CRA

CRA NEWS ISSUE 02

UPDATES ON LATEST REGULATIONS

PROCESS FOR RTTE EQUIPMENT

DATA ROAMING HINTS & TIPS

NEWS HIGHLIGHTS

Interview with
Ali Al-Suwaidi

TABLE OF CONTENTS

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PRESIDENT'S MESSAGE

MOHAMMED ALI AL-MANNAI
PRESIDENT

The global communications landscape is in the process of refining infrastructure and moving forwards to a new level. For us as the Communications Regulatory Authority (CRA) this means we must keep pace as part of one of our core mandates to set quality of service standards and monitor compliance.

One such technological leap forward is what is known as Internet Protocol version 6 (IPv6). This represents the latest version of the Internet Protocol, which relates to the identification and location of devices across the internet. To provide an example, parallels could be drawn with street addresses and zip codes used to mail a letter. As CRA is the communications regulator in Qatar, any such identification through internet protocols is strongly associated with our work.

As the 2329 domain names registered in the six months from May 2018 to December 2018 show, internet registration demand is high in our country, which is a positive sign of a vigorous business landscape. The transition from IPv4 to IPv6 enables higher internet security and contributes to the continuity of a robust connectivity across the State of Qatar, and in meeting smart and advanced next generation technologies for a smart living and smart cities such as Internet of things, e-Commerce and big data.

The rollout of IPv6 is of paramount importance for CRA and one of our highest priorities. Furthermore, in the same month we also carried out an IPv6 Taskforce stakeholders meeting at the CRA Headquarters, who discussed steps for a successful and smooth transition to IPv6 including a security mitigation plan, addressing and allocation, best practice technical approach, and many other IPv6 subjects.

These initiatives are fundamental in our efforts to transition the State of Qatar from IPv4 to IPv6, which is in line with a much broader plan to ensure Qatar has infrastructure fit to see it compete in the 21st Century. With the world now in the refined stages of the information and communications revolution, the CRA is ensuring that Qatar can achieve one of its core economic objectives to create a balance between an oil-based and a knowledge-based economy, helping diversify the country's economy and guaranteeing a stable and sustainable business environment.
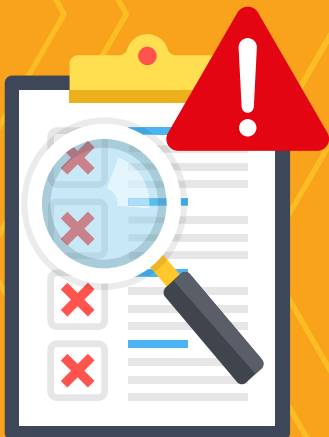
PERMITS FOR RADIO LICENSES

35 written violation notices for shops without a required license

78 shops and showrooms inspected

45% violations in malls, souks, commercial areas and neighborhoods' grocery stores

PROCESS FOR RTTE EQUIPMENT

Qatari company must be commercially registered.
Prior approval from Communications Regulatory Authority (CRA):

✅ **Import authorization license**

✅ **Type approval certificate**

✅ **Customs clearance certificate.**

FORBIDDEN PRACTICES

❌ **Selling mobile phones without a license**

❌ **Selling RTTE equipment without Type Approval Certificate from CRA**

❌ **Selling illegal equipment**

❌ **Incorrect license for practiced activity**

Anyone residing in Qatar can request a CRA inspection if they suspect a business is selling or using unauthorized radio and telecommunications devices or equipment. To request an inspection, or to apply for an import authorization, type approval and customs clearance certificate, contact CRA by e-mail at spectrumaffairs@cra.gov.qa, or by calling CRA's hotline number 103.

NEWS HIGHLIGHTS

September 10, 2018

CRA: Consumer Rights Day Survey Reveals Enhanced Consumer Awareness

CRA to focus on innovation at Telecom World 2018

THE PENINSULA

DOHA: Mohammed Ali Al Mannai (**pictured**), President of the Communications Regulatory Authority (CRA) is leading a high-level delegation to represent Qatar at the Telecom World 2018, organised by the International Telecommunication Union (ITU) in Durban, South Africa, to be held from September 10 to 13.

ITU Telecom World 2018 is an annual international event that brings SMEs, entrepreneurs and innovators, heads of states and governments, heads of international organisations, ministers and regulators of ICT and related sectors. ITU Telecom world 2018 will include a world-class forum, international exhibition and awards program.

