

GLOSSARY

This glossary includes words, phrases and abbreviations used in the questionnaire

Actual minutes	The number of roaming minutes actually consumed by subscribers (residential and business). This means the number of minutes used for the duration of a call as recorded in the CDR. Please see also the 'mobile subscription' definition.	
Mobile subscription	Mobile subscriptions are defined as the number of active SIM cards installed in mobile devices (for example: portable computing device such as a smartphone or tablet) for purposes of providing telecommunications services: voice, SMS or data services. Dedicated mobile data subscriptions should be included (when reporting number of subscriptions and also traffic and revenues). M2M-subscriptions should be excluded in all the sections of the questionnaire. A SIM card is considered active if mobile services related to the SIM card were consumed at least once in the concerned period (quarter).	
EU/EEA roaming enabled subscribers	An EU/EEA roaming enabled subscriber means an active SIM card that is able to use EU/EEA roaming services while abroad with no need for any action prior to travelling abroad.	
Number of subscribers that were roaming	Number of subscribers (residential and business) that used roaming services at least once in the quarter. If a user roams twice within the same period, it is only counted as once. Please see also the 'mobile subscription' definition.	
RLAH tariff	If it is not possible to split between different tariffs, operators are kindly asked to provide estimates. If this is the case, please provide feedback in the "Other comments" section.	RLAH tariffs as defined in Article 6a of Regulation (EU) 531/2012, as amended by Regulation 2015/2120: tariffs where no surcharge is levied in addition to the domestic retail price for any regulated roaming service.
RLAH +		RLAH+ tariffs as defined in Article 6f of Regulation (EU) 531/2012, as amended by Regulation 2015/2120: tariffs where a surcharge as set out in Article 6e (1) is levied in addition to the domestic retail price, this can for example be the case in the transitional period, or from 15 June 2017 onwards after exceeding the fair use limit or if a surcharge is applied due to the sustainability mechanism set out in Article 6c. In the template a split between the two mentioned options is foreseen.
Derogation		Refers to the case of an operator for which the provision of roaming services at the level of domestic prices is proved by the relevant NRA to be unsustainable and the operator is allowed to add a surcharge to its domestic prices when its users roam.
Non-compliance with/exceeding FUP		Refers to one or more of the following: (a) exceeding the FUP of open bundles, (b) exceeding the FUP of pre-paid tariffs, (c) subscribers that are identified as having abusive or anomalous usage, (d) subscribers not providing proof of stable links. For Chapter 2 "Retail volumes for mobile services", it has to be included in RLAH+ (Non compliance with/exceeding FUP) cells the reported traffics and revenues for the period from 1.4.2017.-14.06.2017 (transition period)

<p>Alternative tariff</p>	<p>Alternative tariffs as defined in Article 6e (3) Roaming Regulation (EU) 531/2012, as amended by Regulation 2015/2120: tariffs other than set out in accordance with Articles 6a, 6b and 6e (1) Roaming Regulation.</p> <p>Remember that periodic fix tariffs (e.g. per diem) are considered as alternative tariffs in accordance with the last subparagraph of Article 6e (1) subparagraph 4 Roaming Regulation, after transitory period (15th June).</p>
<p>EU/EEA volumes</p>	<p>Calls made by a roaming customer are EU/EEA calls if and only if they originate and terminate in EU/EEA. Calls received by a roaming customer are EU/EEA calls if they terminate in EU/EEA and they have originated within the EU/EEA area. SMS sent or received in the EU/EEA area. Data generated by own customers in foreign networks within the EU/EEA area.</p>
<p>Domestic minutes</p>	<p>Domestic minutes refer to the minutes originated and terminated in the Member State where the subscription was issued. International calls shall be included.</p>
<p>Domestic SMS</p>	<p>Domestic SMS refers to the SMS sent from the Member State where the subscription was issued to another customer in the same Member State. International SMS shall be included.</p>
<p>Domestic data volumes</p>	<p>Domestic data volumes include the up- and download volumes that are used in the Member State where the subscription was issued.</p>
<p>Domestic Revenues</p>	<p>Domestic Revenues include total revenues (business and residential) related to mobile voice, SMS and data traffic. In-bundle revenues for RLAH services (domestic price component) and metered tariffs revenues (the domestic price component) for RLAH services shall be included in this figure. Any other type of revenue, such as those originating from sale of mobile devices, the initial one-time charge for a new/renewed subscription, subscription fees to other non-telecommunication services, etc. should not be included. Revenues from international calls and SMS shall be included.</p>
<p>EU/EEA roaming revenues</p>	<p>EU/EEA roaming revenues are defined as revenues deriving directly from the traffic of mobile retail services originated in a visited Member State. Any revenues from non-mobile services should be excluded. The definition also excludes the domestic price component of the roaming service. Operators shall include revenues from surcharges and from alternative tariffs. Please see also the 'mobile subscription' definition. Also the domestic price component from metered roaming services shall not be included.</p>
<p>Rest of World revenues</p>	<p>Rest of World revenues is defined as revenues deriving directly from the provision of roaming services outside of EU/EEA area. Any revenues from non-mobile services should be excluded. Please see also the 'mobile subscription' definition.</p>
<p>Wholesale roaming voice traffic</p>	<p>Please report wholesale roaming voice traffic by using actual minutes.</p>

