

BAHRAIN TELECOM PRICING INTERNATIONAL BENCHMARKING 2022

Final report: August 2023







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Report overview



This report focusses specifically on Bahrain retail prices for telecommunications services in compared to GCC countries, Arab average and OECD average

The services covered in this report are the same as the services covered in the main AREGNET report, namely:

- Fixed voice (PSTN)
- Mobile telephony
- Fixed broadband
- Mobile broadband
- Leased Lines

In addition, aggregate analyses have been included, to illustrate the likely total costs faced by consumers and businesses separately who subscribe to several communications services. In this analysis, 3 types of user have been defined for consumers; with low usage, medium usage and high usage, and 2 types of user for businesses; medium and high usage

All the results contained in the report are derived directly from data from the main AREGNET study, which is based on OECD methodologies, and which uses data gathered in Q4 2022.

References to both GCC and Arab averages are included, for comparison. Where relevant the OECD average is also shown. In a variation to previous years, for fixed broadband services, additional providers have been included, in addition to the incumbent – with up to three ISPs considered for each country. This is in line with the OECD methodology.

The results are shown in US\$/PPP, based on exchange rates taken from oanda.com as of December 2022. The PPP conversion uses World Bank "Comparative Price Levels" from 2021. Similar to the approach taken in 2021, the OECD results have been PPP adjusted using World Bank CPLs, in line with the AREGNET countries. This has been done to ensure greater comparability between OECD and ARGENET results. This does mean, however, that the OECD results cannot be viewed as the official OECD results.

Results based on residential pricing are presented inclusive of VAT, while results based on business pricing are presented exclusive of VAT.

An overview of the study methodology, as well as a description of the baskets considered within each service can be found in a separate document*

* AREGNET Price Benchmarking Methodology 2022





Summary of findings (1)



	Bahrain results compared to GCC averages	Bahrain results compared to Arab averages	Bahrain results compared to OECD averages
Fixed voice (Low usage)			
Fixed voice (High usage)			
Mobile (Low data)			
Mobile (High data)			
Fixed broadband (Low speed)			
Fixed broadband (High speed)			
Mobile broadband (Low usage)			
Mobile broadband (High usage)			
Leased lines (Low speed)			
Leased lines (High speed)			

Below (>10% cheaper than)
On par with (±10%)
Above (>10% more expensive than)



Summary of findings (2)



- Compared to both GCC and Arab averages, the cost of telecoms services in Bahrain are typically below or on par the GCC average, whereas Bahrain is typically above the OECD average, although there are some exceptions to this.
- A summary of finding by service is shown below.
- Fixed voice services:
 - Bahrain is consistently below all averages (Arab, GCC and OECD) for all residential baskets, apart from the 420 calls basket, where it sits slightly above the GCC average. For business services, Bahrain is the cheapest across the GCC. Bahrain compares well to the OECD average. Over time, fixed voice pricing has been stable. For the period 2020-2021, there were no changes to residential or business tariffs. In 2022, however, VAT increased from 5% to 10%, resulting in an increase in residential costs.
- Mobile voice and data services:
 - For very low data (0.5GB) and call usage, Bahraini operators are less competitive across the GCC, but become more competitive as data increases, compared to both GCC and Arab averages. Bahrain is consistently higher than the OECD average for all mobile voice and data baskets.
 - Over the past year, for most plans, the changes were similar to previous years, with changes, but not dramatic ones.. The most notable change was for the high usage baskets, which saw a dramatic decrease in pricing. Since 2018, costs have fallen on average by 16% overall, with much of the decrease being seen in 2021, and for higher usage baskets.
- Fixed broadband services:
 - Services in Bahrain come from three providers; incumbent Batelco, plus STC and Zain. STC and Zain offers include fixed-wireless services, which are often priced very competitively.
 - Bahrain is very competitive for both residential and business pricing for most baskets and sits below or on part with the GCC and Arab average for all but one basket. Bahrain sits above the OECD average for all baskets, both residential and business.
 - Since 2018, higher speed residential fixed broadband prices in Bahrain have generally fallen, while lower speed prices have either climbed or remained flat. This is a typical trend, and one which was observed over the last year as well. For business services, in 2022 there were small increases for services up to 25 Mb/s, while the higher speed baskets >= 100 Mb/s saw reductions. This is a general trend observed in many countries.
- Mobile broadband services
 - For residential services, for all but the 0.5GB basket, Bahrain is below or on par with the GCC and Arab averages and becomes more competitive as data allowances increase. For business services, for allowances up to 10GB, Bahrain sits above the GCC and Arab averages, and is either on par or cheaper than the averages for the 20GB and 50GB baskets. Compared to the OECD average, Bahrain is more expensive, for both residential and business, with the exception of the 50GB residential basket where Bahrain is on par with the OECD average (and actually slightly cheaper).
 - From 2021-2022, residential pricing has fallen for the lower usage baskets, remained static for the 10GB basket, and risen slightly for the 20GB basket, driven by general plan changes. For business pricing, there have been small increases that have impacted the baskets.
- Leased line services
 - Low speed (2 Mb/s) leased lines are more expensive then the GCC average, on par with the Arab average, and more expensive than the OECD average. For 34 Mb/s and 155 Mb/s, Bahrain is consistently below the GCC and Arab average, and on par with the OECD average for 34 Mb/s.
 - There were no changes to Bahrain pricing from 2021 to 2022.



