

November 25, 2021
OB/RA/MS/178/2021

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Subject: MDDD 2021 Reporting Notice

The CRA formally started the consultation on updating the MDDD Reporting Template (**Template**) with the letter OB/RA/MS/047/2021 (**Consultation Letter**) which was sent out on March 30, 2021, including accompanying documents. The CRA has now concluded the consultation regarding update of the Template. The CRA encloses the final Decision and Notice for the MDDD 2021 Reporting. The CRA would like to thank Service Providers for their cooperation.

Publication of consultation documents

The CRA has decided to publish on its website the main documents regarding the consultation in the interest of transparency and public accountability. The publication is done in accordance with section "2.2 Publication of documents" as stated in the Consultation Letter.

In order to provide an overview of the consultation process, the main dates, activities and documents will be listed below.

- On March 15, 2021, the CRA invited all relevant Service Providers to an information meeting on March 23, 2021 about the consultation on update of the MDDD Reporting.
1. [Document](#) "CRA Invitation Letter OB/RA/MS/036/2021"
- On March 23, 2021, the information meeting was held with Service Providers. The CRA presented the background for the update on a MS Teams meeting
2. [Document](#) "CRA PowerPoint presentation" as of March 23, 2021 about the main updates of the MDDD Reporting"
- On March 30, 2021, the consultation was formally started when the CRA sent out the Consultation Letter including accompanying documents to Service Providers.

3. Document "CRA Cover Letter OB/RA/MS/047/2021" as of March 30, 2021, regarding the consultation on update of the MDDD Reporting
4. Document "CRA Consultation CRARAC 2021/03/30" as of March 30, 2021, regarding the consultation on update of the MDDD Reporting and draft Notice
- On April 15, 2021 an industry meeting was held with the CRA and Qnbn.
- On May 4, 2021 an industry meeting was held by the CRA with Ooredoo Qatar and Vodafone Qatar (collectively **SPs**).
- On May 5, 2021, the CRA received a letter from Ooredoo requesting to postpone the deadline for responses to June 3, 2021.
5. Document "Ooredoo Cover Letter OQ/Reg-6755/2021-05" as of May 5, 2021
- On May 19, 2021 Qnbn informed the CRA by email that Qnbn had no further comments on the Reporting Template and would report accordingly going forward.
6. Document "Qnbn email as of May 19, 2021"
- On May 24, 2021, the CRA granted extension of the deadline until June 3, 2021, regarding the consultation on update of the MDDD Reporting
7. Document "CRA Letter OB/RA/MS/066/2021" as of May 24, 2021
- On June 3, 2021, the CRA received responses to the consultation from SPs
8. Document "Ooredoo Cover Letter OQ/Reg-6769/2021-06" as of June 3, 2021
9. Document "Ooredoo Response Letter OQ/Reg-6769/2021-06" as of June 3, 2021
10. Document "Vodafone Qatar's Response Letter" as of June 3, 2021
- On July 1, 2021, the CRA sent its response to SPs' consultation responses
11. Document "CRA Letter OB/RA/MS/089/2021" as of July 1, 2021, providing responses to SPs' responses
- On July 8, 2021, the CRA received Vodafone Qatar's comments to the CRA's consultation response by email.
12. Document "Vodafone Qatar's Response to the CRA's Response" as of July 8, 2021
- On July 11, 2021 the CRA received Ooredoo's comments to the CRA's consultation response
13. Document "Ooredoo Cover Letter OQ/Reg-6805/2021-07" as of July 11, 2021
14. Document "Ooredoo Response Letter OQ/Reg-6805/2021-07" as of July 11, 2021
- On August 23, 2021, an industry meeting was held with the CRA and SPs.
- On September 14, 2021, the CRA sent a second and updated MDDD Reporting Template for SPs' comments.
15. Document "CRA Letter OB/RA/MS/134/2021" as of September 14, 2021

- On October 3, 2021, the CRA received SPs' responses to the second round of consultation
 - 16. Document "Vodafone Qatar's comments" by email as of October 3, 2021
 - 17. Document "Ooredoo Cover Letter OQ/Reg-6893/2021-10" as of October 3, 2021
 - 18. Document "Ooredoo Response Letter OQ/Reg-6893/2021-10" as of Oct. 3, 2021
- On November 25, 2021, the consultation on the MDDD Reporting was concluded by issuing this very letter.

If you require any further clarifications, please contact Mr. Jens Bloch Behrendt (email: jbehrendt@cra.gov.qa, tel. 44994111).

Sincerely,



Mohammed Ali Al-Mannai
President of the Communications Regulatory Authority

March 15, 2021
OB/RA/MS/036/2021

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Subject: Update of the MDDD Reporting Template – Information meeting

Update of the MDDD Reporting Template

In line with the requirements under the Telecommunications Law, the CRA intends to initiate a review process of the competitive dynamics in the telecommunications sector in order to determine the need for (ex-ante) regulatory intervention and to ensure that such regulatory intervention remains in line with the underlying market dynamics¹.

The CRA will start this process by reviewing and updating – through a consultation process - the MDDD Reporting Template issued in 2017. To this aim, the CRA would like to inform Ooredoo Qatar, Vodafone Qatar and QNBN about the background for the update of the MDDD Reporting Template and the main proposed changes.

The CRA invites Service Providers to an online meeting on MS Teams on March 23, 2021 at 10 am. The agenda for the meeting will be as follows:

1. Background for the updated MDDD reporting template
2. Main reasons for the changes
3. Main features of the updated reporting template
4. Characteristics of the consultation
5. Next steps
6. Questions from SPs.

Following this meeting, the CRA will carry out a consultation with SPs on the proposed new template.

¹ This is referred to as Market Definition and Dominance Designation (MDDD) process.

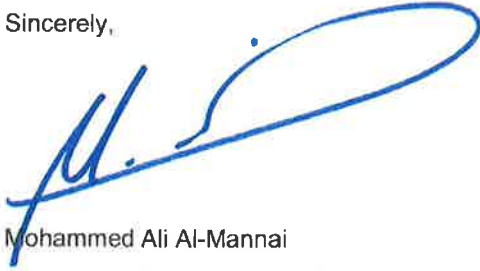
Background

The document CRARAC 2017/05/02 "Notice to Ooredoo Qatar, Vodafone Qatar and Qatar National Broadband Network (Qnbn) for Revised Reporting Obligations following the Market Definition and Dominance Designation 2016 – MDDD 2016 Reporting notice", issued on May 2, 2017, sets the definitions applicable to Market Definition and Dominance Designation reporting ("MDDD reporting"), and establishes the Reporting Format and provides guidelines for compiling the MDDD reporting.

According to the cited Notice on MDDD 2016 Reporting, section 7, the Reporting format can be amended upon initiative of the CRA, and any changes will be consulted upon with the Service Providers.

If you require any further clarifications, please contact Mr. Jens Bloch Behrendt (email: jbehrendt@cra.gov.qa, tel. 44994111).

Sincerely,



Mohammed Ali Al-Mannai
President of the Communications Regulatory Authority

Update of the MDDD Reporting

Meeting with the Service Providers

Regulatory & Competition Affairs - Market Data Study Section
March 2021





Main reasons for the changes

- Technological evolution and growing competition has led to substantial changes in the telecom scenario
- There is a need to provide more clarity about some definitions, and more reliability about some figures
- The ITU has proposed updates of several of its current indicators and introduction of new indicators



Background

- The SPs report quarterly data and information for regulatory purposes
- The rules for this reporting are set by the document CRARAC 2017/05/02 (*)
- The Reporting format can be amended upon initiative of the CRA, following a consultation with the SPs
- The CRA has decided that there is a need to modify the current MDDD reporting format

(*): Notice to Ooredoo Qatar, Vodafone Qatar and QNBN for Revised Reporting Obligations following the Market Definition and Dominance Designation 2016 – MDDD 2016 Reporting notice



Access to Digital Media

- Emiri Decision n. (42) of 2014, Art. 4 mandates the CRA to regulate Access to Digital Media (ADM)
- The CRA has decided to start monitoring ADM
- The CRA has identified a set of data needed in order to perform the monitoring
- The CRA could issue a specific order, but decided for a simplified approach, i.e. adding the relevant indicators to the MDDD template

Main features of the new Template - Summary

- Improved consistency
- Clarification of ITU definitions
- Mapping between Tariffs and MDDD indicators
- Reporting on Access to Digital Media
- Increased level of granularity for certain markets
- Improvement of revenue allocation
- Roaming out/in



