United Arab Emirates

TRA هيئة تنظيم الاتصالات
TELECOMMUNICATIONS REGULATORY AUTHORITY

POLICY

National Roaming Services

Version 1.0

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Telecommunications Regulatory Authority (TRA)
P O Box 26662, Abu Dhabi, United Arab Emirates (UAE)
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1. Legislative Background

In accordance with Federal Law by Decree 3/2003 and its Executive Order,

Federal Law:

Article 12 'The Authority is the competent body to oversee the telecommunications sector in the State and all Licensees in accordance with this Federal Law by Decree, its Executive Order and the instructions of the Supreme Committee.'

Article 13 'The Authority shall exercise its functions and powers under this Federal Law by Decree and its Executive Order to:

(1) ensure that the Telecommunication Services provided throughout the State are sufficient to satisfy the public demands of those who wish to make use of such services;

(2) enhance the level of services provided by the telecommunication sector in order to promote the interest of users…'

Article 14 ''…the Authority shall have the power to issue regulations, orders, resolutions and procedures in relation to:

(2) the Interconnection of and access to Telecommunication Networks and Telecommunication Services provided by the Licensees, and the co-location of assets and sharing of infrastructure by such Licensees, including the terms, conditions and prices of such Interconnection, access, co-location and sharing, the time-scales and rules for the negotiation and finalisation between such operators of agreements in relation to the foregoing matters and the dispute resolution policies between the parties to such agreements;

(3) the terms and level of services provided by the Licensees to users, including the standards and quality of service provided, the terms and conditions of supply of such services, the handling and resolution of user complaints and disputes, the provision of information to users, the use of user information and the rendering of bills to users;…'

1. **Article 38** 'The Authority shall take any needed action as deemed necessary to facilitate the process of Interconnection and to monitor the compliance of all parties to the provisions of the Interconnection Agreements. The Authority shall have all the powers which will enable it to achieve the foregoing.'

2. **Article 39**

(1) 'Where there is a dispute in relation to Interconnection the parties to the dispute may refer the dispute to the Authority for adjudication and the issuance of binding resolutions.

(2) The Authority shall adjudicate disputes referred in accordance with this Article as specified in the Executive Order.'

Article 41 'Etisalat and any of its subsidiaries shall, at the direction of the Authority, satisfy in a timely, efficient and least cost manner all requests from a Licensee for Interconnection, co-location or sharing of sites and facilities at the best point as determined by the Authority. In particular Etisalat shall:

(1) comply with any regulations, guidelines or licence conditions issued pursuant to the provisions of this Federal Law by Decree or its Executive Order relating to Interconnection, co-location or sharing of sites and facilities;

(2) subject to the regulations issued pursuant to the provisions of this Federal Law by Decree or its Executive Order, offer and provide Interconnection, co-location or sharing of sites and facilities on terms and conditions (including as to cost and quality) which are in accordance with best international practice;

(3) Facilitate, provide facilities and information concerning Interconnection, co-location and sharing of sites to Licensees and their subsidiaries under the same conditions and of the same quality as Etisalat provides for its own services or those of its subsidiaries or companies.'

The Executive Order:

Article 49 'In performing its obligations under the Federal Law by Decree and this Executive Order in relation to network Interconnection, co-location and sharing of facilities, the Authority may do any of the following:

(5) …issue the regulations, directives, decisions and governing rules for domestic roaming services.'

2. National Roaming Services Policy

In accordance with Federal Law by Decree 3/2003, Article 14, the TRA has determined that Etisalat is required to offer National Roaming Services on its network to the second mobile licensee.

The obligation of Etisalat to provide National Roaming Services to the operator of the second mobile license decreases in relationship to the rollout of the second licensee's mobile network, as specified in its license.

Etisalat shall be obliged to provide National Roaming Services in the geographic and/or population coverage areas not covered by the second mobile licensee in accordance with its mobile network rollout as specified in its license.

The TRA will inform both licensees when Etisalat's requirement to offer national roaming expires.

3. National Roaming Services Offering

National Roaming Services shall be offered in accordance with TRA Guidelines – Interconnection, Version 1.1, Issued 2nd, April 2005.

In accordance with Federal Law by Decree 3/2003, Article 41 (3), Etisalat shall offer National Roaming Services at the same quality as Etisalat provides for its own services or those of its subsidiaries or companies. For example, call handover shall be transparent to end users, whereby end users do not experience any interruptions in service when being transferred from one licensee's network to another.

End users of both licensees shall be able to reach all telephone numbers in the UAE. To the extent it is technically possible and economically feasible, GSM supplementary services offered by Etisalat to its end users shall be offered as part of National Roaming Service.

4. National Roaming Services Agreement

In accordance with Federal Law by Decree 3/2003, Article 41, Etisalat shall negotiate with the second mobile licensee the terms, conditions and prices for National Roaming Services.

The National Roaming Services Agreement between the licensees shall be submitted to the TRA for review prior to signature.

In accordance with Federal Law by Decree 3/2003, Article 39, any negotiating disputes may be referred to the TRA for adjudication and the issuance of binding resolutions.