



# Quality of Mobile Services **Billing audit**

Kingdom of Bahrain - 2016

www.directique.com

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This study is published in accordance with Articles 3(b)(1), 3(c)(2), 3(c)(4) and Article 54 of the Telecommunications Law. The purpose of the study is to evaluate and benchmark Quality Levels offered by Mobile Network Operators, Batelco, Viva and Zain, in the Kingdom of Bahrain. The independent study was conducted with an objective End-user perspective by Cabinet Directique and does not represent any views of the Authority.

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# 1 READER'S ADVICE

For a proper understanding of this report, readers are advised to take into account the following key elements:

Quality of Mobile Services Audit is a snapshot of the observed quality and performance offered by Mobile Operators at the time of the measurements campaign.

Mobile Operators are continuously performing modifications and upgrades (including during the audit). Performance at the time of reading the report may be different.

TRA deliberately chose to assess quality from the end user perspective, which involves for example carrying out measurements with mobile devices which are available in Mobile Operator shops, behaving like the user on the field and cross network testing.



# **2 EXECUTIVE SUMMARY**

# 2.1 Report objective

The aim of this report is to evaluate, from an end-user perspective, the accuracy of the billing systems used by mobile network Operators Batelco, Zain and Viva for the following key services:

- National Calls
- National Short Message Services (SMS)
- Data
- International Calls
- Roaming

Subscriber identity modules (SIM cards) used in this study are post-paid packages.

The Authority selected Directique, an international consulting firm, to conduct the assessment using a test method designed to gather a faithful qualitative records from an End-users' point of view, avoiding assessing quality through a pure technical angle as this is performed by Mobile Operators themselves on a regular basis.

This audit was conducted from the 19<sup>th</sup> September to the 18<sup>th</sup> October 2016 inclusive.



# 2.2 **Post-paid Measurement Results**

## 2.2.1 Batelco

2 postpaid plans have been subscribed.

The tab here under gives for each line of the plan the effective billing and the correspondence with the actual consummation:

# Batelco - Postpaid n°1 - 39380190

Unlimited calls & SMS to Batelco numbers 300 free minutes to other networks 8GB Data on 4G network Free Social Media

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Smart 7 for 97339380190	08/10/2016	07/11/2016	7.000	$\checkmark$
Smart 7 for 97339380190	19/09/2016	07/10/2016	4.433	$\checkmark$
Other charges : SIM and Reg.fee	19/09/2016		5.000	$\checkmark$
		Total	16.433	$\checkmark$

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Unlimited calls to Batelco numbers	0 minutes	unlimited	0 minutes	0.000	$\checkmark$
Video calls to Batelco (1 mins)	0 minutes	0 minutes	0 minutes	0.000	$\checkmark$
Unlimited SMS to Batelco numbers	0 SMS	unlimited	0 SMS	0.000	$\checkmark$
300 free minutes to other networks				0.000	$\overline{\checkmark}$
8GB Data on 4G network	0.0000 GB			0.000	$\checkmark$
Free Social Media				0.000	$\overline{\checkmark}$
Total International charges				8.850	$\checkmark$
Total roaming charges				243.420	$\checkmark$

## **Detail for International Calls:**

CALL_DATE	Operator	Call to :	Duration (min)	Amount (BD)	Price/min (BD)	Billing ok ?
09/10/2016 17:00	Batelco	France	3	0.900	0.300	$\overline{\checkmark}$
09/10/2016 18:16	Batelco	France	7	2.100	0.300	$\checkmark$
09/10/2016 18:23	Batelco	France	3	0.900	0.300	$\checkmark$
10/10/2016 22:32	Batelco	France	18	4.500	0.250	$\checkmark$
17/10/2016 15:43	Orange France	France	1	0.450	0.450	$\checkmark$

Prices per minutes on Batelco network are in line with announced tariffs:

Peak Rate	0.300
Off Peak Rate	0.250



As for the roaming call on Orange France network, billing is in line with the SMS previously received when activated the handset in France:

"Welcome to France, peak rates per minute BD charges:

Orange - Receive call .350, Local call .450, Call to Bahrain 1.3, SMS .142, GPRS 2.363 per MB"

#### **Detail for Roaming charges:**

Data roaming was activated on the handset in France, so a certain amount of data has been use while roaming:

CALL_DATE	Operator	Call to :	Total UNIT (KB)	Amount (BD)	Price/KB (BD)	Billing ok ?
09/10/2016 17:00	Batelco	France	8230	18.995	2.308	$\checkmark$
09/10/2016 18:16	Batelco	France	12 400	28.614	2.308	$\checkmark$

#### **Roaming Calls and SMS**

#### **Dubai:**

ТҮРЕ	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	12/10/2016	ETISALAT-UAE	Bahrain	121	29.052	0.240	$\checkmark$
SMS	12/10/2016	ETISALAT-UAE	Bahrain	36	1.08	0.030	$\checkmark$

In **Dubai**, the following SMS has been received when activating the SIM:

"Welcome to United Arab Emirates, peak rates per minute BD charges:

Du - Receive call .200, Local call .098, Call to Bahrain .241, SMS .030, GPRS .489 per MB

ETISALAT - Receive call .200, Local call .098, Call to Bahrain .241, SMS .030, GPRS .489 per MB

Rates may be subject to change, for more info visit www.batelco.com"

#### France:

ТҮРЕ	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	17/10/2016	Orange France	Bahrain	121	153.300	1.300	$\checkmark$
SMS	17/10/2016	Orange France	Bahrain	59	8.38	0.142	$\checkmark$

In **France**, the following SMS has been received when activating the SIM:

"Welcome to France, peak rates per minute BD charges:

Orange - Receive call .350, Local call .450, Call to Bahrain 1.3, SMS .142, GPRS 2.363 per MB

SFR - Receive call .320, Local call .450, Call to Bahrain 1.3, SMS .150, GPRS 5.000 per MB

BOUYGUES TELECOM - Receive call .320, Local call .483, Call to Bahrain 1.3, SMS .150, GPRS 5.169 per MB

Rates may be subject to change, for more info visit www.batelco.com"

**Conclusion**: all roaming prices for calls & SMS are in line with the announced tariffs by Batelco, but data rates are not.



# Batelco - Postpaid n°1 - 39380109

Unlimited calls & SMS to Batelco numbers 300 free minutes to other networks 8GB Data on 4G network Free Social Media

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Smart 7 for 97339380190	08/10/2016	07/11/2016	7.000	$\checkmark$
Smart 7 for 97339380190	19/09/2016	07/10/2016	4.433	$\checkmark$
Other charges : SIM and Reg.fee	19/09/2016		5.000	$\checkmark$
IGB WorldWide Roaming Passport	19/09/2016		40.000	$\checkmark$
		Total	56.433	$\checkmark$

Usage	Total usage	Allowance	additional usage	BD	Billing ok ?
Unlimited calls to Batelco numbers	1 296 minutes	unlimited	0 minutes	0.000	$\checkmark$
Video calls to Batelco (1 mins)*	1 minute	0 minutes	1 minute	0.040	V
Unlimited SMS to Batelco numbers	255 SMS	unlimited	0 SMS	0.000	$\checkmark$
300 free minutes to other networks	315 minutes	300 minutes	15 minutes	0.280	$\checkmark$
8GB Data on 4G network	0.0000 GB			0.000	$\checkmark$
Free Social Media				0.000	$\overline{\checkmark}$
Total International charges				4.350	$\checkmark$
Total roaming charges				30.060	V

<sup>\*</sup> Comment: tariff for a video call (0.040BD) is not indicated on Batelco website.

#### Minutes to other networks - detail:

CALLED_NUM	Call_Cost	Nb_CALLS	Duration (min)	Amount (BD)	Billing ok ?
33157770	0 BD	1	1	0 BD	$\checkmark$
35306923	0 BD	1	1	0 BD	$\checkmark$
36143475	0 BD	150	297	0 BD	$\checkmark$
	0.02 BD	7	14	0.26 BD	$\checkmark$
37768674	0.02 BD	1	1	0.02 BD	$\checkmark$
			TOTAL	0.28 BD	$\checkmark$

The 300 free minutes to other networks have been used, and the 15 billed minutes are in line with the announced tariff.