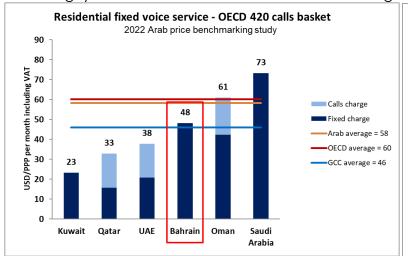
Fixed voice residential baskets

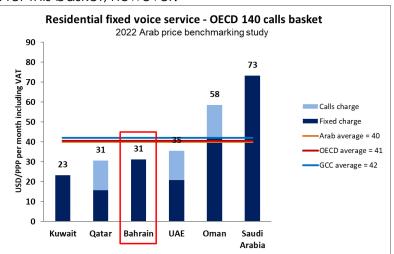


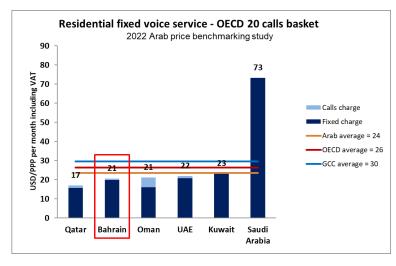
Bahrain's ranking varies depending on the basket. For the very lowest basket, Bahrain is the second cheapest across the six GCC states, after Qatar, with most of the cost made up of the monthly fixed charge, and only a small proportion of the cost made up of variable charges. Note, however, for this basket, the costs for three of the four more expensive states, Oman, Kuwait and Qatar, are very close to Bahrain, within USD PPP 2 of the cost for Bahrain

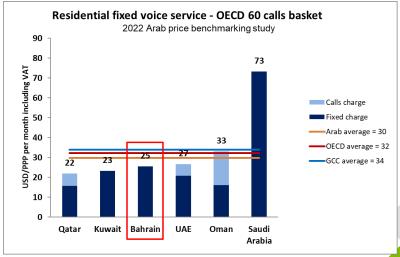
Bahrain is third the cheapest for the 60 calls and 140 calls basket, after Qatar (cheapest) and Kuwait, although the cost difference across the three states is relatively small. For 140 calls, Bahrain is again third cheapest, but with almost identical pricing to Qatar. Kuwait is cheapest for this basket. For the 420 calls basket, Bahrain is mid range in pricing, and the differences across the six states is much more marked. As in previous years, the fixed charge for Bahrain is low, and there are options to include extra minutes as a fixed monthly add-on, giving a very competitive offer across all baskets. Many of the other GCC countries also include lower or "free" fixed line calls.

Bahrain is consistently below all averages (Arab, GCC and OECD) for all baskets, apart from the 420 calls basket, where it sits slightly above the GCC average (at USD PPP 48, compared to USD PPP 46 for the GCC average). It is still below the Arab and OECD averages for this basket, however.









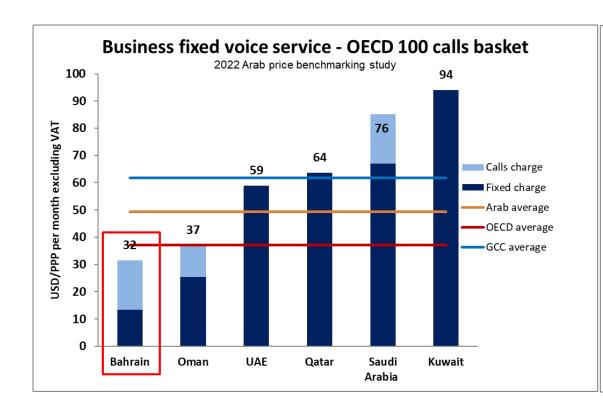


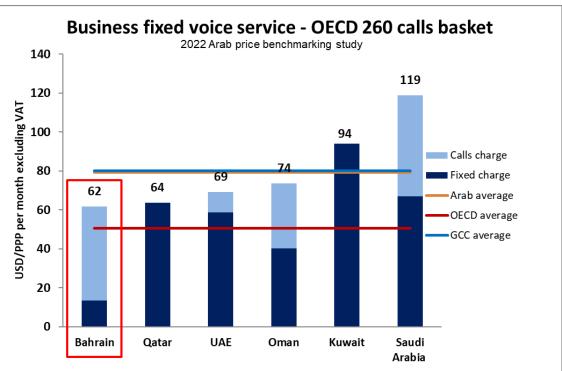
Fixed voice business baskets



Bahrain has the lowest fixed charge for business telephone lines but has relatively high calling charges. Despite this, Bahrain is performing well for both the low usage (100 calls) and high usage (260 calls) basket, with the lowest overall cost.

Usage charges will escalate much faster with usage in Bahrain than in the other countries, meaning that for usage above approx. 500 calls Bahrain will be more expensive than some of the other countries.







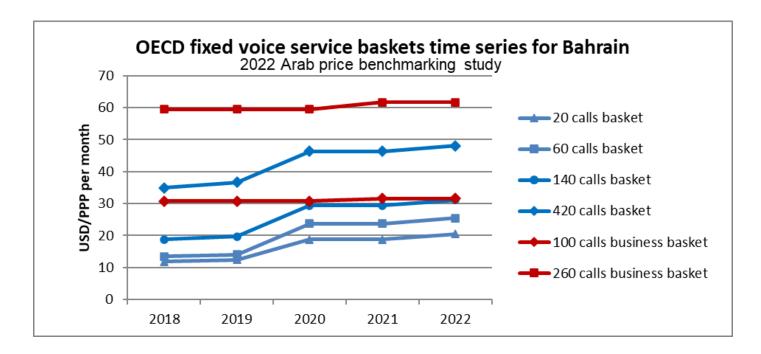
Fixed voice baskets time series for Bahrain



Fixed voice pricing in Bahrain was broadly static over the period 2016 to 2018 for most users. This is a typical trend with fixed voice in many countries.

