

Who does the subscriber pay for calls that use CPS Phase 1?

- The subscriber will be charged by the service provider that carries the call. The operator must have an interconnection agreement with the subscriber's access operator.

Can a subscriber have accounts with more than one operator under CPS Phase 1?

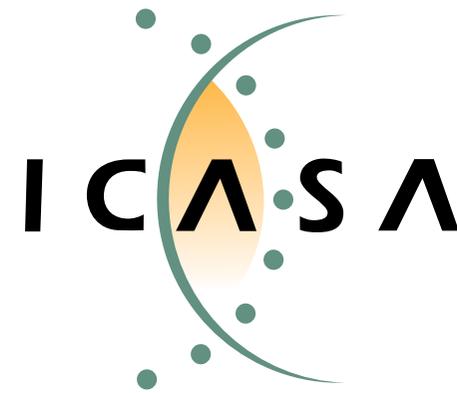
This is a possibility but not necessary as subscribers will be able to choose operators on a call by call basis. If customers so wish they can open an account with their preferred operator, e.g., if one operator offers cheaper calls and better quality of service on international calls to France and another offers cheaper calls and better quality of service on national calls.

All licensees required to provide CPS Phase 1 by these regulations will apply or request for the carrier selection code to the Authority. It is the responsibility of the regulator as well as the licensees concerned to publish the carrier access code to the public.

What if I have concerns or questions about CPS Phase 1?

You should call your mobile network operator or fixed line operator. Alternatively, you may call ICASA, Numbering Department at 011 566 3703. Email address: info@icasa.org.za.

Independent Communications Authority of South Africa



Consumer Guide to Carrier Pre-Selection (CPS)

What is Carrier Pre- Selection (CPS)?

Carrier Pre-Selection herein referred to as CPS Phase 1 is designed to ensure that customers are able to choose a preferred service provider available in the market to route their phone calls. CPS Phase 1 enables a customer of one service provider to access the services of another service provider on a call by call basis for both fixed and mobile outgoing voice calls. It can be used to get better quality of service and to save costs on calls to local, national and international destinations.

How does it work?

CPS Phase 1 uses automated network technology, so traffic originating from a customers' phone will be routed directly to the chosen network with the aid of a prefix known as a carrier selection code. The selection of the preferred provider is done automatically once the customer input the carrier selection code in front of the dialed number.

What are the benefits of introducing CPS?

- It offers improved Service Levels and quality of service – It is the healthiest method of providing indirect services,
- There will be no connection or subscription fees for CPS Phase 1, consumers will be charged normal retail call charges,
- Reduced call Costs – The customer will benefit from competitive call charges by choosing to route all calls through the service provider with the lowest call charges.

How do I benefit from CPS Phase 1?

There are three options for the types of outgoing calls when using CPS Phase 1 and they are:

- International calls
- National calls
- Local calls

What is CPS Phase 1?

- CPS enables consumers who are existing subscribers to an operator that provides them with access network to select a different operator to handle their calls.
- CPS Phase 1 is normally known as call by call carrier selection. This form of carrier selection is simple in that where in an end user makes a call he or she only needs to dial a code or prefix in order to make a call. For example if customer A makes a call to customer B who is on a different network and would like to get a cheaper rates then customer A can use a pre assigned code to make the call to customer B.

How does this work?

Example:

- 'Tom' is a fixed subscriber with Telkom. Telkom provides the exchange line to the subscriber's home or office.
- In order to use CPS Phase 1, 'Tom' should open an account with another operator, which has a direct interconnection with Telkom.
- For CPS Phase 1, consumers have a choice of either opening an account • with a preferred operator for certain type of calls e.g. international/national.
- Alternatively consumers can choose a preferred operator on a call-by-call basis, which is the main focus for CPS Phase 1.
- Telkom is the "direct" or access operator, and operator 'XYZ' is the 'indirect' or CPS operator.
- 'XYZ' becomes a requesting operator and Telkom the "providing" operator.
- When "Tom" dials the prefix that indicates that he wishes to have a call handled by 'XYZ', XYZ becomes the selected operator with respect to the call.