Characteristics of the Consultation

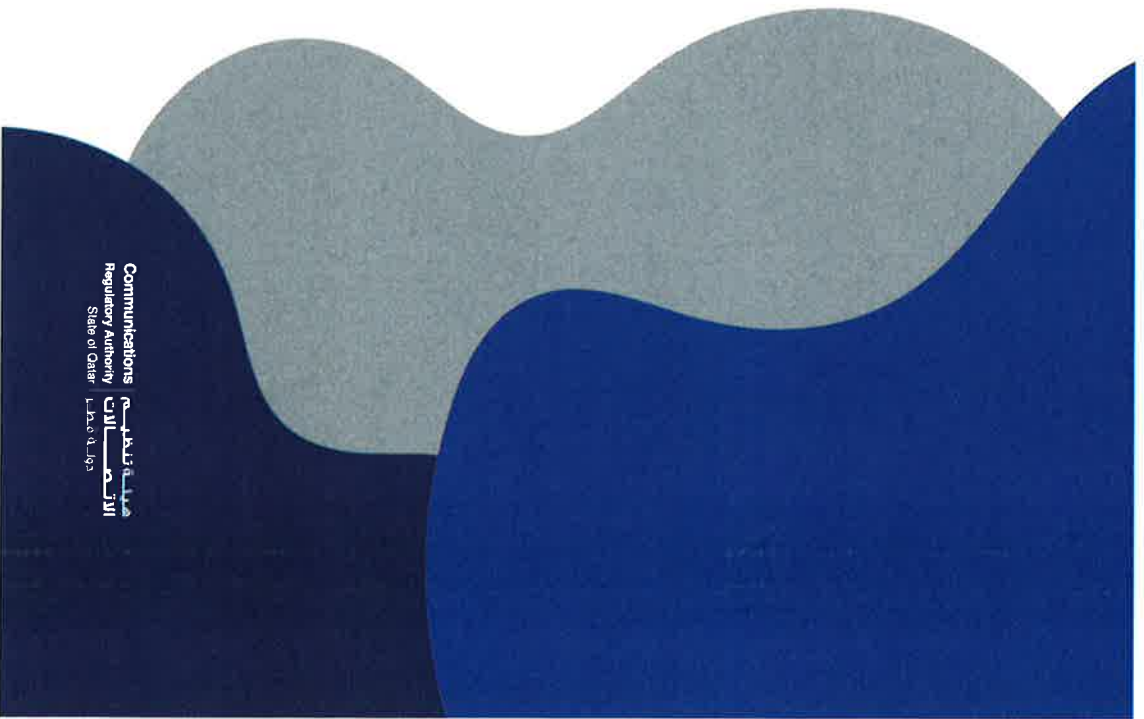
- The CRA is starting a consultation aimed at getting comments and additional information from the SPs
- This is not a Public Consultation, but rather an Industry Consultation: Comments will be received only from the Service Providers
- The CRA is consulting the SPs about a new Reporting Template only. The MDDDD process will be conducted through a separate and specific proceeding



NEXT STEPS

- The CRA will formally send a document for consultation
- SPs will have six weeks to respond to the consultation
- During the second week, the CRA plans to have a one-to-one meeting with all three SPs in order to:
 - Provide clarifications if needed
 - Discuss the main issues
 - Receive initial feedback

Thank you



ANNEX

Main changes

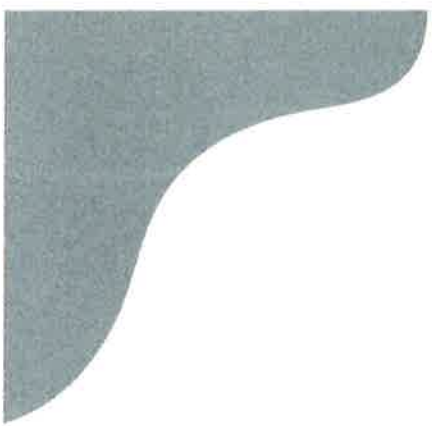


Relevant market 1 Retail Fixed National

- Higher consistency for residential/business
- Reporting per:
- Offered broadband speed
- Technology
- Data down-/upload
- Data usage (ADM)

Relevant market 2 Retail International calls

- Improved allocation of bundled mobile services
- Clarification of roaming out



Relevant market 3 & 4 Retail National & International Leased Lines

- Reporting by speed and technology

Relevant market 5 Retail National Mobile

- Clarification of ITU definitions
- Increased granularity on:
 - Post-/prepaid
 - Traffic for voice, messaging services and data usage (ADM)
- Revenue allocation

Relevant markets 6 -14 Wholesale

- In general, minor changes
- Clarification of international traffic and roaming in

Source: Market Data Study elaborations on SP data.
Mobile telephony includes all mobile voice subscriptions

Non defined MDDD markets

- Clearer definition of revenue categories

March 30, 2021
OB/RA/MS/047/2021

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Subject: Update of the MDDD Reporting Template – Consultation

Update of the MDDD Reporting Template

The CRA will review and update the MDDD¹ Reporting Template issued in 2017. To this aim, the CRA initiated the review by inviting Service Providers to an online meeting on MS Teams on March 23, 2021. Following this meeting, the CRA proceeds to carry out a consultation with Service Providers on the proposed new template.

The CRA encloses consultation document CRARAC 2021/03/30 which includes further details about deadlines, procedures, etc.

Deadline

Service Providers have 6 weeks to review the consultation and must send their responses to Mr. Jens Bloch Behrendt; email: jbehrendt@cra.gov.qa no later than May 11, 2021. In case this date is during Eid holidays, the deadline will be postponed accordingly.

Format for responses

Service Providers are requested to respond to each consultation question with clear reference. General comments and comments to the draft Order should be included under separate headings.

¹ This is referred to as Market Definition and Dominance Designation (MDDD)

Draft MDDD template

The proposed new MDDD reporting template is attached and consists of three sheets comprising:

- (1) the current template;
- (2) the new proposed template with changes highlighted; and
- (3) the new proposed template in clean version.

Service Providers must only comment on the clean version.

For reference, a copy of the presentation for the meeting on March 23, 2021 is also enclosed.

Background

The document CRARAC 2017/05/02 "Notice to Ooredoo Qatar, Vodafone Qatar and Qatar National Broadband Network (Qnbn) for Revised Reporting Obligations following the Market Definition and Dominance Designation 2016 – MDDD 2016 Reporting notice", issued on May 2, 2017, sets the definitions applicable to MDDD reporting, and establishes the Reporting Format and provides guidelines for compiling the MDDD reporting.

According to the cited Notice on MDDD 2016 Reporting, section 7, the Reporting Format can be amended upon initiative of the CRA, and any changes will be consulted upon with the Service Providers.

If you require any further clarifications, please contact Mr. Jens Bloch Behrendt (email: jbehrendt@cra.gov.qa, tel. 44994111).

Sincerely,



Mohammed Ali Al-Mannai
President of the Communications Regulatory Authority

Revision of the Reporting Obligations following the Market Definition and Dominance Designation (MDDD) 2016.

Consultation on updated MDDD Reporting Template

Closing Date: May 11, 2021

CRARAC 2021/03/30
March 30, 2021

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Part I. Consultation Provisions

1 Background

1. The document CRARAC 2017/05/02 "Notice to Ooredoo Qatar, Vodafone Qatar and Qatar National Broadband Network (Qnbn) for Revised Reporting Obligations following the Market Definition and Dominance Designation 2016 – MDDD 2016 Reporting notice", issued on May 2, 2017, sets the definitions applicable to Market Definition and Dominance Designation reporting ("**MDDD reporting**"), establishes the Reporting Format, and provides guidelines for compiling the MDDD reporting.
2. According to the cited Notice on MDDD 2016 Reporting, section 7, the Reporting format can be amended upon initiative of the Communications Regulatory Authority ("**CRA**"), and any changes will be consulted upon with all the Service Providers.
3. As a result of a thorough analysis, the CRA has decided that there is the need to modify the current MDDD reporting format.
4. As a matter of fact, the CRA noted that in the last years technological evolution and growing competition led to substantial changes in the telecommunication scenario, especially regarding data transmission services (both with broadband and dedicated solutions); the CRA needs to have a better and more detailed view on these services as well as an insight on how Customers access the internet.
5. Moreover, in the fulfillment of its tasks, CRA understood that some other of the current MDDD Reporting details need amendment in order to provide more clarity about the definitions used, and subsequently more reliability about figures reported. Furthermore, the ITU is currently in the process of updating the IDI (ICT Development Index) and this has resulted in proposals for updates of several of the current indicators and the introduction of new indicators¹. In order to comply with ITU's new reporting needs, an update of the reporting template is also warranted.
6. It has to be noted, in this regard, that since the beginning of 2020 the CRA, in line with the international best practice, started publishing a Quarterly Report on the state of the Telecommunications Market in Qatar. It is CRA responsibility to provide the Market with reliable data, and to make the Report more detailed and more informative in future editions.
7. The CRA decided also to start monitoring Access to Digital Media, as its specific mandate set out by Emiri Decision n. (42) of 2014, Art. 4. Consequently, the CRA has identified a set of data needed in order to carry on such monitoring. Rather than issuing a specific order, the CRA decided for a simplified approach, adding to the current template the relevant indicators.
8. The improved set of data resulting from the revised template will also prove beneficial to assist the CRA in paving the way for a new MDDD process which will analyze the state of the Qatari market, in order to understand the need to review Dominance Designation and/or ex-ante obligations to the Service Providers.
9. In conclusion, according to the cited Notice on MDDD 2016 Reporting, the present consultation is aimed at getting comments and additional information from the Service Providers ("**SPs**").
10. The CRA is consulting the SPs about the Draft order, included in the present document, as well as on the draft Template, in Excel file attached to the present document. For the sake of clarity, and in order to help the SPs in a better understanding about changes introduced by the CRA, three versions of the Excel file are published: one current template, one with revisions and comments outlined, and one in a clean version. SPs are invited to comment on the clean version only.

