

ITU/CTU/TATT

DIGITAL FINANCIAL SERVICES

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Implications For Regulators

1. Policy Framework
2. Concession conditions
3. Standards
4. Consumer protection
5. Pricing

Policy Framework

- Who can be authorized?
- Legislation – any changes required?
- Relationship between Mobile Network Operators/Banks/Agents
- Other Partnering arrangements
- Memorandum of Understanding (MOU)
- Clearly defined roles and responsibilities of the MNO/Central Bank/Telecommunications Regulator

Concession conditions

- Network Key performance indicators (KPI's)
 - Network downtime
 - Network recovery times
 - Dispute resolution
 - Disaster preparedness and redundancy
 - Interoperability

Standards

- Authentication and electronic signatures
- Coverage
- Network quality of service

Consumer protection

- Consumer rights and responsibilities
 - Handbook
- Consumer complaint handling
 - Time for resolution
 - Refunds
 - Process
- Security of transactions
- Incomplete transactions

Pricing

- Transaction costs
- Network access costs
- Interoperability/Interconnection costs
- Special promotions
- Agents costs when banks not used