

Applying IFRS in Telecommunications

IASB – Proposed standard

The revised revenue recognition proposal - telecommunications

February 2012

Contents

Overview	1
Background	1
Step 1: Identify the contract with a customer	2
Contract modifications	2
Step 2: Identify the performance obligations	4
Options for additional goods/services and non-refundable up-front fees	5
Step 3: Determine the transaction price	5
Variable consideration	6
Step 4: Allocate the transaction price	7
Step 5: Recognise revenue	9
Indirect channel sales	9
Contract costs	11
Disclosures	13
Other implementation issues	13
Next steps	13



What you need to know

- ▶ The IASB and the FASB have issued a second exposure draft of their joint revenue model that is generally closer to current IFRS and US GAAP than their 2010 proposal.
- ▶ The proposal would require many wireless telecommunications companies to allocate more revenue than they currently do to handsets they sell to customers who also sign service contracts.
- ▶ Implementation would be challenging for many telecom companies. They would have to track and update pricing information as contracts are modified and as they offer new products and services.
- ▶ The proposed model would require telecom companies to capitalise incremental costs to obtain a contract.
- ▶ Comments are due by 13 March 2012.

Overview

The revised revenue recognition proposal issued by the International Accounting Standards Board (IASB) and the Financial Accounting Standards Board (FASB) (collectively, the Boards) will result in significant changes in practice in the telecommunications industry.

The proposal would supersede all existing revenue guidance under IFRS and US GAAP. The proposed model would require wireless companies to allocate revenue based on the relative standalone selling price of the handset and the monthly service plan, which in many cases would result in the company allocating some revenue which is currently associated with the service to the handset. In addition, this process could result in different revenue amounts being allocated to the same or similar monthly service plans.

Many telecom companies are likely to find it challenging to implement the proposal. They would likely need to update their information systems to track all the data they would be required to consider to allocate revenue to performance obligations. The task would be further complicated by new products and service plans that telecom companies frequently offer.

This publication supplements our Applying IFRS, *Revenue from contracts with customers - the revised proposal* issued in January 2012 (general Applying IFRS), and should be read in conjunction with it. The discussions in this publication do not represent our final or formal views as the proposal could change as the Boards deliberate further.

Background

The Boards issued their joint revenue recognition proposal for a second time because they made significant changes to their initial June 2010 proposal during redeliberations.

The principles in the November 2011 Exposure Draft (ED) would be applied using the same five steps the Boards initially proposed:

1. Identify the contract(s) with a customer
2. Identify the separate performance obligations in the contract
3. Determine the transaction price
4. Allocate the transaction price to the separate performance obligations
5. Recognise revenue when the entity satisfies each performance obligation

Under the proposal, companies would be required to exercise judgement when considering the terms of contracts and all the facts and circumstances, including implied contract terms. Companies would also have to apply the requirements of the proposal consistently to contracts with similar characteristics and in similar circumstances. A complete discussion of the proposed guidance can be found in our general Applying IFRS.

The Boards are proposing that companies adopt the new standard retrospectively for all periods presented in the period of adoption, although the ED provides some limited relief from full retrospective adoption. We expect that the effective date would be no earlier than annual periods beginning on or after 1 January 2015. The Boards will determine the exact date during further redeliberations.

Important changes have been made to the proposal that would affect telecom companies

Step 1: Identify the contract with the customer

To apply the proposal, an entity would have to first identify the contract, or contracts, to provide goods or services to customers. Contracts may be written, oral or implied by an entity's customary business practices.

Most wireless contracts have terms of two years and include termination penalties if the contract is cancelled before it expires. However, many wireline arrangements have terms of a month and are renewed each month (i.e., they are month-to-month contracts), either from inception or upon expiration of an initial contract term. A month-to-month contract represents a series of renewal options because the same services continue to be provided until the customer or telecom company cancels them. Most telecom companies have sufficient historical data to estimate the average customer life and may wonder whether they should consider the average customer life when applying the proposed model to month-to-month contracts. The proposal is clear that revenue recognition would be tied to the contract. Therefore, we believe that a telecom company would account for each month as a separate contract.

Contract modifications

Customers frequently make changes to their telecom services, such as increasing or decreasing minutes in a wireless plan, moving from a rate-per-use plan to a flat-rate plan or adding or removing services. A contract modification exists when both parties to the contract approve a change in the scope or price of a contract (or both).

When a contract is modified, companies would have to determine whether the modification combined with any remaining performance obligations creates a new contract (separate from the original contract) or whether the contract modification should be accounted for as part of the existing contract. This determination would be driven by whether the modification results in both the addition of goods or services that are distinct and the price of the additional good or service reflects the stand alone selling price and any appropriate adjustments to that price to reflect the circumstances of the particular contract.

Contract modifications that modify or remove previously agreed to goods and services would not be treated as separate contracts. However, as long as the modifications are distinct from the goods and services provided before the modification, the entity would treat the contract modification as the termination of the old contract and the creation of a new contract.

When evaluating contract modifications, a telecom company would look at whether the good or service is regularly sold separately or whether the customer can benefit from the service with other resources readily available to the customer (i.e., it is distinct) and the price of the modification reflects the telecom company's current stand alone selling price for that good or service. If the price of the modification reflects a material discount or premium from the current selling price, the modification should not be considered a separate contract and would need to be accounted for as part of the existing contract.

