



BERMUDA
**REGULATORY
AUTHORITY**

REQUEST FOR INFORMATION (RFI) FOR PRICE PORTAL

Introduction

Interactive tariff guides are dedicated portals that allow a consumer to input a usage pattern in relation to a specific metered service and obtain an assessment of which market offer would best meet his requirements. In the telecoms sector these are very useful as they allow consumers to compare the various offers for telephony or internet services available on the market taking account of their particular usage patterns and preferences.

The provision of an interactive tariff guide by the Regulatory Authority is a particularly onerous obligation as the Authority must ensure without fail that:

- The information inputted into the system is correct
- That the system works correctly at all time and produces correct results
- That the system can be easily used by consumers and cannot mislead consumers
- The system is robust, tried and tested and is able to cater for the very many different types of offerings on the market,
- The system is able to be customised and adjusted to address local peculiarities;
- The system is able to calculate and display the results in a fast manner;
- The system is able to be updated, in very short order, to reflect new types of offerings coming onto the market.

The Authority is very much aware that should it launch a system that fails, at any time, in any of the above criteria, it will be exposed to liability as this may lead to consumers opting for an offer on the basis of incorrect information. Apart from the risk of liability, any such instances would erode the credibility of the site rendering it useless or counter-productive and it would tarnish the relationship of the authority with the operators.

In addition to the above, it is imperative for the Regulatory Authority that this system is made available in the shortest timeframe possible, taking account the obligations imposed on the Regulatory Authority by the Regulatory Authority Act in the area of consumer protection. The amount of packages and promos is continuously increasing making it more confusing for the consumers to select their most appropriate package.

In light of the above considerations the Authority considers that an off the shelf solution customized to local peculiarities that has been comprehensively tried and tested in other jurisdictions would need to be deployed to address this consumer protection work stream.

The Regulatory Authority invites companies that have experience in providing interactive tariff guides to send to the Regulatory Authority the following information:

- 1) Description of interactive tariff guide implemented giving details in which sector it was implemented, time scales within which it was implemented and number and type of tariffs the system can handle. Provide any documentation on the tariff guides implemented.
- 2) List of companies or organizations where this interactive guide was successfully implemented
- 3) Name, address, telephone number, and email of person in organization where this interactive guide was implemented and can be contacted by the RA.

Kindly send this information to the Chief Executive of the Regulatory Authority either by:

- a) by email at pmicallef@rab.bm
- b) or by mail at: Philip Micallef,
Chief Executive
Regulatory Authority
Cumberland House – Third Floor
1 Victoria Street,
Hamilton HM11
Bermuda Regulatory

By Friday 2nd May 2014.

If a company's response contains any information that is confidential in nature the confidential information needs to be clearly marked "CONFIDENTIAL".