Roaming Agreements
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Introduction

• Roaming Agreements
  – Identify the terms under which the two operators' customers will be able to use the other's networks when traveling
  – Are typically signed between operators on a one-on-one basis
  – Have clauses related to wholesale rates/tariffs, operator specific requirements and value-added services
Roaming Elements

Agreements Amongst Operators

Business Elements
- Roaming Revenue vs. Costs
- Roaming Partner Decision
- Service Company Contract

Technical Elements
- Network Connectivity
  - SS7
  - Signal Protocol Interoperability
  - Numbering Conflicts
- Billing Systems
  - CIBER
  - TAP
- Data Clearing & Settlement
- Testing Interfaces
- Billing
- Air Interface & Handsets

Customer Service

Fraud Management
Roaming Agreements

• A CDMA Roaming Agreement template is available from the CDG and covers:
  – Definitions of terms associated with roaming services
  – Agreement on wholesale rates/tariffs
    • Mobile originated (MO) and mobile terminated (MT) inbound and outbound wholesale airtime rates
    • Inbound and outbound wholesale long distance rates
    • SMS MO and MT inbound and outbound rates
    • Packet data rates
    • Special services rates such as Operator Services or Directory Assistance
    • Rates may or may not be reciprocal
  – Provision of service
  – Exchange of information (e.g. IRM information)
  – Individuals responsible for administering the agreement
Roaming Agreements

- A CDMA Roaming Agreement template is available from the CDG and covers:
  - Billing procedures & responsibilities
    - methods of invoicing for usage
    - terms and conditions of payments between the partners, etc
  - Settlement procedures
  - Customer care requests
  - Fraud tools and processes
  - Limitation of liability
  - Agreement suspension & termination
  - Dispute settlement process
Agreement Terms

• Who the are the parties signing the agreement
  – License holder, parent company, marketing group, operations division
• The term of the agreement
  – How long will the agreement last
• Definitions of services to be provided
  – Voice
  – SMS
  – Packet Data
  – Interstandard roaming
• Provisions of service
  – Does the roamer get the same service offering in the serving network as at home
Agreement Terms

• How to exchange information
  – What file type, distribution method should be used
• Billing liabilities
  – What/When/How am I responsible to bill the home carrier
  – If a subscriber is served that shouldn’t be, who is liable
• Limitation of liabilities
  – How much am I really liable for
• Settlement
  – Do you use a net settlement process
  – When do we settle the accounts
Agreement Terms (con’t.)

• Customer Care
  – If my customer has a problem when roaming, who do they contact
  – What care will be provided to the roaming sub by each carrier
  – How quickly will a roaming problem be resolved

• Fraud Management
  – What prevention features and fraud tools are in place
  – How is fraud detected
  – How quickly will the serve terminate service to fraudulent roamer if necessary

• Suspension/Termination of the agreement
  – What causes a suspension or termination of agreement
  – How much notice must be given in order to terminate an agreement
Agreement Terms (con’t.)

• **Force Majeure**
  – What if a natural disaster occurs and roaming service is impacted

• **Amendments**
  – What if a party wishes to amend tariffs or reflect a change in the contract

• **Contacts**
  – Contacts for departments other than just the commercial department should be noted such as
    • Billing
    • Settlements
    • Fraud
    • PRL management
    • Product management
    • Marketing
    • Network/Technical
Document Template

- CDG Reference Document #44 —“CDMA International Roaming Agreement”
  - The template is modified by the CDG International Roaming Team (IRT) as required
  - Similar to the GSM document, but more items are negotiable in CDMA
  - This document can be found in the members-only section at www.cdg.org or you can contact bdahnke@cdg.org
Basic Types of Roaming Agreements

• One-to-One
  – Separate agreement for every roaming partner
  – Very often used in CDMA

• Alliance/Consortium
  – “Master” agreement for members of an alliance or consortium
  – Not often used in CDMA
  – Commonly used for CDMA to GSM interstandard roaming

• Expectations
  – Roaming agreements often take several months to execute
Thank You

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