
MARKET MONITORING GUIDELINES

	REVISION RECORD	EFFECTIVE DATE
1	First issue	20 February 2023

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1. INTRODUCTION

- 1.1. The Market Monitoring Guidelines (“the Guidelines”) sets out the information the Authority for Info-communications Technology Industry (“the Authority”) considers it will need on a routine basis to monitor compliance with, and the implementation of, the proposed regulatory changes.
- 1.2. There may be additional information that the Authority will need when investigating a specific market in detail, and the Authority has the necessary powers to require such information under the Telecommunications Order 2001.
- 1.3. The collection of information is crucial for enabling the Authority to carry out its duties. For example, high-quality information is required:
- 1.1.1 to enable it to carry out effective market reviews;
 - 1.1.2 to ensure compliance with regulations; and
 - 1.1.3 to assess the performance of the sector by international standards.
- 1.4. The market monitoring information presently include minimal measures to ensure customers receive good quality of service (QoS). The Authority is reviewing the existing Quality of Service Code and Standards of Performance Relating to Quality of Services for Telecommunications Sector in Brunei Darussalam (2014) ("QoS Code") to address this.

2. INFORMATION REQUIRED

- 2.1. The information required is grouped into a number of categories, as set out below:

Category	Description	Purpose
Subscriptions	Data on the number of service subscriptions in the market	• General monitoring of the market and how competition between RSPs is developing.
Traffic	Data on voice and data traffic	
RSP commercial information	RSP revenues, ARPUs and annual accounts	• Important basic information for undertaking a market review or investigating a competition law matter.
UNN pricing and compliance information	Specific information required to ensure UNN’s compliance with its regulatory obligations.	• Required to determine whether UNN is complying with the remedies set out in the UNN Direction.

Category	Description	Purpose
Sector performance information	Data used to assess sector performance by international standards. The measures here use ITU definitions so that Brunei's sector performance can be compared with sector performance in other benchmark countries of similar size and GDP per head	<ul style="list-style-type: none"> Essential information for comparing the overall performance of the telecommunication sector in Brunei with that in other microstates to see if the way the restructured sector is regulated is effective.

2.2. Data in the first three categories is already collected by the Authority. Note that the Authority may collect information for other purposes besides competition assessment and this list is not exhaustive.

2.3. Where a frequency is specified, it shall be taken to mean the figure as of the end of that period (i.e. monthly refers to end-of-month data). Note that for the first three categories of information, data **collected** is on a monthly basis but **provided and/or reported** to the Authority on a quarterly basis.

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ANNEX A | SUBSCRIPTIONS

Data element	Units	Frequency	Specification/description	Source
Active mobile subscriptions	Subscriptions	Monthly	Total mobile subscriptions, broken down by postpaid/prepaid and technology (3G/4G/5G)	RSPs
Active mobile broadband subscriptions (Handset)	Subscriptions	Monthly	Total mobile subscriptions, cut by postpaid/prepaid and technology (3G/4G/5G)	RSPs
Active dedicated mobile broadband subscriptions	Subscriptions	Monthly	Total mobile subscriptions, cut by postpaid/prepaid and technology (3G/4G/5G)	RSPs
Active M2M mobile subscriptions	Subscriptions	Monthly	Number of active M2M subscriptions, split by technology (3G/4G/5G)	RSPs
Mobile activations, terminations and porting	Number	Monthly	Activations, line terminations, and numbers ported in/numbers ported out.	RSPs
Fixed telephone subscriptions (Residential)	Subscriptions	Monthly	Split by technology (copper/fibre)	RSPs
Fixed telephone subscriptions (Business)	Subscriptions	Monthly	Split by technology (copper/fibre)	RSPs
Fixed telephone subscriptions (Government)	Subscriptions	Monthly	Split by technology (copper/fibre)	RSPs
Fixed telephone number porting	Number	Monthly	Fixed telephone numbers ported in/numbers ported out.	RSPs
Fixed broadband subscriptions (Residential)	Subscriptions	Monthly	Number of subscriptions, split by speed tier and technology (xDSL/FTTH/other)	RSPs
Fixed broadband subscriptions (Business)	Subscriptions	Monthly	Number of subscriptions, split by speed tier and technology (xDSL/FTTH/other)	RSPs

Data element	Units	Frequency	Specification/description	Source
Fixed broadband subscriptions (Government)	Subscriptions	Monthly	Number of subscriptions, split by speed tier and technology (xDSL/FTTH/other)	RSPs
Leased lines	Subscriptions	Monthly	Split by type of line (Direct Internet Access Leased Line, Local Leased Line (point to point), Local Leased Line (Multi point to point), International Leased Line (point to point)) and by speed tier	RSPs