¹ <https://www.itu.int/en/ITU-D/Statistics/Pages/publications/handbook.aspx>

11. With the present document the CRA is consulting the SPs about a new Reporting Template only. The MDDD process will be conducted through a separate and specific proceeding.

2 Instruction for responding to this Consultation

2.1 Consultation Procedures

12. In keeping with open and transparent regulatory processes, the CRA herewith consults on the New MDDD Reporting to be followed in the telecommunications sector in Qatar.
13. Service Providers are invited to provide their views and comments on the consultation questions and to provide any proposed amendments to the draft Order.
14. The CRA asks that, to the extent possible, submissions be supported by relevant evidence.
15. Any submissions received in response to this Consultation Document (“CD”) will be carefully considered by the CRA. Nothing included in this CD is final or binding. However, the CRA is under no obligation to adopt or implement any comments or proposals submitted.
16. Comments should be submitted by email to jbehrendt@cra.gov.qa before the date stated on the front cover. The subject reference in the email should be stated as “Consultation on New MDDD Reporting Template”.
17. It is not necessary to provide a hard copy in addition to the soft copy sent by email.
18. Deadline for SPs to submit their comment is indicated on the cover page.

2.2 Publication of comments

19. In the interests of transparency and public accountability, the CRA may decide to publish the submissions to this consultation on its website at www.cra.gov.qa.
20. All submissions will be processed and treated as non-confidential unless confidential treatment of all or parts of a response has been requested.
21. In order to claim confidentiality for information in submissions that stakeholders regard as business secrets or otherwise confidential, stakeholders must provide a non-confidential version of such documents in which the information considered confidential is blacked out. This “blacked out” portion/s should be contained in square brackets. From the non-confidential version, it has to be clear where information has been deleted. To understand where redactions have been made, stakeholders must add indications such as “business secret”, “confidential” or “confidential information”.
22. A comprehensive justification must be provided for each and every part of the submission that the SP wishes to be treated confidentially. Furthermore, confidentiality cannot be claimed for the entire or whole sections of the document as it is normally possible to protect confidential information with limited redactions.
23. While the Authority will endeavor to respect the wishes of respondents, in all instances the decision to publish responses in full, in part or not at all remains at the sole discretion of the CRA.
24. By making submissions to the Authority in this consultation, respondents will be deemed to have waived all copyright that may apply to intellectual property contained therein.
25. For more clarification concerning the consultation process, please contact Jens Bloch Behrendt (jbehrendt@cra.gov.qa).

Part II. Consultation questions on the new Reporting Template

26. Telecommunications Markets in Qatar have been defined and analyzed by the CRA as an outcome of the Market Definition and Dominance Designation process.
27. A short description of Markets and sub-markets will be given in the following. For any detail about all the formal definitions and decisions, the present document refers to the MDDD Notice and Orders, CRARAC 09/05/2016A, issued on May 09, 2016, and all related documents issued during the relevant Consultation Process.
28. In the present document Market definition and regulation will not be discussed. Markets and their definitions are here used only as a reference in order to provide a reasoned approach to the discussion.
29. In the following, the CRA will provide its views regarding the need to update the current reporting obligations, as well as a discussion about the amendments to the template that are deemed necessary. The template, as revised according to the present discussion, is attached to this Consultation.
30. The CRA has also updated the references to ITU definitions of ICT indicators where relevant. In addition, new columns for retail markets M1 to M5 have been included that refer to the relevant Tariffs for the markets. The list is not complete and the CRA asks SPs to review and update the list where relevant.
31. The updated MDDD Reporting Template has been attached to this consultation in three versions: the current version, one version with track changes and a clean version, provided in order to facilitate SPs' overview of the changes to the template. SPs are asked to comment only on the clean version.
32. The SPs are invited to provide comments, suggestions, as well as any further detail which could help in improving the reporting process.

1 Market 1: Retail national fixed voice and broadband services

33. This market contains fixed line rental and installation services for residential and business Customers; national (on-net and off-net) fixed call services, payphone services and fixed broadband services for residential and business Customers.

1.1 Market 1a: Retail fixed access services

34. This sub-market contains fixed line rental and installation services for residential and business Customers and payphones.
35. The CRA has decided that the reporting needs amendment, as the current template detail is not fully consistent with the current market situation.
36. In particular, the current definition about the technology underlying the provision of lines (and channels) does not seem in line with the evolution of the market. Currently, lines (and channels) are classified according to the definition of "copper", "fiber", "other". The definition "other" was originally intended to gather technologies which could be considered as residual.
37. However, in the last quarters the definition "other" shows a considerable growth which makes it now difficult to consider it as residual.

38. The CRA believes that these figures include Fixed Wireless Access (“FWA”) lines (and channels). More importantly, the ITU requests that Member States report the number of Fixed Wireless Accesses. For these reasons, the CRA accordingly introduces the indicator “FWA”, keeping the residual indicator “other” for any other need. If the SPs are of the opinion that there are other technologies underlying the significant growth for this kind of lines, they are encouraged to document this fact and the CRA will accordingly modify the template by introducing more indicators.
39. Furthermore, regarding ISDN as well as VoIP managed accesses, the CRA deems it necessary to have the breakdown between Residential and Business, in line with the reporting for all the other kind of access. The CRA asks the SPs to clarify if these services are offered to both the residential and business segments; if this is not the case, then the CRA will amend the template accordingly.
40. A detail regarding PRI ISDN: the CRA notes that the number of channels reported by the SPs is not necessarily 30 per line, as indicated in the template. The CRA decided to cancel, in the relevant template label, the remark regarding 30 lines, leaving to the SPs the responsibility, as is currently happening, to report the correct number of channels.

1.2 Market 1b: Retail national fixed call services

41. This sub-market contains national (on-net and off-net) fixed call services and payphone services and ancillary services.
42. The CRA notes that the current reporting is in line with the informational needs.
43. However, the CRA notes that the detail regarding Calling Cards is no more useful due to the small volumes generated by such calls. Consequently, the CRA proposes to merge the indicators regarding minutes and revenue for this service in the generic “other minutes” and “other revenue” indicator, respectively, for Market 1b.

1.3 Market 1c: Retail fixed broadband services

44. This sub-market contains fixed broadband services for residential and business Customers.
45. According to the evolution of the sub-market, the CRA notes that the number of low-speed subscriptions is decreasing, making the current template somehow redundant, i.e. the current reporting break-down for lower speeds is too detailed; moreover, SPs periodically introduce new speed offers, which gives the need to further specifications.
46. Accordingly, the CRA introduces a new simplified break-down of current offers according to the actual speed of existing offers (including grandfathered ones which are still active); as for future offers, which may have higher speed not currently foreseen in the template, the CRA constantly monitors retail offers proposed by the SPs and, if the case, will add new indicators regarding sold speed in order to reflect the effective market situation. It is to be reminded that modifications to the template are in the responsibility of the CRA, which will proceed to any change according to the existing rules, i.e. consultation with the SPs. Given the normal evolution of the market, the new indicators will be consulted with the SPs via a simplified process (i.e. mail exchange).
47. Related to the simplification of the approach, the CRA also improved some of the definitions in the template labels, in order to avoid any possible uncertainty in the reporting.
48. According to what discussed regarding Market 1a, the CRA deems it necessary that the same reporting should be detailed for FWA accesses as well as for the remaining

