ANNEX A

Comparison of Existing and Revised Regulations for Premium Rate Services, Data Roaming and Broadband Services		
	Now	Going Forward
Premium Rate Services		
Availability of Barring Option	PRS could not be barred. Consumers who did not read terms and conditions clearly and who signed up for chargeable PRS were faced with charges if they subscribe for PRS.	By first quarter of 2012: Consumers on both post-paid and pre-paid plans can request their mobile operator to bar them from sending/receiving chargeable PRS, and hence not be billed for such services. IDA will provide mobile operators with prefix codes to facilitate service barring.
Enforcement Framework	The following penalties were applicable for PRS providers found in breach of the PRS Code on a case-by-case basis: - Financial penalty - Licence suspension/ cancellation Suspension or cancellation of the PRS provider's licence may also be done at any time. IDA generally refrained from suspending/canceling licences, (with some exceptions), recognising the severe impact on the business of the licensee in question.	With immediate effect: - PRS providers who commit first and second-time contraventions will attract heavier financial penalties. - PRS providers who commit a third-time contravention may be liable for licence suspension for a period of at least six months. - PRS providers who commit further contraventions thereafter can result in longer licence suspension or have their licence cancelled. - Where circumstances warrant, IDA will continue to exercise the right to suspend/cancel licences
Data roaming		
Provisioning of data roaming	Consumers could be provided with roaming services, including data roaming, by default.	By 1 July 2011: Mobile operators have to obtain express agreement from consumers before they are provided with roaming services, and must expressly inform consumers where to find details on the prices, terms and conditions of the roaming services provided.
Mechanisms to aid consumers in	Consumers complained about data usage that they were not aware of, or about "bill shock"	By first quarter of 2012: IDA expects the existing notifications to

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preventing data roaming bill shock	from receiving unexpectedly large data roaming bills. Each mobile operator had its own system of alerting the consumer should they detect high data usage when the consumer was travelling.	alert consumers to be retained by the mobile operators. Consumers have the option of subscribing for a service that limits their data roaming usage in any single monthly billing cycle to no more than $100. In addition, consumers will also have the option to deactivate/reinstate their data services prior to travelling.
Transparency in publishing Internet broadband speeds		
Measurement of actual speeds	Internet Access Service Providers (IASPs) generally advertised their fixed-line and mobile Internet broadband access plans using theoretical maximum download access speeds, sometimes using the term 'up to' to describe the download speeds. Some advertisements for 3G mobile plans which offer data downloads did not clearly indicate any download speeds. IASPs did not publish measurements of actual broadband speeds that consumers experience under their plans. Consumers could turn to IDA's Guide to Residential Broadband in Singapore which compares the prices and performance (local and international latency and throughput) of Internet service providers in Singapore; or online tools which enable consumers to measure Internet access speed tests over selected fixed broadband plans.	By early 2012: IASPs should measure and publish the typical download speeds that consumers can expect to experience for broadband services. IDA will set some minimum common parameters that IASPs have to use to measure and publish typical speeds, to facilitate consumers' comparison. IDA will work with operators over the next few months to fine-tune the parameters, and will provide updates in due course. Some parameters that IDA is considering are the types of broadband plans, devices and websites to be covered, and the measurement parameters (peak/off-peak-timing, end-to-end testing etc).