#### **Detail for International Calls:**

CALL_DATE	Operator	Call to :	Duration (min)	Amount (BD)	Price/min (BD)	Billing ok ?
21/09/2016 17:58:04	Batelco	France	1	0.300	0.300	$\checkmark$
22/09/2016 13:18:01	Batelco	France	1	0.300	0.300	$\checkmark$
22/09/2016 13:21:05	Batelco	France	9	2.700	0.300	$\checkmark$
22/09/2016 18:31:50	Batelco	France	1	0.300	0.300	$\checkmark$
22/09/2016 19:03:14	Batelco	France	1	0.250	0.250	$\overline{\checkmark}$
22/09/2016 19:03:57	Batelco	France	12	0.500	0.250	$\overline{\checkmark}$
		Total	15	4.350		$\checkmark$

Prices per minutes on Batelco network are in line with announced tariffs:

Peak Rate	0.300
Off Peak Rate	0.250

# **Detail for Roaming charges:**

#### Doha:

ТҮРЕ	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	02/10/2016	VODAFONE - QATAR	Bahrain	120	28.920	0.241	$\checkmark$
SMS	02/10/2016	VODAFONE - QATAR	Bahrain	38	1.140	0.030	$\checkmark$
			Total	158	30.060		

In **Doha**, the following SMS has been received when activating the SIM:

"Welcome to Qatar, peak rates per minute BD charges:
Ooredoo - Receive call .200, Local call .098, Call to Bahrain .241, SMS .030, GPRS .489 per MB
Vodafone - Receive call .200, Local call .098, Call to Bahrain .241, SMS .030, GPRS .489 per MB
Rates may be subject to change, For more info visit www.batelco.com"

All prices for roaming calls & SMS are in line with the announced tariffs by Batelco



#### 2.2.2 Viva

2 postpaid plans have been subscribed.

The tab here under gives for each line of the plan the effective billing and the correspondence with the actual consummation:

# Viva - Postpaid n°1 - 33186630

Unlimited calls & SMS to Viva numbers 11GB Data on 4G network No Free Minutes to other networks Up to 90% discount on international calls Free Social Media Access

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Postpaid Unlimited 5 LTE Plan	01/09/2016	31/09/2016	5.000	$\checkmark$
Postpaid Unlimited 5 LTE Plan	01/10/2016	31/10/2016	5.000	V
VIVA Postpaid Intl discount add-on 1		01/10/2016	0.000	$\checkmark$
		Total	10 000	V

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
VIVA to VIVA Calls	828 minutes	827 minutes	1 minute	0.040*	
VIVA to Other Network Calls - Sept.	573 minutes	0 minutes	573 minute	17.190	$\checkmark$
VIVA to Other Network Calls - Oct.	573 minutes	0 minutes	573 minute	0.030	$\checkmark$
VIVA to VIVA SMS	216 SMS	216 SMS	0 SMS	0.000	$\checkmark$
VIVA to Other Network SMS	1 SMS	1 SMS	0 SMS	0.000	$\checkmark$
National Data - Sept.	3.442 GB	3.442 GB	0 GB	0.000	$\checkmark$
National Data - Oct.	0.0437 GB	0.0437 GB	0 GB	0.000	$\checkmark$
			Total	17.260	$\overline{\checkmark}$

<sup>\*</sup>A Viva to Viva 1 minute call seems to have been unduly billed.

CALL_TYPE	receiver	Sample	Duration (min)	Amount (BD)	Price/min (BD)	Billing ok?
SMS	OnNet	216	216	0	0	$\checkmark$
	Others	1	1	0	0	$\overline{\checkmark}$
Voice	OffNet	207	412	12.360	0.0300	$\checkmark$
	OnNet	300	828	0.040*	0.0000	
	Others	57	162	4.860	0.0300	$\overline{\checkmark}$
			Total	17.260		

An "OnNet Call" has been billed 0.040 BD without any obvious reason.

