

## **Poor roaming services costing mobile operators money**

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Mobile operators are losing money because of poor roaming services, according to Finnish telecoms consultancy Futurea. Roaming customers typically generate between 10 and 75 percent of mobile operator revenue. However, despite this high monetary impact, roaming customers experience poor service too often. Futurea CEO Simo Patari said that mobile operators have long regarded roaming and interconnection between mobile operator networks as a 'separate' function from the operator's own sandbox. He warned that this must change as mobile operators fight for profits in a market of falling prices and stiff competition. Reasons behind poor service level for roaming users are found in mobile operator network systems, technical settings and operator processes related to interconnect. The most common problems are problems related to call signaling, lack of redundancy of signaling, varying quality of interconnect links between operators or through an international carrier. To help operators, Futurea has developed a comprehensive roaming audit that comprises of practical call tests, review of signalization functioning and redundancy, analysis of interconnect rigidity and testing of most critical international call destinations.

<http://www.telecompaper.com/news/article.aspx?cid=740732>

<http://www.futurea.fi/en/Roaming-Audit.php>

<http://www.futurea.fi/en/Prepaid-Billing-Audit.php>