

International Roaming- Survey Report

June 2024

TABLE OF CONTENTS

1. Introduction	3
1.1. About the Survey	3
1.2. About the Sample	3
2. Survey Results	3
2.1. Who is your telecom Service Provider?	3
2.2. What is the type of your mobile service?	4
2.3. Do you use roaming services provided by your telecom Service Provider while traveling?	4
2.4. What are other solutions you use to stay connected with your family and friends back home instead of roaming services while traveling?	5
2.5. What are the factors affecting your decision to use or not to use roaming services abroad?	5
2.6. Do you usually activate the roaming plan before traveling?	6
2.7. When you travel, do you monitor your Service Provider's notifications related to roaming plan?	6
2.8. How satisfied are you with roaming plans offered by your telecom Service Provider in terms of the below?	7
2.9. How would you rate the roaming plans in terms of the following?	8
2.10. Have you faced issues with roaming services?	8
2.11. Select all the points that you have faced issues with while using roaming services:	9
2.12. Do you have any suggestions for the telecom Service Providers to improve their roaming services?	9
3. Conclusion	10

1. Introduction

1.1. About the Survey

The Communications Regulatory Authority (CRA) conducted a bilingual social media survey to collect feedback from telecom consumers and measure their level of satisfaction with the roaming services provided by their telecom Service Provider.

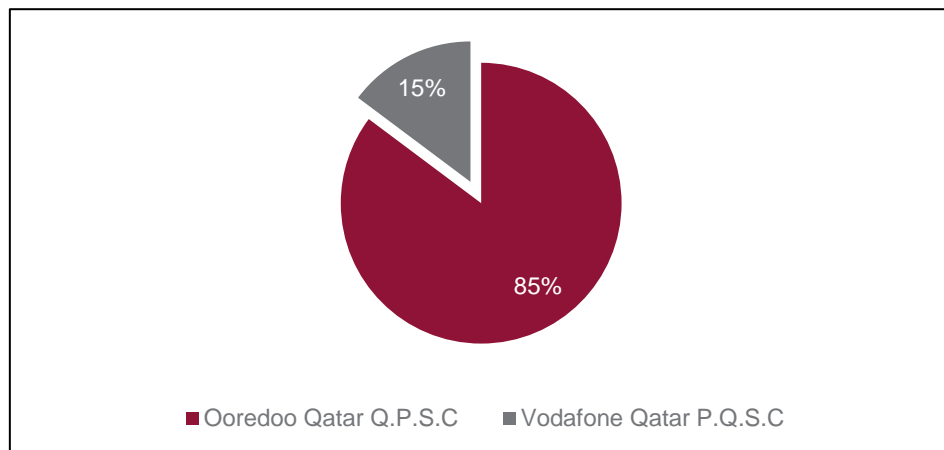
This survey was published from December 19, 2023 - January 7, 2024, and about 2420 have visited the survey and 291 respondents have completed the survey.

1.2. About the Sample

The sample of the survey is random as it was conducted through social media platforms.

