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REGULATORY INSTRUMENTS
COMMONWEALTH OF DOMINICA

No. 01 of 2022

TELECOMMUNICATIONS (MOBILE CONSUMER SAFEGUARDS) GUIDELINES

Effective Date: 01 July 2022

The National Telecommunications Regulatory Commission hereby issues the following Telecommunications (Mobile Consumer Safeguards) Guidelines in accordance with section 15(1) and (2) of the Telecommunications Act¹ and regulations 4(2)k and 49 of the Telecommunications (Retail Tariff) Regulations² of the Commonwealth of Dominica:

1. **Citation.** These Guidelines may be cited as the Telecommunications (Mobile Consumer Safeguards) Guidelines 2021.
2. **Commencement.** The Telecommunications (Mobile Consumer Safeguards) Guidelines is deemed to come into force on the effective date outlined above.
3. **Interpretation.** In these Guidelines-

- a) “Act” means Telecommunications Act of the Commonwealth of Dominica.
- b) “Add-on” means a telecommunications service or combination of telecommunications services that can be purchased and added to an existing telecommunications service or bundle.
- c) “Bundle” means a combination of telecommunications services, whether regulated or unregulated, provided by a licensee under a combined rate or rate formula where the offering of one or more telecommunications services within the combination is contingent on acceptance of the entire combination;
- d) “Bundle Allowance” means the combination of calls, text messages, data or any other telecommunications service that is assigned to a retail customer for a fixed charge and a set time period;
- e) “Credit Advance” means a loan from a licensee that allows customers to use a telecommunications service;
- f) “Retail Customer” means a person, other than a licensee who-
 - (i) is obliged to pay periodically or on demand for a telecommunications service; or

¹ Telecommunications Act, No. 8 of 2000 (as amended).

² Telecommunication (Retail Tariff) Regulations S.R.O. No. 40 of 2012.