



A public consultation paper issued by the Telecommunications Regulatory Authority of the Kingdom of Bahrain

## Billing and Metering Regulation

February 2 2021

CAD/21/02/01/01

The address for responses to this document is:

Consumer Affairs Department  
Telecommunications Regulatory Authority ("The Authority")  
PO Box 10353, Manama, Kingdom of Bahrain

Alternatively, e-mail responses may be sent to the Consumer Affairs Department's email address at [ConsumerAffairs@tra.org.bh](mailto:ConsumerAffairs@tra.org.bh)

The deadline for responses is **March 11 2021**

## Instructions for submitting a response

The Telecommunications Regulatory Authority (“the Authority”) invites comments on this consultation document from all interested parties. Comments should be submitted no later than **4pm on Thursday, March 11 2021**

Responses to this document should be sent to:

Consumer Affairs Department  
Telecommunications Regulatory Authority  
P.O. Box 10353  
Manama, Kingdom of Bahrain  
Email address: [ConsumerAffairs@tra.org.bh](mailto:ConsumerAffairs@tra.org.bh)

Responses should include:

- the name of the company/institution/association etc;
- the name of the principal contact person;
- full contact details (physical address, telephone number, fax number and e-mail address)
- in the case of responses from individual consumers, name and contact details.

The Authority expects respondents to provide comments in response to each of the questions set in Annex 1 attached to this document. The Authority invites respondents to substantiate their responses, wherever possible, by providing factual evidence to support their responses.

In the interest of transparency, the Authority will make all submissions received available to the public, subject to the confidentiality of the information received. The Authority will evaluate requests for confidentiality in line with relevant legal provisions and the Authority’s published guidance on the treatment of confidential and non-confidential information.<sup>1</sup>

Respondents are required to clearly mark any information included in their submission which they consider to be confidential. Where such confidential information is included respondents are required to provide both a confidential and non-confidential version of their submission. If a

---

<sup>1</sup> The Authority, “A Guidance Paper issued by the Telecommunications Regulatory Authority on its treatment of Confidential and Non-Confidential Information:”, Guidance Paper No.2 of 2007, 10 September 2007  
[http://www.tra.org.bh/en/pdf/Confidentiality\\_Guidelines\\_Final.pdf](http://www.tra.org.bh/en/pdf/Confidentiality_Guidelines_Final.pdf)

submission is marked confidential in its entirety, reasons for this should be provided. The Authority may publish or refrain from publishing any document or submission at its sole discretion.

## **SECTION 1**

### **Status of this consultation document**

1. This section is intended to provide a brief overview of the background to this consultation.
2. This consultation document is issued pursuant to the Position Paper on “How TRA Consults” issued by the Authority on 17 October 2017<sup>2</sup>.
3. The information contained in this document is intended to provide background on a Billing and Metering Regulation that is currently being considered by the Authority. Interested parties should not take any actions in reliance on the information or proposals contained in this document. Any views set out in this document should be considered as indicative and will be subject to further consideration following the receipt of comments from interested parties.
4. This consultation document does not represent a decision by the Authority. The issues discussed in this document remain open to consideration and should not be construed as indicating that the Authority has formed any final opinion or decision to the Draft Billing and Metering Regulation.

## **SECTION 2**

### **Background information**

5. Pursuant to Article 3(b)(1) of the Telecommunications Law of the Kingdom of Bahrain (the “Law”) the Authority must carry out its duties in the manner best calculated to, amongst other things, protect the interests of Subscribers and Users (as defined in the Law) in respect of the tariffs charged for services, provision of service, the quality of service and the protection of personal particulars and privacy of services.
6. Article 3(c)(18) of the Law requires the Authority to exercise all powers and take all actions as may be reasonably necessary with respect to any matters deemed necessary to give effect to the provisions of the Law.
7. Over 30% of the complaints that the Authority receives are related to billing. Each Licensed Operator has different billing cycles, ranging from once a month, to having multiple dates within a calendar month, depending on the date of provisioning the service. This lack of standardization, coupled with consumers’ lack of awareness towards how billing systems and cycles work in general, has caused confusion when it comes to understanding different

---

<sup>2</sup> <http://www.tra.org.bh/media/document/Position%20Paper%20on%20how%20TRA%20consults1.pdf>

aspects of any bill received. Therefore the Authority has set out to establish the principles and processes required to implement a Billing and Metering Regulation, define the role and overarching rights and obligations relating to billing and metering, and ensure that Users and/or Subscribers are provided with transparent information in relation to, and are charged accurately for, their use of the relevant services

8. Below is a brief summary of the Articles in the Regulation:

- Article 1 of the Regulation sets out a list of defined terms to assist in the better reading of the Regulation.
- Article 2 of the Regulation explains the purpose which is to establish the principles and processes required to implement the Regulation, ensure transparency when it comes to Subscribers/Users bills and the services which they have been charged for, and define the role, rights and obligations of the Authority, Audit Body and Affected Licensees relating to billing and metering.
- Article 3 of the Regulation states that the Regulation applies to Affected Licensees as better defined in the Regulation.
- Article 4 of the Regulation sets out the obligations on the Affected Licensees.
- Article 5 of the Regulation sets out the obligation on the Affected Licensees to achieve the required billing process within the Billing and Metering System.
- Article 6 of the Regulation stipulates the procedures for the approval on the billing process.
- Article 7 of the Regulation specifies the procedures and requirements for the assessment required to ensure on-going compliance.
- Article 9 of the Regulation states in detail the role of the Audit Body appointed by the Authority.

9. The Authority seeks comments from stakeholders in the telecommunications industry, the business community and the general public on Annex 2 (Draft Billing and Metering Regulation) of this document. All comments should be supported as much as possible by detailed

explanation, including, where relevant, references to the specific provisions of the Law or Licences that respondents are relying upon.

10. Capitalized terms used throughout this document shall have the same meaning attributed to them by the Draft Billing and Metering Regulation and the Law.

