

EMERGENCY ORDER NO.4 OF 2010
BLOCKING OF WWW.NONOTALK.COM

The Order

In the exercise of its powers under articles 3(b) 2 3(c) (1) and 3(c) (18) of the Telecommunications Law the Telecommunications Regulatory Authority (the Authority) Authority makes the following Emergency Order.

All Licensees holding an Internet Services License issued by the Authority shall do the following:

- 1. Confirm by 4 pm on 30 September 2010 that the licensee will comply with this Emergency Order;**
- 2. Block the following website by 11:59pm on 3 October 2010;**

<http://www.nonotalk.com>

- 3. Confirm by 12 noon on 4 October 2010 that it has complied with the Emergency Order.**

Failure to comply with this Order will result in the Authority taking further regulatory action for breaches of the Telecommunications Law and Licenses.

Reasons for Order

The Authority has been alerted to the existence of www.nonotalk.com.

The website's applications enable a customer to subscribe to Nonotalk.com, buy credit over the website and make national and international calls from Bahrain using VoIP technology. Mobile software is also available to download onto mobile handsets to use the applications.

Nonotalk is advertising its tariffs in Bahraini Dinar.

At its webpage <http://www.nonotalk.com/Onlineshop.html>, the site states that,

"Nono Talk all rates are in BD (Bahraini dinar) and 1BD = 2.96US\$ included paypal charges. Bahraini dinar rates are specifically announced for our Middle East clients"

The page also contains a calculator between Bahraini Dinar and United States Dollars and notes that,

"If anyone wants to buy more than 200BD then please contact with us"



هيئة تنظيم الاتصالات
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The webpage <http://www.nonotalk.com/CallingRates.html> provides sample rates for calls to Pakistan, India, Bangladesh, Sri Lanka and Nepal.

The Authority staff purchased credit from the website for use with the soft phone that can be downloaded from the nono Talk website and were able to terminate calls to Bahrain and the United Kingdom.

Based upon the above and after consideration of the Authority's position paper on the Regulation of Voice over Internet Protocol services, and in particular paragraphs 4.4 and 4.5, the Authority considers that Nonotalk is specifically targeting its services at consumers in the Kingdom of Bahrain and is providing an unlicensed Public Telecommunications Service in the Kingdom of Bahrain in breach of article 24(a) of the Telecommunications Law¹.

After consideration of the facts outlined above sufficient concerns have been raised with regards to the protection of the interests of Subscribers and Users and promotion of effective and fair competition amongst Licensed Operators, the above mentioned website should be blocked as soon as possible and the Authority hereby issues this Emergency Order.

Issued on 30 September 2010 by

Dr. Mohammed Alamer
Chairman of the Board of Directors and
Acting General Director

Manama, Kingdom of Bahrain

¹ For the English version of this Position Paper please visit -

http://www.tra.org.bh/en/pdf/FinalVOIP2007_PositionPaper-consolidatedwithcorrigendum_Final.pdf.

For the Arabic version of this Position Paper please visit - <http://www.tra.org.bh/ar/pdf/VOIP2007PositionPaper-%20ArabicFinal.pdf>