- underlying technologies labeled as "other". New indicators have been inserted in the template accordingly, following the same approach described at the previous points.
49. Also, in view of the forthcoming MDDD process and taking into account the need to have an overview on the effectiveness of the regulation, the CRA must have a clear view regarding the evolution of revenue according to the technology used to provide access. Accordingly, the CRA introduces new indicators regarding access revenue split according to the definitions given above: copper, fiber, FWA, other.
 50. Furthermore, the CRA deems it necessary to analyze not only the offers available on the market but also the Customer's behavior and usage of the data connection. This will prove useful not only to understand the actual reasons by the Customer side for having a Broadband/Ultrabroadband connection, but also trends and future evolutions. There is an emerging trend for customers to use the internet in an increasingly interactive way through real time video conferencing, gaming and social interaction in general and this results in more symmetrical traffic patterns for upload and download. Also, there is an international trend for Service Providers to offer more services with symmetrical upload/download speeds.
 51. Accordingly, in first instance, the CRA decided to add to the reporting new indicators regarding volumes of data effectively used by the Customers in upload and in download, both for Residential and Business. This report should be given for each technology as discussed for Market 1a: copper, fiber, FWA, other.
 52. Then, as said, the CRA deems it necessary to have an indication about how the connection is used. As per the Emiri Decision n. (42) of 2014, Art. 4, the CRA is also mandated to regulate Access to Digital Media. In order to fulfil its mandate, the CRA needs to have an overview about overall Customers' usage, i.e. the percentage of bandwidth used for video streaming, videoconferencing, gaming, VoIP, other OTT usage, general www browsing. Rather than issuing a specific order, the CRA decided for a simplified approach, adding to the current template the relevant indicators. It has to be noted that the purpose of this analysis is not to control videos and contents downloaded/uploaded by the Customer, but only to analyze Customers' patterns of usage.
 53. Furthermore, it is of interest to analyze the most visited websites in terms of number of connections; the CRA is open to discuss the number of visited websites which shall be reported. For each of these websites the CRA deems it necessary to have also a measure of time spent in connecting. New indicators have been inserted in the template accordingly.
 54. Finally, it is of interest to analyze the most popular social networks in terms of minutes spent; the CRA is open to discuss the number of social networks which shall be reported. For each of these social networks the CRA deems it necessary to have also a measure of the number of connections. New indicators have been inserted in the template accordingly. In this case the driver to assess the "popularity" of the social network is not the number of visits, but the time spent.
 55. A last point regards information about the state of the art of coverage: in order to assess the evolution of the market, the CRA needs to have more detailed information, especially as far as fiber coverage is concerned.

Question 1 *The CRA asks the SPs to comment on the changes in Market 1 reporting obligations. In particular the CRA asks the SPs to comment regarding the new approach regarding speed break-down reporting, to comment about data usage information, to provide insights about the number of Websites/Social Networks to be analyzed.*

2 Market 2: Retail international outgoing call services

- 56. This market contains all international outgoing calls from a fixed line, mobile line, payphone or calling card for residential Customers and business Customers.
- 57. The market comprises four sub-markets.

2.1 Market 2a: Retail international outgoing call services at a fixed location – Residential Customers

- 58. This sub-market contains all international outgoing calls from a fixed line, payphone or calling card for residential Customers.
- 59. The CRA notes that the obligation regarding Calling Cards is no more useful for informational needs. Consequently, the CRA proposes to merge the indicators regarding minutes and revenue for this service in the generic "other minutes" and "other revenue" line, respectively, for Market 2a.

2.2 Market 2b: Retail international outgoing call services at a fixed location - Business Customers

- 60. This sub-market contains all international outgoing calls from a fixed line, payphone or calling card for business Customers.
- 61. As noted above, the obligation regarding Calling Cards is no more useful for informational needs. Consequently, the CRA proposes to merge the indicators regarding minutes and revenue for this service in the generic "other minutes" and "other revenue" indicator, respectively, for Market 2b.

2.3 Market 2c: Retail international outgoing call services from a mobile device - Residential Customers

- 62. This sub-market contains all retail international outgoing call services via a mobile device for residential Customers.
- 63. The CRA notes that the reporting is in need for a more detailed clarification and definition about some services.
- 64. The CRA notes that in order to align the reporting with the informational needs, SPs are requested to split volumes and revenue according to prepaid/postpaid kind of subscription.
- 65. Then, the CRA notes also that the whole Roaming reporting, for the whole template, is in need of refinement. Firstly, the CRA proposes to align the roaming reporting to ITU definitions. Secondly, the CRA proposes to simplify the roaming reporting. For this reason, the reporting for roaming out - which relates to a home retail Customer making use of telecommunications while abroad visiting a foreign country - will be moved to a separate section under relevant market 2c, 2d for voice and messaging services and under relevant market 5a and 5b for data broadband services.
- 66. Also, the CRA proposes to simplify reporting on roaming out and roaming in. According to ITU definitions, there are basically two kinds of roaming:
 - 66.1 Roaming out: relates to the situations where a home retail Customer with a domestic mobile subscription from Qatar is travelling abroad and uses his/her domestic subscription in a foreign country for mobile services. This is per

definition a retail transaction. For the reporting, it is not important if the Customer makes or receives a service. Roaming out is to be reported in relevant market M2c and M2d for voice, and messaging services; and in relevant market M5a and M5b for data broadband, both for traffic and revenue.

- 66.2 Roaming in: relates to situations where a subscriber from a foreign country visits Qatar and uses his/her domestic (foreign) subscription for mobile services in Qatar. The SPs in Qatar receive payment for these services from the subscriber's SP, and the transaction is therefore a wholesale transaction. Roaming in must be reported in relevant market 14 according to the same specifications as for relevant market 2 and 5.
67. Furthermore, the CRA notes that the ITU is introducing a specification about "Country-Level Roaming Agreements ("CLRAs")², i.e. those special cases when some Countries agree for a specified maximum level of roaming prices, or even zero price such as in the European Economic Space. For Qatar, the GCC Roaming agreement would be an example of a CLRA agreement. The ITU expects to start collecting data regarding this issue in 2021. All in all, information regarding roaming services must be split in "CLRA cases" and "Non CLRA cases".
68. The table below summarizes the reporting of roaming:

| Category | Definition | Segment | Relevant Market |
|-------------|--|-----------|-----------------|
| Roaming out | A domestic subscriber visits a foreign country and makes or receives a call or messaging service | Retail | M2c, M2d |
| Roaming out | A domestic subscriber visits a foreign country and uploads or downloads data | Retail | M5a, M5b |
| Roaming in | A foreign subscriber visits Qatar and makes or receives a call, messaging service or uploads or downloads data | Wholesale | M14 |

69. Regarding SMS and MMS, following ITU's definition the CRA introduces the label "Messaging Services" which will cumulatively include all this kind of services.
70. The indicator regarding international SMS, MMS has been modified as "Messaging Services sent to International destinations (SMS, MMS etc.)".
71. Finally, the CRA notes that the obligation regarding Calling Cards is no more useful for informational needs. Consequently, the CRA proposes to merge the indicators regarding minutes and revenue for this service in the generic "other minutes" and "other revenue" indicator, respectively, for Market 2c.
72. It should be noted that services for mobile international telephone calls are often sold as part of a bundled package of services comprising domestic and international calls, messaging services and broadband data services. Service Providers are therefore requested to allocate both traffic and revenue in a fair and reasonable way to the relevant markets included in the bundled services. The CRA refers to relevant market 5 for a more detailed discussion about this issue.

² https://www.itu.int/en/ITU-D/Statistics/Documents/events/egti2020/EGTI2020_InternationalRoamingIndicators_BackgroundDocument.pdf

2.4 Market 2d: Retail international outgoing call services from a mobile device - Business Customers

73. This sub-market contains all retail international outgoing call services via a mobile device for business Customers.
74. The CRA notes that the reporting is in need for a more detailed clarification and definition about some services.
75. The CRA notes that in order to align the reporting with the informational needs, SPs are requested to split volumes and revenue between prepaid and postpaid subscriptions.
76. Regarding SMS and MMS, following ITU's definition the CRA introduces the label "Messaging Services" which will cumulatively include all this kind of services.
77. Accordingly, the indicator regarding international SMS, MMS has been modified as "Messaging Services sent to International destinations (SMS, MMS etc.)",
78. Furthermore, the CRA notes that the obligation regarding Calling Cards is no more useful for informational needs. Consequently, the CRA proposes to merge the indicators regarding minutes and revenue for this service in the generic "other minutes" and "other revenue" indicator, respectively, for Market 2d.
79. As for reporting of roaming out, the CRA refers to the discussion above under relevant market M2c. Also refer to relevant market M5 for a discussion about allocation of bundled services and roaming services.

Question 2 The CRA asks the SPs to comment on the changes in Market 2 reporting obligations, in particular regarding the new and improved definitions.

3 Market 3: Retail national leased lines services

80. This market includes national leased lines and associated services, irrespective of the technology used to provide leased and dedicated capacity. The dedicated bandwidth offered currently varies greatly. The leased line service can be based on physically dedicated capacity (using legacy TDM transmission technology) or virtual dedicated capacity provided over shared infrastructure (using ATM or IP-based technology). The market includes point-to-point connectivity services between two sites and between multiple sites (i.e., point-to-multipoint).
81. The CRA notes that the current reporting is not in line with the evolution of the market nor with the informational needs.
82. In particular, the CRA deems it necessary to have more information about speeds and technology used. As for the current template, it is to be noted that no information is needed about the type of usage, i.e. if the leased line is sold for voice or for data transmission.
83. About speeds, a first simplified approach would lead to use the same principles as for relevant Market M1c, where links should be detailed according to subscribed speeds. However, given the more extensive range of offered speeds for leased lines compared to fixed broadband offerings, the CRA will instead opt for using different speed intervals. The proposed brackets are in line with the commercial tariff references of the SPs.
84. As for market M1c, the CRA will introduce dynamic update of the speed brackets in the template, in line with the evolution of SPs offering new speeds, with a simplified consultation process which can be carried out in meetings or via e-mail exchanges.

