Carrier Pre-Selection Regulation

CARRIER PRE-SELECTION

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Introduction

Legislative Decree No. 48 of 2002 promulgated Telecommunications Law for the Kingdom of Bahrain. Among things, the Telecommunications Law Telecommunications Regulatory Authority (TRA or Authority), a body that responsibility for the regulation has telecommunications of Bahrain. In section 40 the Telecommunications Law. public it is stated that telecommunications operators with significant market power shall provide carrier pre-selection (CPS). This is a facility whereby any subscriber of a telecommunications operator can, by default, access the services of an interconnected operator that holds a suitable telecommunications license.

In pursuance of its duties, the Authority has prepared this regulation, the aim of which is to mandate the basis for the implementation of carrier pre-selection in Bahrain.

The Regulation

The Authority issues this regulation on carrier pre-selection after an extended period of consultation. This consultation process, which started in December 2003 and concluded during March 2004 involved the publication of a two consultation papers (MOU/CN/015 and MOU/CM/017). The first of these papers established the broad principles for carrier pre-selection in Bahrain, the second confirmed these principles and provided further detail.

After the consultation phases were complete, a draft regulation was produced in the light of comments received during both phases. These comments provided much useful input, and, despite being largely in accord with the positions laid out in the consultation papers did, on each occasion, raise material issues that have subsequently been incorporated in to this regulation.

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Carrier Pre-Selection is a complex service that, in the view of the Authority, requires periodic review, refinement and, possibly, revision. In recognition of this, measures are included this regulation for the establishment of a consumer advisory group, for the protection of user interests, the development of an industry code of practice, and for an industry action group, to develop inter-operator processes.

In addition, the operation of carrier pre-selection in the marketplace will be reviewed on a six-monthly basis with a view to confirming, revising or adding supplementary annexes to the

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regulation. This review period may be shorter if necessitated by consumer protection issues.

For the time being, the scope of the CPS scheme in this regulation excludes Mobile Operators, on the basis that competition in this market has recently been introduced within Bahrain. However, if it transpires that competition, or the effect of competition, in areas such as International calls does not have a significant effect on prices, the Authority would consider extending the scope of Providing Carriers to include mobile operators.

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1 Definitions and Interpretation

Any word, phrase or expression used in this regulation shall, unless the context requires otherwise or it is expressly defined herein have the same meaning as it has in the Legislative Decree No. 48 of 2002 Promulgating the Telecommunications Law (the "Telecommunications Law") and the terms below shall have the following meaning:

Carrier Pre-selection Process means the procedures prescribed by this regulation by which a Subscriber shall designate its choices of Pre-Selected Operator(s) to provide its National Telecommunication Services and/or International Telecommunication Services.

Change Request means a request of a Subscriber of a Providing Carrier to change its Pre-Selected Operator.

Code of Practice means a statement to consumers that describes what they may expect of a service and the standards that a provider of that service should meet. The code of practice for carrier pre-selection provides an operational benchmark to which all operators are required to adhere.

Customer Premises Equipment means an item of customer equipment that does not form part of the Public Switched Telecommunication Network (PSTN) but that is connected, or is intended to be connected to it, whether fixed or portable, and by means of which signals are initially transmitted or ultimately received.

Directions under this Regulation means written directions issued by the Authority, under the powers granted to it in the Telecommunications Law, relating to the manner, form and timing of the production of information, together with the methodologies and other matters to be applied in its preparation.

Functional Specification means a document published by the Authority that specifies technical, process and any other details that are necessary to effect the efficient implementation of the Carrier Pre-selection.

Override Codes means a short number prefix or code of not less than three digits that may be dialed or input by a Subscriber on a call-by-call basis to access a national telecommunication operator or international telecommunications operator other than that Subscriber's Pre-Selected Operator for the purposes of making a national call or international call. Override Codes shall be assigned and made available in accordance with the National Numbering Plan, published by the Authority

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Operator Set-Up Facilities means the Carrier Pre-selection facilities required from the Providing Carrier by any individual Pre-Selected Operator for the routing of calls specified in a Subscriber's request for Carrier Pre-selection, including arrangements for the transfer of customer orders.

Operator Set-Up Costs means the Providing Carrier's actual incremental cost of making available Operator Set-Up Facilities.

Pre-Selected Operator means the telecommunication operator, other than the Providing Carrier, who is licensed to provide National Telecommunication Services and/or International Telecommunication Services and has been selected by a Subscriber at any given time as that Subscriber's national telecommunication operator and/or international telecommunication operator.

