



**This is an unofficial translation of the Directive and is provided here for information purposes only. Reliance may only be placed upon the official Arabic version of the Directive.**

The Telecommunications Regulatory Authority has sent the following letter to Class I licensees (Oman Mobile & Ooredoo) and to Class II licensees (Friendi, Renna & TeO) with regards to the Ministerial Committee for Post, Telecommunications and Information Technology decision regarding the Retail and Wholesale caps of International Mobile Roaming Services across the GCC Region.

#### **Background:**

1. The GCC Ministerial Committee for Post, Telecommunications and Information Technology constituted a Working Group comprising of members from the Telecom Regulatory bodies of the GCC member countries. This working group with the help of an international consultant, after carrying out extensive consultation with the stakeholders, submitted recommendations for regulating tariffs of International Mobile Roaming services. During its 24th meeting held on 9<sup>th</sup> June 2015, the GCC Ministerial Committee approved the price-caps for International Mobile Roaming (IMR) for implementation across the GCC.
2. Whereas, Article 8(8) of the Telecommunications Regulatory Act obliges the Authority to take actions to implement the obligations arising from international treaties in the field of telecommunications to which the Sultanate is a party, and the resolutions issued by international and regional organizations in which Sultanate is a member, all in coordination with the concerned bodies.
3. Whereas, all Licenses stipulated that in addition to complying with the Conditions stated in the License, the licensee shall comply with the provisions of the Telecommunications Regulatory Act and Regulations, and all relevant decisions, orders and guidelines of the Authority.
4. Pursuant to the above functions of the Authority, the Authority hereby issues the following decision in order to implement the said GCC Resolution on International Mobile Roaming framework:

**Decision:**

5. Effective from the date mentioned against each, the following price-caps will be applicable in the Sultanate of Oman for International Mobile Roaming services:

**Table for IOT Caps**

Wholesale Caps	Effective from 1 January 2016	Effective from 1 January 2017	Effective from 1 January 2018	Effective from 1 January 2019	Effective from 1 January 2020
Calls Made to other GCC countries including home country (within GCC) (R.O/Min)	0.181 (0.33 SDR)	0.173 (0.32 SDR)	0.165 (0.31 SDR)	0.165 (0.31 SDR)	0.165 (0.31 SDR)
Calls made Within the Visited GCC Country (R.O/Min)	0.073 (0.14 SDR)	0.069 (0.13 SDR)	0.065 (0.12 SDR)	0.065 (0.12 SDR)	0.065 (0.12 SDR)
Calls received while roaming in the GCC (R.O/Min)	N.A	N.A	N.A	N.A	N.A
SMS sent while roaming in the GCC (R.O/SMS)	0.015 (0.03 SDR)	0.015 (0.03 SDR)	0.015 (0.03 SDR)	0.015 (0.03 SDR)	0.015 (0.03 SDR)
Mobile Data usage while roaming in the GCC (R.O/MB)	0.308 (0.57SDR)	0.192 (0.36 SDR)	0.135 (0.25 SDR)	0.115 (0.21 SDR)	0.096 (0.18 SDR)

**Table for Retail Price Caps**

Retail Caps	Effective from 1 April 2016	Effective from 1 April 2017	Effective from April 2018	Effective from April 2019	Effective from 1 April 2020
Calls Made to other GCC countries including home country (within the GCC) (R.O/Min)	0.246 (0.46 SDR)	0.238 (0.44 SDR)	0.231 (0.43 SDR)	0.231 (0.43 SDR)	0.231 (0.43 SDR)
Calls made Within the Visited GCC Country (R.O/Min)	0.100 (0.19 SDR)	0.096 (0.18 SDR)	0.092 (0.17 SDR)	0.092 (0.17 SDR)	0.092 (0.17 SDR)

Calls received while roaming within the GCC(R.O/Min)	0.135 (0.25 SDR)	0.108 (0.20 SDR)	0.085 (0.16 SDR)	0.085 (0.16 SDR)	0.085 (0.16 SDR)
SMS sent while roaming within the GCC (R.O/SMS)	0.031 (0.06 SDR)	0.027 (0.05 SDR)	0.023 (0.04 SDR)	0.023 (0.04 SDR)	0.023 (0.04 SDR)
Mobile Data usage while roaming within the GCC (R.O/MB)	0.500 (0.93 SDR)	0.327 (0.61 SDR)	0.231 (0.43 SDR)	0.192 (0.36 SDR)	0.161 (0.30 SDR)

6. This framework shall apply to the following telecom services/scenarios:
- National Voice calls made while roaming from the visited network within the visited country.
  - International Voice Calls made while roaming from the visited network back to any GCC country including home country.
  - Calls received while roaming onto the visited network.
  - SMS sent while roaming onto the visited network.
  - Mobile Data usage while roaming.
7. The Price caps have been set in Special Drawing Rights (SDR) on a GCC level for reference. In practice as regards IOTs, licensees may agree with their roaming partners to use any other common currency for settling their claims.
8. Notwithstanding, the above price-caps, the licensees are free to compete by setting prices below these regulatory caps for retail tariffs. In case of bundled retail packages, , the licensees are not permitted to offer commercial roaming packages where, under reasonable assumptions of the unit price attributable to the roaming service, the package would generate a higher price than the price cap if all roaming minutes, SMS, and data MB in the bundle were fully utilized.
9. The licensees are required to set and communicate all retail tariffs in local currency at the level of the price caps indicated above or below.
10. The Authority recognizes the efforts already undertaken to reduce the risk of bill shock and will keep monitoring the effectiveness of the systems to reduce complaints. The Authority



will at a later stage assess whether the current voluntary initiative requires to be adopted as regulatory obligations

11. The licensees offering International Mobile Roaming service shall provide data related to IMR Service to assist the Authority in its future reviews. The Authority as part of the roaming working group will initiate a semi-annual comprehensive collection of quarterly data associated with the provision of IMR services on the part of GCC MNOs. The data collection sheet (GCC IMR Data Collection Sheet) shall be circulated separately at a later stage.
12. The Authority may impose fines and other appropriate penalties after taking the necessary legal actions for non-compliance with this decision in accordance with Article (51) Repeated of the Telecommunications Regulatory Act.
13. All licensees offering International Mobile Roaming services shall make necessary arrangements to implement the above decision.