The inclusion of 5% VAT for 2019 resulted in a corresponding increase for residential users, while in 2020, Batelco increased rentals, while including a set number of minutes as part of the offer (100 on-net minutes). For the period 2020-2021, there were no changes to residential or business pricing. In 2022, however, VAT increased from 5% to 10%, resulting in an increase in pricing which impacted the residential user results, as these are presented inclusive of VAT.

Note: Residential results are shown inclusive of VAT, while business results are shown exclusive of VAT.





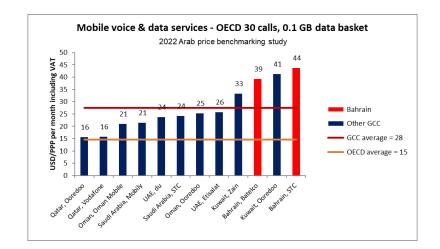
Mobile baskets with low data

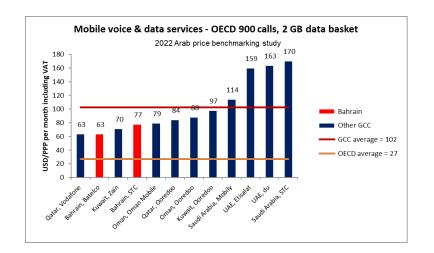


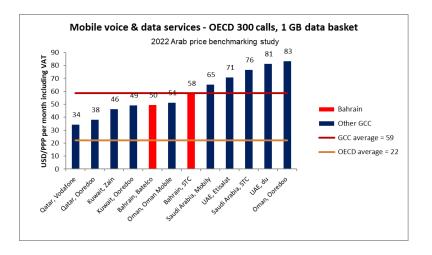
For very low call and data usage, Bahraini operators are less competitive across the GCC, and feature as the most expensive for the 30 calls + 0.1 GB low usage basket. The minimum data allowance available is 1GB (and for most plans it is much higher), hence its less favourable positioning for the low calls and data basket. Costs in Bahrain at this usage level are above both the GCC average and the OECD average.

As data usage increases, prices in Bahrain become more competitive, for both operators. For the 300 calls+1 GB basket, both Bahraini operators sit broadly mid-range among the GCC operators. For the 900 calls + 2GB basket, Bahrain's position further improves, with Bahrain ranking in 2nd and 4th position, respectively. Qatar and Kuwait occupy 1st and 3rd position for this high usage basket.

For the three usage scenarios, the OECD is consistently much lower than most GCC operator costs – the exception being the Qatari operators which are on par with the OECD average for the 30 calls + 0.5 GB basket. Many countries in the OECD have highly competitive markets, with several licensed operators as well as numerous MVNOs, which has continually driven down the cost of mobile services. Even though offered data allowances have increased significantly from some operators, low-cost low data packages are still prevalent in many countries, to attract low users. The extensive rollout of 5G services has pushed data costs down further.









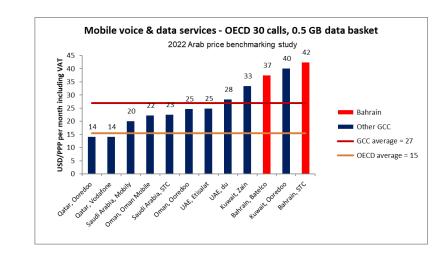
Mobile baskets with high data

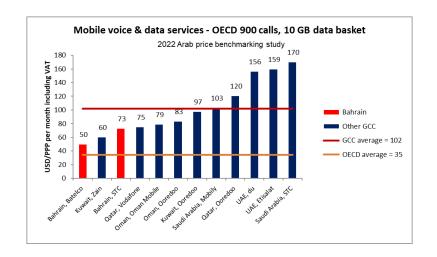


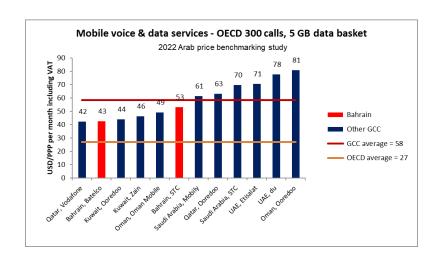
The higher data usage baskets show both Bahraini operators to be much more competitive across the GCC countries. The 30 calls + 0.5GB basket is still too low to show either Bahraini operator in a competitive light, but for the 300 calls + 5GB basket, the operators sit low to midrange across the GCC mobile operators, occupying $2^{\rm nd}$ and $6^{\rm th}$ positions across the GCC. Qatar is the cheapest for this basket.

For the 900 calls, 10GB basket, the position and competitiveness of Bahrain improves dramatically, with both Bahraini operators cheapest and third cheapest, respectively, after Kuwait.

GCC operators continue to sit above the OECD average, except for the 30 calls + 0.5 GB basket, although the gap is significantly less for lower data usage. For this low usage basket, it is only the Qatari operators that are below the OECD average.