Usage Type	Transation Day, Date & Time	Calling Number	Called Number	Direction	Туре		Charged (Mins / MBs)	Amount (in BD)
Voice	Wednesday, September 21, 2016 8:59 PM	97333186630	97335309679	Outgoing	OnNet	0	1	0.040

But, following Viva's investigations, it appears that it in fact was a video call.

In conclusion, this call has been properly billed, but the information for customer is not clear, as this call is not clearly presented as a video call in the bill.



# Viva - Postpaid n°1 - 33389872

Unlimited calls & SMS to Viva numbers 11GB Data on 4G network No Free Minutes to other networks Up to 90% discount on international calls Free Social Media Access

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Postpaid Unlimited 5 LTE Plan	20/09/2016	30/09/2016	3.667	$\checkmark$
Postpaid Unlimited 5 LTE Plan	01/10/2016	31/10/2016	10.000	$\checkmark$
VIVA Postpaid Intl discount add-on 1		01/10/2016	0.000	$\checkmark$
		Total	13.667	$\checkmark$

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
VIVA to VIVA Calls	1 minute	1 minute	0 minute	0.000	$\checkmark$
VIVA to VIVA SMS	1 SMS	1 SMS	0 SMS	0.000	$\checkmark$
National Data - Sept.	12.2178 GB	12.2178 GB	0 GB	0.000	$\checkmark$
National Data - Oct.	0.0587 GB	0.0587 GB	0 GB	0.000	$\checkmark$
International Calls.	16 minutes	0 minutes	16 minute	1 040	$\checkmark$
Roaming Calls.	153 minutes	0 minutes	153 minute	36.110	$\checkmark$
Roaming SMS	45 SMS	5 SMS	40 SMS	1.200	$\checkmark$
			Total	38.350	

## **Detail for Voice calls and SMS:**

CALL_TYPE	receiver	Sample	Duration (min/MB)	Amount (BD)	Price/min (BD)	Billing ok?
SMS	OnNet	1	1	0.000	0.000	$\checkmark$
Voice	OnNet	1	0	0.000	0.000	$\checkmark$
National Data	OnNet	63	12.536MB	0.000	0.000	$\checkmark$
International Calls.	France	1	16	1.040	0.065	$\checkmark$

## **Detail for Roaming charges:**

#### Doha:

ТҮРЕ	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	02/10/2016	VODAFONE - QATAR	Bahrain	146	35.186	0.241	V
SMS	02/10/2016	VODAFONE - QATAR	Bahrain	40	1.200	0.030	$\checkmark$

In **Doha**, the following SMS has been received when activating the SIM:

"Dear customer, while roaming with Qatar Ooredoo Q.S.C.; following are the VIVA Postpaid charges: calling within Qatar BD 0.098/min, calling Bahrain BD 0.241/min, sending SMS BD 0.030, incoming calls BD 0.132/min, GPRS BD 0.489/MB."

All prices for roaming calls & SMS are in line with the announced tariffs by Batelco.



# France:

ТҮРЕ	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	02/10/2016	VODAFONE - QATAR	Bahrain	117	304.300	2.601	$\checkmark$
Call	02/10/2016	VODAFONE - QATAR	France Local	1	305.200	0.500	$\overline{\checkmark}$
SMS	02/10/2016	VODAFONE - QATAR	Bahrain	60	12.000	0.200	$\overline{\checkmark}$

In  $\ensuremath{\mathbf{France}}$  , no SMS has been received when activating the SIM.

Roaming rates are matching with tariffs on Viva's web site:

country	Operator	Incoming Call	Local Call	Calling Home	SMS	GPRS per MB
France	Orange	0.3	0.5	2.6	0.2	5



#### 2.2.3 **Zain**

2 postpaid plans have been subscribed.

