



هيئة تنظيم الاتصالات
Telecommunications Regulatory Authority

TRA's Board of Directors

Resolution No. (7) of 2009 amending some provisions of the Regulation issued by Decision No. (1) of 2008 on Notification of International Roaming Tariffs by SMS

TRA's Board of Directors:

After perusal of:

The Telecommunications Law promulgated by Legislative Decree No. (48) of 2002,

The Regulation issued by Decision No. (1) of 2008 on Notification of International Roaming Tariffs by SMS.

And on the basis of the proposal submitted by TRA's General Director,

And after the approval of TRA's Board of Directors,

The following is decided:

The First Article

The definition of "international roaming tariff SMS message" mentioned under Definitions in the Regulation issued by Decision No. (1) of 2008 on Notification of International Roaming Tariffs by SMS shall be replaced with the following wording:

"International roaming tariff SMS message" means an SMS containing information prescribed in Article 2.5 of this Regulation."

The Second Article

The wording of Article 2.6 of the Regulation issued by Decision No. (1) of 2008 on Notification of International Roaming Tariffs by SMS shall be replaced with:

“Mobile telecommunications service licensees shall provide to their blind or partially sighted roaming subscribers the facility to obtain information described in Article 2.5 of this Regulation by voice means. Such facility shall be provided and used free-of-charge. Mobile telecommunications services licensees shall provide their roaming subscriber with the information required to use such a facility.”

The Third Article

New wordings with numbers 2.8 and 2.9 in Article (2) of the Regulation issued by Decision No. (1) of 2008 on Notification of International Roaming tariffs by SMS and 3.2 in Article (3) thereof shall be added to the Regulation as follows:

- 2.8 “The international roaming tariff SMS message must be provided in the language of the roaming subscriber’s choice. The mobile telecommunications services licensee may limit such choice to Arabic and English languages. In the absence of such a choice, the standard language of the communication with that subscriber shall be used.”
- 2.9 “If in the country visited by the roaming subscriber there are more than four mobile telecommunications service providers with which the roaming subscriber’s mobile telecommunications services licensee has roaming arrangements, the international roaming tariff SMS message shall include maximum tariffs for the visited country instead of maximum tariffs for every mobile telecommunications service provider in that country, in the same form required by article 2.5.”
- 3.2 “Mobile telecommunications services licensees shall be under no obligation to provide helpline services mandated by Article 3.1 of this Regulation, where services required to access such helpline are not provided to such a roaming subscriber on a visited mobile telecommunications service provider’s network or it is not technically feasible to provide such services for the purposes of accessing the helpline. In such instance, however, where technically feasible, mobile telecommunications services licensees are required to implement facilities offering the roaming subscriber the functionality which would meet objectives of Article 3.1 of the Regulation as closely as possible, (such as Unstructured Supplementary Service Data (USSD) or call back based services), and therefore, they shall provide the roaming subscriber clear information on how to access such facilities.”

The Fourth Article

The words “and must be provided in Arabic and English” shall be deleted from Article 2.5 of the Regulation issued by Decision No. (1) of 2008 on Notification of International Roaming Tariffs by SMS.

The Fifth Article

This Resolution shall be published in the Official Gazette which shall take effect on the day following the date of its publication.

Chairman of TRA’s Board of Directors
Mohammed Ahmed Al Amer

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Corresponding to: 9 September 2009