If a contract modification results only in a change to the transaction price, an entity would allocate to the separate performance obligations in the contract the change in the price in the same manner that was done at contract inception.

Properly identifying performance obligations within a contract would be a critical component of the proposed revenue guidance

Illustration 1 – Wireless contract modification

On 1 January 20x1, Wireless Company enters into a two-year contract with a customer for a 600-minute wireless plan for CU¹ 60/month and a handset for which the customer pays CU100. Assume that the time value of money is not significant. Wireless Company allocates the transaction price as follows:

	Consideration		Standalone selling price ²		Allocated transaction price	
Handset	CU	100	CU	350	CU	301
Wireless plan		1,440		1,440		1,239
Total consideration	CU	1,540	CU	1,790	CU	1,540

The allocated transaction price for the handset (CU301) is recognised as revenue when the customer takes possession of the handset (at the time of sale). The CU1,239 service revenue is recognised over the two-year contract term (or CU51.63/month). A contract asset of CU201 is established at the time the handset revenue is recognised, representing the difference between the revenue recognised and the cash received.

Scenario 1

On 1 July 20x1, the customer realises that he needs more minutes in his wireless plan and upgrades to the 800-minute plan for the remaining term of the contract (18 months). The 800-minute plan is priced at CU80/month, which is the current price for this plan that is available to all customers.

Because this modification represents a change in the previously promised goods or services under the arrangement (and is not the addition of incremental goods or services), this modification cannot be treated as a separate contract. However, to determine the appropriate accounting for the modification, the entity has to assess whether the remaining goods and services (18 months of service) are distinct from the goods and services already provided to the customer (handset and six months of services).

As the entity frequently sells service plans on a standalone basis, it determines that the remaining monthly services are distinct from the goods and services already provided to the customer. As a result, Wireless Company allocates to the remaining performance obligations the remaining consideration to be received (CU80 per month * 18 months remaining in contract), less the amount that has already been allocated to the delivered goods or services (i.e., the contract asset). In this fact pattern, the contract asset was initially CU201, but it has been reduced to CU150.75³ at the date of the modification. As a result, the entity has CU1,289.25⁴ to allocate to the remaining monthly service, or CU71.63⁵ per month.

(Note: While the proposal does not explicitly address the treatment of contract assets when a contract is modified, it does address the treatment of a contract liability. This illustration applies that same principle to the contract asset, which we believe is the Boards' intent.)

Scenario 2

On 1 July 20x1, the customer realises that he needs a text messaging plan and adds an unlimited text messaging plan for the remaining term of the contract (18 months). The unlimited text messaging plan is priced at CU20/month. This is the current pricing for this plan available to all customers.

Wireless Company determines that the modification should be treated as a separate contract because the modification has resulted in an addition to the contract of goods or services that are distinct (the text messaging services) and the monthly price for those services is reflective of the entity's standalone selling price. As a result, Wireless Company would account for the text messaging plan separately from the previous contract, and each month recognise CU20 of text messaging revenue (in addition to the revenue recognised each month related to the original contract).

¹ Currency unit.

² To simplify this example, the standalone selling price of the wireless plan is the same as the contractual price. To allocate the transaction price appropriately, a telecom company would have to determine the standalone selling price for each good or service.

³ CU201.00 – CU50.25 (amortisation from 1 January to 30 June).

⁴ CU80 x 18 months – CU150.75.

⁵ CU1,289.25 ÷ 18 months.



Step 2: Identify the performance obligations

The goods or services promised in a customer contract (either explicitly stated in the contract or implied by customary business practices) are referred to as performance obligations in the proposed standard.

Goods and services would be accounted for as separate performance obligations when they are distinct, meaning they are sold separately or the customer can benefit from the good or service on its own or together with other resources that are readily available to the customer. These resources can be offered by the entity or by another entity. If a good or service is not distinct, it would be combined with other goods or services until a distinct performance obligation is formed.

Further, an entity could choose to account for two or more distinct goods or services in a contract as a single performance obligation, if those goods or services have the same pattern of transfer to the customer.

Once an entity determines whether the individual goods and services would be distinct, the entity would have to consider the manner in which the goods and services have been bundled in an arrangement. Because of the manner in which they have been bundled, an entity may determine it is appropriate to account for otherwise distinct goods or services as a single performance obligation.

To account for a bundle of goods and services as one performance obligation, the goods and services must be highly interrelated, transferring them to the customer requires significant integration, and the bundle of goods and services is significantly modified or customised to fulfill the contract.

How we see it

Based on the criteria provided by the Boards for determining separate performance obligations, we believe the wireless handset provided in arrangements would be considered a separate performance obligation from the airtime. This would require a change in mindset for telecom companies, which generally view handsets as part of their marketing strategy to attract customers and therefore, economically speaking, a cost of doing business. Moreover, telecom companies do not consider themselves as being in the business of selling handsets – they view themselves as providers of telecom services. However, handsets are sold separately from wireless plans, in connection with pre-paid plans and as replacement units or “early” upgrades, although this may occur less frequently than sales with a wireless plan. Because handsets are sold separately, they are distinct and therefore would be accounted for as separate performance obligations under the proposal.