Providing Carrier means an operator of a fixed telecommunications network that has significant market power.

Subscriber Set-Up Facilities means the Carrier Pre-selection facilities required for a particular Subscriber in order to meet that Subscriber's request for Carrier Pre-selection.

Subscriber Set-Up Costs means the Providing Carrier's actual incremental cost of making available Subscriber Set-Up Facilities. These costs may also include the actual incremental Operator Set-Up Costs and system set-up costs incurred by the Providing Carrier in order to meet a particular Subscriber's Change Request for Carrier Pre-selection.

Slamming means the submission of an unauthorized Change Request to a Providing Carrier by a national telecommunication operator or international telecommunication operator or the unauthorized change in a Subscriber's Pre-Selected Operator in the case where the Providing Carrier makes such change without receipt of an authorized Change Request.

Subscriber/Consumer means any person or entity that is a party to a contract or other similar arrangement that is in force with a Providing Carrier for the supply of a telecommunication service.

System Set-Up Facilities means any alterations or additions needed to the Providing Carrier's facilities to enable it to provide Carrier Pre-selection that cannot otherwise be attributed to a specific Subscriber or Pre-Selected Operator.

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2 Providing Carriers and Pre-selected Operators

- 2.1 All Providing Carriers shall, from the publication of this regulation, put in place the necessary facilities to enable their Subscribers to access the National Telecommunication Services and/or International Telecommunication Services of their choice in accordance with this regulation.
- 2.2 A timetable for the implementation of the measures described in this regulation shall be lodged with the Authority within twenty-eight (28) days of its issue for the approval of the Authority. The approved timetable shall be complied with as if it were a license obligation.
- 2.3 All Providing Carriers shall, in response to specific request, inform their Subscribers of their right to choose their Pre-Selected Operator(s) and that they also have the right to change their Pre-Selected Operator(s) at any time. Advice to relevant Subscribers shall include details of the timetable for the introduction of the carrier pre-selection service. This provision is without prejudice to specific packages that may be expressly approved by the TRA, which may exclude CPS.
- 2.4 All Providing Carriers shall enable their Subscribers to access their Pre-Selected Operator or Pre-Selected Operators in the case where a Subscriber has pre-selected different operators for their National Telecommunication Services and/or International Telecommunication Services in accordance with this regulation.
- 2.5 In complying with this regulation, all Providing Carriers shall ensure that sufficient facilities or means are in place within their networks and such networks are interconnected to enable their respective Subscribers to make international calls and national calls
 - (i) Using their Pre-Selected Operator(s) without the need for any Subscriber dialed access code and
 - (ii) By means of a Subscriber dialed Override Code that, on a call-by-call basis, deselects the Pre-Selected Operator so that the Providing Operator carries the call.
- 2.6 Each Subscriber of a Providing Carrier shall have the right under this regulation to choose one, and only one, Pre-Selected Operator for purposes of that Subscriber's default national telecommunication operator and one, and only one, Pre-Selected Operator for purposes of that Subscriber's default international telecommunication operator.

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- 2.7 The Subscriber's Pre-Selected Operator may, but need not be, the same for both National Telecommunication Services and International Telecommunication Services.
- 2.8 Any operator which is licensed to and offering to provide National and/or International Services is eligible to offer those telecommunications services for which it is licensed through the access mechanism of pre-selection.
- 2.9 Pre-selected operators must ensure that, before offering service, they have in place adequate technical and operational resources. This includes, but is not restricted to, interconnection and/or access arrangements with Providing Carrier(s), billing capability and processes for subscriber care that enable compliance with the CPS code of practice.
- 2.10 Nothing in this section shall be construed to prohibit candidates for selection as Pre-Selected Operators from advertising in any media or providing user-friendly explanatory guides in an effort to win Subscribers.