85. About technology, the CRA deems it necessary to report the relevant breakdown according to the prevailing technologies used, as described in the Excel file. SPs are invited to advise.
86. The reporting for Dark Fiber Links is mainly relevant for Qnbn and the CRA proposes to simplify the reporting for this area.

Question 3 The CRA asks the SPs to comment on the changes in Market 3 reporting obligations.

4 Market 4: Retail international leased lines services

87. This market contains typically international leased lines and associated services, irrespective of technology, used to provide leased and dedicated capacity. It further includes point-to-point connectivity services between two sites and between multiple sites (i.e., point-to-multipoint).
88. The CRA notes that the current reporting is not in line with the evolution of the market nor with the informational needs.
89. In particular, the CRA deems it necessary to have more information about speeds and technology used. As for the current template, it is to be noted that no information is needed about the usage, i.e. if the leased line is sold for voice or for data transmission.
90. About speeds break-down, the CRA opted for adopting the same approach described for Market 3, taking into account the relevant commercial tariff references of the SPs.
91. As for market M3, the CRA will introduce dynamic update of the speed brackets in the template, in line with the evolution of SPs offering new speeds, with a simplified consultation process which can be carried out in meetings or via e-mail exchanges.
92. About technology, the CRA deems it necessary to report the relevant breakdown according to the prevailing technologies used, as described in the Excel file. SPs are invited to advise.

Question 4 The CRA asks the SPs to comment on the changes in Market 4 reporting obligations.

5 Market 5: Retail national mobile voice and broadband services

93. This market contains prepaid and postpaid mobile connections services for residential and business Customers, national (on-net and off-net) mobile call services, messaging services and mobile broadband services for residential and business Customers.
94. The market is divided into two sub-markets for residential and business.

5.1 Market 5a: Retail national mobile voice and broadband services – Residential Customers

95. This sub- market contains prepaid and postpaid mobile connections services for residential Customers, national (on-net and off-net) mobile call services, messaging services and mobile broadband services for residential Customers.

96. Data about this market are quite detailed, however the CRA deems it necessary to increase the level of detail about some services and to provide a better definition for some services in order to ensure that reporting is consistent and coherent.
97. The CRA has noted that the current reporting of subscriptions needs clarification in order to grant consistency with ITU definitions. The CRA has also noted that the allocation of revenue for bundled services, especially for postpaid subscriptions, is not always completely logical. As revenue allocation and traffic patterns are interlinked, the CRA has determined a need to improve the reporting template in several areas. In the following, the CRA will discuss each of these areas and explain the reason for the proposed improvements of the template.
98. According to the ITU 2020 Handbook for ICT data³, a mobile subscription provides access to mobile services on an SP's network using cellular technology. ITU defines a SIM card as a "Subscriber Identity Module card: An integrated circuit that securely stores the service-subscriber key (IMSI) used to identify a subscriber on mobile-telephony devices (such as mobile phones and computers)". The CRA accordingly defines a SIM card (including e-SIM/ySIM) as a subscription.
99. Mobile subscriptions can be either postpaid or prepaid. In a postpaid subscription, the subscriber is billed after their use of the services, typically at the end of the month. Postpaid subscriptions are by nature active and are always counted as active subscriptions until they are cancelled. Meanwhile, prepaid and pay-per-use subscriptions should only be counted as active if they have been used in the last three months. If a subscription includes both postpaid and prepaid services, then it is to be classified as postpaid.
100. Mobile subscriptions can also be categorized according to their usage of voice, messaging services and broadband data to access the internet. A mobile telephone (voice) subscription is a subscription that offers voice services, either exclusively or bundled with data. A mobile broadband subscription is a subscription that offers broadband data services to access the internet, either exclusively (mobile broadband only) or bundled with voice services. ITU actually distinguishes between active mobile voice and broadband subscriptions, because the prepaid bundles are categorized as active mobile (voice) telephone subscriptions if they have been used at least once in the last three months to make or receive a voice call or messaging service or accessing the internet, while they are categorized as active mobile broadband subscriptions only if they have been used to access the internet. For the sake of simplicity, the CRA states that prepaid mobile voice and broadband subscriptions are to be counted as active if they have been used at least once in the last three months, irrespectively from the kind of usage.
101. Accordingly, SPs must report mobile subscriptions as either postpaid or prepaid and split in the three categories "Mobile voice and messaging services only", "Mobile Voice, messaging services and broadband" or "Mobile broadband only". For the avoidance of any doubt, and according to the discussion in the previous point, a subscription labeled i.e. as "mobile voice, messaging services and broadband" will be considered as active (and reported as labeled) if the Customer made at least one call, or sent one message, or accessed the internet at least one time in the last three months. The CRA has accordingly merged the reporting for mobile voice and broadband in one inclusive category.
102. If a subscription is for voice, messaging services and data, and has been active during the last three months, it must be reported as voice and data. If the subscription has only been used for data, it must still be reported as voice and data. This is because ITU's indicator i271_mb_active "Refers to subscriptions to mobile-broadband services

³ <https://www.itu.int/en/ITU-D/Statistics/Pages/publications/handbook.aspx>

that allow access to the open Internet via HTTP and in which data services are contracted together with voice services (mobile voice and data plans) or as an add-on package to a voice plan. These are typically smartphone-based subscriptions with voice and data services used in the same terminal”.

103. If a subscription only relates to SPs' standard prices and services, and the subscription has not made any use of cards or plans in the preceding three months period, then it must be reported as 1) a voice only subscription, if it has only been used for voice, or as 2) a voice and data subscription, if it has been used for voice and data or only for data, because the subscription includes voice services. A subscription can only be reported as a "data only subscription" if it fulfills ITU's definition i271md "Data-only mobile-broadband subscriptions or dedicated mobile broadband refers to subscriptions to mobile broadband services that allow access to the open Internet and that do not include voice services, i.e. subscriptions that offer mobile broadband as a stand-alone service, such as mobile-broadband subscriptions for datacards, USB modem/dongle and tablets or any computer based device”.
104. A subscription can only be counted once.
105. The reporting of traffic by destination will continue and will be complemented by reporting of traffic according to subscription. As noted previously, SPs' current allocation of revenue seems not completely effective in some cases, and the introduction of this reporting will enable the CRA to validate the reporting.
106. Regarding mobile broadband services, the CRA notes that data traffic per capita increased substantially during the last five years.
107. For this reason, and in analogy with the discussion about fixed broadband sub-market, the CRA deems it necessary to analyze not only the offers available on the market but also the Customer's behavior and usage of the data connection. This will prove useful not only to understand the actual reasons by the Customer side for having a mobile broadband subscription, but also trends and future evolutions.
108. Accordingly, in first instance, the CRA deems it necessary to add to the reporting new indicators regarding the bandwidth effectively used by the Customers in upload and in download.
109. It should be clarified that data traffic related to FWA subscriptions relates to market M1c and must be excluded from Market M5.
110. As noted previously, the CRA has detected a need for richer reporting of revenue for market M5. The CRA therefore introduces a more detailed report for revenue. All revenue related to relevant market M5a must be reported as either postpaid, prepaid or other revenue and specified according to usage for voice, messaging services, data and other revenue. This will enable the CRA to substantially improve the analysis of SPs' reporting. The current reporting of voice revenue (for postpaid and prepaid combined) according to voice destination will continue.
111. Many subscription plans include bundled services, e.g. national voice calls, messaging services and/or data, international voice calls and messaging services and, in some cases, roaming services are also included. SPs must allocate and report the bundled revenue into the associated services in a fair and reasonable way. SPs have previously reported residual and unallocated revenue in a category called "subscription revenue", which makes it very difficult for CRA to correctly assess the dynamics of the Markets. The reporting of revenue on a fully allocated basis will enable the CRA to better validate the reporting and will facilitate calculations of price per unit indicators for minutes, data and messaging services. This is vital when performing market monitoring, and it will be even more important when performing the forthcoming MDDD assessment. SPs must also inform the CRA about the basic principles that the allocation methodology is based on and explain how it relates to the principles applied for accounting and internal reporting.
112. Then, for the sake of completeness, the CRA introduces another indicator labeled "other calls"; this indicator will include volumes for other kind of calls, including calling

- cards. The relevant revenue will be inserted in the already existing indicator labeled "other national revenue".
113. Furthermore, the CRA notes that usage and revenue of Messaging Services are not clearly detailed. The CRA deems it necessary to provide more precise definitions and more detailed reporting about these services and related revenue. Thus, the indicator regarding SMS and MMS has been modified to include all Messaging Services served in the national territory.
 114. Also, reporting on data roaming out is to be reported in relevant market M5a and M5b according to the description under relevant Market M2c.
 115. Then, in line with the CRA mandate regarding Access to Digital Media and in line with the discussion regarding fixed broadband usage in Market 1c, the CRA deems it necessary to have an overview about overall Customers' usage, i.e. the percentage of bandwidth used for video streaming, videoconferencing, gaming, Voip, OTT, and general www browsing. Rather than issuing a specific order, the CRA decided for a simplified approach, adding to the current template the relevant indicators. It has to be noted that the purpose of this analysis is not to control videos and contents downloaded/uploaded by the Customer, but only to analyze Customers' patterns of usage.
 116. Furthermore, it is of interest to analyze the most visited websites in terms of number of connections; the CRA is open to discuss if the number of visited websites which shall be reported. For each of these websites the CRA deems it necessary to have also a measure of time spent in connecting. New indicators have been inserted in the template accordingly.
 117. Finally, it is of interest to analyze the most popular social networks in terms of minutes spent; the CRA is open to discuss the number of social networks which shall be reported. For each of these social networks the CRA deems it necessary to have also a measure of the number of connections. New indicators have been inserted in the template accordingly. It has to be noted that in this case the driver to assess the "popularity" of the social network is not the number of visits, but the time spent.

