



GOVERNMENT OF PAKISTAN
PAKISTAN TELECOMMUNICATION AUTHORITY

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F. No. PTA/CA/CA/354/2/15-73

3rd May, 2024

Subject: Consultation on International Mobile Roaming Service Guidelines, 2024

This is with reference to the above subject.

2. PTA has prepared "International Mobile Roaming Service Guidelines, 2024" which are placed at PTA's website (copy attached). Comments / views / feedback on these Guidelines should reach PTA (soft as well as hard copy) within two (02) weeks of issuance of this letter.

Enclosure: As above.


Aadil Umar Khalil
Director (Commercial Affairs)

To:

1. Regulatory Heads of all CMOs
2. Mr. Kaukab Iqbal, Chairman, CAP, Karachi
3. Mr. Mian Irfan Akram (Advocate), Chairman, CAP, Lahore

Copy for information to:

1. DG (CA), PTA
2. DG (L&R), PTA
3. DG (CPD), PTA
4. DG (Wireless-Licensing), PTA
5. Director (Coordination), PTA
6. SO to Chairman, PTA
7. SO to Member (C&E), PTA
8. PS to Member (Finance), PTA

International Mobile Roaming Service Guidelines, 2024

A. Introduction:

1. In exercise of its powers conferred under section 6 (f) of the Pakistan Telecommunication (Re-organization) Act, 1996 read with License Condition 2.9.1 of Next Generation Mobile Services (NGMS) license, the Pakistan Telecommunication Authority hereby issues the following Guidelines in respect of International Mobile Roaming (IMR) services.
2. The IMR service providers including Cellular Mobile Operators (CMOs) hereinafter referred to as "Operator(s)" shall take these Guidelines into account for the provision of IMR services.

B. Title, Commencement and Scope:

1. These Guidelines shall be called "International Mobile Roaming Service Guidelines, 2024".
2. These Guidelines shall take effect from the date of issuance by the Authority and shall be applicable on all Operators in Pakistan, Azad Jammu & Kashmir (AJ&K) and Gilgit Baltistan (GB).

C. Guidelines:

1. Every operator shall ensure that IMR service is only activated on a SIM in response to a request received from a consumer through email, SMS, mobile application, USSD, helpline, etc.
2. CMOs shall provide facilitation to their consumers for activation of IMR service, after receiving request either from within Pakistan or outside Pakistan.
 - i. Upon receipt of written request for activation of IMR service within Pakistan the same should be activated within four hour.
 - ii. In case of receipt of request from a consumer residing outside Pakistan, activation of IMR service should be activated within 24 hours, after due verification (by asking CNIC details, etc.).
3. Upon activation of IMR service, every operator shall provide the following information to consumers through SMS, email, USSD or mobile application, etc:

- i. Confirmation message that IMR service has been activated along with request/complaint number.
 - ii. Applicable international carrier-wise IMR tariffs (voice, SMS and data services) and any other charges such as call setup charges etc., where applicable.
 - iii. Details of international carriers (visiting country operators) including procedure for manual selection of international carrier.
 - iv. List of actions / precautionary steps, including but not limited to the following, to avoid bill shocks while using IMR service before latching on an international carrier:
 - a) Deactivation of mobile data service by the consumers
 - b) Unsubscribing pre-activated services which may result in bill shocks.
4. IMR service shall be deactivated immediately upon receipt of service de-activation request from the consumer.
5. Every operator shall have a dedicated webpage for provision of IMR service related complete information on its website or any other medium of communication.
6. Every operator shall provide basic information about IMR service including tariffs in clear, unambiguous, accurate and conspicuous manner to consumer through a free personalized automatic message when consumer enters the visited country.
7. Operator shall latch its consumer on network of foreign carrier having lower / competitive tariff, in case of availability of more than one international roaming partners at a same destination.
8. Every operator shall establish or allocate a separate toll free USSD to enable consumer to seek, through SMS, while roaming internationally, the following information;
 - i. Applicable tariff for IMR service
 - ii. Amount billed or charged to account of consumer for IMR service
9. Every operator shall establish or allocate a dedicated toll free 24/7 helpline for lodging international roaming related complaints. Furthermore, other modes / medium of communication such as Twitter, Facebook, Mobile Application, etc. shall also be communicated to the consumers.

10. In case of postpaid consumers, the operator shall clearly communicate the minimum amount of security deposit required for activation of IMR service. However, the amount of security deposit can be enhanced by mutual agreement between the operator and consumer to avoid IMR service de-activation and/or bill shocks.
11. Every operator shall ensure that consumer gets free alerts of remaining usage after every call, SMS or data session.
12. Every operator shall, through email/SMS/USSD or mobile application, provide an additional alert to consumer when the usage exceeds fifty percentage, eighty percentage, ninety percentage and one hundred percentage of allocated security deposit. Upon reaching 100% limit, IMR service shall be immediately blocked by the operator.
13. Every operator shall:
 - i. ensure that prices for IMR service shall be cost-based and not excessive in comparison with prices charged by similar operators for the same services.
 - ii. introduce voice, SMS and/or data bundle offers for prepaid and postpaid consumers roaming internationally, beyond which voice and data roaming service should be blocked/stopped, unless written request/consent of the consumer has been obtained.
 - iii. monitor IMR service usage in real time to avoid bill shock to consumer.
 - iv. provide consumers with information pertaining to emergency services in the visited country.