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3 Scope of the Carrier Pre-Selection Scheme

- 3.1 All calls which are subject to pre-selection will be routed by the Providing Operator to an established point of interconnection.
- 3.2 All calls destined for a pre-selected operator will be routed without alteration to the digit string dialled by the customer.
- 3.3 The Calling Line Identity (CLI) for all pre-selected calls will be passed through to the pre-selected operator. (However, for the avoidance of doubt, where customers have requested/selected their caller line identity not to be made available to the end user called party, operators will ensure such provisions are made available for such customers).
- 3.4 Except as set out below and in cases of technical incompatibility, carrier pre-selection shall be available for all of the basic call types available over a Public Switched Telephone Network. This explicitly includes, but is not limited to, International calls, ISDN calls, National calls (other than calls to mobile subscribers) and Paging calls.
- 3.5 Carrier pre-selection shall also be available to multi-line customers and customers with Private Branch Exchange (PBX) installation with the reservation that it may not be possible to provide different selection schemes to individual extensions on a PBX.
- 3.6 Calls not subject to a pre-selection, calls to emergency services and short code calls will continue to be routed without transfer to another operator.
- 3.7 The call types that are excluded from carrier pre-selection scheme, in addition to those cited above are calls from public payphone lines, special and premium rate services (such as, but not limited to, flat rate internet access), calls from mobile networks, calls using pre-paid or real-time authentication systems and calls from lines in relation to which special needs or low usage' arrangements are in place and which have been approved expressly by the TRA. The list of excluded calls may be amended by the TRA at the request of the licensee, in terms of removing restrictions or adding new ones.

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4 Process for choosing a Pre-selected Operator

- 4.1 A Subscriber may choose its Pre-Selected Operator(s) at any time through the mechanism of a Change Request.
- 4.2 All Change Requests must be delivered in writing. For the purposes of this regulation, and in any case where a written request is required, the requirement is met if the document or information is;
 - (a) in paper form, or
 - (b) in the form of a data message, including a stored recording and is accessible in a manner usable for subsequent reference and verification.

Whatever form of the change request, each Pre-Selected Operator should be required to maintain on file a verifiable request from the customer. Failure to produce such a request on demand would constitute evidence of slamming

- 4.3 A Change Request may be delivered to
 - (a) the Providing Carrier of the Subscriber, or
 - (b) the new Pre-Selected Operator(s).
- 4.4 A Subscriber intending to change its Pre-Selected Operator may combine in a single Change Request a request to change both its national telecommunication operator and international telecommunication operator where such Subscriber intends that its Pre-Selected Operator will be the same for both services.
- 4.5 Where a Subscriber intends to select different Pre-Selected Operators for National Telecommunication Services and International Telecommunication Services, such Subscriber must deliver separate Change Requests.
- 4.6 Where a Subscriber delivers a Change Request directly to its Providing Carrier, the Providing Carrier shall notify the new Pre-Selected Operator(s) in writing within five (5) business days of receipt of the Change Request. The new Pre-Selected Operator shall accept or reject the Change Request within a further five (5) business days.
- 4.7 Where a Subscriber delivers a Change Request to its new Pre-Selected Operator(s), the new Pre-Selected Operator(s) shall notify the Providing Carrier in writing within five (5) business days of receipt of such Change Request.
- 4.8 The Subscriber Change Request must contain, in clear and unambiguous language the following:

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- 4.8.1 The Subscriber's name, identification number, address, and telephone number for each telecommunication service affected by the requested change.
- 4.8.2 A statement of the Subscriber's intent to change the Pre-Selected Operator for either National Telecommunication Service, or International Telecommunication Service, or both to a new Pre-Selected Operator or Pre-Selected Operators.
- 4.8.3 A statement that the Subscriber understands that it may have only one Pre-Selected Operator for National Telecommunications Service and one Pre-Selected Operator for International Telecommunication Service.
- 4.8.4 A statement that the Subscriber understands that their choice of Pre-Selected Operator means that certain service options may not available for so long as the option of CPS with that operator remains in place.
- 4.8.5 A statement that the Subscriber understands that there may be a charge for the requested change.
- 4.9 Following receipt of a Change Request, a Providing Carrier shall provide Carrier Pre-selection facilities to the newly Pre-Selected Operator within five (5) business days of receipt of such request by both the Providing Carrier and the newly Pre-Selected Operator in accordance with the Functional Specifications established by the Authority.
- 4.10 The cancellation of an order in progress shall follow the same route as the original order

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5 Operation of the Carrier Pre-Selection Scheme