5.2 Market 5b: Retail national mobile voice and broadband services – Business Customers

118. This sub-market contains prepaid and postpaid mobile connections services for business Customers, national (on-net and off-net) mobile call services, messaging services and mobile broadband services for business Customers.
119. The reporting for business subscribers adheres to the same principles for residential reporting described under market M5a; the CRA refers hence to the discussion for that market.
120. The only difference is that Machine-to-Machine ("**M2M**") subscriptions are to be specified as a separate category under market M5b, both for subscriptions, traffic and revenue.

Question 5 *The CRA asks the SPs to comment on the changes in Market 5 reporting obligations, in particular regarding the improved definitions on roaming, the improved reporting on revenue, and the number of websites/social networks to be analyzed.*

6 Market 6: Wholesale call origination on public telecommunications network at a fixed location

121. This market captures all wholesale call origination services. Wholesale call origination services from a fixed location form an input to retail call services, irrespective of the destination (i.e., on-net and off-net calls terminating nationally or internationally), and narrowband dial-up Internet services. Services include Toll free services.
122. The CRA does not feel the need to modify the current reporting.

Question 6 The CRA asks the SPs to comment on Market 6 reporting obligations, in particular if they believe changes need to be made.

7 Market 7: Wholesale call termination on individual telecommunications network at a fixed location

123. This market captures all wholesale calls terminated on a fixed location, independent of the technology used to deliver these services.
124. The CRA does not feel the need to modify the current reporting.

Question 7 The CRA asks the SPs to comment on Market 7 reporting obligations, in particular if they believe some changes need to be made.

8 Market 8: Wholesale physical access to network infrastructure

125. The market comprises physical access to mobile sites, masts, towers, dark fiber, ducts, international gateways, as well as their ancillary services and facilities.
126. The market comprises four sub-markets. In the following, the detail for each sub-market is presented.

8.1 Market 8a: Physical access to SP's mobile sites, masts, towers, including relevant ancillary facilities/services and collocation space

127. This sub-market includes the supply of access to masts, towers and monopoles, including access to the relevant ancillary facilities and access to space in the relevant collocation facilities. Access to this infrastructure is an input into providing retail mobile services (in the market for retail national mobile voice and broadband services, covering services for residential Customers (M5a) and business Customers (M5b)), whilst it may further form an input to providing other retail services (e.g. if these are delivered via a fixed-wireless access solution).
128. The CRA does not feel the need to modify the current reporting.

8.2 Market 8b: Physical access to dark Fiber, including relevant ancillary facilities/services and colocation space

129. This sub-market includes unused ("unlit") fibre which has already been laid in ducts in trenches. Under the dark fibre service, instead of deploying its own duct and fibre, the access seeker gains access to available (unused) capacity within current laid fibre cables. The access seeker then installs active equipment in the access provider's local exchanges or switches where it hands over the traffic. The access seeker may further require access to the land, exchange/switch buildings, ducts, trenches, joint boxes and poles relevant to the fibre cable access network. Dark fibre is used as an input into a number of downstream services.
130. The CRA does not feel the need to modify the current reporting.

8.3 Market 8c: Physical access to SP's ducts, including relevant ancillary facilities/services and colocation space

131. This market encompasses physical access to NSP's ducts, including relevant ancillary facilities/services and colocation space. Instead of either buying active wholesale products, or dark fibre products, an entrant could instead buy access to another operator's network of ducts. The NSP could then lay its own fibre over this network, provided there was sufficient space. In order to gain access to ducts, access seekers further require access to the land, building, trenches and joint boxes relevant to the access duct network. The access seeker will further require access to and space in the relevant collocation facilities, including, amongst others, switches and exchanges. Duct access is used as an input into a number of downstream services.
132. In order to have a better view about the evolution of the market, the CRA deems it necessary to introduce the splitting of revenue between non-recurring (i.e. set-up, supervision, access requests, etc.) and recurring (i.e. monthly fees for duct access).
133. The CRA does not feel the need to further modify the current reporting.

8.4 Market 8d: Functional access to international gateway facilities required to gain international connectivity (including, but not limited to, physical access to the facilities, colocation space, cross-connects and other relevant ancillary facilities and/or services)

134. This sub-market includes, but is not limited to, physical access to the facilities, colocation space, cross-connects and other relevant ancillary facilities and/or services. Access to international gateway facilities (such as, submarine cable landing stations, earth satellite stations or points of interconnections with terrestrial cables) is required to provide international voice, leased lines services and Internet access. Access to international gateway facilities constitutes access to existing landing stations for submarine and terrestrial cables to allow for collocation and access to capacity on the cables landing at these facilities. Given this, this sub-market includes the physical access and ability to co-locate at existing cable landing stations.
135. The CRA does not feel the need to modify the current reporting.

Question 8 The CRA asks the SPs to comment on the proposed changes in Market 8 reporting obligations, related to the splitting of revenue in recurring/non-recurring for Market 8c, and if they believe changes need to be made in the other sub-markets.

9 Market 9: Wholesale broadband access at a fixed location

136. The market for wholesale broadband access at a fixed includes services provided in form of a wholesale access service (generically, VULA, Virtual Unbundling of the Local Access) or in form of an active wholesale access service (generically, Bitstream). Wholesale broadband access is an input for providing retail fixed voice and broadband services, covered in Market M1 above.
137. The CRA does not feel the need to modify the current reporting.

Question 9 The CRA asks the SPs to comment on Market 9 reporting obligations, in particular if they believe changes need to be made.

10 Market 10: National trunk segment of (national and international) wholesale leased lines services

138. This market contains typically trunk (i.e., core network) segments of leased lines used to transfer data over national routes and between the major urban centres where businesses are concentrated. The definition of these services is technology neutral and includes any technology (e.g. SDH and Ethernet). The definition is "any to any point", including, for example, trunks terminating at network locations and at end Customer locations alike. National trunk segment of wholesale leased lines transports the data between two (or more) PoPs of the Access Provider. The Access Seeker interconnects with the network of the Access Provider at the designated Point of Interconnection for providing the Retail services at the end Customer.
139. The CRA does not feel the need to modify the current reporting.

Question 20 The CRA asks the SPs to comment on Market 10 reporting obligations, in particular if they believe changes need to be made.

11 Market 11 Terminating segment of (national and international) wholesale leased lines services

140. This market contains terminating segments to provide the connectivity from end-user or network sites into core networks (at the POP designated as POI of the trunk services). The definition of these services is technology neutral and includes any technology (e.g. SDH and Ethernet). The definition is "any to any point", including e.g. network locations and end Customer locations alike. This market contains the part of the leased line (or dedicated capacity) service) from the Customer location to the trunk

segment and logically corresponds to the local access part of the fixed network (i.e. there are two terminating segments in national leased lines and one national terminating segment in international leased line services). Terminating segments of wholesale leased lines can be used for several purposes.

141. The CRA does not feel the need to modify the current reporting.

Question 31 The CRA asks the SPs to comment on Market 11 reporting obligations, in particular if they believe changes need to be made.

12 Market 12: International transit segment of international wholesale leased lines services

142. This market contains leased lines used to transfer data from/to destinations outside of Qatar. This market covers the transit capacity from the International Gateway Facility (IGF) to the PoP of the service provider offering the terminating segment of the international leased line outside Qatar.

143. The CRA does not feel the need to modify the current reporting.

Question 42 The CRA asks the SPs to comment on Market 12 reporting obligations, in particular if they believe changes need to be made.

13 Market 13: Wholesale access and origination on public mobile networks

144. This market captures all access and origination services (i.e. this includes, but is not limited to voice calls, SMS, MMS, video calls and packet data) on Ooredoo's and Vodafone's mobile networks. Services include Toll free services.

145. Roaming out will be reported under relevant market 14 according to the discussion under market 2.

Question 53 The CRA asks the SPs to comment on the changes in Market 13 reporting obligations regarding roaming.

14 Market 14: Wholesale termination on individual mobile networks

146. This market typically contains all call, SMS, MMS and data termination services on mobile devices, independent of the technology used to deliver these services.

147. The CRA proposes to clarify the text of the current indicators to align with market 7 so that there will be two categories called "originated in Qatar" and "originated outside Qatar."