The tab here under gives for each line of the plan the effective billing and the correspondence with the actual consummation:

# Zain - Postpaid n°1 - 6635571

Unlimited Calls & SMS to Zain numbers 550 free minutes to other local networks 50 free minutes - international calls 8 GB data on 4G network Unlimited Social Media

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Unbeatable Plan 7.5. package allowance 140 mins/3355443KB	19/09/2016	30/09/2016	3.000	V
Unbeatable Plan 7.5. package allowance 350 mins/8388608KB	01/10/2016	31/10/2016	7.500	<b>V</b>
Top up 6GB (One Off)	19/09/2016	30/09/2016	6.000	$\checkmark$
		Total	10.000	$\checkmark$

**Comment**: rental fee for Sept. is rounded to 3BD, while the not-rounded fee for 11 days would be 2.75BD.

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Unlimited Calls & SMS to Zain numbers				0.000	$\checkmark$
Unlimited SMS to Zain numbers	253 SMS	unlimited	0 SMS	0.000	$\checkmark$
550 free minutes to other local networks	1463 minutes*	180 minutes	1283 minutes*	13.890	$\checkmark$
50 free minutes - international calls	25 minutes	20 minutes	5 minutes	1.250	$\checkmark$
8 GB data on 4G network	3 455 840 KB	3 455 840 KB	0 KB	0.000	$\checkmark$
Unlimited Social Media				0.000	$\checkmark$
Roaming Charges.				84.258	$\checkmark$
			Total	99.398	$\checkmark$

<sup>\*</sup> Comment: there is clearly a mistake in the usage and additional usage volumes, as there are 1 000 minutes more for each, whereas the billing is applied on the fair volume (283 minutes)



#### **Detail for Voice calls and SMS:**

CALL_TYPE	receiver	Sample	Duration (min/MB)	Amount (BD)	Price/min (BD)	Billing ok?
SMS	VIVA MOBILE	253	253	0	0.000	$\checkmark$
INTERNATIONAL CALLS	FREE Calls	9	20	0	0.000	V
	FRANCE	6	5	1.25	0.250	$\checkmark$
LOCAL VOICE CALLS	ZAIN BAHRAIN	320	820	0	0.000	$\overline{\checkmark}$
LOCAL VOICE CALLS	FREE Calls	69	180	0	0.000	V
	BATELCO FIXE	6	12	0.36	0.030	V
	VIVA MOBILE	216	451	13.53	0.030	$\checkmark$

**550** free minutes to other local networks: we note the total amount of free minutes in September has been rounded to 180 minutes for 11 days.

A total of 643 minutes have been used:

- 157 minutes to the Batelco fixed line 17441590
- 486 minutes to the VIVA number 35037375
- So, the announced total usage (463 min) is actually the additional applied usage, as: 463 \* 0.03BD = 13.89BD. (While 283\*0.03BD=8.49BD)

In conclusion, the billed amount is the right one, but the line is hard to understand for the customer.

#### **Detail for Roaming charges:**

#### France:

ТҮРЕ	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	17/10/2016	VODAFONE - QATAR	Bahrain	57	9.690	0.170	$\overline{\checkmark}$
SMS	17/10/2016	VODAFONE - QATAR	Bahrain	63.7	74.568	1.170	$\overline{\checkmark}$

In **France**, the following SMS has been received when activating the SIM:

"For your reference, the peak roaming rates while in (France)in BD/min:
(SFR FRANCE CEGTEL) Incoming Calls:0.300 ,Local:0.411 ,Bahrain:1.391 ,SMS:0.167 ,Data:15.294 per MB
(BOUYGUES TELECOM) Incoming Calls:0.613 ,Local:0.376 ,Bahrain:1.46 ,SMS:0.174 ,Data:3.338 per MB
(ORANGE) Incoming Calls:0.926 ,Local:0.344 ,Bahrain:2.079 ,SMS:0.174 ,Data:5.929 per MB
(FREE MOBILE) Incoming Calls:0.480 ,Local:0.500 ,Bahrain:1.500 ,SMS:0.180 ,Data:4.500 per MB
Rates may be subject to change. The Bahrain Embassy No +33147234868.For assistance on rates, send H to
8855.For more info call +97336107107 or visit www.bh.zain.com. Ministry of Foreign Affairs Traveller Guide:
http://bit.ly/29GpNJS."

All prices for roaming calls & SMS are in line with the announced tariffs by Zain.



