



International Roaming Services Regulations

**This regulation was issued by the Communications & Information
Technology Regulatory Authority (CITRA)**

In the State of Kuwait

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Article (1)

Definitions

In application of the provisions of this regulation, the words and phrases contained therein shall have the same meanings as those set forth in **Law No. 37 of 2014 and its amendment (Law No. 98 of 2015) as well as its regulations**. In addition, the following words and phrases shall have the meanings set forth against each of them, unless the context requires otherwise:

Law: Law No. 37 of 2014 and its amendment (Law No. 98 of 2015)

International Roaming Service: enabling the roaming subscriber, through his/her mobile device, to send or receive an international roaming call or a roaming SMS, or use the data roaming service while being outside Kuwait, in coordination between the mobile telecommunication services provider and the network operator in the host country.

Data Roaming Service: enabling the roaming subscriber to use exchange packets of telecommunication data through the mobile device connected to the telecommunications network in the host country, including sending and receipt of multimedia messages, and does not include sending and receipt of calls or SMSs.

International roaming call: A mobile voice call made by the roaming subscriber originating from the host country's network and ending at a public telecommunications network, whether inside or outside Kuwait, or a voice call, received by the roaming subscriber, originating from a public telecommunications network, whether inside or outside Kuwait, and ending at the host country's network.

Roaming SMS: A short text message sent by the roaming subscriber originating from the host country's network and ending at a public telecommunications network, whether inside or outside Kuwait, or received by the roaming subscriber

and originating from a public telecommunications network, whether inside or outside Kuwait, and ending at the host country's network.

SMS Alert Messages: The short text message that mobile telecommunication service providers are obligated to send to the roaming subscriber under these regulations.

Host country's network: A public terrestrial mobile telecommunications network located outside Kuwait that allows the roaming subscriber to make and receive an international roaming call, send and receive a roaming SMS or use data roaming service in coordination with the mobile telecommunication service provider.

Subscriber: Any person who is a party of a contract with a public telecommunications operator to provide telecommunications services.

Roaming subscriber: A subscriber that exists outside the State of Kuwait and for whom the international roaming service has been activated.

Mobile Telecommunications Service Provider: The licensee who has obtained a license to provide mobile telecommunications services by the Authority, and provides the roaming subscriber with mobile telecommunications services upon the activation of the service.

Article (2)

Scope of application of the Regulations' provisions

The provisions of this regulation shall be applied to mobile telecommunication service providers regarding the provision of international roaming services.

Article (3)

Controls for providing International Roaming Service

The mobile telecommunications service provider, when providing the international roaming service, shall consider the following:

1. The mobile telecommunications service provider shall enable the subscriber to use the international roaming service only after requesting such service by the subscriber through the available communication channels (call center, website, application, branches, etc.).
2. The mobile telecommunication service provider shall enable the subscriber to use the data roaming service only after requesting such service separately from the request of the international roaming calls service and other telecommunication services.
3. The data roaming service shall be provided in the form of bundles to be clear and limited in terms of value and quantity, and it shall not be provided by paying for the service prices as per the consumption of capacities (outside bundles).
4. Ensuring that the roaming subscriber is sufficiently informed, before and after activating the service, about the tariff imposed on the international roaming service.
5. The tariff of the international roaming service submitted to the subscriber shall be in Kuwaiti dinars.
6. Enabling the roaming subscriber, through an appropriate means, to monitor the use of the data roaming service and control the expenses resulting therefrom, free of charge.
7. Providing all subscribers with data about suspending or activating the international roaming service.

Article (4)

SMS Alert Message

The mobile telecommunications service provider shall provide the roaming subscriber, if it enters any foreign country or upon its request, with an automatic SMS alert message at the earliest and free of charge, provided that this message shall include, via a free access online link or any other free means, the following information in both Arabic and English languages:

- 1- The maximum tariff for making an international roaming call (in Kuwaiti dinars).
- 2- The maximum tariff for receiving an international roaming call (in Kuwaiti dinars).
- 3- The maximum tariff for sending a roaming SMS and the extent to which any tariff is applied for receiving it (in Kuwaiti dinars).
- 4- Tariff and data of the activated data roaming service bundle (in Kuwaiti dinars).
- 5- Details of the mobile telecommunications service provider's website, how to obtain all information related to the international roaming service tariff and the list of **countries and networks approved in each country** by the means provided by the service provider (the website, its specific application, live chat and other means of communication).
- 6- How to access emergency services, with the ability to call the emergency services numbers in the host country, free of charge.
- 7- Details and method of contacting the customer service center of the mobile telecommunications service provider through the free communication channels provided by the service provider (Livechat, WhatsApp and other means of communication).
- 8- Choosing a specific service provider during the international roaming, and reminding it to set up its device settings to choose the service provider.
- 9- Information about the available bundles that help to reduce the bill cost during the international roaming, as well as how to subscribe thereon.

Article (5)

Tariff Updates

The mobile telecommunication service provider shall, as soon as possible, provide the roaming subscriber, by an automatic SMS alert message containing free access online link or any other free means, with any updates that may occur to the applicable international roaming services' tariff.

Article (6)

The financial credit limit for the international roaming services for the post-payment category

- A. The mobile communications service provider shall apply a monthly financial limit of fifty dinars as a tariff due on the international roaming service for the roaming subscriber contracting by the post-paid services system, unless another financial limit is agreed upon.
- B. The mobile communications service provider, if the roaming subscriber exceeds the financial credit limit, shall notify it, via an automatic SMS alert message sent to its transferred device, with the procedures to be followed to continue benefiting from the international roaming service and the costs resulted in each additional call unit. In the event that the roaming subscriber does not respond to this notice, the mobile telecommunications service provider shall immediately suspend providing the international roaming service. However, in the event that the telecommunications service provider does not commit to interrupting the service, the subscriber shall not be charged with any additional amounts that exceed the monthly financial limit specified in item (6/A).
- C. The service provider shall notify the customer, through SMS that contains a free access online link or any other free means, with the pricing and usage details according to the service provider's latest update.
- D. The roaming subscriber may request the amendment or cancellation of the financial credit limit through the means provided by the telecommunications

service provider, and the mobile telecommunications service provider's approval of the subscriber's request is required (and the mobile telecommunications service provider shall decide on the request within one working day from receiving it free of charge, and the approval shall be communicated to the subscriber by SMS). While amending or canceling the financial credit limit shall not entail amending any of the other terms of service.

- E. Such agreement shall be substantiated by any means of proof, along with showing the new credit limits for the subscriber to be referred to in the event of any dispute between the subscriber and the mobile telecommunication service provider.

Article (7)

Notices of the percentage of the financial credit limit usage and the remaining balance

- A. The mobile telecommunication service provider shall send a notification, by an automatic SMS alert message, to the roaming subscriber who contracted under the post-payment services system through its mobile device when the use of the international roaming service reaches the following percentages, calculated from the monthly financial credit limit (in Kuwaiti dinars), along with showing the percentage of units used:
 - 1. Fifty percent (50%).
 - 2. Seventy-five percent (75%).
 - 3. One hundred percent (100%).
- B. The mobile telecommunication service provider shall notify the roaming subscribers, who contracted under the pre-paid services system, of the balance remaining in their accounts as a result of using the international roaming service via an automatic SMS alert message after each use of the international roaming service. While the subscriber shall not be charged any additional amounts when the pre-paid balance runs out.

Article (8)

Compliance

Without prejudice to the provisions of any other law, In the event that the service provider violates the provisions of this regulations or one of the licensing terms, the Authority shall have the right to take the measures and penalties stipulated in the Authority's law.