- 5.1 The process that is used to initially enable CPS on a customer's line must support continuity of primary telephone service for the customer during the switchover.
- 5.2. Existing facilities on the customer's line should not be affected by the addition of the carrier pre-selection facility. For those cases where an existing telecommunications service (such as call forwarding) is incompatible with the implementation of carrier pre-selection, the subscriber should be informed of the conflict between services and presented with the service options that are available to them .
- 5.3 Where a call is to be routed by carrier pre-selection, the Providing Carrier shall prefix the customer's dialled digits with an agreed CPS Routing Code. The aim of this coding is to facilitate routing through the originating network to the appropriate point of interconnection
- 5.4 There should be no significant degradation in the overall quality of service perceived by a subscriber when carrier preselection is implemented, although additional call set-up time is acceptable provided the Providing Carrier does not add more than 50% to the standard call set-up time.
- 5.5 Where a Subscriber delivers a Change Request to its Providing Carrier or new Pre-Selected Operator(s) as the case may be, the Providing Carrier or new Pre-Selected Operator(s) shall keep a copy of such Change Request and related information for a period of twelve (12) months for purposes of verification and proof of compliance with these regulations. In addition, a summary of change requests may be published by the Authority to indicate the level of 'churn' between Operators. Operators shall, if required, provide the Authority at six monthly intervals with a summary of Change Requests, including details of which Carrier was previously used by the subscriber and which operator was chosen as the new Pre-Selected Operator.
- 5.6 The above records shall be made available to the Authority for inspection and any Subscriber that believes he or she has been slammed shall have access to any records relating to such Subscriber.
- 5.7 Both Providing Operators and Pre-Selected Operators are required to maintain sufficient records of contact with customers, both business and residential for six (6) months in order to be able to comply with requests from the Authority. These records must include the following information:

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- Date and time of contact
- Name and telephone number of the consumer
- Name of the sales representative
- Details as to the subject matter
- 5.8 No more than one 'winback' call, a telephone conversations with a former subscriber, may be made to each subscriber. This covers both residential and business subscribers. A proportion of these 'winback' calls should be selected at random and recorded and customers should be so informed. The initial proportion of calls that should be recorded is set at 10%.
- 5.9 Both Providing Operators and Pre-Select Operators shall ensure that they have adequate systems and processes in place to locate and rectify subscriber reported faults.
- 5.10 In the event that an Operator receives a fault report the cause of which does not lie within their network, they should forward a trouble ticket to the appropriate Operator.
- 5.11 Pre-Select Operators shall be responsible for billing their subscribers for service and shall ensure that adequate call detail records are collected to enable accurate billing.
- 5.12 Providing Operators shall be responsible for billing subscribers for service elements that they continue to provide
- 5.13 Providing Operators shall ensure that adequate call detail records are supplied to Pre-Select Operators on a monthly basis.
- 5.14 The Authority may issue additional regulations on the issue of billing if it deems appropriate to do so, in order to ensure consumer protection.

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6 Steps to prevent unauthorized changes to pre-selected carriers

- 6.1 Providing Carriers shall not change the Pre-Selected Operator(s) of any Subscriber except in response to a Change Request received from the affected Subscriber directly or received indirectly by way of an international telecommunication operator or national telecommunication operator that has been selected as the Subscriber's new Pre-Selected Operator(s). All such Change Request shall comply in all respects with the details given in section 4 of this regulation.
- 6.2 No international telecommunication operator or national telecommunication operator shall deliver any Subscriber Change Request to effect a change in a Subscriber's Pre-Selected Operator except though the mechanism of a Change Request from the affected Subscriber that complies in all respects with the details given in section 4 of this regulation.
- 6 .3 The Authority may require Providing Carriers subject to these regulations to implement verification procedures in addition to those set out in this regulation if the Authority determines, after public comment, that such procedures are necessary based on the level of complaints that Slamming is occurring.
- 6.4 For purposes of detecting and preventing Slamming and consumer protection, within five (5) business days of effecting the Subscriber's change in accordance with section 4 of this regulation, the new Pre-Selected Operator(s) shall verify the change in Pre-Selected Operators by notifying the Subscriber in writing of the change. The written notification shall contain the following information in clear and unambiguous language:
 - 6.4.1 The identity of the new international telecommunication operator and/or national long-distance operator.
 - 6.4.2 Contact information of the new operators, including where and how the Subscriber may obtain assistance as well as lodge complaints.
 - 6.4.3 Contact information of the Authority where the Subscriber may seek assistance as well as lodge complaints.
 - 6.4.4 Contact details of the Providing Carrier and notification that certain of the subscriber's services will continue to be provided by the Providing Carrier.
 - 6.4.5 All relevant information regarding tariffs and billing, including any charges that will be billed in connection with the change in the Subscriber's Pre-Selected Operator.