CRA is continually exploring challenges faced and creative solutions being adopted by industry leaders and other regulators through outstanding events such as the World Telecom World. The theme for this year's Telecom World event is "Innovation for smarter digital development", which is close to CRA's mandate and strategy.

"The mission of the ITU is aligned with CRA's objective of enabling the development of a sustainable digital society for the social and economic benefit of people in Qatar, through a forward looking, transparent and consistent regulatory framework. This is an excellent forum for us to talk about our initiatives and learn from the experience of other regulators and industry leaders from around the world so that we can improve the experience of telecom consumers in Qatar, and enable the availability of innovative, high quality communications services in the future," said Al Mannai.

This year the event will focus on innovations in technology, policy and strategy for smarter digital development and includes ministerial round tables and panel sessions to discuss innovation in spectrum policy and regulatory frameworks, new business models for new technologies in Internet of things (IoT), 5G networks, Industry 4.0, the creative potential, regulatory and ethical challenges of artificial intelligence (AI) and digital citizenship, data security and e-skills. It's worth mentioning that Reem Al Mansoori, Assistant Undersecretary for Digital Society Development Affairs, the Ministry of Transport and Communications (MoTC), will take part as a panelist and speak in one of the forum sessions under the title of "Smart cities: innovations in sustainable urban living".

CRA continually monitors the latest trends and best practices across the globe to enable development of a sustainable, connected, digital society through the implementation of innovative and effective regulatory instruments, regulations and policies across the ICT sector in Qatar. As the United Nations specialised agency for information and communication technologies (ICTs), ITU allocates global radio spectrum and satellite orbits, develops the technical standards that ensure networks and technologies seamlessly interconnect, and strives to improve access to ICTs to underserved communities worldwide.

Mohammed Ali Al Mannai (pictured), President of the Communications Regulatory Authority (CRA) is leading a high level delegation to represent Qatar at the Telecom World 2018, organised by the International Telecommunication Union (ITU) in Durban, South Africa, to be held from September 10 to 13. ITU Telecom World 2018 is an annual international event that brings SME5, entrepreneurs and innovators, heads of states and governments, heads of international organisations, ministers and regulators of ICT and related sectors.

May 9, 2018

Qatar ranked 2nd in Global Mobile Engagement Index

THE PENINSULA

DOHA: Qatar is first among Arab countries and second in the world, behind only South Korea, in terms of engagement with mobile services and applications for a second year in a row, revealed a report by GSMA Intelligence.

As per the report, Qatar reached the highest score 6 on the GSMA Global Mobile Engagement Index (GMEI). This is due to the high usage, particularly for messenger and VoIP applications where Qatar ranked highest in the world.

"The result of the report is firmly in line with Qatar National Vision 2030 strategic goal of enabling the development of a sustainable digital society in the State of Qatar, and it is an outcome of our keenness

The report indicates that more than 50 percent of phone owners in Qatar use at least once per month mobile Internet communication.

to ensure that all consumers in Qatar have access to a broad range of high quality and reliable telecommunications services.

"I would like to thank the Qatari service providers, consumers and stakeholders for supporting the nation's vision and for their contribution to reach such high levels of digital engagement throughout the country," said Minister of Transport and Communications, H E Jassim bin Saif Al Sulaiti.

"This indicator does not only look towards Qatar's leadership in technological infrastructure development, but also it includes users development and their high ability to use and deal with modern technology," said Mohammed Ali Al Mannai, President of CRA.

The report indicates that more than 50 percent of phone owners in Qatar use at least once per month mobile Internet communication (voice and video calls), social networking and entertainment as playing games, watching online video or listening to online music.

The results also show that up to 49 percent of all phone owners in Qatar use at least once per month digital commerce like purchasing goods online or financial services, like transferring money or paying utility bills.

GMEI is based on the usage patterns of 50,000 adult survey respondents across 50 countries in 2017, and it helps interpret engagement levels among smartphone and non-smartphone owners across an array of use cases and services, 26 mobile use cases were monitored in 10 categories; traditional communication, Apps, Mobile Internet communication, navigation, Internet, lifestyle, financial services, social networking, entertainment, digital commerce.

Qatar first among Arab countries in terms of engagement with mobile services and applications.

