be issuing the final Code of Practice after studying all the comments received."

**The deadline for comments is 29 May 2005** and the full contents of the group's recommendations document can be viewed on the TRA's website at [www.tra.org.bh](http://www.tra.org.bh).

### **About the TRA**

The Telecommunications Regulatory Authority (TRA) was established by Legislative Decree No. 48 of 2002 promulgating the Telecommunications Law. The TRA is an independent body and its duties and powers include, among other things, protecting the interests of subscribers and users and promoting effective and fair competition among existing and new licensed operators. More information regarding the TRA can be viewed at [www.tra.org.bh](http://www.tra.org.bh)

The TRA will be happy to provide hard copies of the recommendations for those interested parties who do not have access to the Internet. In addition the TRA is happy to provide copies in Braille or large print for this document upon request and free of charge. The TRA can be contacted on telephone number 17 52 0044.

### **Definition of Terms**

**Carrier pre-selection (CPS)** - The facility offered to customers which allows them to opt for certain defined classes of call (eg. International calls) to be carried by an operator selected in advance (and having a contract with the

customer), without having to dial a routing prefix or follow any other different procedure to invoke such routing.