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- 6.4.6 The terms and conditions associated with the Pre-Selected Operator's provision of International Telecommunication Services and/or Distance Telecommunication Services to the Subscriber.
- 6.4.7 A telephone number and hours of operation where the Subscriber can alert the new Pre-Selected Operator that the change in Pre-Selected Operators was unauthorized and that Slamming had occurred.
- 6.5 In every case where a new Pre-Selected Operator receives notice that a Subscriber has been slammed, that Pre-Selected Operator shall immediately notify the Providing Carrier effecting the Subscriber's change in writing and cooperate with the Providing Carrier, acting reasonably to reverse the change in Pre-Selected Operators. The new Pre-Selected Operator shall also notify the Authority in writing that Slamming had occurred and the steps it undertook to remedy the violation of these regulations.
- 6.6 Operators breaching the provisions of this regulation concerning Slamming shall be treated as having breached the Telecommunications Law and their licenses.

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7 Consumer Issues

- 7.1. All Operators shall develop adequate customer information and consumer protection procedures to assist consumers in understanding the choices they will have, and how the new services will work. The customer information and consumer protection procedures will be submitted to the Authority for its approval. No operator may offer CPS services unless it has its customer information and consumer protection procedures approved. Any amendment to such customer information and consumer protection procedures will require the prior written approval of the Authority.
- 7.2 The Authority will establish a consumer advisory group on carrier pre-selection. The terms of reference for this group shall be provided by the Authority and the group shall be established within 2 months of the issue of this regulation.
- 7.3 The consumer advisory group may include, but shall not be limited to, representatives from consumer protection bodies, representatives with customer care experience, representatives from the business community, representatives from the voluntary services societies and representatives from the academic community with a background or interest in telecommunications.
- 7.4. The consumer advisory group will provide input to the Authority on the Code of Practice for carrier pre-selection to which all providers must adhere if they are to offer service.
- 7.5 The Authority shall issue and enforce the Code of Practice for carrier pre-selection, with specific initiatives within this remit that include:
 - i) Monitoring the accuracy of price comparisons between Pre-Selected Operators and the ease with which consumers can compare prices
 - ii) Monitoring of market statistics for carrier pre-selection
 - iii) Production of guidelines on Sales Practices to assist in the monitoring of compliance
 - iv) Follow up surveys of consumers to check compliance with code of practice
 - v) Random consumer surveys.
- 7.6 The Authority shall provide a framework for the operation of the consumer advisory group that ensures that issues addressed by carrier pre-selection advisory groups worldwide are addressed. In addition, the Authority shall research and forward issues

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relevant to carrier pre-selection to the consumer advisory group for its consideration.

- 7.7 Reports of any breaches of the carrier pre-selection Code of Practice, or of any other obligations set out within this regulation, will be posted on the Authority's website.
- 7.8 A breach of the Code of Practice shall be treated as a breach of the license by the Authority and shall therefore liable to enforcement measures under the powers of the Authority.
- 7.9 In addition to the above, the Authority shall present proposals for additional measures to address enforcement and compliance with the Code of Practice.
- 7.10 These additional measures shall include the conditions for suspension of a Pre-Selected Operator (a suspension of their right to process orders) for a period of time (potentially indefinitely) for material and/or persistent breaches of the CPS Code of Practice.
- 7.11 The Code of Practice shall also include provisions for a cooling-off period for subscribers, i.e. to provide subscribers with the opportunity to reverse their decision of choice of Pre-Selected Operator.
- 7.12 For the avoidance of doubt, the position of the consumer advisory group is solely advisory to the Authority and all decisions, rules, regulations and any other actions rest with the Authority alone.

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8 Cost Apportionment

- 8.1 The costs of implementing CPS should be apportioned on the following basis:
 - 8.1.1 General system provisioning costs should be borne by the CPS provider and recovered through charging from them to the CPS operator as follows:
 - A per operator set up charge. The level of this set up charge will be determined by the TRA, with the remaining costs recovered through;
 - A surcharge to all minutes originated by the CPS provider for services where CPS is effective, regardless of which operator subsequently carries them.
 - 8.1.2 Operator specific costs incurred by the CPS provider should be recovered from the CPS operator through set up and recurring call charges
 - 8.1.3 Line specific enabling costs incurred by the CPS provider should be recovered from the CPS operator through set up and per event charges
- 8.2 The costs eligible for recovery pursuant to these regulations are those actual incremental costs that:
 - 8.2.1 would not have been incurred by the Providing Carrier but for the implementation of Carrier Pre-selection; and
 - 8.2.2 were incurred exclusively for the purposes for the provision of Carrier Pre-selection.
- 8.3 All providing carriers shall ensure that charges that are related to the provision of Carrier Pre-selection are cost based and that any direct charges to Subscribers are not unreasonable and do not act as a disincentive for the use of the Carrier Pre-selection process.
- 8.4 Charges for providing the CPS service including general system provisioning costs, operator specific costs and per line enabling costs, shall be fair and reasonable and based on forward looking costs according to Sections 57(e) and 58(b) of the Telecommunications Law.
- 8.5 Were Batelco to be found dominant in the relevant market, the originating call charge shall be based on long run average incremental cost (LRAIC) plus a mark-up.
- 8.6 The table below summarises the definition of these costs and the methodology for their treatment and the mechanism of recovering costs through charges