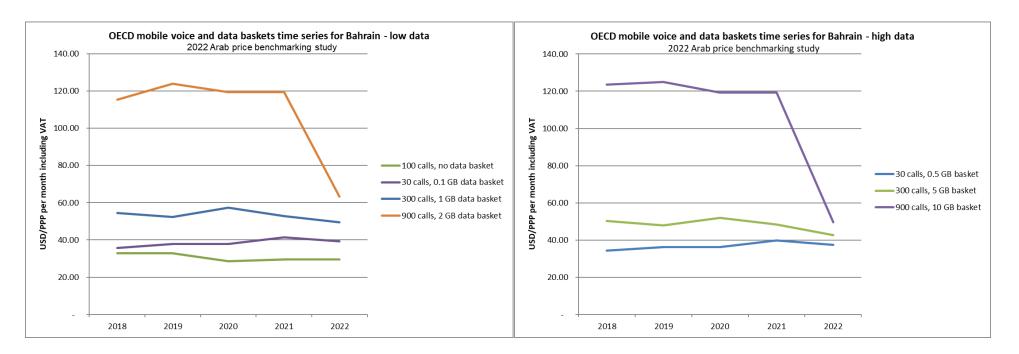
Mobile voice and data baskets time series for Bahrain



Over the period 2018-2021, changes in mobile prices were generally stable, with no sharp changes impacting the basket costs. 2019 saw the addition of VAT at 5%, and this was further increased in 2022 to 10%.

Over the past year, for most plans, the changes were similar to previous years, with changes, but not dramatic ones. The most notable change was for the high usage baskets, which saw a dramatic decrease in pricing, for both the 900 calls, 2 GB basket and the 900 calls 10 GB basket, driven by the introduction of new cheaper plans and reduction of pricing for existing plans. While the reduction is dramatic, compared to 2021, the cost of the higher usage baskets are now more in line with costs observed for other baskets.

Since 2018, costs have fallen on average by 16% overall, with much of the decrease being seen in 2021, and for higher usage baskets.





Fixed broadband baskets, residential tariffs

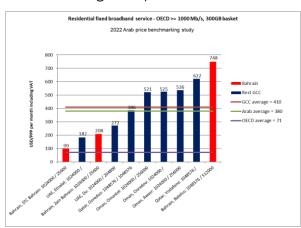


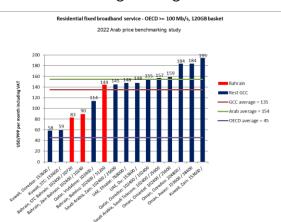
In a variation to previous years, the results for 2022 for all the broadband analysis include additional providers for the other GCC states, alongside additional providers in Bahrain.

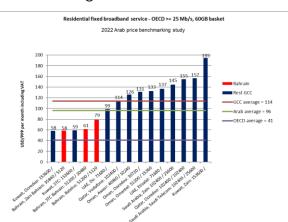
The position of Bahrain varies according to the basket, however for all baskets apart from the very high speed 1 Gb/s basket, the costs across the Bahraini providers is quite close. Furthermore, based on the cheapest Bahraini provider, Bahrain generally has very favourable fixed broadband pricing across the GCC countries, with costs for residential users comparatively low. Note, 3 Bahraini providers, Batelco, STC and Zain have been considered within this report. Additionally, fixed-wireless services are considered, and pricing for these services is often very competitive. For the lowest speed basket, almost half of the results feature a 5G fixed wireless service. As basket speed increases, fibre services become more prominent.

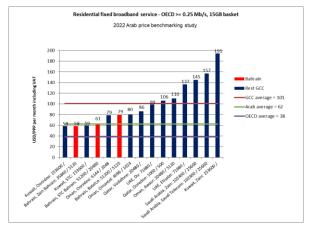
For the lowest speed basket, Kuwait features as the cheapest, however, Bahrain is virtually identical in cost, and this ranking remains for all baskets up to the 25 Mb/s basket. For the 100 Mb/s baskets, while Bahrain retains its position relative to Kuwait, the cost difference widens. For the 1 Gb/s basket, Bahrain is overall cheapest. There are fewer providers offering services at this speed.

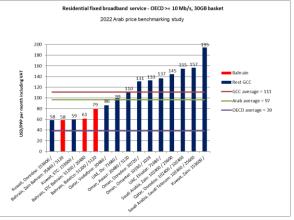
The OECD average is lower than both the GCC and Arab averages, however, Bahrain sits close to the OECD average for the highest speed basket. The results shown, including average results are for medium usage OECD baskets.















Fixed broadband baskets, business tariffs

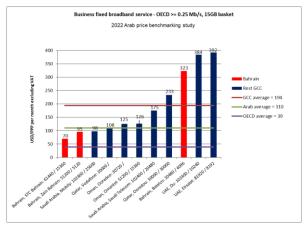


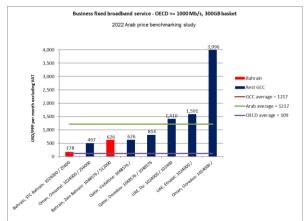
For all baskets, Bahrain has the overall cheapest offer.

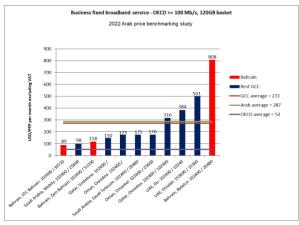
Like the residential results, fixed wireless services feature extensively in the results.

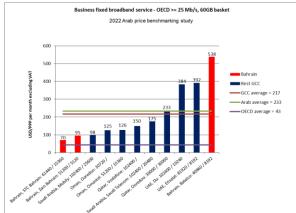
In general, there is a significant difference between prices for business services in Arab and OECD countries, however, the offerings from Bahrain, at least for the cheapest provider are reasonably close to the OECD average cost.

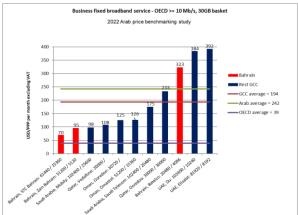
The results shown, including average results are for medium usage.