Telecom companies typically offer free products or services, such as a free month of service, to entice new customers. These free goods or services represent promised goods and services under the contract and would be assessed to determine whether they represent separate performance obligations. If they represent separate performance obligations, a portion of the transaction price would have to be allocated to these items. This treatment would represent a change in practice for entities that currently treat free goods or services as a marketing cost of the arrangement rather than a revenue element of the arrangement.

Some goods provided by telecom companies may not meet the definition of distinct. For example, a wireline company may determine that the set-top boxes used to provide video services are not distinct because they are rarely, if ever, sold separately. The customer also cannot use the set-top box with another company's network.



It is unclear whether the provision of the set-top box to the customer would be considered a lease (the Boards have discussed this example, but they have not yet reached a definitive conclusion). Assuming that the set-top box is within the revenue guidance (and therefore, is not a lease), the telecom company would combine the monthly set-top box fee and monthly video service into one performance obligation and recognise the amount of the transaction price allocated to this performance obligation when the customer uses the video services and set-top box (i.e., monthly). If the customer pays for the set-top box in full at inception of the contract, the cash received would be deferred and recognised when the services and set-top box are used.

Options for additional goods/services and non-refundable up-front fees

Under the proposal, when an entity gives a customer the option for additional goods and services as part of an arrangement, the entity would have to consider whether the option is an additional performance obligation. The proposed model states that the option would be considered a separate performance obligation if it provides a material right to the customer (e.g., it results in a discount that the customer would not otherwise receive without entering into that contract). An option to acquire additional goods or services at a price that reflects the standalone selling price for that good or service would not provide the customer a material right.

Telecom companies frequently provide options to customers to acquire additional goods or services, including add-ons, such as text messages, data downloads and video on demand. The proposal includes a telecom example that illustrates that the option to purchase minutes and text messages in excess of a flat-rate plan would not be a material right and, therefore, not a separate performance obligation because those excess minutes and text messages are priced at the standalone selling prices for those services (see Example 23 in the proposal).

However, the proposal also indicates that the existence of a nonrefundable upfront fee may indicate that additional performance obligations may exist within the arrangement because the customer may have been provided with an option to purchase future telecom services at a discounted rate (the activation or installation fee is waived at renewal). For example, if the upfront fee is associated with an arrangement that is month

to month, the company may determine that the ability to renew each subsequent month without having to pay any activation fee represents a material right. The up-front payment would be recognised over the period when those goods and services are provided (i.e., the customer relationship period in this case). Conversely, the company may determine that an activation fee associated with a two-year arrangement that switches to month to month at the end of the stated contractual term is not a material right given the small monetary amount of the fee in relation to the total service fees. Therefore, the company would not identify a discounted renewal option as an additional performance obligation in the arrangement. In this case, the activation fee would be included in the total transaction price that is allocated to the separate performance obligations (i.e., the handset and monthly service plan).

Telecom companies would have to evaluate the facts and circumstances to determine whether the option to renew without an activation or installation fee is a material right to the customer. If a telecom company determines that the option is a material right, it would consider this a distinct performance obligation. A portion of the transaction price would be allocated to the renewal option performance obligation and revenue recognised when the renewal is exercised or forfeited.

Step 3: Determine the transaction price

The third and potentially most complex step in the proposal is to determine the transaction price. The transaction price is the amount of consideration to which an entity expects to be entitled in exchange for transferring promised goods or services to a customer, excluding amounts collected on behalf of third parties (e.g., sales taxes). An entity does not consider collectibility when determining the transaction price. When determining the transaction price, the entity would consider the effects of the following:

- ▶ Variable consideration
- ▶ The time value of money
- ▶ Non-cash consideration
- ▶ Consideration payable to a customer

Variable consideration

A portion of the transaction price could vary in amount and timing for such things as discounts, rebates, refunds, credits, incentives, bonuses, penalties, contingencies or concessions. Under the proposal, these variable amounts would be estimated and included in the transaction price using either the “expected value” or the “most likely amount” approach, whichever best predicts the consideration the entity will be entitled to.

For telecom companies, the treatment of variable consideration under the proposal could represent a significant change from current practice. Many telecom companies currently limit the amount of revenue allocable to separately identified goods and services to the amount that is not contingent on the future delivery of goods or services. However, the proposal would require that variable consideration be estimated, included in the total transaction price and allocated to performance obligations and

would restrict only the recognition of variable amounts that are not “reasonably assured” to be received. This difference could have a significant effect on the timing of revenue recognition, as discussed further below.

While estimating variable consideration would be challenging for many arrangements, there may not be a significant change in practice for month-to-month telecom contracts. Because each month represents a separate contract, any variable consideration included in the transaction price for that month will be included in the amount billed. This eliminates the need for estimating variable consideration for month-to-month arrangements.

For contracts longer than one month in duration, the variable consideration requirement would be more significant. The following example illustrates how a telecom operator would estimate the expected consideration in a wholesale arrangement.

Illustration 2 – Determine transaction price

Telecom Inc. enters into a one-year wholesale contract with a competitive local exchange carrier, CLEC Inc. to provide access to its network. Under the contract, access services are priced at CU.02 per minute of use, with the rate reduced to CU.015 per minute of use, applicable to all traffic, if CLEC Inc. uses at least 20,000 minutes.

