

## Welcome to Teligen's Tariff Outlook Newsletter

### Message From The Editor

Welcome to Tariff Outlook, a fortnightly newsletter brought to you free-of-charge by Teligen's team of tariff analysts and consultants.

Our stories this week are a mixture of good and bad news. Bad news for customers in Jersey who will see their rental charges increase this year and bad news for UK residential customers of ISDN services as BT withdraw their offering before the end of the year. Good news for Virgin Media subscribers with price reductions on phone packages although not so good news on their call charges with the abolition of per second charging. Finally good news for mobile subscribers in Germany, France and the Netherlands with the introduction of new pricing options for businesses and consumers, there is something here for everyone.

If these stories, or any others featured in our newsletter are of interest, further details of the tariffs and services can be found in our comprehensive subscription based databases, the T-Products. Go to: [www.teligen.com](http://www.teligen.com) for further details and request a copy of our demo CD. You will also notice that we have included a short case study looking at an example of Teligen's consultancy services if you are interested in learning more about this, just click on the banner on the right.

Please feel free to contact the editor if you have any questions about a particular story, or even just to give us your comments.

We look forward to hearing from you.

**Bernadette Finn** – *Manager Tariff Services*

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### Need to benchmark prices between different markets and services?

Why not consider T-Basket, the industry recognised tool. T-Basket offers a unique insight into the price relationships between telecom services in OECD (Organisation for Economic Co-operation and Development) member countries. It uses basket methodologies that are OECD based and OECD-authorized, taking pricing information from the Teligen Master Tariff Database. It forms the basis of the official OECD price performance statistics. This unique tool uses proven methodologies to show you numerically and graphically whether an operator's prices are in line with those in the most competitive markets, the most industrialised markets, and those with close geographical or geopolitical proximity.

To find out more or to request a demonstration, [http://www.teligen.com/t\\_basket.asp](http://www.teligen.com/t_basket.asp)

### Want up-to-date tariff information at the touch of button?

T-World Total is the most advanced information system and calculation tool of its kind. It will answer your questions about tariffs, their structures and levels. It will allow you to compare prices among operators and countries in customisable list formats. In addition it has an in-built Analyser, with an integrated global location database. It allows the user to show price developments of a call with duration, or a circuit with distance and it also allows easy calculation of national distances and corresponding circuit prices. With so much to offer this makes T-World Total the only choice for your market intelligence needs.

To find out more or to request a demonstration, [http://www.teligen.com/t\\_world\\_total.asp](http://www.teligen.com/t_world_total.asp)

## Consulting



### This Weeks Top Stories...

- Jersey Telecom Line Rental Changes
- BT, UK, Drops Consumer ISDN Services
- Virgin Media UK Revises Phone Charges in the UK
- Teligen Tariff Consultancy – A Case Study
- Germany – E-Plus Introduces New Business Tariffs
- Two New Happy Zone Services From SFR, France
- Orange Netherlands Launches Daytime Price Plan

## PSTN

### Jersey Telecom Line Rental Changes

Customers of Jersey Telecom will see their landline monthly rental increase by around 5% this year.

Residential lines such as Coreline, HomeStyle, EnCompass and Free Talk Telephone services will cost around £0.54 more while Prime Talk line will increase by about £0.08.

The tariff used by Senior Citizens will cost £0.08 more per month and Business lines will also be increased in price.

This rental change will be effective from 29th June 2007.

VAT is not applicable in Jersey.

**Adriana Rodriguez** – *Tariff Analyst*

## ISDN

### BT, UK, Drops Consumer ISDN Services

BT, the UK incumbent, has announced that it is withdrawing four consumer ISDN products: Business Highway, Home Highway, ISDN2 and ISDN30 circuits. The withdrawal will take effect from 28th September 2007.

BT claims that the reason for this action is that residential customers are turning to the cheaper and faster broadband connections that are now on offer.

**Jóhanna Helgadóttir** – *Senior Consultant*

## Multiplay

### Virgin Media Revises Phone Charges in the UK

Virgin Media, the new name for the recently merged NTL Telwest consumer division has announced some price changes that will come into effect on 1st May 2007.

The monthly rental for phone packages Size: L (Talk Evenings and Weekends) and Size: XL (Talk Unlimited) will be reduced by around 28% per month. Size: M (Talk Weekends) remains unchanged.

Call charging will also be revised. Currently calls are charged to the nearest second, with the new pricing structure, calls will be rounded up to the next minute.

**Bernadette Finn** – *Manager, Tariff Services*

## Consultancy

### Teligen Tariff Consultancy – A Case Study

Teligen is often asked to provide tariff data to companies that either want to collate prices from a range of sources or that need external data from a neutral source.

Most incumbent operators are constantly involved in price discussions with the national regulator. One issue in such discussions can be the source of the price data used – it is often sensible to get an external agency to provide the data, so as to ensure that the data is presented in a neutral way, and that the data for other regions or countries is covered consistently.

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Additional functionality in the tariff presentation, such as price benchmarking and international coverage, can often be important in the provision of such data – Teligen is able to provide comprehensive data from a wide range of sources. The output formats can be developed to the client's requirements, and the scope of the tariff data and analysis can be as wide as the client requires.

Teligen has extensive experience in providing tariff information to support a variety of requirements, and is able to work with the client to obtain the best "value for money" results from the tariff delivery.

**Halvor Sannæs** – *Director Tariff Services*

## Mobile

### Germany – E-Plus Introduces New Business Tariffs

On 1st April 2007 E-Plus introduced two new tariffs for their business customers. They are modeled on the residential tariffs "Zehnsation" and "BASE Flatrat" and are called "Pro Line".

"Pro Line Zehnsation" offers low call charges for a monthly minimum usage of €8.40. The tariff also offers its customers an Intern-Option which includes all group-internal mobile to mobile calls.

For customers wanting a flatrate option the company is offering two plans: "Base 1" and "Base 2". "Base 1" includes all calls to fixed networks for a fixed sum whereas "Base 2" includes all calls to fixed and mobile networks.

**Tamara Stancic** – *Consultant*

### Two New Happy Zone Services From SFR in France

SFR, the French mobile operator, has announced 2 new SFR Happy Zone services which are aimed at customers with at least 2 hours usage per month.

The first offer "SFR Happy Zone" started on 27th March 2007 and offers a line rental reduction to customers who have been with SFR for more than a year, it includes unlimited calls from mobiles within the home zone to French fixed line numbers.

The second offer "SFR Happy Zone + ADSL" will launch on 25th April 2007 and costs vary whether in a bundled or unbundled area. The service includes up to 20Mbps ADSL and TV. Unlimited calls with VoIP to French fixed and international numbers are also included. Customers can also avail of free calls from mobiles within the home to French fixed line numbers with this offer.

**Nacera Touileb** – *Senior Tariffs Analyst*

### Orange Netherlands Launches Daytime Price Plan

Orange's Dutch subsidiary has launched Office Hours, a price plan available to business users. For a fixed monthly charge, users will be able to make up to 1000 minutes of calls to Orange numbers on working days between 0800 and 1800. A further 1000 minutes to fixed lines and/or other mobile numbers is also included.

A flat rate applies to calls made outside working hours. Other benefits of the tariff include free voice mail, a short contract duration of only six months, and the availability of an international calling add-on.

**Cora Hackwith** – *Consultant*