



**SCREENING CHAPTER 10
INFORMATION SOCIETY AND MEDIA**

AGENDA ITEM 3B: UNIVERSAL SERVICE

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Content

- End user and consumer rights
- Out-of-court dispute resolution
- Quality of service
- Carrier selection and carrier pre-selection
- Number portability
- Single European emergency call number
- International telephone access code
- Directory enquiry services
- Retail tariffs

End Users and Consumer Rights

- ❑ By-law on Consumer Rights in the Telecommunications Sector published in the Official Gazette on December 22, 2004.
- ❑ The aim of the By-law is to protect the rights and interests of consumers in telecommunications sector. Subscriber contracts include provisions in parallel with Universal Service Directive such as the identity of supplier, liabilities of parties, kinds of support/repair types, the service quality levels offered, etc.
- ❑ Operators provide transparent and up-to-date information on tariffs and standard terms and conditions.

Out-of-court Dispute Resolution

- ❑ Subscriber contracts must include provision describing "out-of-court dispute resolution" procedure between subscribers and operators.
- ❑ Consumer Guideline published and distributed to inform customers.
- ❑ Consumer Complaint Center was set up to deal with all customer problems.
- ❑ Consumers can notify their complaints to Telecommunications Authority (TA) by means of e-mail, telephone, fax and petition.
- ❑ TA has also been working on "out-of-court dispute resolution" procedure.

Quality of Service

- By-law on Quality of Service published in the Official Gazette on May 3, 2005.
- The aim of the By-law is to define the procedures and principles in compliance with national and international standards.
- Submission of three-months reports related with quality of service is until the 15th of January, April, July and October of each year for mobile and fixed line operators.
- TA can also determine quality of service standards for other authorised operators.



Quality of Service – 2 (For PSTN Operator)

Quality of Service Parameter	Related Data	Measurement
Supply Time for Initial Connection	The duration from the instant of a valid service order being received by an operator to the instant a working service is made available for use.	Days
Faults Rate per Access Line	The ratio of total number of valid faults to the total number of access lines	%
Fault Repair Time	The time by which valid faults are repaired	Hours
Unsuccessful Call Ratio	The proportion of unsuccessful calls to total call attempts	
Call Set-up Time	Average call set-up time for all calls	Second
Response Time for Operator Services	Mean time to answer for operator services	Second
Response Time for Directory Enquiry Services	Mean time to answer for Directory Enquiry Services	Second
Public Pay Phones in Working Order	The ratio of public pay phones in full working order	%
Bill correctness complaints	The proportion of bills containing complaints to total bills	%



Quality of Service – 3 (For GSM Operator)

Quality of Service Parameter	Related data	Measurement
Call Blockage Rate	The proportion of unsuccessful calls to total calls	%
Unsuccessful call ratio	The proportion of unsuccessful calls to total call attempts	%
Call set-up time	Average call set-up time for all calls	Second
Bill correctness complaints	The proportion of bills containing complaints to total bills	%

Carrier Selection and Carrier Pre-selection

- As of May 17, 2004, first authorisations on Long Distance Telephony Service were granted.
- Obligation imposed on operators deemed as having SMP on the market for provision of connection to and use of the public telephone network at a fixed location to provide CS and CPS.
- CS on a call by call basis by dialling carrier selection code and CPS with a facility to override any pre-selected choice on a call by call basis by dialing carrier selection code are provided.

Number Portability-I

- By-law on number portability was drafted and views and comments were received through public consultation.
- During preparatory works, operator involvement was ensured by setting up “Numbering Committee” in June 2005.
- Final draft was submitted to the Board for approval and the aforesaid by-law will come into force after it is published in the Official Gazette.



Number Portability-II

- Draft by-law covers number portability in publicly available telephony services (fixed, mobile).
- Donor operator is not permitted to charge its subscriber who is porting.
- If there is a cost to subscriber, such cost shall not act as disincentive for the use of NP.
- In the draft by-law, direct routing is planned and implementation of mobile number portability is planned as 6 months from the establishment of reference NP database.

Single European Emergency Call Number, International Access Code

- In addition to other emergency call numbers, 112 is assigned for single emergency call number and can be reached free of charge.
- For the implementation of location enhanced single emergency call number MATRA project has been initiated under the coordination of Ministry of Interior.
- Administrations responsible for handling emergency calls take part in this project.
- “00” is designated as standard international access code.

Directory Enquiry Services

- In order to authorise the undertakings for the provision of directory enquiry services through 118xy numbers, relevant annex to “Authorisation By-law for Telecommunication Infrastructure and Services” published in the Official Gazette on 6 July 2006.

- Liberalised service using 118xy will be realised by this legislation as alternative operators will be able to provide directory enquiry services.

Retail Tariffs-I

- Obligations regarding retail tariff approval for the markets which don't have effective competition are stated in the Tariffs By-law of August 2001

- Basically two tariff approval methods;
 - Cost of Efficient Service Provision Method
 - Price Cap Method

Retail Tariffs-II

- Price cap and cost based methods can be applied either by separately or together while approving the tariffs
- The data relating to the price cap and cost based methods are specified in the By-law in detail
- Before the approval, the data specified in the By-law will be provided by the operator concerned

Retail Tariffs-III

- Tariff control procedures are defined to prevent
 - Excessive pricing
 - Predatory pricing
 - Discrimination

- During the implementation of the Tariff By-law, TA may ask for the related operators' opinions.



Thank you.