148. Reporting on wholesale roaming out, i.e. when a foreign subscriber makes use of domestic mobile services while in Qatar, will be reported in a separate section under this market. Kindly refer to the discussion of roaming under relevant market 2.

Question 64 The CRA asks the SPs to comment on the changes in Market 14 reporting obligations, in particular regarding the new and improved definitions about roaming, which include reporting previously foreseen in Market 13.

15 Telecommunications Service Revenue (Non-MDDD Markets/Non-Annexure B)

149. This section is not a defined market, and contains all other revenue contributing, alongside with the ones from the Regulated Markets, to form the overall financial statement of the SPs. In order to provide a proper assessment of the evolutions of the markets, as well as to avoid doubts regarding the correct allocation of figures, the CRA finds that better specifications and clarifications are needed.
150. SPs sell add-on ICT hardware, like e.g. mobile handsets, WiFi Routers and other associated goods. The associated revenue must be reported in the category called "ICT Hardware, e.g. Mobile handsets, WiFi routers, etc."
151. SPs also sell add-on ICT software services, like mobile apps, mobile payment services, broadcast services like BeIN Sports, Netflix etc. Some of these services fall under the CRA's regulatory remit. The revenue for these services should be reported in a category called "ICT Software, e.g. mobile apps and services, broadcast services etc."
152. In addition, the borderline between telecommunication and IT is becoming increasingly blurred due to the growing convergence of services. Examples of these activities are cloud computing activities, datacenters, and some IoT services (if not covered by MDDD defined markets). The revenue for these services should accordingly be reported in a category called "ICT Services, e.g. datacenters, cloud services, IoT related services".
153. Finally, a category called "Other revenue" includes all activities not covered by the three categories listed above.

Question 75 The CRA asks the SPs to comment on Market 15 reporting obligations.

16 Other issues

154. The final section of the reporting template concerns reconciliation of revenue numbers reported in the MDDD template with SPs' financial statements. This provides the CRA with assurance that numbers for total revenue are the same as the numbers in the financial reporting. SPs are obliged to comment on any material difference that may arise between reported numbers and their financial statements.
155. This section will be simplified so that SPs must report only one number for financial reporting revenue. The details for fixed and mobile revenue are no longer necessary and the information about EBITDA and net profit should be discontinued.

Question 16 The CRA asks the SPs to comment on the simplification foreseen for this section of the template.

Annex I Consultation Questions

| | | |
|--------------------|---|----|
| Question 1 | The CRA asks the SPs to comment on the changes in Market 1 reporting obligations. In particular the CRA asks the SPs to comment regarding the new approach regarding speed break-down reporting, to comment about data usage information, to provide insights about the number of Websites/Social Networks to be analyzed. | 8 |
| Question 2 | The CRA asks the SPs to comment on the changes in Market 2 reporting obligations, in particular regarding the new and improved definitions..... | 11 |
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Part III. Draft Order

**Notice
to Ooredoo Qatar, Vodafone Qatar
and Qatar National Broadband
Network (Qnbn)**

for

**Revised Reporting Obligations
following consultation on
“Revision of the Reporting
Obligations following the Market
Definition and Dominance
Designation (MDDD) 2016”**

“MDDD 2021 Reporting Notice”

**CRARAC 2021/mm/dd
XXX xx, 2021**

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1 Background

156. The document CRARAC 2017/05/02 "Notice to Ooredoo Qatar, Vodafone Qatar and Qatar National Broadband Network (Qnbn) for Revised Reporting Obligations following the Market Definition and Dominance Designation 2016 – MDDD 2016 Reporting notice", issued on May 2, 2017, sets the definitions applicable to Market Definition and Dominance Designation reporting ("**MDDD reporting**"), establishes the Reporting Format, and provides guidelines for compiling the MDDD reporting.
157. According to the cited Notice on MDDD 2016 Reporting, section 7, the Reporting format can be amended upon initiative of the Communications Regulatory Authority ("**CRA**"), and any changes will be consulted upon with all the Service Providers.
158. As a result of a thorough analysis, the CRA has decided that there is the need to modify the current MDDD reporting format.
159. As a matter of fact, the CRA noted that in the last years technological evolution and growing competition led to substantial changes in the telecommunication scenario, especially regarding data transmission services (both with broadband and dedicated solutions); the CRA needs to have a better and more detailed view on these services as well as an insight on how Customers access the internet.
160. Moreover, in the fulfillment of its tasks, CRA understood that some other of the current MDDD Reporting details need amendment in order to provide more clarity about the definitions used, and subsequently more reliability about figures reported. Furthermore, the ITU is currently in the process of updating the IDI (ICT Development Index) and this has resulted in proposals for updates of several of the current indicators and the introduction of new indicators⁴. In order to comply with ITU's new reporting needs, an update of the reporting template is also warranted.
161. It has to be noted, in this regard, that since the beginning of 2020 the CRA, in line with the international best practice, started publishing a Quarterly Report on the state of the Telecommunications Market in Qatar. It is CRA responsibility to provide the Market with reliable data, and to make the Report more detailed and more informative in the future editions.
162. The CRA decided also to start monitoring Access to Digital Media, as its specific mandate set out by Emiri Decision n. (42) of 2014, Art. 4. Consequently, the CRA has identified a set of data needed in order to carry on such monitoring. Rather than issuing a specific order, the CRA decided for a simplified approach, adding to the current template the relevant indicators.
163. The improved set of data resulting from the revised template will also prove beneficial to assist the CRA in paving the way for a new MDDD process which will analyze the state of the Qatari market, in order to understand the need to review Dominance Designation and/or ex-ante obligations to the Service Providers.
164. As a result of a thorough analysis, the CRA decided to review and modify the MDDD Reporting format. According to the cited Notice on MDDD 2016 Reporting, the CRA consulted the Service Providers in order to receive comments and additional information.

2 Legal Basis

Telecommunications Law No 34 of 2006 (the Law)

165. Article (4) states the General Secretariat (now CRA) shall have the following powers and authorities:

⁴ <https://www.itu.int/en/ITU-D/Statistics/Pages/publications/handbook.aspx>

4. *setting and enforcing the appropriate remedies to prevent service providers from engaging or continuing anti-competitive practices [...]*

10. *requiring the provision of information which enables it to exercise and perform its authorities and powers, including network or service development plans and financial, technical, statistical information and accounting records and other information*

11. *ensuring the provisions of this Law and its Executive By-Law, regulations and decisions issued pursuant to it, are complied with.*

166. Article (42) states the CRA shall:

undertake the designation of the service providers and determination of the extent of their significant market power or dominance in the market and must prior to making such designation the General Secretariat shall perform the following:

1. *determine relevant products and services markets including the geographic scope or territory;*

2. *determine the standards and methodology to be applied in determining the degree of market power or other standard of significant market power or dominance in relevant markets; and*

3. *conducting an analysis of the relevant products and services markets through applying the identified standards and methodology in specific circumstances.*

The Executive By-Law, regulations, rules and orders shall specify the standards, methodology and operations for market power designation.

167. Article (62) states CRA:

may require service providers or others to provide information necessary for exercising its powers, and the information shall be furnished the form, manner and time as the General Secretariat specifies. A person required to provide information may inform the General Secretariat of any reasons which will prevent the provision of the information, and may request the General Secretariat not to disclose all or part of the information submitted for reasons of its commercial nature or confidentiality.

Emiri Decision No. (42) of 2014 Establishing the Communications Regulatory Authority (CRA), pursuant to the Telecommunications Law No 34 of 2006

168. Article (4) states:

The Authority shall be responsible for regulating the communications information technology and the post sector, as well as access to digital media, with the aim of providing advanced and reliable telecommunication services across the State. The Authority shall have all the powers necessary to undertake the above and, in particular, the following:

1. *Set Regulatory frameworks for the communications, information technology the post sector, and access to digital media, in line with the general policies of the sector and to enable optimum performance [...]*

3. *Encourage competition and prohibit or minimize anti-competitive practices, prevent misuse by any person or entity of its market dominance position, and take all necessary measures to achieve this [...]*

12. *Conduct studies and research in the telecommunications sector in order to encourage modernizing telecommunication networks and services [...]*

15. *any other tasks or functions entrusted to it under the legislation in force
"Encourage competition and prohibit or minimize anti-competitive practices,
prevent misuse by any person or entity of its market dominance position, and
take all necessary measures to achieve this"*

169. Article (15) states Regulatory and Competition Affairs Department of CRA shall:
1. *Determine the criteria to assess, and modify if required, the market dominance status, and lay down economic rules in this regard [...]*
 6. *develop criteria for the market definitions follow up market conditions, competition, and the status of dominant service provider [...]*

Executive for the Telecommunications Law (the By-Law)

