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# Teligen Outlook

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## Welcome to Teligen's Tariff Outlook Newsletter

### Message from the Editor

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

As we settle into the New Year we have seen a lot of movement in services such as VoIP and fixed-mobile convergence. Our pricing news reflects this with stories on developments from both the UK and Malta. Broadband also continues to be a pricing hot spot with both BT and Wind introducing new options. Roaming is also featured, as operators are coming under pressure from both the EU and regulators to reduce charges.

Our continuing aim is to provide you with up to the minute pricing news and tariff developments. That being said, Tariff Outlook not only serves as an opportunity for us to communicate with you on a regular basis but equally for you to tell us what you think. As such, we would really appreciate any feedback you may have that will help us deliver a newsletter that provides you with real value, so feel free to contact us - we've put our numbers and emails at the foot of each article.

We look forward to hearing from you.

### Bernadette Finn

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## This Week's Top Stories...

- [\*T-Mobile Germany launches "mobile as fixed" service\*](#)
- [\*Armentel introduces new tariffs\*](#)
- [\*BT launches Business Broadband Voice\*](#)
- [\*Wind Italy launches new broadband offer\*](#)
- [\*Tesco joins VoIP revolution\*](#)
- [\*Maltacom to offer cheaper calls through new VoIP service\*](#)
- [\*T-Mobile Czech Republic introduces new roaming tariffs\*](#)
- [\*MTS unveils SMS tariff option\*](#)
- [\*T-Mobile NL announces new flexible tariff options\*](#)

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## 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**

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- > T-Basket

## Consulting



**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.**

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## **PSTN**

### **T-Mobile Germany launches "mobile as fixed" service**

T-Mobile Germany has launched its converged fixed and mobile service: T-Mobile@home.

The service enables T-Mobile customers to make mobile phone calls to the German fixed network from home or the office for EUR 0.04 per minute. The tariff is available for calls made up to two kilometers from the user's home or office.

T-Mobile@home customers will also receive a fixed network phone number with an area code. They can be reached at this number in the defined T-Mobile@home area by the normal fixed-network terms and conditions.

The product variants Family&Friends and Fürs Business can be used by up to five mobile phones at inexpensive fixed-network prices in a common T-Mobile@home area. Calls between these phones are free within the defined home area.

This kind of service has already been introduced by O2 Germany in 2003, followed by Vodafone in last year.

T-Mobile@home can be ordered for a monthly surcharge of EUR 4.95 per mobile phone.

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### **Armentel introduces new tariffs**

The Armenian national fixed line operator ArmenTel is to introduce new prices for its telecoms services from 1st February 2006. The company has increased residential monthly rental by 22% and business rental by 48%. There are also increases to national call charges of between 12.5% and 25% depending on the length of call. International call charges have been restructured to include an additional 6 calling zones and calls at peak times were reduced by up to 20% for some destinations. Connection charges for Basic ISDN services have seen a small increase of around 2% and digital leased lines have also been revised.

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## Broadband

### BT launches Business Broadband Voice

On January 16th, BT announced the launch of a new calling package for BT Business Broadband customers that it claims will cut the cost of calling for small businesses. The new package, BT Business Broadband Voice, is a flat rate package that offers unlimited national and local calls (applies to numbers starting 01 and 02) for up to an hour long call. Monthly rental starts at £19.99 and until 18th April 2006 the monthly rental for the first three months is £14.99. Calls to mobiles will be capped at 25p for up to an hour with the exception of calls to the Dolpin and 3 networks. (All prices are excluding VAT).

Customers can use a standard telephone handset by plugging it into their broadband router and calls can be made and received when the computer is switched off. The service is available to both new and existing customers and until 18th April 2006 the monthly rental includes a free router and connection.

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### Wind Italy launches new broadband offer

On January 9th 2006, wind's old Libero ADSL Flat Internet offer was relaunched as Libero Mega, giving broadband clients an increased speed and better quality of connection.

Libero Mega is the only ADSL package in Italy that offers a 1 Mb upload speed. Customers who join Libero Mega between January 9th and February 28th can surf for free, anytime at a speed of 12 Mb for 3 months. After the promotional period ends, the charge will be 29.95 Euros per month.

A new ADSL offer called Libero Mini was also launched on this date. This is a brand new ADSL offer where customers can surf anytime at a speed of 2 Mb for 19.95 Euros a month.

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## VoIP

### Tesco joins VoIP revolution

UK supermarket chain Tesco has extended its portfolio of telecoms services with the launch of a budget all-in-one VoIP (Voice over Internet Protocol) service. The service has been launched in cooperation with Australian based Internet telephony company Freshtel, and becomes the latest addition to the range of Tesco services that also includes pre-paid mobile, home phone, and dial-up and broadband Internet access. Marketed as a pay-as-you-go alternative phone service, the Tesco Internet phone starter packs are available to purchase in-store for £19.97, containing a telephone handset, an

installation CD, an installation guide and £5 of free airtime. When using the service, calls to other Tesco VoIP users are free; landline calls within the UK and to some international destinations such as the US, Canada and Australia cost 2p a minute, and calls to mobiles cost 10p a minute.