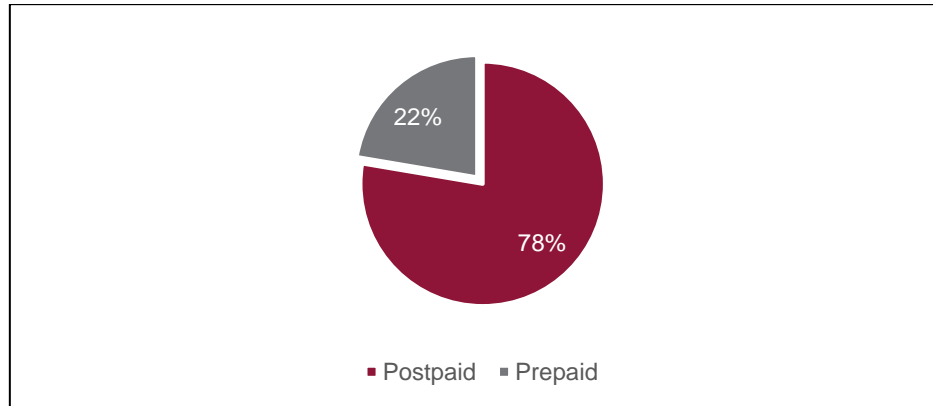
2. Survey Results

2.1. Who is your telecom Service Provider?



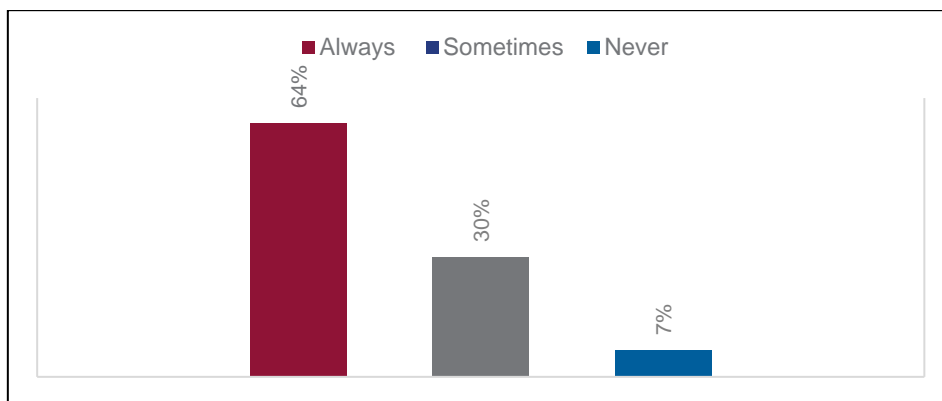
The above chart shows that the majority of respondents 85% are using the services provided by Ooredoo Qatar Q.P.S.C. While 15% are using the services provided by Vodafone Qatar P.Q.S.C.

2.2. What is the type of your mobile service?



The above chart shows that 78% of respondents are using postpaid services, and 22% are using prepaid services.

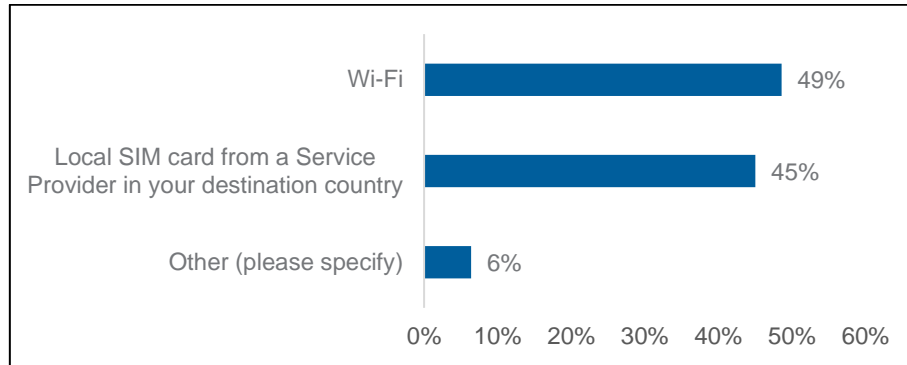
2.3. Do you use roaming services provided by your telecom Service Provider while traveling?



Note: "The graph displays approximate percentages, offering a close estimation of the actual values based on the depicted data. These approximations aid in providing a quick overview and comparison of the trends showcased.

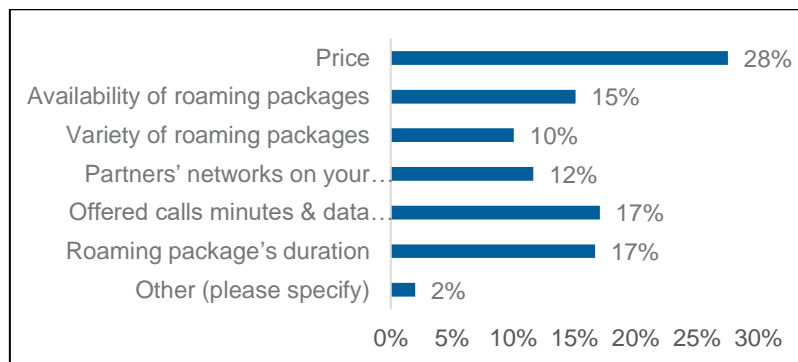
The majority of respondents, totaling 64%, consistently utilize the roaming service while traveling. Additionally, 30% use the roaming service occasionally, while only 7% of respondents do not use it at all.

2.4. What are other solutions you use to stay connected with your family and friends back home instead of roaming services while traveling?