Qatar Ranked Second in Global Mobile Engagement Index

A report by GSMA Intelligence on the global consumer insights reveals that the State of Qatar is first among Arab countries and second in the world behind only South Korea in terms of engagement with mobile services and applications for a second year in a row. As per the report Qatar reached the highest score 6.0 on the GSMA Global Mobile Engagement Index (GMEI). This is due to our high usage, particularly for messenger and VoIP applications where Qatar ranked highest in the world.

April 22, 2018

CRA: Qatari Service Providers Implement 3rd Phase of GCC Reduced Roaming Charges

Qatari service providers implement 3rd phase of reduced GCC roaming charges

THE PENINSULA

DOHA: The Communications Regulatory Authority (CRA) has coordinated the implementation of the third phase of the regulation on reducing the price caps for roaming charges within the Gulf Cooperation Council (GCC) countries, which has been implemented as of April 1, 2018.

The implementation of this regulation within the GCC started on April 1, 2016. The regulation covers different services that consumers need while travelling outside the country like receiving and making SMS messages and using mobile data throughout the GCC countries.

This year the most significant decrease for consumers is the price cap for data roaming charges which have been reduced by 29.4 percent across the GCC and will further reduce in April each year until 2020.

In comparison to the last year's price caps, this year has seen a reduction in the charges of receiving voice calls while in roaming by 21.4 percent (from QR1.019/min to QR0.801/min), making local voice calls within the visited country by 3.9 percent (from QR0.910/min to QR0.874/min), and making voice calls to other GCC countries (including home country) by 3.2 percent (from QR2.257/min to qR2.184/min).

The roaming charges reduction also covered mobile data which has been reduced by 29.4 percent (from QR3.094/Mbyte to QR2.184/Mbyte), and sending SMS reduced by 14.5 percent (from QR0.255/SMS to QR0.218/SMS). Receiving SMS messages remains free.

It is worth mentioning that the prices caps are ceilings and the service providers are free to compete by setting prices below these regulatory caps to provide more attractive offers to the consumers.

The Communications Regulatory Authority (CRA) has coordinated the implementation of the third phase of the regulation on reducing the price caps for roaming charges within the Gulf Cooperation Council (GCC) countries, which has been implemented as of April 1, 2018. The implementation of this regulation within the GCC started on April 1, 2016. The regulation covers different services that consumers need while travelling outside the country like receiving and making voice calls, sending SMS messages and using mobile data throughout the GCC countries. This year the most significant decrease for consumers is the price cap for data roaming charges which have been reduced by 29.4 percent across the GCC and will further reduce in April each year until 2020.

April 16, 2018

CRA Approves Gate-to-Gate Internet Connectivity On-board Aircraft

'Gate-to-gate' Internet service onboard aircraft approved

Qatar is the first country in the Middle East and North Africa (Mena) region to approve the provision of gate-to-gate Internet connectivity onboard aircraft, the Communications Regulatory Authority (CRA) has said.

In light of the growth of 'gate-to-gate connectivity' worldwide, the CRA has approved the provision of Internet service onboard aircraft at all altitudes after it was approved only when the aircraft is flying at, at least, 3,000m above sea level.

This follows responses from service providers, key stakeholders, and other interested parties to a public consultation conducted by the CRA between November 2017 and January 2018 regarding possible revisions to the Class License for the Provision of Public Telecommunications Services On-board Aircraft.

The amended Class License, issued on April 15, 2018, authorises operators of aircraft registered in Qatar to provide Internet access from the point a passenger boards the aircraft until the passenger disembarks at their final destination.

Global technical standards now ensure that provision of Internet service onboard aircraft is possible without causing harmful interference to either aircraft operations or terrestrial public mobile networks.

However, to avoid interference to aircraft operations or terrestrial public mobile services, restriction still remains on the onboard use of mobile voice calls, SMS, and mobile data when the aircraft is flying below 3,000m above sea level.

"Qatar has always had a high rate of technology adoption across a range of sectors in the region. In particular, we have ensured that there is an effective cooperation between the transport and the communications sectors as we are keen to develop these two main sectors that contribute to the Qatari economy growth, and to provide high-quality services to the visitors and the people of Qatar," said HE the Minister of Transport and Communications Jassim Seif Ahmed al-Sulaiti.

CRA president Mohamed Ali al-Mannai said: "Enabling gate-to-gate Internet access onboard aircraft is in line with CRA's wider objective of ensuring that telecommunications consumers in Qatar have the latest and most innovative tools and technologies at their fingertips.