*While most consumers have been sceptical about the prospect of making phone calls over the Internet, Tesco considers that this general view is about to change. VoIP services until now may have been too technically daunting to the average consumer. In its position as a giant in the supermarket chain industry, however, the Tesco approach is to package a service in such a way that it appeals to the mass market. Focusing on "simplicity, value and no hidden charges", this is something that they have already done successfully with their other telecoms products. Some of Tesco's rivals, however, have been quick to point out that while the new service may seem straightforward, it has many restrictions and might not be as competitive as it first seems – for example, with calls to UK landlines costing 2p a minute, a call lasting an hour would cost £1.20; when compared to a standard BT call that is capped at 5.5p for the same time, the difference is clear. Using an outlet as trustworthy as an everyday supermarket, however, Tesco is in a position to make the technology accessible to millions of households throughout the UK – packaging the service as a simple, ready-to-go alternative to fixed line calling might just work.*

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### **Maltacom to offer cheaper calls through new VoIP service**

Maltacom is giving all its fixed customers the opportunity to make low cost international calls to fixed lines and mobile phones through its new VoIP service TEN21. This service is available on all Maltacom telephone lines; there is no installation charge and no rental fees for the service. Customers wishing to make international calls using the TEN21 service need to dial a 1021 prefix before the international telephone number. Maltacom gives its customers the option to choose between paying for the calls through their Maltacom bill, or by using an Easyline card from a normal line or a Maltacom payphone.

The new TEN21 service offers cheap rates to those countries that are popular among the Maltese, with one rate applying 24 hours a day, 7 days a week. There are different rates according to whether the international call terminates on a fixed line or a mobile phone. Some examples are given below with VAT included:

<b>Country</b>	<b>Rate Per Minute Calls terminating on a fixed line</b>	<b>Rate Per Minute Calls terminating on a mobile line</b>
Australia	1c5	10c
Austria	1c5	14c
Belgium	1c5	14c
Canada	1c5	1c5
France	1c5	10c
Germany	1c5	14c
Italy	1c5	14c

Libya	9c	9c
Russia	4c	4c
Spain	1c5	14c
Netherlands	1c5	10c
Tunisia	12c	12c
UK	1c5	10c
USA	1c5	1c5

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**Mobile**

**T-Mobile Czech Republic introduces new roaming tariffs**

T-Mobile in the Czech Republic has launched a new Roaming tariff that gives customers significant savings when calling from abroad. With Cestovatel, a Happy Roaming add-on, T-Mobile customers can make calls from abroad for only CZK 4 per minute plus a call set-up fee. This offer applies to all countries where T-Mobile operates its networks, including the Polish operator ERA, which is 9 countries all-together. Other rates and prices of calls made outside the T-Mobile networks will be charged according to the Happy Roaming rates in force.

Customers will pay a call set-up fee of CZK 29 (34.51 incl. VAT) and then CZK 4 (4.76 incl. VAT) per minute. Incoming calls of any length in the T-Mobile Czech Republic network are charged only at the price of the call set-up fee, CZK 29 (34.51 incl. VAT). Other roaming services (SMS, MMS, GPRS roaming, calls from other networks) are charged according to the Happy Roaming zone-based rates.

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**MTS unveils SMS tariff option**

Russian operator MTS has unveiled a free tariff option called “Jeans Pepsi”, which can be added to its Universal tariff plan. The option will be available until the end of May in the operator’s Moscow region only. It offers a rate of \$0.01 per outgoing text, as well as a call bonus of \$5 (\$1 on registration and \$1 in four monthly instalments).

From 1st June, users will be transferred back to the Universal tariff plan, which incurs the following charges:

<b>MTS - Universal Tariff</b>	
Monthly charge	Free
Incoming calls from mobiles in Moscow region	Free

On-net mobile calls, WAP and voice mail	\$0.16
Other calls, including X-net and to fixed	\$0.16
SMS	\$0.09
MMS	\$0.19

Rates exclude VAT.

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**T-Mobile NL announces new flexible tariff options**

T-Mobile Netherlands has introduced a new range of flexible tariffs called T-Mobile Flex. With most tariffs customers need to pay more when they exceed their allowance on their chosen tariff package. T-Mobile Flex, like the name suggests, is very flexible and adjusts automatically to the customers calling behaviour.

Once a tariff bundle is chosen, the customer can use their allowance for all national and international calls including SMS, MMS and mobile internet. When the allowance is exceeded, an SMS is sent to advise the customer and they are then automatically transferred up to the next suitable bundle giving them a bigger discount on their calls.

*Example: A customer on Flex 10 has a 10 Euro allowance per month (0.22 per minute); if they exceed this they are 'transferred' to Flex 15, and pay a lower per minute charge (0.20 per minute) for that month.*

	Flex 10	Flex 15	Flex 20	Flex 25	Flex 30	Flex 40
Allowance	€10.00	€15.00	€20.00	€25.00	€30.00	€40.00
Monthly rental	€10.00	€15.00	€20.00	€25.00	€30.00	€40.00
Call charge per minute	€0.22	€0.20	€0.18	€0.17	€0.15	€0.13
SMS	€0.22	€0.20	€0.18	€0.17	€0.15	€0.13
MMS	€0.44	€0.40	€0.36	€0.34	€0.30	€0.26

**Note:** Connection charge is €52.50

There is also a business option available called T-Mobile Business Flex.

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