

# International Roaming ARCTEL@CPLP

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Manuel Costa Cabral

Manuel.costacabral@anacom.pt

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Key takeaways

ARCTEL-CPLP is an association of regulators in Portuguese speaking countries that facilitates and enhances the sharing and exchange of information and knowledge among the various national regulatory authorities (NRAs), with the aim of contributing to the development of their communications markets and the sector as a whole.

# ARCTEL-CPLP Members



*AGER*



*ARME*



*ANC*



*ANACOM*



*ARN*



*ANATEL*



*INACOM*



*INCM*



*ORTEL*

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Key takeaways

- 280 Million consumers
- Cultural and linguistic affinities
- Portuguese speaking countries are also characterized by large immigration, resulting that some Portuguese speaking countries have more people leaving abroad than in the country of origin.
- Many of the immigrants choose other Portuguese speaking countries to live.
- That makes roaming between our Nations a key service for these communities.

- Geographical dispersion between MS
- Different market power of operators, and different purchasing power of consumers
- Differences on the international traffic flows between countries and operators
- Also the regulatory approach and powers are very diverse



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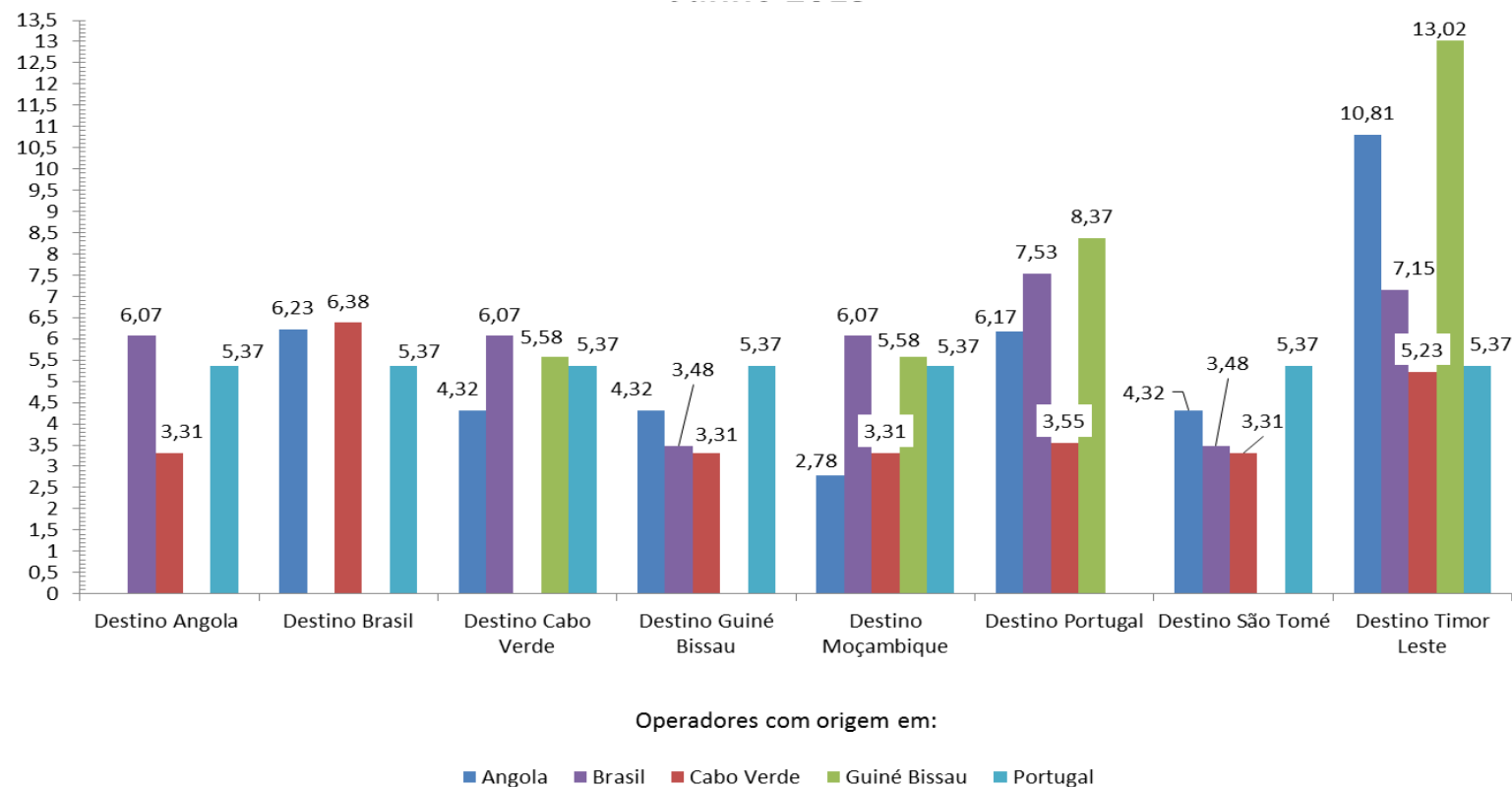
Key takeaways

- Political support through a Statement endorsed by the *Comunidade dos Países de Língua Portuguesa* (CPLP)
- Involvement of operators on a voluntary basis
- WG on Roaming took the following steps:
  - Monitoring Roaming fees intra-CPLP Member States (retail and wholesale);
  - Monitoring users complaints;
  - Assessing International Law, including under WTO framework

- Meeting of Communication Ministers, Mozambique, August 2016
  - The Ministers declared to Promote the concept of “CPLP Market” as a distinctive brand
  - Adopted a Digital Agenda for the Community of Portuguese-Speaking Countries.
  - The Digital Agenda envisages to promote the communications within the CPLP.

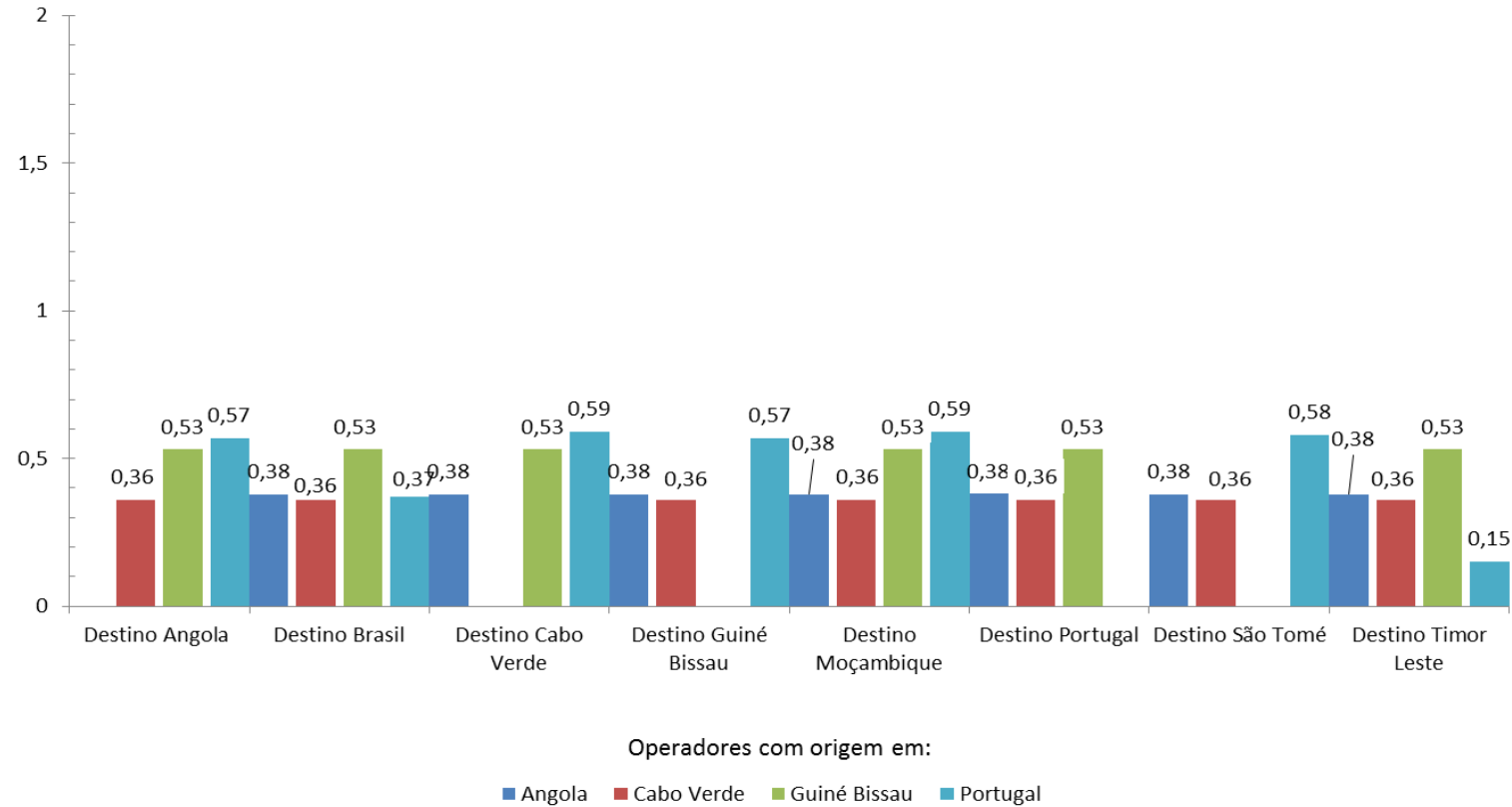
# Plan of Action – Monitoring fees - Retail prices

## Voice Calls made – 3 minutes call – Prices in Euros (€)



# Plan of Action – Monitoring fees -Wholesale prices

Voice calls – 1 minute call – Destination of calls: Country of Destination



- An important outcome of these effort was a recommendation on tariff transparency.
- Recommendation invited for the introduction, or maintenance, by international roaming service providers, of tariff transparency measures aimed at the respective end users in roaming communications in the CPLP space, such as:
  1. Publication of clear, detailed and transparent information on prices and conditions associated with the use of international voice, SMS and data roaming services;
  2. Free alerts, via SMS or other electronic means, whenever a user enters another CPLP country. These alerts must include information on the applicable prices for voice, SMS and data roaming communications;
  3. Free alerts, via SMS or other electronic means, about the costs already incurred in the use of data services in roaming, as soon as they reach a certain threshold;
  4. Cut-off limit for data services while on roaming;
  5. Measures to avoid inadvertent roaming (measure is especially relevant in CPLP countries with land borders).

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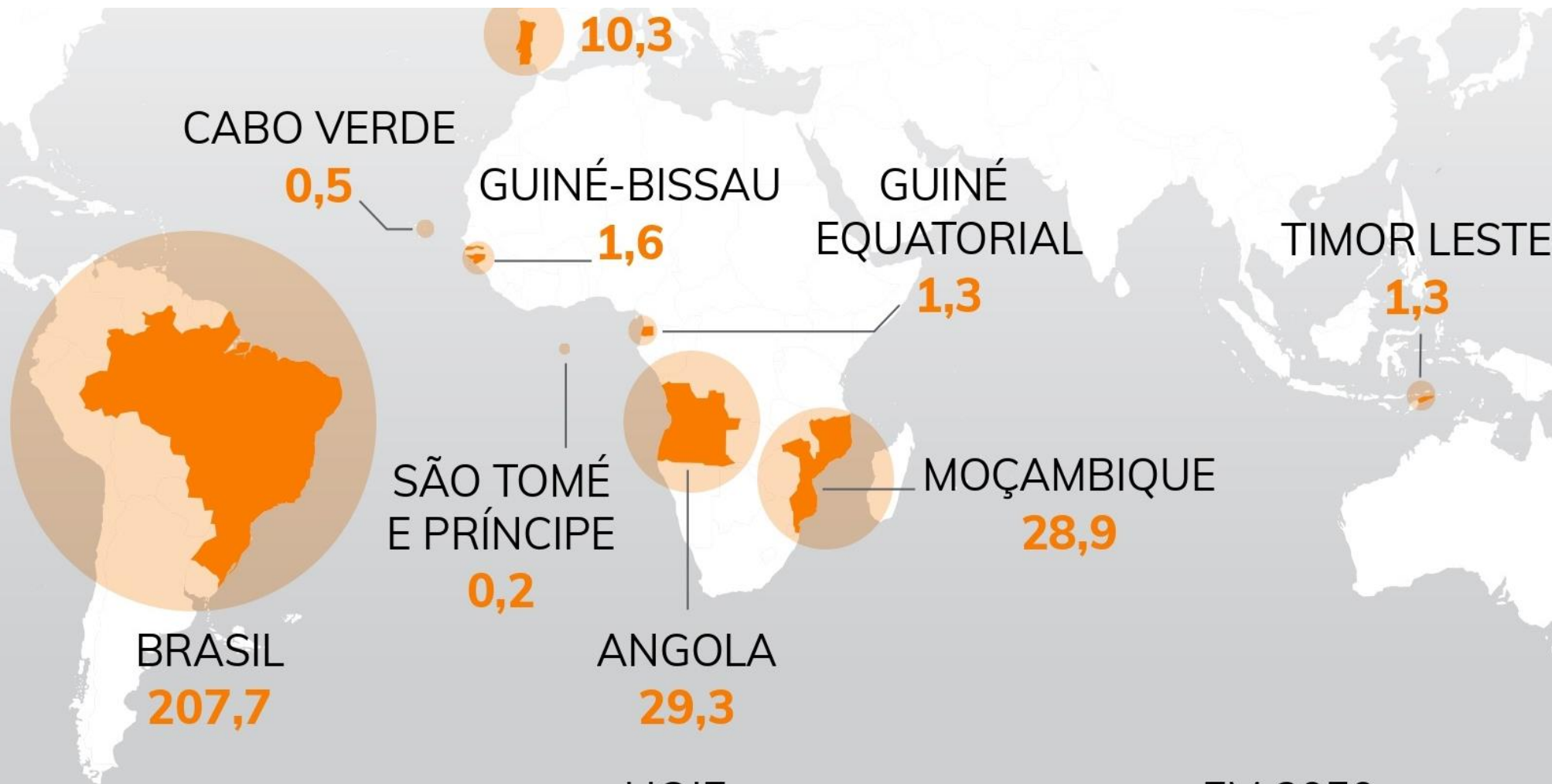
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**Key takeaways**

# *Know the market and the regulatory environment*



HOJE: **281 milhões** -----> **393 milhões** EM 2050:



**Operators should be involved**





**Political support can be important**



**CPLP**

Comunidade dos Países  
de Língua Portuguesa





**ROAMING**





# Obrigado

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Manuel Costa Cabral

[Manuel.costacabral@anacom.pt](mailto:Manuel.costacabral@anacom.pt)