Expected value approach

Based on its historical knowledge of CLEC Inc., Telecom Inc. anticipates the credit (offered through the reduced rate per minute) will apply and the amount charged will be either CU.02 or CU.015, depending on the usage. Telecom Inc. takes this into consideration when determining the transaction price at the beginning of the contract term. At contract inception, Telecom Inc. estimates that it is 80% likely that CLEC Inc. will exceed 20,000 minutes and calculates the following per minute price under the expected value (probability-weighted) approach:

Probability	Rate per minute of use	Estimated rate per minute of use
80%	CU .015	CU .012
20%	.02	.004
Weighted average rate		.016

Based on its probability-weighted average calculation, Telecom Inc. would apply the CU.016 estimated rate per minute of use to the actual traffic carried for CLEC Inc. during each month of the contract. As services are provided to the customer, Telecom Inc. would be required to reassess these estimates and adjust the price accordingly.

Most likely amount approach

Using the same facts as above, Telecom Inc. determines there are two possible scenarios (a rate of either CU.02 per minute or a rate of CU.015 per minute) and determines that the most likely approach best predicts the transaction price. At inception of the arrangement, Telecom Inc. would determine that the CU.015 rate is the most likely amount (given its 80% probability) and use that rate in recognising revenue.

However, the proposal stipulates that an entity should apply the selected method consistently throughout the contract. It is unclear what an entity should do, then, in situations where the assessed likelihood has changed such that neither amount is more likely than another. For example, assume two months into this arrangement, CLEC Inc.’s usage is well below historical levels. As a result, Telecom Inc. now believes it is only 50% likely that CLEC Inc. will reach the needed volume to get to the reduced billing rate. In this scenario, since neither the CU.015 rate per minute nor the CU.02 rate per minute is the “most likely” amount, it is unclear which rate Telecom Inc. should choose.

Variable consideration would be estimated in determining the transaction price

Step 4: Allocate the transaction price

Once the performance obligations are identified and the transaction price has been determined, the proposal would require an entity to allocate the transaction price to the performance obligations in proportion to their standalone selling prices (i.e., on a relative standalone selling price basis). Generally, any discount within the contract would be allocated proportionally to all of the separate performance obligations in the contract. While the notion of allocating revenue to the separate deliverables based on their

proportionate value is not new, including variable consideration in the allocation (as part of the total transaction price) would be a change from current practice.

Currently, many telecom entities have developed their accounting policy by reference to US GAAP, and have limited the recognition of revenue to any amounts that are not contingent upon the delivery of future goods or services. The proposed model does not contain that restriction. The example below illustrates the effect of the proposed elimination of the contingent revenue cap (i.e., the cap on revenue recognised for handsets sold along with a monthly wireless service plan) on a typical wireless contract.

Illustration 3 – Allocation of the transaction price

In January 20X1, two customers, Customers A and B, enter into two-year contracts with Wireless Company. Wireless Company offers two handsets: a cell phone model that has been in the market for 18 months that the company is offering for free (the standalone selling price is CU350) or the latest version of the phone that includes improved features and functionality for which the company is charging CU160 (the standalone selling price is CU480). For simplicity, assume that Wireless Company does not charge activation fees.

Wireless Company offers a 400-minute wireless plan for CU40 per month over a two-year contract period. For purposes of this example, assume the standalone selling price of the 400-minute wireless plan is CU40 per month. Any minutes in excess of 400 are priced at CU0.05 per minute. This is the standard pricing for all customers. The voice plan is cancellable subject to a CU320 penalty that decreases pro rata over the contract term.

Customer A selects the older model cell phone, and Customer B selects the newer model. Both customers select the 400-minute wireless plan. For purposes of this example, there are no rebates, incentives or other discounts provided.

The following table illustrates the differences in the allocation of the transaction price and revenue recognised between the current practice and the proposal:

	Current practice ⁶		Proposal	
	Customer A	Customer B	Customer A	Customer B
Handset revenue	CU 0	CU 160	CU 256	CU 373
Wireless service revenue	960	960	704	747
Total revenue	CU 960	CU 1,120	CU 960	CU 1,120

The calculations for the above amounts are as follows:

- ▶ The CU0 and CU160 in handset revenue under the current practice represent the amount of cash received.
- ▶ The CU256 of handset revenue under the proposal for Customer A is calculated as $[CU350/(CU960+CU350) \times CU960]$
- ▶ The CU373 of handset revenue under the proposal for Customer B is calculated as $[CU480/(CU960+CU480) \times CU1,120]$
- ▶ Wireless service revenue of CU960 under the current practice for Customer A and B is calculated as $[CU40 \times 24 \text{ months}]$
- ▶ Wireless service revenue of CU704 and CU747 under the proposal for Customer A and B, respectively is calculated as follows: $CU704 = [CU960/(CU960 + CU350) \times CU960]$, $CU747 = [CU960/(CU960+CU480) \times CU1,120]$

Under the current practice, the revenue that Wireless Company recognises upon the delivery of the handset is limited to the amount of consideration received upfront; that is, the discounted purchase price. Conversely, under the proposal, the total transaction consideration would be allocated to the identified deliverables (handset and monthly service) based on their relative standalone selling prices, and revenue would be recognised as each performance obligation is satisfied. The result would be that under the proposal, Wireless Company would allocate more transaction consideration to the handset than under the current practice and recognise that revenue before the consideration is actually due from the customer.