Wholesale inbound traffic	Wholesale inbound traffic is the traffic that is generated on a visited operator's network (namely the operator that actually manages the calls, SMS, data) from roaming customers of a foreign operator. Only MNOs have inbound traffic.
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Unbalanced traffic	<p>Unbalanced traffic according to Article 19 (4) means the wholesale inbound traffic in excess of the outbound traffic from the point of view of the visited operator. The unbalanced traffic is the difference between the inbound traffic and outbound traffic. The Benchmark questionnaire (section 3) shall be completed from the visited network's perspective, that means when the traffic balance is positive (if inbound-outbound >0, then the positive traffic is the unbalanced traffic; if inbound - outbound <0, then the unbalanced traffic = 0.</p> <p>Examples of how to calculate balanced and unbalanced traffic in section 3 of the Benchmark questionnaire are provided on the right side.</p>	Example 1: Inbound traffic totals 50 million minutes, outbound totals 20 million minutes, This means that 20 million minutes should be reported as balanced traffic and 30 as unbalanced inbound roaming traffic.			Example 2: Inbound traffic totals 20 million minutes, outbound totals 50 million minutes. This means that only 20 million minutes should be reported as balanced and 0 as unbalanced inbound roaming.				
		Wholesale Roaming Voice Minutes and Revenues (excl. VAT, incl. Discounts)	Balanced Traffic	Unbalanced Traffic	TOTAL inbound traffic	Wholesale Roaming Voice Minutes and Revenues (excl. VAT, incl. Discounts)	Balanced Traffic	Unbalanced Traffic	TOTAL inbound traffic
		EU/EEA Member States minutes (million minutes)	20	30	50	EU/EEA Member States minutes (million minutes)	20	0	20
		EU/EEA Member States revenues from minutes (million €)	Please report the revenues that correspond to the balanced traffic	Please report the revenues that correspond to the unbalanced traffic	Please report the revenues that correspond to the Total inbound traffic	EU/EEA Member States revenues from minutes (million €)	Please report the revenues that correspond to the Total inbound traffic	0	Please report the revenues that correspond to the Total inbound traffic

Balanced traffic	Balanced traffic means the volume of inbound traffic that equals outbound traffic.
Balanced revenues	Please report the revenues that correspond to the balanced traffic
Unbalanced revenues	Please report the revenues that correspond to the unbalanced traffic
Total inbound traffic	Total inbound traffic is the sum of balanced and unbalanced inbound traffic
Wholesale resale access	Wholesale resale access according to Article 3 Roaming Regulation; MVNOs, MVNEs and resellers have access to wholesale roaming charges laid down in Articles 7, 9 and 12.
LBO	LBO (Local Break-Out) is the mechanism to provide a local data roaming service. A regulated data roaming service is provided, temporarily or permanently, to roaming customers directly on a visited network, by an alternative roaming provider without the need for roaming customers to change their SIM card or mobile device; according to Article 2b of Commission Implementing Regulation (EU) No 1203/2012 of 14 December 2012 on the separate sale of regulated retail roaming services within the Union (Articles 4 and 5 Roaming Regulation (EU) 531/2012).
Paid unbalanced rate	In section 7 of the template, the paid unbalanced rate is the price that an operator has to pay for the traffic when inbound-outbound <0. NOTE: If the calculation of discounts is difficult to get the paid rate, then operators can point out the rate without the discounts. NOTE2: Unbalanced rates only between EU/EEA traffic.
Charged unbalanced rate	In section 7 of the template, the unbalanced charged rate is the price charged by visited operator for the unbalanced volumes when inbound-outbound >0. NOTE: If the calculation of discounts is difficult to get the charged rate, then operators can point out the rate without the discounts. NOTE2: Unbalanced rates only between EU/EEA traffic.