Fixed broadband baskets, residential fibre tariffs

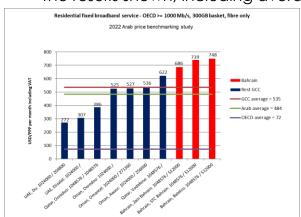


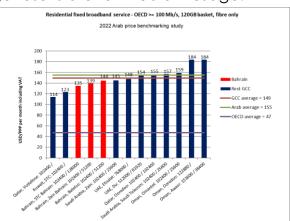
The graphs here show basket results for residential services based on fibre offerings only, as additional analysis to the main results.

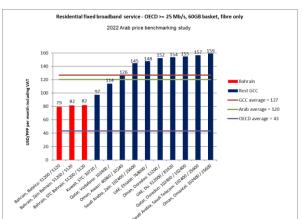
For residential fibre-only pricing, Bahrain is very competitively priced for the lower speeds, up to 25 Mb/s, for all three providers, with at least two of the three providers being overall cheapest. It remains competitive for the 100 Mb/s basket. For the 1 Gb/s basket, Bahrain is the most expensive overall, for all three providers. There are notably fewer providers featuring in the 1 Gb/s results, as not all providers offer services at this speed.

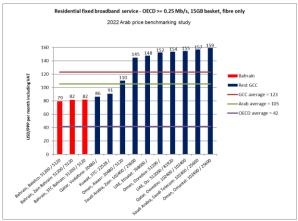
For the four lower speed baskets, all Bahraini providers are lower or on par with the GCC and Arab averages, however the position is reversed for the highest speed basket. All GCC providers are consistently higher than the OECD average cost. All Bahaini providers have broadly similar fibre-based pricing.

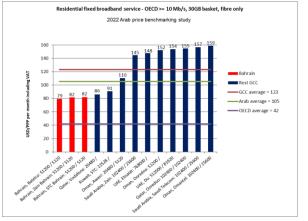
The results shown, including average results are for medium usage.















Fixed broadband baskets, business fibre tariffs



The graphs here show basket results for business services based on fibre offerings only, as additional analysis to the main results.

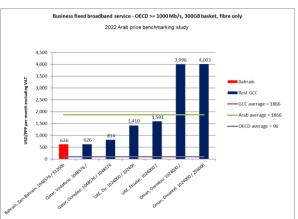
For fibre-based business services, the results are more spread for Bahrain, although Bahrain features continually as overall cheapest among the GCC countries four of the five baskets, and second cheapest for the 100 Mb/s basket.

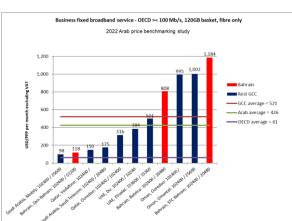
The results for Bahraini providers, and indeed all GCC providers, are above the OECD average for all baskets.

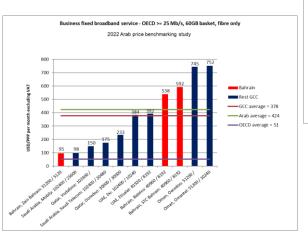
The position of the Bahraini providers relative to the GCC and Arab averages varies by basket and provider.

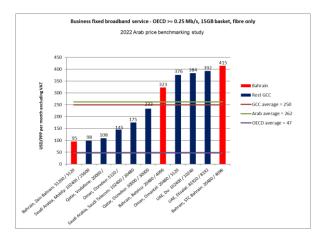
For all baskets apart from the highest speed one, all Bahrain providers sit below both the Arab and the GCC averages.

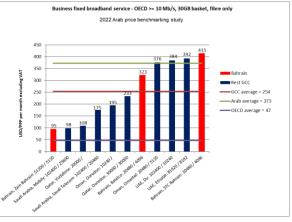
For the 1 Gb/s basket, for Bahrain, only one provider has a published offer, which is also the overall cheapest.













Fixed broadband baskets time series for Bahrain



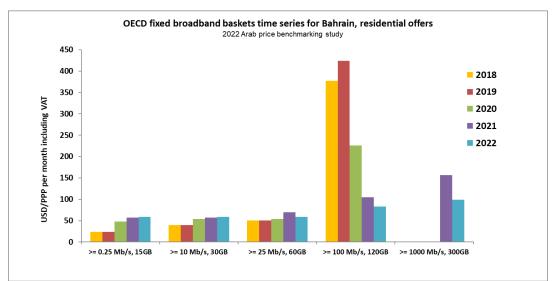
Since 2018, higher speed residential fixed broadband prices in Bahrain have generally fallen, while lower speed prices have either climbed or remained flat. This is a typical trend, and one which was observed over the last year as well.

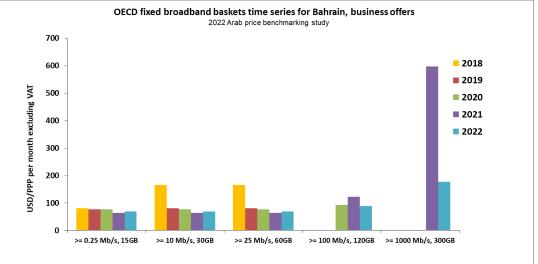
For the >= 100 Mb/s basket for residential pricing the reductions have been dramatic since 2019, which is good news for consumers.

For very low-speed business services, prices have been more static, while higher speeds, >= 10 Mb/s have seen more declines over time. In 2022 there were small increases for services up to 25 Mb/s, while the higher speed baskets >= 100 Mb/s, and most notably, >= 1000 Mb/s saw reductions. This is a general trend observed in many countries.

Of the three providers considered, there is a mix of ADSL, fibre and LTE-based plans, covering both 4G and 5G. The 4G and 5G offerings are typically much cheaper than ADSL and fibre-based services. All providers have data allowances on some of their services, although these are generally quite high.

Note: the time series graphs are based on all available technologies.