"We will continue ensuring the improvement of consumers' experience and to develop regulatory frameworks that allow embracing new technologies and innovations in line with international best practices and standards, especially in consideration of the high level of technological adoption reached in Qatar."

The amended Class License, along with the responses from service providers, key stakeholders, and other interested parties to the public consultation, is available on CRA's website.

HE the Minister of Transport and Communications Jassim Seif Ahmed al-Sulaiti.

CRA president Mohamed Ali al-Mannai.

In light of the growth of 'gate-to-gate connectivity' worldwide, the Communications Regulatory Authority (CRA) has approved the provision of Internet service onboard aircraft at all altitudes, after it was approved only when the aircraft is flying at, at least, 3000 meters above sea level. This follows responses from service providers, key stakeholders and other interested parties to a public consultation conducted by the CRA between November 2017 and January 2018 regarding possible revisions to the Class License for the Provision of Public Telecommunications Services On-board Aircraft.

UPDATES ON LATEST REGULATIONS
WHAT IS CRA WORKING ON?

POSTAL REGULATION

The Communication Regulatory Authority (CRA) has utilized a number of channels to deliver technological advancement in Qatar's Postal Ecosystem & eCommerce, ensuring a stable sector for the next century. One such channel was the World Postal Day Forum 2018, the first-ever forum on the postal sector organized by the CRA, and held on October 9, 2018 at the Four Seasons Hotel Doha.

This event advanced the whole postal sector through increased collaboration between international regulators and industry players, with international and local stakeholders invited for high-level discussions on the development of postal sector in Qatar. An international dialogue was initiated on the importance of standardization, the sector's role in logistics supply chain and regulation of parcel delivery in an era of ubiquitous eCommerce.

The Universal Postal Union (UPU) announced a number of major reform initiatives to improve the UPU's efficiency, as well as its role and relevance. The Congress was attended by a high-level delegation from the State of Qatar, headed by His Excellency Mohammed Ali Al-Mannai, President of the CRA.

Outcomes of this forum included international dialogue on the importance of standardization, the sector's role in logistics supply chain, and regulation of parcel delivery in an era of ubiquitous eCommerce. During the Congress, member countries agreed a raft of proposals in only the second Extraordinary Congress in UPU's 144-year history.

DATA PROTECTION / PRIVACY

General Data Protection Regulation of the European Union (GDPR) rules and regulations came into effect on the 25th of May 2018, to protect the rights of the EU citizens and to give them full control over their personal data. This new legislation creates responsibilities not only for European companies, but any country around the world that holds data about European citizens. The rules of the General Data Protection Regulation (GDPR) restrict the way in which companies and institutions collect, process, store, and display personal data of users.

With a high population of expats, this has implications for Qatari companies including the Communications Regulatory Authority of Qatar.

Responsible for managing and allocating Qatari Internet domains, the Communications Regulatory Authority (CRA) has therefore included the GDPR regulations in the WHOIS privacy and data policy on the Qatar Internet Domain Management Website. This website will no longer include access to the contact's data holder of a Qatari Internet domain such as personal name, e-mail address, and contact data.

ACCESS TO DIGITAL MEDIA

Digital transformation has been high on the Communications Regulatory Authority's (CRA) agenda, with a high-level Qatari delegation attending the Telecom World 2018 in Durban, South Africa. This global event focused on technologies, innovations, ideas, policies and regulations to bridge the digital divide, and concluded on 13th September. Led by His Excellency Mohammed Ali Al-Mannai, President of the CRA, the delegation was supported by His Excellency Abdullah Hussein Al-Jaber, Qatar's Ambassador to South Africa, and Her Excellency Reem Al-Mansoori, Assistant Undersecretary

of Digital Society Development Sector, Ministry of Transport and Communications (MoTC).

A further international initiative the CRA has joined is the Réseau Francophone de la Régulation des Télécommunications (FRATEL). FRATEL's main objective is to provide a platform for regulators to share innovative approaches to regulation, and identify regulatory trends and best practices to the benefit of all members.

This membership will see the CRA among over 40 global postal and telecommunication regulator peers, which convenes to discuss innovative approaches to regulation, regulatory trends and best practices. CRA intends to leverage from these partnerships and discussions to implement effective regulatory instruments, regulations and policies in Qatar. Membership of FRATEL will also give CRA access to leading sector events, databases, academic research and training programs.

