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ORGANISATION DE COOPÉRATION ET  
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ORGANISATION FOR ECONOMIC  
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## COMMUNICATIONS OUTLOOK 1999

### TELECOMMUNICATIONS: Regulatory Issues

**Country:** Sweden

**Date completed:** 16 June 1998

The attached questionnaire was undertaken in preparation for the biennial OECD *Communications Outlook*. The responses provided by countries on telecommunication regulation were used to provide information supporting the analytical sections published in association with data. A similar questionnaire with responses on broadcasting regulation is also available. In some cases, data for individual firms, used to compile OECD totals, have not been published at the request of the respondent. For further information, including data, see **OECD Communications Outlook 1999** and <http://www.oecd.org/dsti/sti/it/index.htm>

## TELECOMMUNICATIONS

### Market Structure and Regulatory Status (Questions 1 -13)

**1. Please provide details of the regulation of communication infrastructure, including the public switched telecommunication network (PSTN), provision in your country.**

Infrastructure provision for following service	Regulatory Status (e.g. monopoly, duopoly, limited number, fully open to any applicant)	Number of licensed operators (1998)
Local PSTN	Fully open	15
National PSTN	Fully open	15
International PSTN	Fully open	15
Analogue Cellular Mobile (e.g. NMT etc.)	Limited number (restricted by space in the frequency system)	1
Digital Cellular Mobile (e.g. GSM etc.)	See above (Analogue)	4
Other Mobile Communication (e.g. PCS, PCN, CT-2 etc.)		
Payphones	not applicable	not applicable

**2. Please provide details for the major public telecommunication operator (PTO) of public switched telecommunication services in your country. (PTOs are state and privately owned entities providing public switched telecommunication services over their own infrastructure)**

Name of PTO	PTO Ownership Status (1998) (e.g. state owned/private owned) If a balance of ownership exists please indicate the share (%) held by the government
Telia	100% state-owned

**3. Please provide details of market share for the largest PTO in the following categories.**

	The largest PTO's share (End 1997)
Local Access (% of access lines)	Telia AB 93% of the market
National Long Distance (% of total minutes)	Telia AB 83% of the market
International (% of total outgoing MiTT)	Telia AB 68% of the market

**4. Please provide details of the number of subscribers by cellular and PCN mobile communication operators.**

Name of Operator	Number of Subscribers (End 1997)
1. Telia AB (NMT)	700 000
2. Telia AB (GSM)	1 200 000
3. Comviq	800 000
4. Europolitan	400 000

**5. Please provide a description of the most significant recent policy changes affecting the provision of telecommunications services, as well as any draft laws, or regulatory proposals to be implemented in 1998.**

Please see "Review of the Telecommunications Act", page 2. at:  
[http://www.sb.gov.se/info\\_rosenbad/departement/kommunikation/tele/engsam.html](http://www.sb.gov.se/info_rosenbad/departement/kommunikation/tele/engsam.html)

**6. Please provide a brief description of the responsibilities of the national regulatory authorities for public telecommunication services.**

The national Post and Telecom Agency (PTS) shall:  
-- supervise  
-- prepare guidelines  
-- make sure that the market is open to all operators

Please see also "Review of the Telecommunication Act", pages 23-24 at:  
[http://www.sb.gov.se/info\\_rosenbad/departement/kommunikation/tele/engsam.html](http://www.sb.gov.se/info_rosenbad/departement/kommunikation/tele/engsam.html)

**7. Are there any foreign ownership, size of shareholding or other ownership restrictions on individuals and corporations investing in the incumbent PTO(s) in your country?**

No.

**8. Are there any communication infrastructures or services (e.g. cable television, terrestrial broadcasting, satellite broadcasting) PTOs in your country are not permitted to directly provide? In addition, please specify any restrictions on PTOs investing in companies that such infrastructure or services.**

No.

**9. Is the incumbent PTO(s) in your country allowed to provide mobile communication services?**

**If 'yes', is there a requirement for accounting separation between the PTO's mobile and fixed operations?**

Yes: the licensee shall keep an internal accounting system which admits separation of each licensed system from other activities with regard to costs and revenues.

**10. What selection procedures are used to determine licenses for new PTOs (e.g. calls for tenders, government appointments, license on request)?**

The following terms must be fulfilled:

Provision within a public telecommunications network of telephony service to a fixed termination point, mobile telecommunication service or network capacity, if the activity is of a considerable extent with regards to the area covered, the number of users or other comparable circumstances.

**11. Please specify any restrictions or obligations imposed on new competitive network suppliers?**

There are no other restrictions or obligations for new competitive network suppliers other than those for the incumbent PTO.

**12. Are there any restrictions on the use of leased lines nationally or internationally (including resale)?**

No.

**13. Under the communication regulation existing in your country how would national and international voice telephony services provided over the Internet, by entities other than a PTO, be defined and treated? Please mention any restrictions or obligations that may apply.**

Restrictions or obligations: please see the answer to question 10 above. This is also applicable for Internet suppliers.

**Pricing (Questions 14 -15)**

**14. What, if any, conditions are applied to the tariffs set by PTOs?** (Please include any price control information such as price caps and specify for which service they apply).

Cost-based prices for calls between fixed telecommunications network connecting points and for telecommunications network capacity.