Roaming Data Specification

Operator's details:

Provider:

Address:

Telephone:

Fax:

Website:

Contact person:

Email address:

Date information provided:

Other comments:

Please include any additional comments/issues requiring clarification here:

Exclude M2M SIM cards from all subscribers, volumes and revenues in the next sections:

Section 1 - Subscriber information (please provide the total number of units)

1.1 Subscriber information (exclude M2M SIM cards)		As of 30 June 2017	As of 30 September 2017
1.1.1	Total number of active subscribers (sum of 1.1.2 and 1.1.3)	0	0
1.1.2	Total number of active subscribers that are not EU/EEA roaming enabled ("domestic only")	0	0
1.1.3	Total number of active EU/EEA roaming enabled subscribers	0	0
1.1.4	Number of active subscribers in RLAH+ (for not providing the stable link)	0	0
1.1.5	Number of active subscribers in RLAH+ because of derogation	0	0
1.1.6	Number of active subscribers with alternative tariffs	0	0
		1 April - 30 June 2017	1 July - 30 September 2017
1.1.7	Number of subscribers that were roaming at least once in the concerned quarter in the EEA		

Section 2 - Retail volumes (please provide the total number of units unless stated otherwise)

a) Retail Volumes		1 April - 30 June 2017	1 July - 30 September 2017
2.1 Minutes Voice Calls			
2.1.1	Retail Domestic Minutes - calls made (actual minutes)	0	0
2.1.2	Retail Domestic Minutes - calls received (actual minutes)	0	0
2.1.3	Retail EU/EEA Roaming Voice Minutes from RLAH - calls made (actual minutes)	0	0
2.1.4	Retail EU/EEA Roaming Voice Minutes from RLAH - calls received (actual minutes)	0	0
2.1.5	Retail EU/EEA Roaming Voice Minutes from RLAH+ (non compliance with/exceeding FUP) - calls made (actual minutes)	0	0
2.1.6	Retail EU/EEA Roaming Voice Minutes from RLAH+ (non compliance with/exceeding FUP) - calls received (actual minutes)	0	0
2.1.7	Retail EU/EEA Roaming Voice Minutes from RLAH+ (derogation) - calls made (actual minutes)	0	0
2.1.8	Retail EU/EEA Roaming Voice Minutes from RLAH+ (derogation) - calls received (actual minutes)	0	0
2.1.9	Retail EU/EEA Roaming Voice Minutes from alternative tariffs - calls made (actual minutes)	0	0
2.1.10	Retail EU/EEA Roaming Voice Minutes from alternative tariffs - calls received (actual minutes)	0	0
2.1.11	Rest of world roaming minutes - calls made (actual minutes)	0	0
2.1.12	Rest of world roaming minutes - calls made (billed minutes)	0	0
2.1.13	Rest of world roaming minutes - calls received (actual minutes)	0	0
2.1.14	Rest of world roaming minutes - calls received (billed minutes)	0	0
2.1.15	Total retail roaming voice minutes EU/EEA - calls made (the sum of 2.1.3, 2.1.5, 2.1.7, 2.1.9)	0	0
2.1.16	Total retail roaming voice minutes EU/EEA - calls received (the sum of 2.1.4, 2.1.6, 2.1.8, 2.1.10)	0	0
2.2 SMS Volumes			
2.2.1	Domestic retail SMS messages	0	0
2.2.2	EU/EEA retail roaming SMS messages from RLAH tariffs	0	0
2.2.3	EU/EEA retail roaming SMS messages from RLAH+ tariffs (non compliance with/exceeding FUP)	0	0
2.2.4	EU/EEA retail roaming SMS messages from RLAH+ tariffs (derogation)	0	0
2.2.5	EU/EEA retail roaming SMS messages from alternative tariffs	0	0
2.2.6	Rest of world retail SMS messages	0	0
2.2.7	Total EU/EEA retail roaming SMS messages (the sum of 2.2.2, 2.2.3, 2.2.4, 2.2.5)	0	0
2.3 Data Volumes in GB			
2.3.1	Domestic retail data volumes	0	0
2.3.2	EU/EEA retail roaming data volumes from RLAH tariffs	0	0
2.3.3	EU/EEA retail roaming data volumes from RLAH+ tariffs (non compliance with/exceeding FUP)	0	0
2.3.4	EU/EEA retail roaming data volumes from RLAH+ (derogation)	0	0
2.3.5	EU/EEA retail roaming data volumes from alternative tariffs	0	0
2.3.6	Rest of world retail roaming data volumes	0	0
2.3.7	Total EU/EEA retail roaming data volumes (the sum of 2.3.2, 2.3.3, 2.3.4, 2.3.5)	0	0
b) Retail Revenues (excl. VAT)			