IPv6

The Communications Regulatory Authority (CRA) has established a Qatar Internet Protocol version 6 (IPv6) Council, under the leadership of its President, Mr. Abdulla Jassmi, Technical Affairs Department Manager of the CRA, and has also conducted an IPv6 Taskforce stakeholders meeting. These initiatives are part of a broader move to transition the State of Qatar from Internet Protocol version 4 (IPv4) to Internet Protocol version 6 (IPv6), the most recent version of the Internet Protocol (IP).

The transition from IPv4 to IPv6 enables higher internet security and contributes to the continuity of a robust connectivity across the State of Qatar. This also meets smart and advanced next generation technologies for a smart living and smart cities such as Internet of things, e-Commerce and big data.

The internet world has been using the Internet Protocol version 4 (IPv4) for the last two decades. Despite its tremendous success, IPv4 is showing signs of strain, especially in its fast depleting IP address space and its growing security concerns. IPv6 will fix these issues and adds much more, such as virtually unlimited IP address space to connect everyone and everything, stateless auto-configuration, seamless mobility, automated network management, end to end security, and new optional service levels.

The developed IPv6 National Implementation Strategy provides a framework for the well-coordinated adoption of IPv6 across the nation. This strategy includes ensuring that existing network equipment is IPv6 ready, and there is robust security and risk impact assessment for IPv6 transition with all the stakeholders in government and private sectors.

Interview with

Ali Al-Suwaidi
CRA IT section head

Mr. Ali Al-Suwaidi has been in the IT industry for the past 18 years and he now works as the IT Section Head for the Communication Regularity Authority. He holds a Bachelor's degree in information systems from Derby University in UK. Leading as an IT Section Head requires both technical and business knowledge. The mainstay of his work involves frequent engagement in projects primarily aimed at enhancing the user experience, and automating both internal and external processes as much as possible.

What are the main projects you are working on at the moment?

I have just rolled out an ERP finance system, which is an important business management tool. My next focus is to implement systems to achieve a paperless environment.

What areas are the IT department responsible for?

IT focuses upon providing secure and stable services to the business and aligning technologies with business planning. Our department also has an important role focusing upon solving issues and planning for upcoming business requirements.

What is your vision of the IT department at CRA and what are your main objectives as a department in the next 12 months?

My vision of the IT department is to provide a streamlined and effective operation capable of providing the Communications Regulatory Authority with the required tools to achieve the business objectives, and to also successfully manage and improve current running systems in an efficient manner.

How will the fifth-generation technology effect the IT department in CRA?

5G stands for 'fifth generation mobile networks'. With a marked increase in data speeds, low latency and more connected devices across the world, 5G will become more efficient than previous technologies once it disseminates globally. A 5G network will also significantly improve the quality of the provided services, ensuring faster services and better quality.

How many employees work in the IT department?

We have started with five employees and we have reached ten now. We always look for improving and growing.

What makes the IT department in CRA different? Why is it outstanding and different?

I believe it is the trust of my team and this trust comes from good communication and strong leadership.

What will finally break the internet?

Using 1234 as a password.

How lucky are you and why?

I only consider myself lucky in finding parking spots.

If you were to write an autobiography what would the title be and why?

Be quiet be smart. That is my approach to dealing with everything.

What purchase have you made for under QR500 that has changed your life for the better?

A smart infrared controller to use with my air conditioner and other infrared devices.

What inspires you?

Helping others.

What is your favorite kind of music?

Old khaliji music.

What is the most interesting thing you have read recently

Cyberthreats: A 10-Year Perspective - Forbes

HINTS & TIPS

DATA ROAMING CHARGES

Prior to visiting a foreign destination, consumers should be aware of data roaming to avoid any shocks from their monthly bill. The best way to avoid issues and high charges is carry out some research in advance. First and foremost, you should verify if your service provider offers a roaming package for the country you are visiting, and whilst doing so seek to clearly understand the cost of the roaming service you plan to use and understand the activation process.

Once the parameters of the data roaming package have been established, ideally, this package should be activated before you reach the destination. This is to avoid using data roaming itself to activate a data roaming package, which could see you charged out of bundle. When using any roaming package, or indeed any service in general, it is important to monitor your usage, so

that you can extend or stop roaming services after any expiry or over consumption of roaming data.