⁶ There is some divergence in practice. This example represents the contingent revenue method which is used by most telecom companies.

How we see it

Eliminating the contingent revenue cap accounting policy currently utilised by numerous wireless companies is likely to be the most significant operational issue telecom companies would face in applying the proposed standard. Many telecom companies offer customers a wide selection of handsets and wireless plan options. The proposed requirement to allocate revenue on a relative standalone selling price approach may result in similar goods and services (e.g., a particular handset and a particular usage plan) being allocated different amounts of revenue. This is shown in the Illustration 3 above, in which a different amount of revenue is allocated to the 400-minute wireless plan for Customer A and Customer B because the plan was bundled with different handsets.

Telecom companies will likely need to make significant investments in their information systems to be able to process multiple pricing points for a single product offering. The proposal also would require constant revisions to reflect new products and offerings, as well as changes in standalone selling prices to appropriately allocate consideration for new contracts. While the proposal says an entity could use a portfolio approach in accounting for its transactions, and this could provide some relief, we believe this would still be a enormous task for many entities.

The standalone selling price would be the price at which an entity would sell a good or service on a standalone basis at contract inception. The proposal indicates the observable price, when available, of a good or service sold separately provides the best evidence of standalone selling price. However, in many situations, standalone selling prices will not be readily observable. In these situations, an entity would have to estimate the amount for which it would sell each good or service on a standalone basis.

While many wireline and wireless goods and services are sold separately, their prices may differ due to competition, state regulation, or type of customer. Telecom companies would need to consider these factors when they determine the standalone selling prices of their goods and services. Selling prices also change frequently because of competition and the introduction of new technologies. Discussions with companies within the industry lead us to believe that these requirements to determine standalone selling prices on a regular basis represents a significant challenge to the industry and may require updated systems or processes.

Some of the challenges that a telecom company may face in applying the relative selling price method could be alleviated if performance obligations can be aggregated because the goods or services have the same pattern of transfer to the customer (as discussed above under Step 2: Identify performance obligations). However, it is unclear how much relief this would provide because of disaggregated disclosure requirements. Additionally, the proposed disclosure requirements may prevent a company from aggregating certain performance obligations (e.g., aggregating voice and data services). That is, to comply with disclosure requirements, a telecom company may have to separate performance obligations that could have otherwise been aggregated.



Step 5: Recognise revenue

Under the proposal, an entity would recognise revenue when each performance obligation is satisfied. This would occur when the goods or services are transferred to the customer and the customer obtains control. The proposal indicates that certain performance obligations are satisfied as of a point in time; therefore, revenue would be recognised at that point in time (e.g., the delivery of the handset to the customer). However, other performance obligations are satisfied over time. As such, the associated revenue would be recognised over the period the performance obligation is satisfied (e.g., the monthly data and phone services).

While it would be relatively straightforward for telecom entities to determine when goods or services transfer to the customer for most arrangements, there may be more complex arrangements for which it would not be as clear. The Boards acknowledged that it may be difficult to determine whether goods and services transfer over time and provided guidance to assist in that determination. An entity would satisfy a performance obligation over time if at least one of the following two criteria are met:

- ▶ The entity's performance creates or enhances an asset that the customer controls as the asset is being created or enhanced
- ▶ The entity's performance does not create an asset with an alternative use to the entity and at least one of the following is met:
 - ▶ The customer simultaneously receives and consumes the benefits

Illustration 4 – Enterprise contract

Telecom Inc. enters into an agreement to provide the installation of telecom equipment to a 30-story office building along with a three year service agreement that begins upon the completion of the installation. The installation phase is expected to last 18 months.

During the installation phase, Telecom Inc. works extensively with the customer to configure the telecom equipment to the customer's wishes. Telecom Inc. then manufactures or procures the needed equipment and provides the installation services needed to have the equipment work properly in the office building. The equipment is being installed in the customer's building which means that the customer takes physical possession of the equipment as it is installed.

- ▶ Another entity would not need to substantially re-perform the work to fulfill the obligation
- ▶ The entity has a right to payment for performance completed to date, and it expects to fulfill the contract as promised.

Telecom companies would have to consider the facts and circumstances of each enterprise contract to determine when the performance obligations in a contract are satisfied.

Indirect channel sales

Wireless companies frequently use indirect sales channels (i.e., dealers) to sell contracts to customers. The terms and conditions of the arrangements with dealers vary across the industry. The key areas to consider in accounting for these arrangements include the recognition of revenue related to the initial sale of the handset to the dealer and the treatment of any subsequent payments to the dealer (e.g., commissions and handset subsidies). Under these arrangements, the wireless company typically transfers a handset to the dealer. The dealer then sells that handset to the end customer who concurrently enters into a contract for a monthly service plan with the wireless company. In return for identifying the end customer, the wireless company makes a payment to the dealer. The contract with the dealer may specify whether the payment is meant to represent a commission, a subsidy on the handset or a combination of the two.