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Cost Category	Relevant Costs	Costing methodology
General System Costs- Capital	These are defined as those up front and recurring costs incurred by the CPS provider, that are in large part fixed and common across CPS operators. Capital costs may include routing, billing, customer support and database software and its implementation, and the definition of intra and inter operator processes associated with delivery of the service.	An initial per operator set up fee shall be submitted to the TRA for approval by the providing carrier, to be charged by the CPS provider to the CPS operator applying for the service. An estimate should be made of the number o entrant operators within the forthcoming period, and the remaining costs should be allocated to those services for which CPS is effective (effective is defined as services where at least one CPS operator is offering the service to the market). They should be recovered over the total forecast minutes originated by the CPS provider for each service including minutes subsequently carried by the CPS provider, to calculate a per minute surcharge to originated minutes. For calls interconnected to a carrier from the CPS provider's network, the surcharge will be charged by the CPS provider to the CPS operator whose customer requests the service. Per minute surcharge rates should be calculated based on forecast five year costs and forecast of minutes to calculate an equalized price per minute. This should be calculated on a rolling basis such that and over- or under-recovery of cost from the prior period (including set up fees) be rolled into the subsequent period with the revised minute forecast to calculate the current year per minute surcharge rate. The annualised costs will include depreciation calculated as economic depreciation or in line with audited accounting policies of the CPS provider.
General System Costs- recurring	Recurring costs may include the maintenance and technical support of the CPS system and the costs of managing its operation and any central database administration costs	The annual costs should be forecasted over a five year period and added to depreciation to be recovered over total originated minutes for CPS effective services through the surcharge to originated minutes , to be charged by the CPS provider to the CPS operator as above.
Operator Specific Costs – Set Up	These are the incremental costs of setting up individual CPS operator customers. This may include the cost of	Allocated as per activity based costing systems. A set up charge will apply per to be

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Cost Category	Relevant Costs	Costing methodology	
	commercial negotiation, setting up account and billing relationships.	charged by the CPS provider to the CPS operator.	
Operator Specific Costs – Recurring	These are incremental costs of the ongoing management of CPS customers. Costs may include account management and wholesale billing and	Allocated as per activity based costing systems. Provision is made for a recurring monthly per operator service charge,	
Line Enabling Costs – Set Up	collection. These are defined as those incremental costs that are specific to the setting up of individual lines. Such costs may include database administration and billing set up costs.	should these cost be material. Allocated as per activity based costing systems. A set up charge will apply per line to be charged the CPS provider to the CPS operator. Where an application is initiated, but not completed, charges may be devised to reflect the costs incurred to the point where the application was terminated.	
Recurring Line Enabling Costs	These are defined as those incremental costs that are specific to incremental to the management of individual lines over the life of the customer. The costs may include customer support costs (fault resolution), billing and database administration.		

- 8.7 The TRA shall require to review and approve the charges to be applied for CPS to ensure they are fair and reasonable. This will include reviewing the cost bases applied for the CPS systems and administration and call origination, including, where applicable, the LRAIC and FAC cost systems applied, and the minutes forecast.
- 8.8 The initial set of Charges for CPS services determined to be in scope shall be published no later than 31st July 2004. The TRA shall be provided with proposed charges by the CPS provider 30 days prior to the publication date. Should the TRA not agree with charges proposed, it shall make recommendations for changes to apply, including, but not limited to, changes to costing methodologies that may require the use of a LRAIC methodology. Should there be no agreement by the publication date the TRA shall determine the charges to apply.
- 8.9 Charges shall be reviewed at least every 12 months from the anniversary of the publication date of the last charges. The TRA shall be notified of charges at least 30 days prior to the publication date, for its approval.

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