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ANNEX B | TRAFFIC

Data element	Units	Frequency	Specification/description	Source
Mobile data traffic	Terabytes	Monthly	Mobile broadband traffic, split by standard and dedicated mobile broadband subscriptions, and by upload/download	UNN, RSPs
Mobile incoming voice minutes	Minutes	Monthly	Incoming voice minutes, split by domestic mobile telephone minutes, domestic fixed telephone minutes and international traffic	UNN, RSPs
Mobile outgoing voice minutes	Minutes	Monthly	Outgoing voice minutes, split by domestic mobile telephone minutes, domestic fixed telephone minutes and international traffic	UNN, RSPs
Mobile SMS	SMS	Monthly	Number of SMS, split by incoming/outgoing SMS	UNN, RSPs
Fixed broadband traffic (residential)	Terabytes	Monthly	Fixed broadband traffic, split by upload/download	UNN, RSPs
Fixed broadband traffic (business)	Terabytes	Monthly	Fixed broadband traffic, split by upload/download	UNN, RSPs
Fixed broadband traffic (government)	Terabytes	Monthly	Fixed broadband traffic, split by upload/download	UNN, RSPs
Leased Line IP Traffic	Terabytes	Monthly	Split by point to point/multipoint to point and upload/download	UNN, RSPs
Incoming fixed voice minutes	Minutes	Monthly	Incoming voice minutes, split by domestic mobile telephone minutes, domestic fixed telephone minutes and international traffic	UNN, RSPs

Data element	Units	Frequency	Specification/description	Source
Outgoing fixed voice minutes	Minutes	Monthly	Outgoing voice minutes, split by domestic mobile telephone minutes, domestic fixed telephone minutes and international traffic	UNN, RSPs

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ANNEX C | RSP COMMERCIAL/HR AND COMPLIANCE INFORMATION

Data element	Units	Frequency	Specification/description	Source
ARPU	B\$	Monthly	Average revenue per user by service category, including mobile, fixed, and leased lines.	RSPs
Retail revenues	B\$	Monthly	Total retail revenue by service category, including mobile, fixed, and leased lines.	RSPs
Full Time Equivalent employees	Number	Monthly	Number of FTE employees	RSPs
Persons employed, female	Number	Monthly	Number of female employees	RSPs
Financial accounts	B\$	Annual	Audited accounts which enable the Authority to estimate gross margins, capital expenditure and profits including EBITDA	RSPs

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ANNEX D | UNN PRICING AND COMPLIANCE INFORMATION

Data element	Units	Frequency	Specification/description	Source
Compliance with rate of return and cost orientation obligations	N/A	Annual	An auditable demonstration by UNN that it meets the rate of return and cost orientation requirements specified by the Authority. This includes obligations across different service groups.	UNN
Service pricing	Price indices	Annual	Price indices for each service group on an annual basis to show how wholesale prices have changed over time.	UNN
Service pricing forecasts	Price indices	Annual	Projected price indices at the beginning of each regulatory period which show how UNN expects prices to fall over the regulatory period.	UNN
Full Time Equivalent employees	Number	Monthly	Number of FTE employees	UNN
Persons employed, female	Number	Monthly	Number of female employees	UNN
Financial accounts	B\$	Annual	Audited accounts which enable the Authority to estimate gross margins, capital expenditure and profits including EBITDA	UNN

ANNEX E | SECTOR PERFORMANCE INFORMATION

Data element	Units	Frequency	Specification/description	Source
FTTH coverage	Number of premises	Annual	The number of premises with access to FTTH broadband services (whether the service is taken up or not).	UNN
3G/4G/5G coverage	% population covered	Annual	% of the population that live within range of 3G, LTE/LTE-Advanced, and/or other more advanced mobile-cellular networks.	UNN
Mobile broadband penetration	%	Annual	Number of mobile broadband subscriptions (including both standard and dedicated) per 100 population	RSPs
4G/5G adoption	%	Annual	Number of 4G/5G subscriptions per 100 population	RSPs
FTTH take-up	Premises	Annual	The number of premises which have a FTTH broadband subscription.	RSPs
Fixed broadband speed	Mbps	Annual	Average data speeds on fixed networks.	UNN
Average mobile service prices	B\$	Annual	The average price of mobile service bundles, split into high usage/low usage bundles. ¹	RSPs
Average mobile service prices	% of GNI per capita	Annual	The average price of mobile service bundles, split into high usage/low usage bundles, expressed as a percentage of Brunei's per capita gross national income.	RSPs

¹ The ITU defines a high usage bundle as one offering 140 minutes, 70 SMS and 1.5 GB per month. A low usage bundle is one offering 70 minutes, 20 SMS, and 500 MB per month. Refer to: <https://www.itu.int/myitu/-/media/Publications/2020-Publications/Measuring-digital-development-2019.pdf>

Data element	Units	Frequency	Specification/description	Source
Average fixed broadband prices	B\$	Annual	The average price of a fixed broadband connection including 5GB of data. ²	RSPs
Average fixed broadband prices	% of GNI per capita	Annual	The average price of a fixed broadband connection including 5GB of data, expressed as a percentage of Brunei's per capita gross national income.	RSPs
Annual investment in telecommunications services	B\$	Annual	Annual investment into telecommunications services, networks and infrastructure.	RSPs, UNN

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² Per ITU definition.