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# **Alleged Abuse of Dominance in Calling Card Services**

**Case Number: FCA 29**

**Date: December 2014**

**Complaint:** The Commission received a letter of complaint dated 3rd May 2013 from the Department of Information, Communications and Technology (DICT) claiming that Cable and wireless (Seychelles) Limited is abusing their dominance by not providing access to the calling card service to other customers on different networks. The department submitted, that as a non-discriminatory practice, the calling card service of Kokonet must pay equivalent conditions in equivalent circumstances to other operator's networks which provide equivalent services.

**Commission's Assessment:** Following its investigation the Commission established that Cable & Wireless is dominant in the market for providing international calls. Furthermore, the calling card offered by CWS is not an essential input as there are different alternatives by which telecom companies are able to offer the service of making international calls to their customers. Moreover, it established that CWS is not abusing its dominance as it has not prevented or deterred any enterprise from competing, as to date its competitors are still operating in the relevant market. Additionally, consumers both tourists and local residence have the ability to choose from the different packages offered by different telecom companies for making international phone calls.

**Conclusion:** Consequently, the issue on hand cannot be deemed as one where there is abuse of dominance and therefore there is no breach of Section 7 (b) of the FCA, 2009. The case was closed.