# Zain - Postpaid n°2 - 66355574

Unlimited Calls & SMS to Zain numbers 550 free minutes to other local networks 50 free minutes - international calls 8 GB data on 4G network Unlimited Social Media

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Unbeatable Plan 7.5. package allowance 140 mins/3355443KB	19/09/2016	30/09/2016	3.000	<b>V</b>
Unbeatable Plan 7.5. package allowance 350 mins/8388608KB	01/10/2016	31/10/2016	7.500	<b>V</b>

Total 10.500 ☑

Comment: rental fee for Sept. is rounded to 3BD, while the non-rounded fee for 11 days would be 2.75BD.

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Unlimited Calls & SMS to Zain numbers				0.000	$\checkmark$
Unlimited SMS to Zain numbers				0.000	$\checkmark$
550 free minutes to other local networks				0.000	$\checkmark$
50 free minutes - international calls	77 minutes	20 minutes	57 minutes	13.950	$\overline{\checkmark}$
8 GB data on 4G network	15 496 450 KB	10 097 619 KB	5 398 831 KB	0.000	$\checkmark$
Unlimited Social Media				0.000	V
			Total	13.950	$\checkmark$

# **Detail for Voice calls and SMS:**

CALL_TYPE	receiver	Sample	Duration (min/MB)	Amount (BD)	Price/min (BD)	Billing ok?
LOCAL VOICE CALLS	LOCAL	1	0	0	0.000	$\checkmark$
INTERNATIONAL CALLS	FREE Calls	4	20	0	0.000	V
	FRANCE	24	43	10.75	0.250	$\overline{\checkmark}$
	GERMANY	1	4	1	0.250	$\overline{\checkmark}$
	TUNISIA	3	10	2.2	0.220	V

## Tariffs on Zain's website are:

Country	Peak	Off Peak
France	0.300	0.250
Tunisia	0.270	0.220
Germany	0.300	0.250

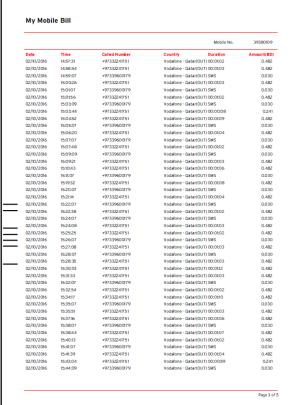
<sup>&</sup>quot;Off Peak" tariffs have been applied.