170. Article (72) states the CRA:
*shall issue a notice which establishes the standards and methodology that it will apply in determining whether Significant Market Power exists in a particular relevant market. The General Secretariat shall publish the methodology on the website of the Supreme Council and may be modified from time to time by it.
The methodology may include the following criteria for assessing the degree of market power in a relevant market:*
- 1 *market share*
 - 2 *absolute and relative size of the firm in the relevant market.*
 - 3 *degree of control of facilities and infrastructure that would be uneconomical for another person to develop to provide services in the relevant market.*
 - 4 *economies of scope and scale.*
 - 5 *absence of countervailing buyer power, including customer churn characteristics.*
 - 6 *structural and strategic barriers to entry and expansion.*
 - 7 *any other factors relevant to evaluating the existence of market power in a particular market. [...]*
- The methodology may also provide guidance on the parameters that will be used for measuring market share (number of lines, number of minutes, revenues or other relevant metrics). [...]*
171. Article (73) states CRA:
shall undertake a baseline review of those telecommunications markets that it determines should be examined as a matter of priority. In undertaking its assessment, the General Secretariat shall rely on the best data available to it, and all market participants shall cooperate fully in furnishing information requested by the General Secretariat in order to carry out its evaluation. [...]
172. Article (127) allows CRA to:
require Service Providers or others to provide it with information that it deems necessary for the exercise of its powers or that enables it to perform its functions.
173. Article (128) clarifies that:
Such information shall be provided in the format specified by the Information Request and may include, but not limited to, data that must be calculated or compiled by the recipient of the Information Request, original paper-based documents and information stored in digital electronic format

174. Article (129) states:

The Information Request shall specify the data that is required, identify the proceeding and purpose for which the data is being collected, and indicate the time period within which the information must be supplied to the General Secretariat. The General Secretariat may extend the deadline for the submission of part or all of the information requested if the recipient of the Information Request provides a convincing justification, in writing, at least five (5) working days before the date on which the information is due.

175. Article (130) requires CRA to:

take into consideration a request made by the recipient of the Information Request for the confidential treatment of the information provided and the General Secretariat shall ensure that appropriate measures are taken to protect the confidentiality of information, which the General Secretariat determines to be confidential or commercially sensitive.

176. Article (131) states:

The recipient of an Information Request shall cooperate fully and shall provide true and complete answers to the questions posed within the timeframe established by the General Secretariat.

Licenses

177. In accord with the basic conditions of the Licenses (Article 21.2),

The licensee shall provide true and complete responses on a timely basis to all information requests [...] and shall comply in good faith with any reporting requirements issued [...] in accordance with procedures established by the Applicable Regulatory Framework.

MDDD Notice and Orders, CRARAC 09/05/2016 A, issued on May 09, 2016

178. Section 7 of the MDDD Notice and Orders states:

the Authority requires market data to be submitted by the SPs on a quarterly, basis. Ooredoo, Vodafone and any other SP at wholesale or Retail level are therefore obliged to submit to the Authority on a quarterly basis, coinciding with their quarterly published results (no later than a week after its publication), basic Indicators on the Relevant Markets.

The Authority will notify SPs of their reporting requirements. The Authority will consult on the format of reporting under the new market definitions and this will be communicated in a separate and forthcoming consultation process.

Until new reporting requirements are set by the Authority the existing reporting requirements remain.

If those indicators illustrate a significant change or anomalies in market conditions in any particular market, the Authority may start an in-depth investigation in the Relevant Market(s).

Requirements under the Telecommunications Law as amended The Telecommunications Law issued by Decree No. 34, 2006 ("Telecommunications Law") as amended by Law No. 17 of 2017.

179. Article (62) enables the CRA to obtain from a service provider the information it needs to exercise its regulatory powers including ensuring that DSPs comply with their license obligations and meet the legal requirements of the Telecommunications Law.
180. Annex (1) "Violations and financial penalty" enables the CRA to set a Financial Sanction up to 1,000,000 Qatari Riyal or up to 10,000 Qatari Riyal daily in case of "Submission of false or misleading information to the CRA".

Cabinet Decision No. (14) of 2020, Forming the Financial Sanctions Committee of the Communications Regulatory Authority (CRA).

181. Article (1) establishes the Financial Sanctions Committee, defining its members and chairmanship.

3 Scope

182. This Notice:
 - 182.1 Provides Guidelines for compiling the MDDD Reporting;
 - 182.2 Defines the MDDD Reporting Format;
 - 182.3 Sets a Review Mechanism;
 - 182.4 Clarifies how CRA will monitor Compliance of the SPs with this Notice;
 - 182.5 Sets the Timeline for the SPs to deliver the MDDD Reporting to the CRA.

4 Guidelines applicable to the MDDD Reporting

183. The SPs are required to submit the data:
 - 183.1 Using the Reporting Format attached to this Notice;
 - 183.2 Pursuant the definitions provided in the Format itself;
 - 183.3 According to the timeline set in Section 7 below.
184. The SPs are responsible for:
 - 184.1 The accurateness and correctness of the data;
 - 184.2 The consistency of the data submitted with the quarterly published financial data.
185. Upon request, the SPs shall disclose to CRA any assumption and/or methodology implemented for the MDDD reporting, such as the calculation of the sold bandwidth, the attribution of bundled revenue to the individual services, the split between residential and business Customers, etc.
186. For the Market M8a, gross revenues shall be provided. Actual revenue belonging to this Market shall be provided on the fourth financial quarter of each year but could be estimated in the other quarters within the year.
187. Data provided by the SPs will not be considered confidential unless explicitly requested by the SPs. In assessing the request of the SPs for data's confidentiality, the CRA will act consistently with the provisions of the Telecommunication Law and of the Executive by Law.

5 MDDD 2021 Reporting Format

188. The MDDD 2021 Reporting Format is attached to this Notice.
189. The Reporting Format can be amended:
 - 189.1 Upon initiative of the CRA, in case of changes in the Retail Offers of the SPs that requires additional or different data to monitor the Markets, or for improving and/or amending the Format;
 - 189.2 Upon request of the SPs.
190. Any changes shall be consulted upon with all the Service Providers. The consultation process can be carried on with a simplified process (i.e. meetings or e-mail exchanges) in case of minor modifications.
191. The SPs are not allowed to introduce any modification to the template, as the CRA is the sole responsible for this task. The SPs can propose modifications, and the CRA will decide if consulting with the other SPs in order to modify the format.

6 Methodology and Tools for Monitoring the Compliance

192. Under Article 11 of the Telecommunications Law, the CRA is required to monitor the compliance of licensees in accordance with their licenses and the accompanying law and by-law.
193. Article 4 (14) of the Emiri Decree number (42) of 2014 specifically mandates the CRA to monitor compliance of the licensees with the regulatory framework and take the necessary measures to ensure their compliance.
194. CRA will monitor the compliance of the SP's with this Notice, *inter alia*, but not limited to against the following criteria:
 - 194.1 Timely submission of the data (cf. section 7 below). This monitoring will be carried out upon filing the submission via email with the population of the Microsoft Excel template;
 - 194.2 Consistency of the data provided by the SPs with definitions set in the Template and with the guidelines set in section 4 of this Notice;
 - 194.3 Consistency of the submission with the MDDD Reporting Format provided in section 5 of this Notice;
 - 194.4 Reconciliation of the total revenue provided by the SPs with the quarterly Financial Statements published by the SPs;
 - 194.5 Consistency of the data over the calendar quarters. This monitoring will be carried out through comprehensively analyzing the trends. Any inconsistency noted in the data will be notified and discussed with the SPs, who will be required to provide explanations and to rectify the data, if necessary
 - 194.6 Errors, misreporting, retroactive modifications of data, autonomous changes in the format.
195. In the event of non-compliance, it shall result in one or a combination of the following enforcement provisions as stipulated under the Law:
 - 195.1 Invoking the provisions of chapter sixteen (16) of the Telecommunications Law, whereby the Licensee shall be subject to criminal prosecution as a form of punishment for non-compliance with the relevant provisions of the Law and its license, as stated in Articles 67, 70, 71; or
 - 195.2 Invoking the provisions of Schedule 1, Law No. (17) of 2017 amending certain provisions of the Telecommunications Law promulgated by Decree Law No. (34) for 2006, in particular the Annex 1 point 8 "Submission of false or misleading information to the CRA".

7 Order to Ooredoo, Vodafone and Qnbn

196. The CRA requires the MDDD Reporting to be submitted by the SPs on a quarterly basis, within four (4) weeks after the publication of their quarterly financials. For companies not publishing quarterly results, the MDDD Reporting must be submitted within seven (7) weeks after the end of the calendar quarter.
197. During the summer period, i.e. for the reporting related to the Second Quarter of the year, the deadlines above are extended by two (2) weeks, i.e. respectively six (6) and nine (9) weeks. In case Eid holidays fall within the reporting period, the deadlines are extended by one (1) week, i.e. respectively five (5) and eight (8) weeks.
198. This requirement commences with the xx quarter of the calendar year 2021, i.e. month to month 2021.
199. For the xx calendar quarter of the 2021, the SPs are required to submit the data xx weeks after the receipt of this order or within xx weeks after the publication of their quarterly financials.

Signed on ... by

Mohammed Ali Al-Mannai

President of the Communications Regulatory Authority

*** End of Document ***