In this scenario, Telecom Inc. determines it has two performance obligations, the first being the design/manufacture/installation of telecom equipment for the customer, and the second being the three years of telecom services.

The customer controls the equipment as it is installed, therefore Telecom Inc. determines that the first performance obligation as it relates to the telecom equipment is satisfied over time rather than at a point in time. The entity reaches a similar conclusion regarding the telephone services that are to be provided over the three year period.



Since the terms of these arrangements are unique and frequently vary from dealer to dealer, there is currently diversity in the accounting for the sale/transfer of handsets to dealers and the related payments to dealers. Some wireless companies recognise revenue from the sale of handsets to a dealer on a gross basis when the handsets are transferred to the dealer. The related payments to the dealers are reported in operating expenses when the dealer sells the handset to the end user. Other wireless companies report the sale of the handsets net of the dealer payments in operating revenues.

Under the proposal, the assessment of the appropriate accounting for these transactions would likely be similar to that made under current IFRS. However, given the significant differences that exist within these arrangements, the accounting would likely continue to be diverse. To determine the appropriate accounting, wireless companies would need to thoroughly consider the contractual terms of the arrangements as well as the entity's normal business practices.

Illustration 5 – Indirect channel sales

Wireless Co enters into an arrangement with Dealer Co in which Dealer Co acquires handsets for CU400 each from Wireless Co and sells these handsets, along with two-year monthly service contracts, to end users. Dealer Co may also sell an end user a Wireless Co two-year service plan bundled with a handset acquired from another vendor (such as the original manufacturer).

When Dealer Co gets an end user to sign up for a two-year service contract with Wireless Co, Wireless Co makes a payment to Dealer Co. The amount of the payment, however, varies depending on the terms of the arrangement with the dealer.

Under the current ED, the issues that need to be considered include: principal versus agent, and payments made to customers.

Scenario 1

In this scenario, the handsets sold to the dealer are branded handsets and can only be sold to end users who sign up for a service plan with Wireless Co (rather than another wireless company). However, when the handsets are sold to Dealer Co, Dealer Co obtains control of the handsets, assumes inventory risk, has only limited return rights, and determines the price charged to the end user. In such a transaction, Wireless Co determines that the transfer of the handset to Dealer Co represents a sale transaction with Dealer Co being the customer.

Under the terms of the contract with Dealer Co, when Dealer Co signs an end user into a two-year service contract with Wireless Co, Wireless Co makes a payment to Dealer Co. The amount of the payment, however, depends on whether the handset sold to the end user was one Dealer Co originally obtained (CU550) from Wireless Co (as is the case in this scenario) or whether that handset was acquired from another vendor (CU300).

As the handset being sold to Dealer Co will ultimately be sold to an end user who also signs up for a service contract with Wireless Co, Wireless Co knows that it will have to make a CU550 payment to Dealer Co at some point in the future. Furthermore, Wireless Co can determine that of that payment, CU300 represents a commission related to the acquisition of a new customer (based on other transactions with Dealer Co that do not include handsets from Wireless Co). As a result, the remaining CU250 payment represents a rebate or reduction of the handset selling price.

Therefore, at the point of sale of the handset to Dealer Co, Wireless Co recognises CU150 in revenue (CU400 selling price less CU250 rebate to be made in the future). When Wireless Co makes the CU550 payment to Dealer Co in the future, Wireless Co treats only CU300 of that payment as a cost of obtaining a contract.

Scenario 2

The handsets sold to the dealer are not branded, meaning the handsets can be bundled by Dealer Co as part of any wireless service contract (not only wireless service contracts with Wireless Co). Also, similar to Scenario 1, when handsets are transferred to Dealer Co, Dealer Co obtains control of the handsets, assumes inventory risk, has only limited return rights and determines the price charged to the end user. Wireless Co concludes that the transfer of the handset to Dealer Co represents a sale transaction.

However, in this fact pattern, the amount of the payment to Dealer Co does not depend on whether Dealer Co obtained the phone from Wireless Co or from another vendor. Instead, the payment to Dealer Co varies based on the length of the service contract and the type of services (voice and data versus just voice) the end user enters into with Wireless Co.



Illustration 5 – Indirect channel sales: Scenario 2 continued

In this fact pattern, Wireless Co determines that because the amount of the subsequent payment to Dealer Co is not affected by the sale of the handset to the Dealer, no portion of that payment represents a rebate or reduction on the sales price of the handset. Therefore, Wireless Co records the entire CU400 received from Dealer Co associated with the sale of the handset as revenue at the time the handset is transferred and recognises the entire subsequent payment to Dealer Co as a cost of obtaining a monthly service plan contract.

Scenario 3

In this scenario, the handsets sold to the dealer are branded handsets and can only be sold to end users who sign up for a service plan with Wireless Co (rather than some other wireless company). Further, while Dealer Co pays for the handsets obtained from Wireless Co, Dealer Co is allowed to return any unsold handsets within six months and receive a full refund. In addition, Dealer Co agrees to sell the handsets at prices specified by Wireless Co, depending on the type and length of service plan the end user signs up for.