The chart shows a variation in the solutions that respondents use to stay connected with their family and friends back home instead of roaming services while traveling. It reveals that 49% are using Wi-Fi, while 45% are using local SIM cards from a Service Provider in their destination country. Additionally, 6% are using other ways divided as the following: 58% utilize roaming services offered by their Service Providers, 33% rely on e-SIM applications, and 8% use hotspots provided by friends or family.

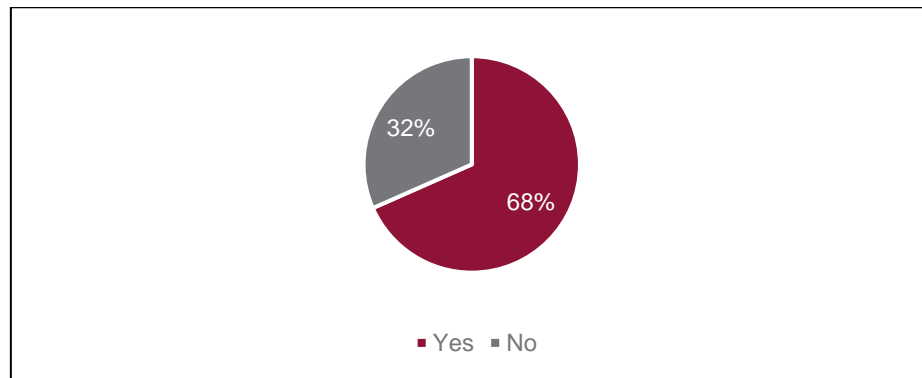
2.5. What are the factors affecting your decision to use or not to use roaming services abroad?



Note: "The graph displays approximate percentages, offering a close estimation of the actual values based on the depicted data. These approximations aid in providing a quick overview and comparison of the trends showcased.

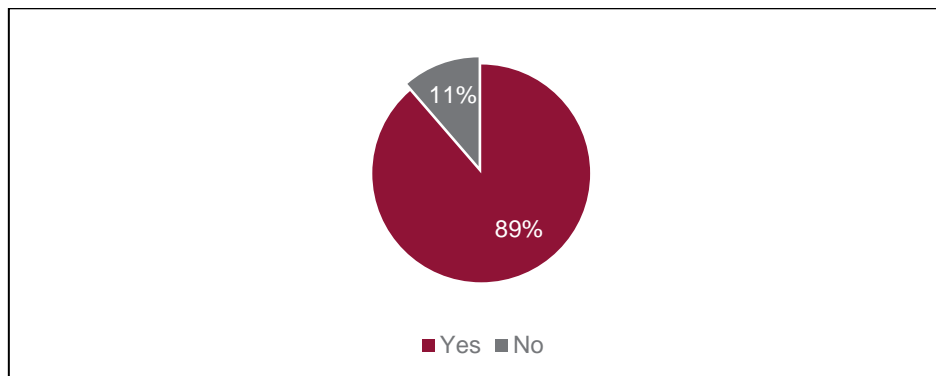
The chart above indicates that 28% of respondents cited price as the primary reason for choosing not to use roaming services abroad. Following closely behind, 17% mentioned both the duration of the roaming package and the allocated call minutes and data allowance as contributing factors. Additionally, 15% based their decision on the availability of roaming packages, while 12% were influenced by the network partners at their destination. Lastly, 10% considered the variety of available roaming packages in their decision-making process.

2.6. Do you usually activate the roaming plan before traveling?



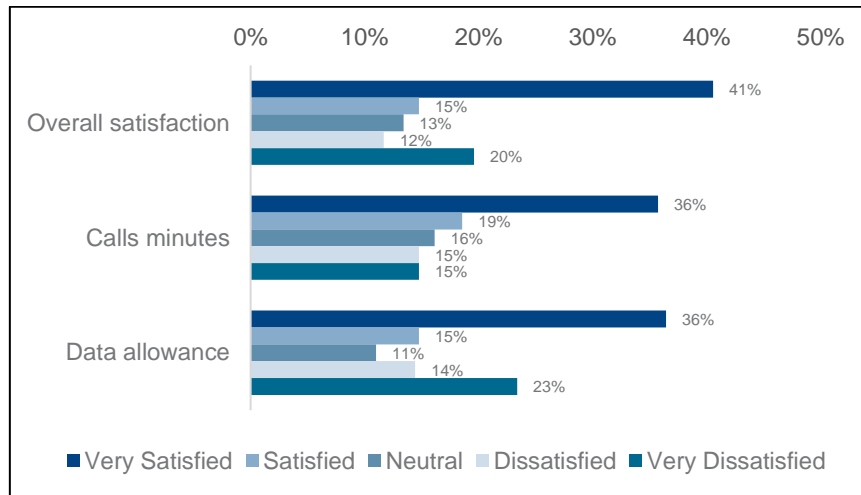
The percentage of respondents who are activating the roaming plan before traveling is 68%, while 32% are activating it after traveling.

