

CONSUMER PROTECTION

Case Study - SERBIA

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RATEL's RESPONSIBILITIES

The Agency has the responsibility to:

- 13) decide upon users' complaints in cases stipulated by this Law and the by-laws of the Agency;**
- 14) settle disputes, in cases stipulated by this Law or the Agency's by-laws, between users and telecommunications operators as well as between telecommunications operators themselves;**
- 20) to make its work transparent, including the possibility for all interested parties to give their remarks and comments regarding measures taken and decisions made.**

ROAMING COSTS

-Comparative Overview-

- **In order to help the citizens of Serbia to reduce the costs of using mobile telephones during the period of summer vacations or during their travel abroad, we have created roaming tariff charts for each of the three mobile operators.**
- **The overview includes 50 countries in the following order: neighbouring countries, the rest of Europe, Asia, North America and Africa.**
- **The overview also includes the costs of voice calls for prepaid and postpaid users given in the form of din/min, as well as the costs of sent SMS messages given in din/SMS and the costs of GPRS traffic given in RSD/KB.**

INSTRUCTION IN CASE OF HARASSMENT

- **Harassment in the field of mobile and fixed telephony is related to three or more attempts of calling (calls without making a connection), two or more connected calls or messages, which evoke the feelings of discomfort, worry, fear or stress in the recipient of the call, and who is, because of it, forced to seek protection from operator.**
- **This Instruction defines the mode of pressing charges as well as the procedure of the operator upon the receipt of the harassment report.**

ENTERTAINMENT SERVICES

- **Having solved the International IQ Test, the user, in order to obtain the result, writes his mobile phone number in the appropriate field on the Internet page.**
- **Soon after, the user receives a confirmation code by means of an SMS message. After sending this code over the Internet, each following message the user receives from number **7474** is charged 150 RSD plus tax, and this is something the users are usually not aware of because of the deliberately incomprehensible instruction.**
- **Upon RATEL's intervention, mobile operators have ceased to offer this kind of service to their users.**

PROVISION OF VALUE ADDED SERVICES (1)

-Obligations-

- **In providing value added services (participating in game shows, quizzes, voting via telephone or via SMS, etc.), provider of the services is obliged to:**
 - 1. to clearly state the cost of the service in the media;**
 - 2. to ensure that the cost of the service is written in font identical in size, type and colour to the font of the telephone number used for the provision of services (in case it is broadcasted on television or printed in the press);**

PROVISION OF VALUE ADDED SERVICES (2)

-Obligations-

- 3. ensure that the cost of service is always made publicly available together with the number for the provision of service (in case it is announced during television or radio program);**
- 4. ensure that, in case the service is realized by dialing the number, the user is notified about the cost of the service after the established call connection and prior to cost calculation;**
- 5. state all costs due to be paid by the user in case the service cannot be provided (in case all operators are busy, inability to tune in the program, etc.)**

REPORT ON USER COMPLAINTS (1)

	2008	2009
Total number of complaints	397	385
Total number of resolved complaints	268	225
Number of signal quality complaints	45	26
Number of complaints about service bill amount	40	36
Number of breach of contract complaints	22	27
Number of Internet quality complaints	36	30
Other complaints	254	266

REPORT ON USER COMPLAINTS (2)

Complaints per service	2008	2009
Fixed telephony	142	101
Mobile telephony	51	95
CATV	134	106
ISP	58	65
Other	12	18

ICT USER GUIDES (1)

- **In cooperation with INA Academy, RATEL translated and published ICT user guides in the form of appropriate brochures encompassing the following topics:**
 - 1. Mobile telephones and antennas**
 - 2. Availability of Multi-Play services**
 - 3. Consumer rights in the ICT sector**
 - 4. Online security**
 - 5. Broadband access**

Thank you for your attention



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