Based on this fact pattern, Wireless Co determines Dealer Co is actually acting as an agent of Wireless Co for the purpose of obtaining new service contracts with end users. As a result, the transfer of the handset to Dealer Co does not represent a sale transaction. Therefore, Wireless Co does not record any of the consideration received from Dealer Co upon the transfer of the handset as revenue (such amount is instead recorded as a contract liability).

Once Dealer Co successfully gets an end user to purchase the phone and service plan bundle, Wireless Co would have to account for a revenue transaction with the end user. As Dealer Co was acting as an agent of Wireless Co, this arrangement with the end customer would be accounted for in the same manner as if the end customer had signed up directly with Wireless Co. Wireless Co would also have to make a payment to Dealer Co of CU550 for obtaining the new service contract. The net cash outflow to Dealer Co of CU150 would be considered the cost of obtaining a contract.

Contract costs

Costs of obtaining a contract

Under the proposal, incremental costs of obtaining a contract (i.e., costs that would not otherwise have been incurred if the contract were not obtained, such as sales commissions) should be recognised as an asset if the entity expects to recover those costs. As a practical expedient, the proposal permits immediate expense recognition for contract acquisition costs related to contracts with a duration of one-year or less. While this is not explicitly stated, we believe entities would be permitted to choose this approach as an accounting policy election and, if they did so, would have to apply it consistently to all short-term contract acquisition costs.

As described in the Indirect channel sales section above, wireless companies would need to thoroughly analyse amounts payable to third-party dealers. Telecom companies would need to evaluate the terms of their contracts with these dealers to determine how much of those payments represent commissions (versus subsidies on handsets) and, therefore, would be considered costs to obtain a contract. These costs would have to be capitalised if a company expects to recover them.

How we see it

The proposal requirement to capitalise expenses that telecom companies expect to recover would represent a significant change for companies that currently expense the costs of obtaining a contract.

Costs of fulfilling a contract

An entity would account for costs incurred in fulfilling a contract with a customer that are within the scope of other authoritative guidance (e.g., inventories, property, plant and equipment and intangible assets) in accordance with those other IFRSs. If these costs are not within the scope of these other IFRSs, an entity would capitalise the costs to fulfill a contract if all of the following criteria are met:

- ▶ The costs relate directly to the contract (or a specific anticipated contract).
- ▶ The costs generate or enhance resources of the entity that will be used in satisfying performance obligations in the future.
- ▶ The costs are expected to be recovered.



Telecom companies typically incur significant costs related to the set-up, activation and installation of customer contracts, but there is little guidance under current IFRS on how to account for these costs. While there is some diversity in practice, one generally accepted practice for wireline companies is to capitalise activation and installation costs up to the amount of corresponding revenues deferred, which is generally the installation fee received. However, under the proposal, the telecom company would capitalise costs that are expected to be recovered (i.e., it is not limited to only the installation fee), which could be more than the amounts capitalised today.

The proposal does not specify whether contract costs should be recoverable over the stated contractual period or the period of expected performance (i.e., the customer life). However, because the proposal clearly states that the amortisation period can exceed the contract period, we believe that companies would use the same period in determining whether the deferred costs are recoverable. This is especially significant when a number of the arrangements are contractually on a month-to-month basis, but the expected term of the arrangement is longer. Telecom companies track customer terminations (i.e., churn) for most of their services and have the ability to demonstrate that a customer stays on longer than the contractual period.

How we see it

We believe that telecom companies would need to use judgement and look to the expected period of benefit for the costs incurred to determine recoverability.

For example, wireline companies incur costs upon installation of a new customer, with no further costs expected (outside of monthly fulfillment costs). These entities may determine that the recoverability period for the installation costs is the customer relationship period. Even when customers are under month-to-month contracts, we believe that the customer relationship period could be the appropriate period to use for the assessment of recoverability for those costs (as long as the company has the ability to reasonably estimate the customer relationship period).

Illustration 6 – Telecom contract costs

A customer signs up with Telecom Inc. for a landline voice and internet bundle priced at CU55 per month, which is provided under a month-to-month contract that is cancellable at any time without penalty. Telecom Inc. has provided these services for many years and has accumulated historical data that shows that customers for this type of plan stay with the plan for an average of three years. The cost of providing the monthly landline and internet services is expected to be CU30 per month.

Telecom Inc. sends a technician to the customer's home to set up the customer's internet and activate the landline. The technician spends four hours, and his direct labour and material costs are CU500. Telecom Inc. charges the new customer a CU75 installation fee to recoup a portion of the direct costs incurred.

Under current common practice, the CU75 installation fee is deferred and CU75 of the direct labour and material costs would be capitalised. The remaining CU425 in costs would be expensed as incurred.

Assuming recoverability under the proposal is determined using the expected customer life (it is currently unclear whether this would be the case or only the contractual period would be considered), Telecom Inc. would capitalise the CU500 of contract fulfilment costs since they would be recoverable over the expected customer life. That is, Telecom Inc. expects to receive total consideration of CU2,055 [(CU55 per month x 36 months) + CU75 installation fee] over the expected customer life. This exceeds the cost of installation and providing the monthly landline and internet services of CU1,580 [(CU30 per month x 36 months) + CU500 installation costs] for the same period.