2.7. When you travel, do you monitor your Service Provider's notifications related to roaming plan?



The vast majority of respondents, comprising 89%, actively monitor their Service Provider's notifications related to roaming plans, while only 11% do not.

2.8. How satisfied are you with roaming plans offered by your telecom Service Provider in terms of the below?

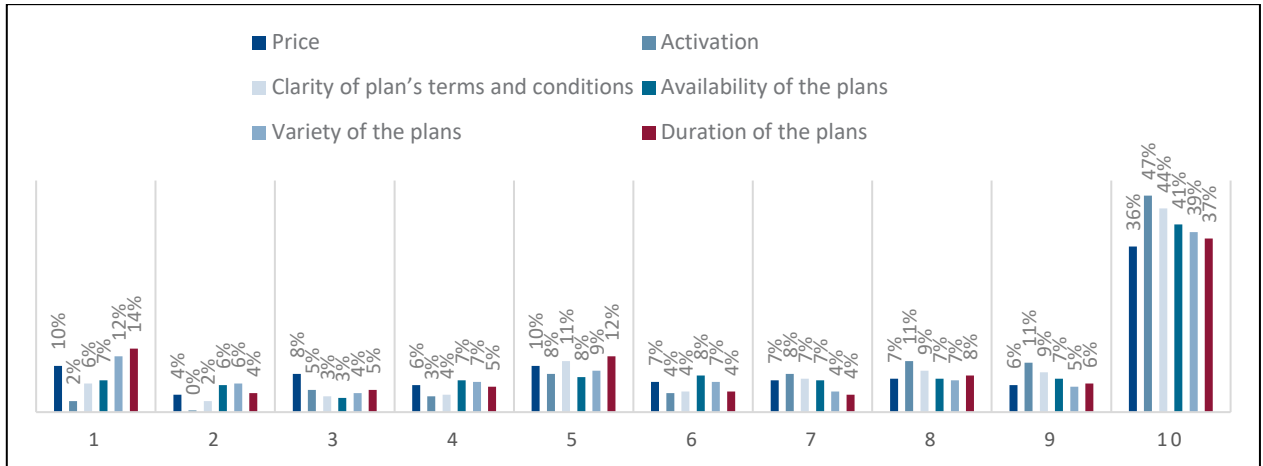


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	Very Satisfied/ Satisfied	Neutral	Very Dissatisfied/ Dissatisfied
Overall satisfaction	56%	13%	32%
Calls minutes	55%	16%	30%
Data allowance	51%	11%	37%

The chart above illustrates that the majority of respondents express satisfaction with roaming services, with 56% indicating overall satisfaction. Specifically, 55% are satisfied with the call minutes, and 51% express satisfaction with the data allowance. Conversely, the overall dissatisfaction rate stands at 32%, with 37% expressing dissatisfaction regarding the data allowance and 30% regarding calls minutes.

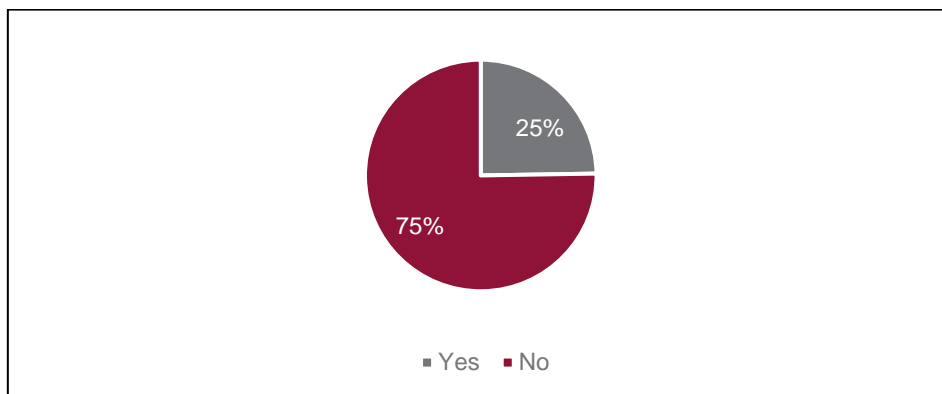
2.9. How would you rate the roaming plans in terms of the following?