		1 April - 30 June 2017	1 July - 30 September 2017
2.4.1	Total Retail Domestic Revenues	0	0
2.4.2	Total EEA Retail Roaming Revenues	0	0
		1 April - 30 June 2017	1 July - 30 September 2017
2.4.3	Retail Roaming Voice Revenues (from the surcharge, excludes domestic price component of the roaming service)	0	0
2.4.4	EU/EEA retail roaming voice revenues RLAH + (non compliance with/exceeding FUP) - calls made	0	0
2.4.5	EU/EEA retail roaming voice revenues RLAH + (non compliance with/exceeding FUP) - calls received	0	0
2.4.6	EU/EEA retail roaming voice revenues RLAH + (derogation) - calls made	0	0
2.4.7	EU/EEA retail roaming voice revenues RLAH + (derogation) - calls received	0	0
		1 April - 30 June 2017	1 July - 30 September 2017
2.5.1	Retail Roaming SMS Revenues (from the surcharge, excludes domestic price component of the roaming service)	0	0
2.5.2	EU/EEA retail roaming SMS revenues RLAH + (non compliance with/exceeding FUP)	0	0
2.5.3	EU/EEA retail roaming SMS revenues RLAH + (derogation)	0	0
		1 April - 30 June 2017	1 July - 30 September 2017
2.6.1	Retail Roaming Data Revenues (from the surcharge, excludes domestic price component of the roaming service)	0	0
2.6.2	EU/EEA retail roaming data revenues RLAH+ (non compliance with/exceeding FUP)	0	0
2.6.3	EU/EEA retail roaming data revenues RLAH+ (derogation)	0	0
		1 April - 30 June 2017	1 July - 30 September 2017
2.7.1	Retail Roaming Revenues from alternative tariffs	0	0
2.7.2	EU/EEA Roaming revenues from alternative tariffs that include more than one mobile service	0	0
2.7.3	EU/EEA Roaming revenues from alternative tariffs of voice - calls made	0	0
2.7.4	EU/EEA Roaming revenues from alternative tariffs of voice - calls received	0	0
2.7.5	EU/EEA Roaming revenues from alternative tariffs of SMS	0	0
2.7.6	EU/EEA Roaming revenues from alternative tariffs of data	0	0
		1 April - 30 June 2017	1 July - 30 September 2017
2.8.1	Retail Revenues from roaming outside the EEA (Rest of World)	0	0
2.8.2	Rest of world roaming revenues that include more than one mobile service	0	0
2.8.3	Rest of world roaming voice revenues - calls made	0	0
2.8.4	Rest of world roaming voice revenues - calls received	0	0
2.8.5	Rest of world roaming SMS revenues	0	0
2.8.6	Rest of world roaming data revenues	0	0

Section 3 - Wholesale roaming (inbound)

		1 April - 30 June 2017		1 July - 30 September 2017	
3.1	Wholesale Roaming Voice Minutes and Revenues (excl. VAT, incl. discounts)	Minutes	Revenues	Minutes	Revenues
3.1.1	EU/EEA Member States - Balanced	0	0	0	0
3.1.2	EU/EEA Member States - Unbalanced	0	0	0	0
3.1.3	EU/EEA Member States total (Sum 3.1.1,3.1.2)	0	0	0	0
		1 April - 30 June 2017		1 July - 30 September 2017	
3.2	Wholesale Roaming SMS Messages and Revenues (excl. VAT, incl. discounts)	SMS	Revenues	SMS	Revenues
3.2.1	EU/EEA Member States - Balanced	0	0	0	0
3.2.2	EU/EEA Member States - Unbalanced	0	0	0	0
3.2.3	EU/EEA Member States total (Sum 3.2.1,3.2.2)	0	0	0	0
		1 April - 30 June 2017		1 July - 30 September 2017	
3.3	Wholesale Roaming Data Volumes (in GB) and Revenues (excl. VAT, incl. discounts)	Data Volumes in GB	Revenues	Data Volumes in GB	Revenues
3.3.1	EU/EEA Member States - Balanced	0	0	0	0
3.3.2	EU/EEA Member States - Unbalanced	0	0	0	0
3.3.3	EU/EEA Member States total (Sum 3.3.1,3.3.2)	0	0	0	0
		1 April - 30 June 2017		1 July - 30 September 2017	
3.4	Wholesale Roaming - Rest of World	Volumes	Revenues	Volumes	Revenues
3.4.1	Voice (minutes)	0	0	0	0
3.4.2	SMS	0	0	0	0
3.4.3	Data (in GB)	0	0	0	0
3.5.1	In case you make use of other pricing schemes (as allowed in Article 3 (4) of Roaming Regulation) than per-unit pricing, please describe those agreements				
3.5.2	With how many operators do you have such kind of agreements?				
3.5.3	What is the percentage of traffic from such other agreements on EU/EEA total roaming traffic for your operator?				