Mobile broadband baskets, residential tariffs

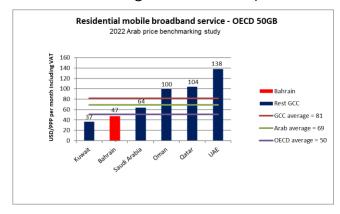


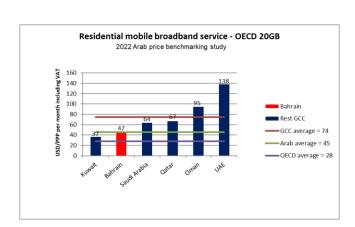
For lower usage, Bahrain generally has less favourable residential mobile broadband pricing compared to the other GCC countries, however, its position improves with increased data usage. This is a trend that has also been observed with mobile voice and data pricing.

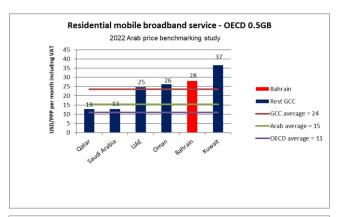
For a low usage basket of 0.5 GB, Bahrain is the second most expensive, and for the 2GB basket, it is third most expensive.

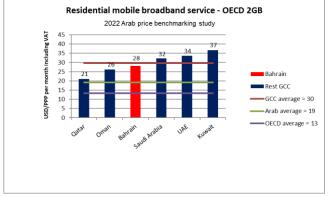
However, for a user requiring a 10GB data allowance or above, the position of Bahrain improves. For the 10GB basket, Bahrain is overall cheapest and for both the 20GB and 50GB baskets, it is second cheapest, after Kuwait. Bahrain is generally above the OECD average, although its position improves for the higher allowance baskets, and for the 50GB is below the OECD average. It sits below the GCC average for all baskets. For the Arab average cost, Bahrain sits above the Arab average for the two lower usage baskets but is broadly on par for the 10GB and 20GB baskets, and below the Arab average for the 50GB basket.

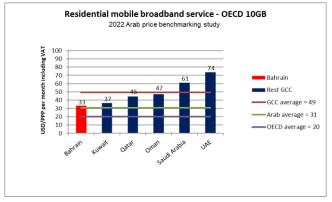
The OECD average is consistently lower than both the GCC and Arab averages.











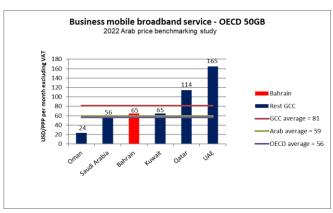
Mobile broadband baskets, business tariffs

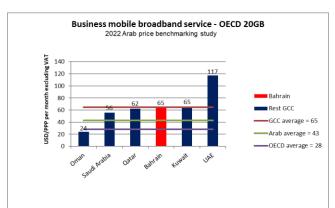


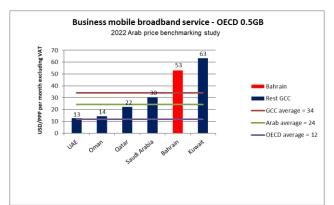
The results for business mobile broadband for Bahrain follow a similar albeit slightly less favourable trend to the results for residential mobile broadband. For both the 0.5 GB and 2 GB baskets, Bahrain is the second most expensive. For the 2GB basket it is on par with Kuwait, the most expensive.

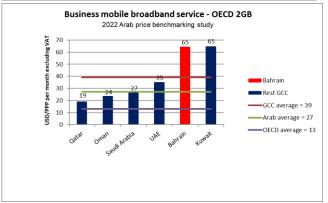
For the 10GB basket, Bahrain ranks fourth, although with a near-identical cost to Kuwait, in fifth position. For the 20GB basket, Bahrain is fourth cheapest, after Oman, Saudi Arabia and Qatar, and is on par with the cost for both Qatar (third cheapest) and Kuwait (fourth cheapest). Finally, for the 50GB basket, Bahrain's position improves further, where it sits in third position, after Oman and Saudi Arabia, and is on par with both the Arab and OECD averages and below the GCC average.

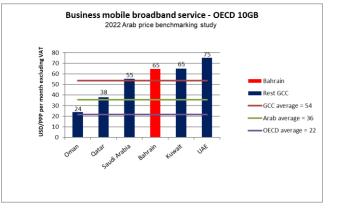
In general, there is a stark contrast between prices for business services in Arab and OECD countries.













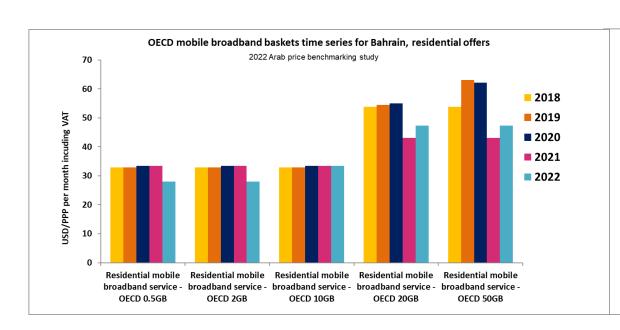


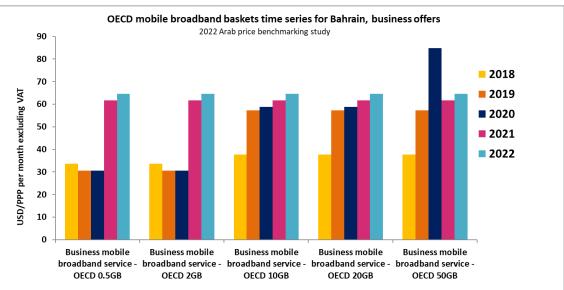
Mobile broadband baskets time series for Bahrain



There have been some changes to residential mobile broadband pricing since last year that have impacted the basket costs. Residential pricing has fallen for the lower usage baskets, remained static for the 10GB basket, and risen slightly for the 20GB and 50GB baskets, driven by general plan changes.