Line rentals are subject to a price cap.

Please see also “Review of the Telecommunications Act”, pages 17-18. at:

[http://www.sb.gov.se/info\\_rosenbad/departement/kommunikation/tele/engsam.html](http://www.sb.gov.se/info_rosenbad/departement/kommunikation/tele/engsam.html)

**15. If communication discount schemes are available in your country please provide information on one or more popular schemes applicable to residential users, dial-up Internet access users and a low user scheme from the incumbent PTO.** In the space below please indicate the main features:

Residential User Discount Scheme:

10% discount for 3 numbers (chosen by the user)

15% discount for maximum 10 numbers (chosen by the user)

Internet discount scheme:

Varies depending on what kind of Internet access and what kind of customer.

Note: Residential user refers to an average consumer’s home telephone service. A dial-up Internet user refers to a consumer accessing the Internet via a PC with a modem over the local public switched telecommunication network. Low user schemes is a term sometimes applied by PTOs to schemes designed for segments of the community that are financially disadvantaged.

**Numbering/Domain Names (Questions 16 - 17)**

**16. Please describe the numbering policy in your country. Please mention the responsible authority and whether portability has been introduced and for which services (e.g. 800 numbers, cellular numbers, local PSTN numbers).**

PTS (the National Post and Telecom Agency) is responsible for the numbering policy in Sweden. Portability between operators has not yet been introduced. According to a proposition, which is waiting for a decision in the Swedish Parliament, telephony services in a fixed network a.o. should be included. Portability shall be gradually introduced starting on 1 July 1999. According to the EU instruction the operation shall be finished by January 2000. Mobile telephony is also included but no time schedule has been set for that yet.

**17. Have there been any recent government policy initiatives in your country in respect to the administration of Internet top level domain names. (An example of a top level domain name is .be for Belgium). Yes/No**

The Swedish government has given the Swedish Agency for Administrative Development a commission to investigate the Swedish part of Internet. The government also have plans to investigate how the Swedish Telecommunications Act may be applied on the Internet and whether the allocation of domain names is an authority matter in the future.

**Interconnection (Questions 18 - 21)**

**18. Are PSTN interconnect or access charges a matter for commercial agreement between operators and if so is there provision for arbitration and by whom? Is there a requirement to publish the rate for PSTN interconnect or access charges?**

**If 'yes' please provide a schedule of interconnection charges for the PSTN.**

Yes.

Arbitration, if requested, by the Swedish NRA, the National Post and Telecom Agency.

Interconnection charges:

Single tandem peak rate per minute (ECU/100): 1,72 (3 minute call)

Single tandem peak rate per minute (SEK): 0,149 (3 minute call)

**19. For the purpose of establishing interconnect or access charges is accounting separation used?**

Yes. Internal accounting separation is required from the incumbent operator Telia AB. Cost accounts subject to continuous review by NRA.

**20. Once the interconnection or access charge has been established is it available as a standard rate for other service providers (including other PTOs and resellers)?**

Yes.

**21. Does regulation specify that competitive service providers can co-locate facilities on the same site as incumbent PTOs? Please indicate whether resellers and Internet Service Providers can co-locate equipment under the same terms and conditions as PTOs without being designated as a PTO?**

No. Subject to commercial negotiation and, if requested dispute resolution by NRA. Differentiation between ISP/resellers and PTOs is not relevant for this assessment.

**Information for Updating OECD Tariff Comparison Baskets (Question 22)**

**22. Please provide the following information for your largest PTO.**

What is the average duration of a local call (i.e. average time of a call in the lowest tariff band for PSTN)?		
What is the proportion of calls that fall within your lowest tariff band (i.e. local calls) as a percentage of total national calls?	Business (%)	Residential (%)
What percentage of calls from the fixed network (PSTN) terminate in mobile networks (e.g. analogue and digital cellular networks)?	Business (%)	Residential (%)
What percentage of total leased lines (i.e. leased circuits) are local (i.e. 2 km or less)?		

**Universal Service/Consumer Issues (Questions 23 -25)**

**23. In the context of universal service policies which elements of telecommunication service are considered as part of universal service in your country?**

Please see “Review of the Telecommunication Act”, pages 6-8. at:  
[http://www.sb.gov.se/info\\_rosenbad/departement/kommunikation/tele/engsam.html](http://www.sb.gov.se/info_rosenbad/departement/kommunikation/tele/engsam.html)

**24. Please provide details of any explicit funding mechanism for universal service and its coverage.**

There are none.

**25. With what institutions other than telecommunication service providers can customers lodge complaints regarding these operators? (e.g. regulators, ombudsman, Ministry, etc.) Is there a requirement for annual reporting of the number of consumer complaints? If so how are complaints measured and reported.**

Consumer complaints are dealt with by the Swedish Consumer Agency. However, the Consumer Agency does not handle individual consumers’ complaints. Rather, it protects consumers as a group against unfair marketing and unjust behaviour. Individual consumer complaints are dealt with by the Local Consumer Information or by the National Board of Consumer Complaints.

PTS (National Post and Telecom Agency) is responsible for annual reporting of the number of consumer complaints and is currently preparing an instruction for how these complaints shall be measured and reported to PTS.