It is important to bear in mind that another bill shock can result from using the non-partner network carrier in the destination country. The service providers have mechanisms in place to automatically connect you to their preferred network partner (if available), which can help you avoid extra charges - verify with your service provider if you should keep network selection manual or automatic.

If you are a consumer with high data usage, it is best to continually monitor balance to avoid incurring high roaming costs outside of the package. You can easily keep track of this through consumer notifications, that the service providers are obliged to provide before the package ends or is consumed

completely, also, consumers can keep an eye on their data usage through their service providers App to manage roaming costs responsibility.

Other aspects to consider include if extension of a roaming service is required. Check with your service provider the process of adding more allowance, and if using a \ check with the service provider if the renewal is automatic and plan accordingly. Unnecessary expenses can also be avoided by switching off "automatic subscription" to a roaming package while travelling.

Switching off data roaming in various circumstances can help, such as switching off your mobile roaming data in your setting if you don't wish to use it, switching off when travelling by plane to avoid any on-air data usage, and not switching on your cellular data while roaming unless you need it.

SCAMS

Consumers should be alert to increasingly common scams which can often permeate on the internet. A number of unreliable sources can be quoted online and be spread by social media, so before taking information seriously it is best to fact check against relevant authorities or reliable sources.

One such recent scam was an alleged "two-day internet outage across the world", misleading information that circulated on social media. The Communications Regulatory Authority (CRA) would like to clarify that, in fact, on October 11, 2018, the Internet Corporation of Assigned Names and Numbers (ICANN) changed the cryptographic key that helps protect the Domain Name System (DNS) - the Internet's address book. This move ensures a secure, stable and resilient DNS.

As a result of this change, some internet users may have been affected if their network operators or Internet Service Providers (ISPs) had not prepared for this change.

CRA puts out statements regularly on **www.cra.gov.qa** and is open to enquiries, able to be reached via Hot Line: **103**, and the email: **consumervoice@cra.gov.qa**

Industry Stats

COMPLAINTS RESOLVED

From April 2018 until November 2018 the Communications Regulatory Authority (CRA) have seen a total of 964 inquiries, and a combined 661 complaints. Of the enquiries, 100% were resolved and closed, and of the complaints 85% were resolved and closed while the remaining are still under investigation. These results indicate a high level of resolution within the timeframe, and with some room for improvement. The strong performance contributes towards achieving CRA's mandate to protect consumers from misleading and unfair practices, and to manage a dispute resolution system that is transparent, fair, speedy, and effective.

Of these, billing complaints are the most trending complaints for both service providers, at 43 %. Furthermore, over time the percentage speed of complaint resolution has become more rapid as evidenced by the table below.

Complaints & Inquiries

● Complaints, 660   ● Inquiries, 964
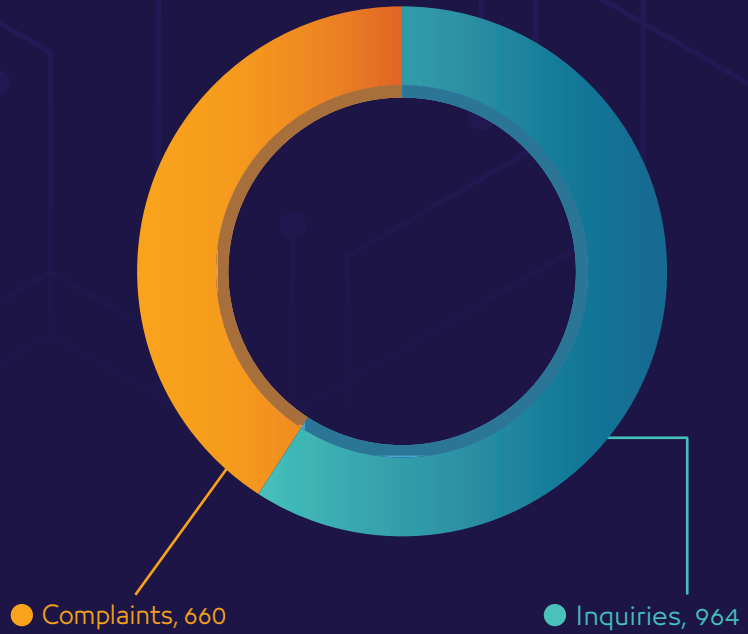
Complaints & Inquiries Resolution