Note: "The graph displays approximate percentages, offering a close estimation of the actual values based on the depicted data. These approximations aid in providing a quick overview and comparison of the trends showcased.

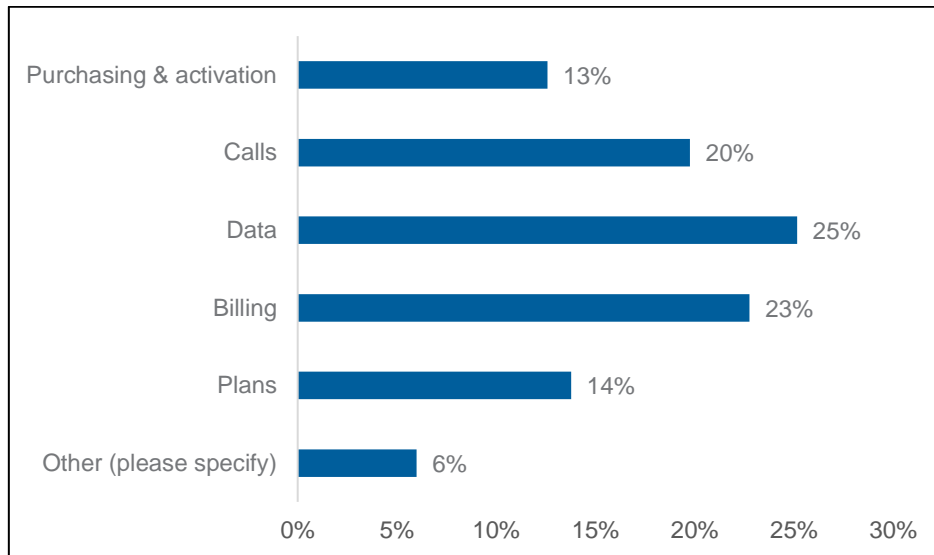
On a scale of 1 to 10, where 1 represents "very poor" and 10 represents "excellent," the majority of respondents rated the roaming plans highly, with 36% giving an excellent rating for the price, 47% for activation, 44% for clarity of plan terms and conditions, 41% for plan availability, 39% for plan variety, and 37% for plan duration.

2.10. Have you faced issues with roaming services?



75% of the respondents did not face any issues while roaming, and only 25% had faced issues.

2.11. Select all the points that you have faced issues with while using roaming services:



Note: "The graph displays approximate percentages, offering a close estimation of the actual values based on the depicted data. These approximations aid in providing a quick overview and comparison of the trends showcased.

This question was presented solely to respondents who indicated they encountered issues while roaming. Among these respondents, the results reveal that the majority of issues were related to data, accounting for 25%. Following closely behind, billing issues accounted for 23%, while call-related problems constituted 20% of the reported issues. Additionally, 14% of respondents cited issues with their plans, while 13% experienced challenges with purchasing and activation. A smaller portion, 6%, encountered other issues such as the unavailability of partner networks to connect with, slow internet speed, and VoIP calls not functioning properly.

2.12. Do you have any suggestions for the telecom Service Providers to improve their roaming services?

Out of the 119 respondents who provided suggestions for improving roaming services, 25% proposed enhancing the variety and customization options of roaming service packages. Another 21% recommended reducing the prices of roaming services to make them more affordable. Additionally, 13% of respondents suggested extending the validity period of roaming packages to better suit their needs.

3. Conclusion

Overall, the results show that most respondents are using Ooredoo Qatar Q.P.S.C., using postpaid services, and they always use roaming services when they travel. However, they prefer to use Wi-Fi as an alternative solution to stay connected while traveling. Also, a large percentage indicated that roaming service prices are high.

The majority of the respondents are monitoring their Service Provider's notifications related to roaming plans, and more than half of the respondents are satisfied with roaming services.

Most respondents rated the roaming plans excellent in terms of price, activation, clarity of the plan's terms and conditions, availability of the plans, variety of the plans, and duration of the plans.

Finally, the results show that most respondents did not face issues related to roaming services, however, the main issue for the ones whom they faced is related to data allowance.