Amortisation

For both the incremental costs of obtaining a contract and costs to fulfil a contract to be capitalised, an entity would amortise these assets on a systematic basis consistent with the pattern of transfer for which the service relates. Unlike the guidance on capitalisation of costs, however, the proposal states clearly that entities could take into account the expected renewal period in their assessment of the appropriate amortisation period.

Telecom companies would need to analyse their commission programmes to determine the period to which they relate. For example, assume a telecom company's commission associated with the monthly service allows a CU100 commission to be paid upon activation by the customer and an additional CU100 commission to be paid at the anniversary date if the customer is still active. Under this arrangement, the original CU100 commission and



each additional CU100 commission would be amortised over one year because that is the period of benefit associated with the commission payments. Alternatively, if the telecom company's commission programme provides a one-time CU150 commission to be paid upon activation, the commission would be amortised over the average customer life.

Disclosures

In response to criticism that the current revenue recognition disclosures are inadequate, the Boards have tried to create a comprehensive and coherent set of disclosures. As a result, the proposal includes an overall objective that the revenue recognition disclosures should enable users of the financial statements to understand the "amount, timing and uncertainty of revenue and cash flows arising from contracts with customers." The proposed standard requires that preparers meet that objective by providing both qualitative and quantitative disclosures about:

- ▶ Contracts with customers – These disclosures would include disaggregation of revenue, reconciliation of contract asset and liability balances (including liabilities due to onerous performance obligations) and information about an entity's performance obligations.
- ▶ Significant judgements (including changes in those judgements) – This would include disclosures about judgements that significantly affect the determination of the transaction price, the allocation of the transaction price to performance obligations and the determination of the timing of revenue recognition.
- ▶ Assets recognised resulting from costs incurred to obtain or fulfil a contract.

In their revised proposal, the Boards have clarified that the disclosures they listed in the ED are not meant to be a checklist of minimum requirements. Instead, entities would have to determine which disclosures are relevant to them. Entities also would not have to disclose items that are not material.

Other implementation issues

System implications

For many telecom companies, multiple billing systems hold much of the detailed individual contract information. That information often is transferred to the accounting systems at an aggregated level. Consequently, many current accounting systems do not have the capability to account for millions of individual contracts and may not have been designed to handle this volume of data. Additionally,

some of the information required by the proposal is not tracked in current systems. For example, billing systems house recurring and nonrecurring charges for the services to which a customer subscribes. They do not track when a customer entered into a contract or when the contract expires, and therefore, are not capable of calculating the expected or remaining performance obligation. Instead, this information is housed in other systems that do not feed billing or accounting systems. They also do not currently hold information about standalone selling prices. To accurately account for individual contracts under the proposal, billing and accounting systems are likely to require extensive and costly changes that would take a considerable period of time to implement.

Transaction taxes

Telecom goods and services are taxed in a variety of ways, and there is no uniformity across different jurisdictions. What is taxed, how much is taxed and the tax rate also varies. As a result, we expect that the proposal would add complexity in this area. Under current IFRS, there is a high correlation between billings and revenue recognised. This would probably change under the proposal, but it is not clear what would happen when these amounts differ. For example, a telecom company would collect from the customer tax on a handset based on the amount charged at the point of sale, but the amount of revenue recognised for that handset under the proposal may be more than the cash collected. Tax authorities could potentially require a telecom company to remit tax on the revenue recognised, which in many cases, would be more than the cash collected from the customer.

Next steps

- ▶ Given the potential consequences, we encourage telecom companies to gain an understanding of the proposal, including how it may affect their particular facts and circumstances, and provide the Boards with feedback on the proposal.
- ▶ We believe telecom companies would need to review all of the terms within their contracts with customers to ensure the requirements in the proposed guidance are properly applied. Identifying the term of the contract and evaluating the termination clauses (for both the telecom company and customer) would be important in determining the amount and timing of revenue recognition. Regulatory requirements or laws that govern telecom contracts in specific jurisdictions also may need to be considered.
- ▶ Comments are due by 13 March 2012.

About Ernst & Young

Ernst & Young is a global leader in assurance, tax, transaction and advisory services. Worldwide, our 152,000 people are united by our shared values and an unwavering commitment to quality. We make a difference by helping our people, our clients and our wider communities achieve their potential.

Ernst & Young refers to the global organization of member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organization, please visit www.ey.com.

About Ernst & Young's International Financial Reporting Standards Group (part of the Global Professional Practice)

The move to International Financial Reporting Standards (IFRS) is the single most important initiative in the financial reporting world, the impact of which stretches far beyond accounting to affect every key decision you make, not just how you report it. We have developed the global resources – people and knowledge – to support our client teams. And we work to give you the benefit of our broad sector experience, our deep subject matter knowledge and the latest insights from our work worldwide. It's how Ernst & Young makes a difference.

© 2012 EYGM Limited.
All Rights Reserved.

EYG no. AU1099

This publication contains information in summary form and is therefore intended for general guidance only. It is not intended to be a substitute for detailed research or the exercise of professional judgment. Neither EYGM Limited nor any other member of the global Ernst & Young organization can accept any responsibility for loss occasioned to any person acting or refraining from action as a result of any material in this publication. On any specific matter, reference should be made to the appropriate advisor.

www.ey.com

No expiry