Complaints   Inquiries

● Open   ● Resolved
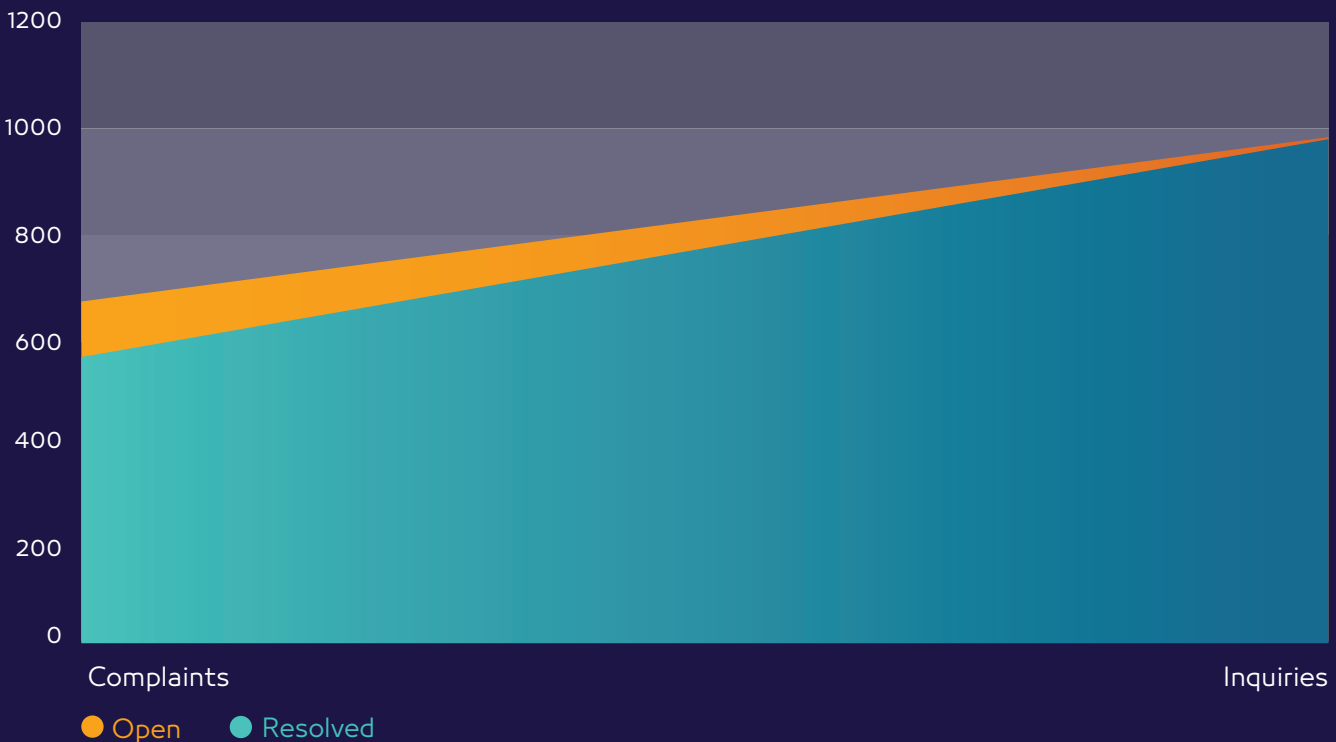
UPTAKE OF DOMAINS

1856
.qa

295
.com.qa

145
قطر.

Qatar has seen a total of 2329 domain names registered in the six months from May 2018 to December 2018. The main domain registrations were .qa with 1856 registrations, .com.qa which signed up with 295 people, and قطر. with 145 new domains.

INDUSTRY PROFIT

Ooredoo

401
Quarter 1

436
Quarter 2

887
Quarter 3

Vodafone

17
Quarter 1

31
Quarter 2

21
Quarter 3

Qatar mobile phone industry profits before tax from the big two have seen an upward trend over 2018, with Ooredoo Qatar starting with 401 in Q1, with a slight increase to 436 in Q2 and a hugely successful 887 seeing greater profits than Q1 and Q2 combined, as its accumulative profits before tax for 2018 reached 1,724. Vodafone Qatar in comparison trailed with 17 in Q1, 31 in Q2 and reporting similar 21 for Q3, with total accumulative profits YTD 75 in Q3