For business services, following the more dramatic changes of 2021, in particular the two lowest usage baskets, driven by the removal of small allowance packages, the changes in 2022 have been much more modest, with small increases affecting all baskets. The removal of smaller allowance packages means that the costs for the 0.5 GB and 2GB remain high, and in fact are identical in cost to the 10GB, 20GB and 50GB baskets. From the perspective of the business user, this means they must buy large data allowances irrespective of their level of usage.





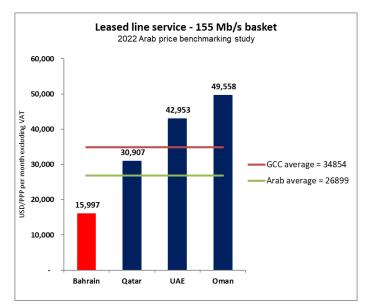


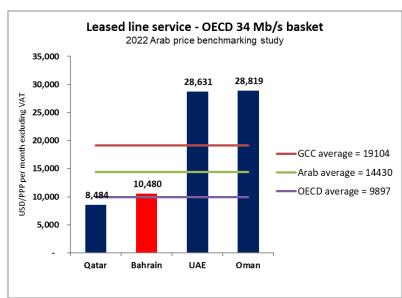
Leased line baskets

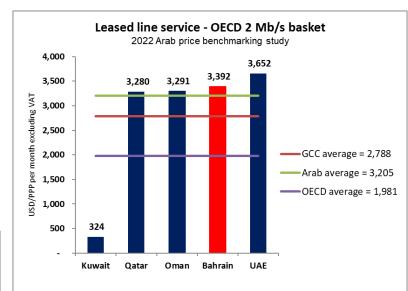


Bahrain only features in three baskets – 2 Mb/s, 34 Mb/s and 155 Mb/s. At these speeds, there are very few GCC countries that publish leased line pricing data. In addition to Bahrain, only Kuwait, Oman, Qatar and UAE have published prices, although for speeds above 2Mb/s, Kuwait does not publish prices.

The position of Bahrain varies for each basket. For the 2 Mb/s basket, Bahrain is second most expensive, however, its cost is broadly on par with Qatar and Oman, second and third cheapest. Kuwait has a particularly low cost offering for 2 Mb/s. For the 34 Mb/s basket, Bahrain is second cheapest, after Qatar, and not significantly higher in terms of cost. For the 155 Mb/s basket, Bahrain is the overall cheapest, and by some considerable way. Pricing in Bahrain is almost double the OECD average for 2 Mb/s but is only slightly above the OECD average for 34 Mb/s, and well below both the GCC and Arab average.









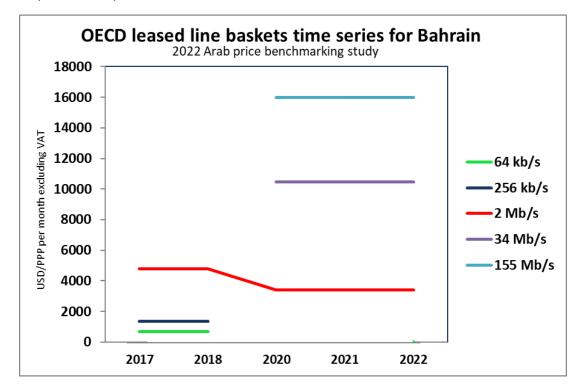
Leased line baskets time series for Bahrain



The prices for leased lines in Bahrain remained constant from the first Arab Price Benchmarking Study in 2008 until 2018. Between 2018 and 2020, there were some changes.

- There are no longer any published prices for 64 kb/s or for 256 kb/s for Bahrain.
- Up to 2018, pricing for Bahrain has been for traditional leased lines. Since 2020, however, this data is no longer published, but rather, there is data on MPLS-based services, which is permissible under OECD methodology, providing it is based on a point-to-point connection.
- As the results from 2020 onwards are based on a different service to previous years, a comparison against historic pricing needs to be viewed with caution.

Note: the leased line part of the study was not updated in 2019 but was reintroduced in 2020.





Residential aggregate basket analysis



A simple aggregation of services for residential use has been constructed, based on three separate usage profiles, as follows:

Low user: low usage across fixed and mobile voice, and with a requirement for only basic fixed broadband

PSTN	Mobile voice	Fixed broadband
20 calls 30 calls + 100MB		>= 0.25 Mb/s, 5GB

Medium: a user who makes modest use of fixed and mobile voice and broadband services

PSTN	Mobile voice	Fixed broadband	Mobile broadband
60 calls	100 calls + 2GB	>= 10 Mb/s, 30GB	2 GB/month

High: a more intensive user, with high use of services, and with a requirement for higher broadband speeds than a medium user

PSTN	Mobile voice	Fixed broadband	Mobile broadband
140 calls	300 calls + 5GB	>= 25 Mb/s, 180GB	10 GB/month

The analysis is based on the (up to) three main providers for broadband in each of the GCC countries.

Each user profile has been costed by taking the result for each individual service basket and summing to produce a total cost. This is a relatively simplistic method for considering multiple service use, however, it provides an indication of likely overall costs that different types of users will face.



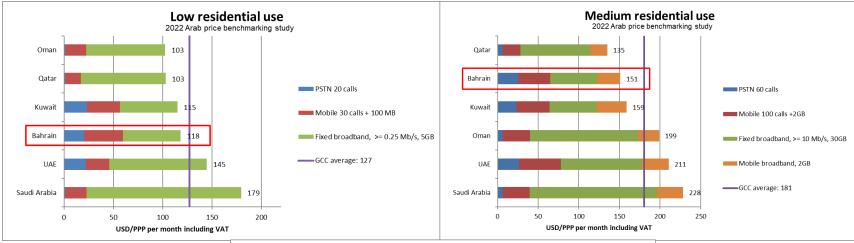
Residential aggregate basket results

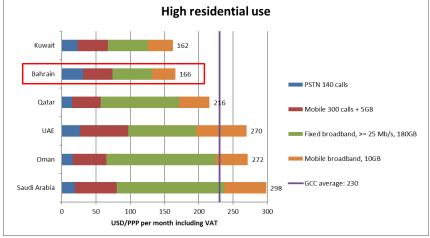


Bahrain is the second cheapest across the 6 GCC countries for both the medium and high residential baskets, and 4th (cheapest) across the 6 countries for low use. The low usage baskets costs are driven up by high fixed broadband costs and high mobile costs.

For the low use basket, Oman features as the cheapest, with Bahrain costs 15% higher. For the medium and high use baskets, Bahrain is second cheapest overall. For the medium use basket, costs in Bahrain are 12% higher than the cheapest, Qatar, while for the high use basket, costs are a very modest 2% higher than the cheapest, Kuwait.

For all baskets, Bahrain sits below the GCC average.





Results include any adjustment due to reduced cost where the fixed broadband offer includes fixed voice service



Business aggregate basket analysis



Similar to the approach for residential use, a simple aggregation of services has been constructed for business use, based on two separate usage profiles, as follows:

Medium: a user who makes modest use of fixed and mobile voice and broadband services

PSTN	Mobile voice	Fixed broadband	Mobile broadband
100 calls (business)	100 calls + 2GB	>= 10 Mb/s, 30GB	2 GB/month

High: a more intensive user, with high use of services, and with a requirement for higher broadband speeds than a medium user

PSTN	Mobile voice	Fixed broadband	Mobile broadband
260 calls (business)	300 calls + 5GB	>= 25 Mb/s, 180GB	10 GB/month

The business profiles are similar to the residential profiles but use the business baskets (and business pricing) for fixed voice, and business pricing for fixed broadband. As many business users will use residential services for mobile, the results used for mobile voice and broadband services consider both business and residential offerings.

The analysis is based on the (up to) three main providers for broadband in each of the GCC countries.

Each user profile has been costed by taking the result for each individual service basket, and summing to produce a total cost. This is a relatively simplistic method for considering multiple service use, however, it provides an indication of likely overall costs that different types of users will face

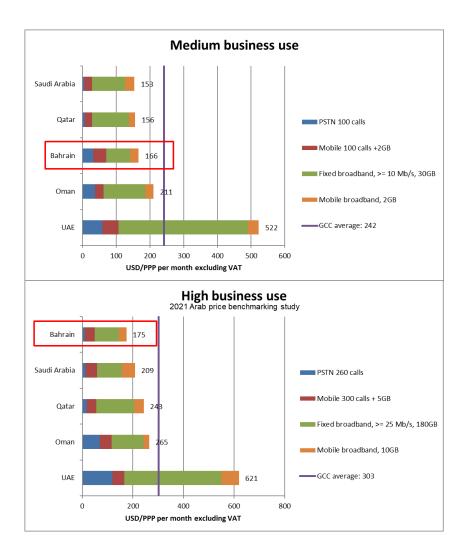


Business aggregate basket results



For the medium use basket, Bahrain sits mid-range, after Saudi Arabia (cheapest) and Qatar (second cheapest), and costs are 8% higher than Saudi Arabia. For high business use, Bahrain is the cheapest of the GCC countries, with the main reason for this being the very competitive cost for fixed broadband in Bahrain. Business broadband is expensive in many GCC countries. Fixed-wireless services for business services in Bahrain have helped reduce costs for Bahraini businesses.

Due to some business tariffs not being published in Kuwait, it has been excluded from the business results.



Results include any adjustment due to reduced cost where the fixed broadband offer includes fixed voice service

Acronyms used in the context of this report



OECD: Organisation of Economic Co-operation and Development

OECD countries: Australia, Austria, Belgium, Canada, Chile, Colombia, Czech Rep., Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Lithuania, Luxembourg, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Slovak Rep., Slovenia, Spain, Sweden, Switzerland, Turkey, UK, USA

AREGNET: Arab Regulators Network

AREGNET member countries: Algeria, Bahrain, Comoros, Djibouti, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Oman, Palestine, Qatar, Saudi Arabia, Somalia, Sudan, Syria, Tunisia, UAE, Yemen

PPP: Purchasing Power Parity, exchange rates adjusted for the purchasing power of consumers in each country. Used in international comparisons to adjust for market differences

Service: A telecommunications service al comparisons to adjust for market differences

Basket: A theoretical usage profile describing the usage volumes across different types of calls and/or different kinds of usage. The basket includes all important elements of the service, including fixed cost elements

Tariff: The description of all the end user prices related to a service

Tariff element: The part of a tariff describing the price(s) for a single type of call or service component

Basket calculation: The process where the Basket is applied to the individual tariff in order to calculate the cost of the individual tariff elements and the overall cost

Basket result: The cost of using the service as described in the Basket

Re-balancing: The process through which the prices are changed so that individual Tariff elements will cover their own cost, and not subsidise other Tariff elements



Thank You