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National Telecom Agency

Users' Rights and Monitoring of Compliance

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Users' Rights

- *Ensured by horizontal regulation, covering all providers and not just the USO provider*
- *Ensured via monitoring of compliance*
- *Ensured via information to users, e.g. on rights and comparison on prices and quality of the providers*



EU Regulation

- Regulation of users' rights must be considered within the EU regulation - mainly:
 - *Directive 98/10 and*
 - *New USO Directive*
- Note also other relevant EU regulation:
 - *Framework Directive*
 - *Authorisation Directive*
 - *Data Protection Directive*



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Regulation on Users Rights

- *emergency calls*
- *contracts*
- *certification of billing systems*
- *itemised billing*
- *barring of outgoing calls*
- *other systems that allow users to control the bill (e.g. billing control arrangements and current billing data)*



Quality of Service (QoS)

- *QoS performance targets should be set for the USO provider*
- *The targets should be set according to parameters defined by ETSI*
- *Actual performance should be measured and reported to the regulator once a year*



Example of QoS targets

General minimum requirements for quality Telephony service (PSTN)

	Parameter	Target
1	Supply time for initial connection (as soon as possible) 1) 95 % of orders 2) 99 % of orders	Average supply time for delivery: 1) 13 days 2) 16 days
2	Punctuality of delivery	90 % delivered by the agreed date
3	Fault repair time 1) 80 % 2) 95 %	Fault repair time: 1) 72 hours 2) 96 hours
4	Fault rate in the networks	0.2
5	Billing accuracy	0.2 %



Example of QoS targets

Absolute minimum requirements for quality Telephony service (PSTN)

	Parameter	Target
1	Supply time for initial connection (as soon as possible)	47 days
2	Punctuality og delivery	Delievery by the agreed date
3	Fault repair time	To be completed within 17 days



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Compensation Scheme

- *The USO Provider has issued a compensation scheme*
- *If the absolute minimum targets are not met the user is entitled to a compensation of 300 DKr (= 35 US \$)*



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Danish Licence System

- Denmark has a general authorisation scheme. This means that:
 - *No individual licence is needed for providers of networks or services*





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Danish Licence System

Networks and services may be provided by anyone without any licence or notification,

- Possible Supplementary Licence Requirements:
 - *Scarce resources: numbers, frequencies, mobile*



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Supervision and Monitoring of Compliance

- How does the NTA know who are the telecom providers in the market?
 - *Applications for numbers*
 - *Interconnection agreements*
 - *Applications for frequencies*
 - *The Industry*
 - *Enquiries and complaints*
 - *General knowledge of the market (newspapers etc.)*



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Monitoring of Compliance

- *Handling of complaints etc.*
- *Initiative taken by the NTA*





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Information to Consumers

- General information on web page
- Information on prices
 - *Price Guide in paper updated every three months*
 - *www.teleprisguide.dk*
- Information on Quality
 - *www.internetkvalitetguide.dk*



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More info

- NTA web-page: **www.tst.dk**
- Danish regulation on users' rights:
 - *Act on Competitive Conditions and Consumer Interests in the Telecommunications Market*
 - *Executive Order on the Provision of Telecommunications Networks and Telecommunications Services*
 - *Executive Order on USO Services*