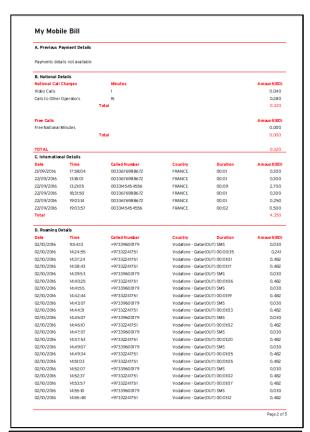


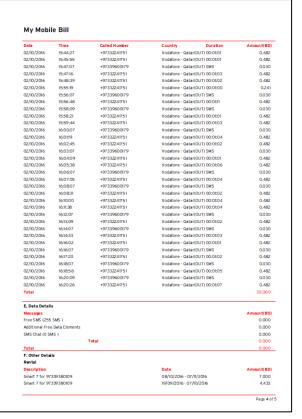
# 3 ANNEX

## 3.1 Batelco bills

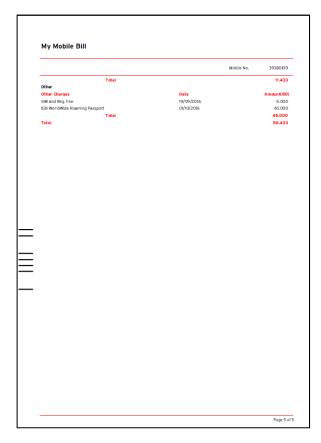












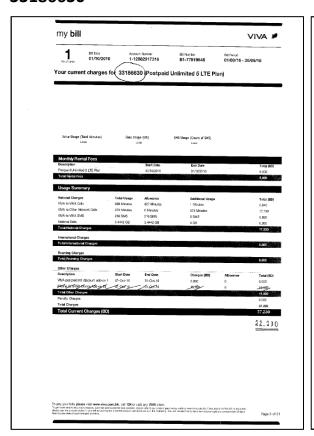


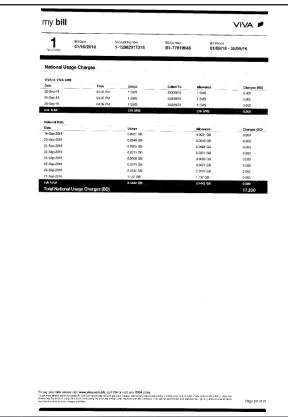


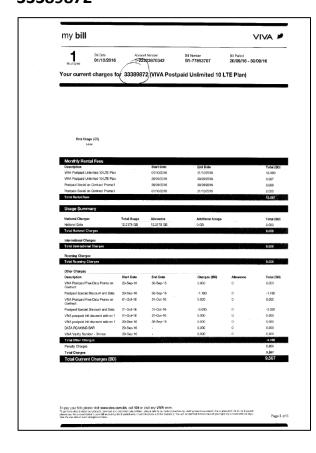


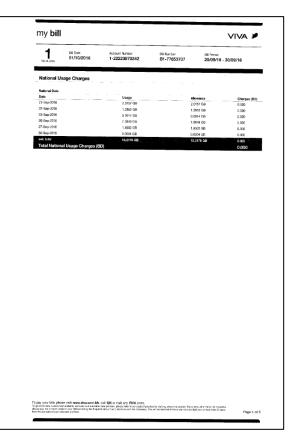
# 3.2 Viva bills

# 33186630





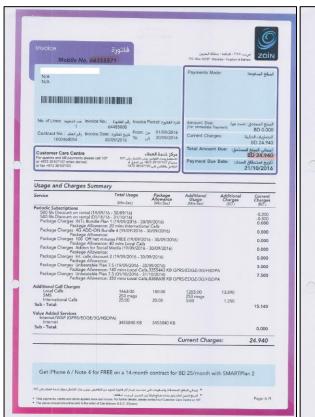




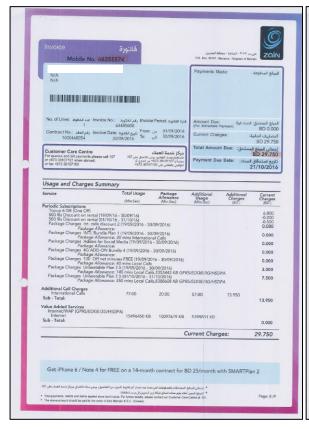


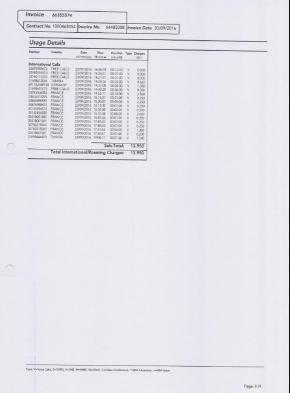
#### 3.3 Zain bills

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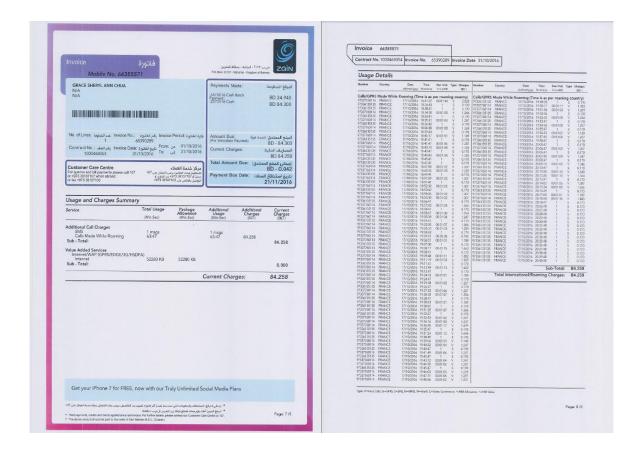












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