Section 4 - Wholesale roaming resale access: Agreements applying Article 3 of the Roaming Regulation: resale access to host MVNO, MVNE and resellers

		1 April - 30 June 2017		1 July - 30 September 2017	
4.1	Wholesale Roaming-out Voice Minutes and Revenues (excl. VAT, incl. discounts)	Minutes	Revenues	Minutes	Revenues
4.1.1	EU/EEA Member States	0	0	0	0
4.2	Wholesale Roaming-out SMS Messages and Revenues (excl. VAT, incl. discounts)	SMS	Revenues	SMS	Revenues
4.2.1	EU/EEA Member States	0	0	0	0
4.3	Wholesale Roaming-out Data Services in GB and Revenues (excl. VAT, incl. discounts)	Volumes in GB	Revenues	Volumes in GB	Revenues
4.3.1	EU/EEA Member States	0	0	0	0
4.4	In the space below, please identify the name of MVNOs, MVNEs and resellers that you host on your network and which benefit from Article 3 roaming wholesale resale access obligation				
		Type	Name of buyer		

Section 5 - Wholesale roaming (resale): Other agreements for resale access to host MVNO, MVNE and resellers on a commercial basis (not based on Art 3 Roaming Regulation)

		1 April - 30 June 2017		1 July - 30 September 2017	
5.1	Wholesale Roaming-out Voice Minutes and Revenues (excl. VAT, incl. discounts)	Minutes	Revenues	Minutes	Revenues
5.1.1	EU/EEA Member States	0	0	0	0
5.2	Wholesale Roaming-out SMS Messages and Revenues (excl. VAT, incl. discounts)	SMS	Revenues	SMS	Revenues
5.2.1	EU/EEA Member States	0	0	0	0
5.3	Wholesale Roaming-out Data Services in GB and Revenues (excl. VAT, incl. discounts)	Volumes in GB	Revenues	Volumes in GB	Revenues
5.3.1	EU/EEA Member States	0	0	0	0
5.4	In the space below, please identify the name of MVNOs, MVNEs and resellers that you host on your network and which do not benefit from Article 3 roaming wholesale resale access obligation				
		Type	Name of buyer		

Section 6 - For operators offering LBO services (please provide the total number of units)

		As of 30 June 2017	As of 30 September 2017
6.1.	Number of Inbound Enabled LBO Roaming Subscribers	0	0

Section 7 - Rate for unbalanced wholesale roaming traffic

Please provide the rate for the lowest and for the average of the five lowest unbalanced rates per unit for non group companies

		1 April - 30 June 2017		1 July - 30 September 2017	
7.1.	Voice per minute	paid	charged	paid	charged
7.1.1	Lowest unbalanced rate	0	0	0	0
7.1.2	Average of the 5 lowest unbalanced rates	0	0	0	0
7.2.	SMS	paid	charged	paid	charged
7.2.1	Lowest unbalanced rate	0	0	0	0
7.2.2	Average of the 5 lowest unbalanced rates	0	0	0	0
7.3.	Data per GB	paid	charged	paid	charged
7.3.1	Lowest unbalanced rate	0	0	0	0
7.3.2	Average of the 5 lowest unbalanced rates	0	0	0	0

Section 8 - Reference Offers: Which measures do you include in your reference offers to prevent permanent roaming?

Section 9 - Operators are encouraged to ensure methodological consistency. The same data collection process should be used in every case in order to collect internationally comparable data. In cases where different methodology was used for the specific indicator, please describe below: