

## Stakeholder forum for the technical implementation of separate roaming services

### Terms of reference

#### Background

- The new Roaming Regulation 531/2012 on roaming on public mobile communications networks within the Union sets the obligation on domestic providers to implement the separate sale of roaming services. It also requires the Commission, by means of implementing acts, to adopt rules on a technical solution for the implementation of the separate sale of regulated retail roaming services.
- Draft implementing measure prepared by the Commission foresees the need for a cooperation platform for industry players in order to allow timely and consistent implementation of decoupling obligation across the EU. With the aim to facilitate the process, the Commission together with BEREC is facilitating the work of the Forum.

#### Objectives of the forum:

- To facilitate the timely implementation of separate sale of roaming services as imposed on market players by the new Roaming Regulation.
- To enable quick and easy process of choosing an alternative roaming provider.
- The operational objective in this process is to identify and agree amongst market participants on the necessary technical interfaces that would allow for the coordinated technical implementation of separate sale of roaming services.

#### Scope

- Stakeholder forum is a platform for identification and development of the necessary technical interfaces of separate sale of roaming services by end of June 2013 in order to allow a necessary testing phase so that roaming unbundling is fully operational as of 1 July 2014 .
- The scope of work is limited to technical interfaces, whereas regulatory or commercial processes are considered to be outside the scope of the Forum remit. However, commercial factors influencing technical implementation of interfaces could be identified in the work of the Forum.

#### Tasks/Outputs/Actions

- Identification of the necessary sub-groups having regard to the objectives of the Forum. The result of this activity should lead to the identification and prioritization of actions and projects to be carried out to comply with the objectives.
  - *Short term action:* kick-off meeting with the relevant stakeholders organised by the Commission (Nov 2012)
  - *Short term action:* a list of sub-groups with the division of tasks among them (Dec 2012)

- *Interface and protocol sub-group: responsible for the specification of the required system, network interfaces and protocols required to support separate sale of mobile roaming services;*
- *Billing sub-group: addressing and defining the billing system and interfaces needed to support pre and post paid subscribers;*
- *Process sub-group: Outlining the processes for customer support, activation, subscription, provisioning and fault management between MNO, MVNO and ARPs for separate sale of services.*
- Identification of interoperability issues to be solved before the roll-out of interfaces.
  - *Short term action: analysis by market players and regulators on existing interoperability (December 2012);*
  - *Medium term action: Implementation of changes: market players (and possibly standardisation bodies);*
- Development of a project plan for the implementation of interfaces with a clear division of tasks and responsibilities to ensure delivery.
  - *Medium term action: forum stakeholders (March – May 2013)*

### **Structure of the forum/ Working methods**

- Steering Group composed of Stakeholder Associations, the European Commission and BEREC, chaired by BEREC
  - Meeting frequency will be determined according to the volume of input required.
- Stakeholder Forum, open to all market players, represented through European associated structures aimed to discuss the overall progress and outputs.
- Sub-groups will be chaired by the most relevant industry stakeholders. Sub-group meetings may be supplemented with ad-hoc expert meetings. In this case, expert group will report back to the sub-groups after each meeting. Composition of the group to be decided when number and specific tasks of individual groups are decided
- The sub-groups will report back to the Forum.

### **Composition:**

- The Forum is open to all stakeholder groups – MNO, MVNO, vendors, consumer organisations and European standardisation bodies.
- For practical and organisational reasons, each stakeholder group will be invited to nominate their representatives both for Forum and its sub-groups.
- Representatives from each of stakeholder group shall have the possibility to contribute to the work of sub-groups.
- Standardisation bodies to be invited by the European Commission.

### **The outcome**

- A list of identified technical interfaces and specifications for the implementation of separate sale of roaming services.