



## **CODE OF PRACTICE FOR CARRIER PRE-SELECTION ISSUED TO TELECOMS COMPANIES BY THE TELECOMMUNICATIONS REGULATORY AUTHORITY**

**MANAMA - 29 November 2005** - The Telecommunications Regulatory Authority (TRA) announced today the issuance of the Code of Practice for Carrier Pre-Selection.

The Code of Practice relates to provisioning of the service and complaint handling. It specifies the information to be included in the application form, and requires that proof of identity be attached to each form so that illegal provisioning of the service does not take place. The code, which places emphasis on consumer protection, also provides for the font size that the terms of contracts should be printed in, so that they can be easily read by consumers. It also contains provisions for the prevention of aggressive marketing by operators.

The Code has been issued together with the report on the comments received about the recommendations of the consumer advisory group on CPS, following on from the last consultation on this issue.

The Code issued today is based on the recommendations of the CPS consumer advisory group, which was set up by the TRA in accordance with the CPS regulation.

The Code of Practice is binding to telecommunications operators in Bahrain who are involved in CPS. To ensure that consumers have full information, as mandated by the regulation, any breach of the Code will be published on the TRA's website and treated as a breach of the regulation. Thus operators will know that their reputation will also suffer if they do not comply with the rules.

Commenting on the Code of Practice, the General Director of the TRA, Mr. A. Andreas Avgousti, said: "With the issuance of this Code of Practice, we now have a full set of regulations pertaining to CPS in Bahrain. More importantly, for the first time we have a set of rules focused particularly on consumer protection. Full credit for these rules must be given to the members of the CPS consumer advisory group, without whose time and diligence this Code would not have been possible and would certainly not have had the benefit of the consumer perspective. This is a step forward in our effort to ensure that consumers are fully protected in a competitive telecoms environment."

The Code of Practice and the report on comments received about the consumer advisory group's recommendations can be viewed on the TRA's website at [www.tra.org.bh](http://www.tra.org.bh).

### Note to Editors

CPS is a service by which customers can choose to route their international or national calls via a different operator than the one they are subscribed to. The TRA issued a regulation on CPS in June 2004, setting out the terms for offering CPS in Bahrain. The regulation also provided for a Code of Practice on consumer aspects to be issued by the TRA, following the recommendations of a consumer advisory group created for this purpose.

### 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 protecting the interests of subscribers and users, and promoting effective and fair competition among established 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 document for interested parties who do not have access to the Internet. In addition, the TRA is happy to provide copies in Braille or large print upon request and free of charge. The TRA can be contacted on telephone number 17 52 0044.