

**1. Identification**

Name of the provider  
Country


Type of provider (mark with a cross in the corresponding cell)


MNO  
Full MVNO  
Light MVNO/Reseller

All questions should be answered based on the current situation.

**2. Structure of tariffs for international roaming (intra-EEA)**

**2.1. Quality of retail service**

2.1.1	Do you offer 3G roaming services in the EU/EEA where 4G would be available? If yes, are you planning to move soon (i.e. within this year (by the end of 2021) to 4G roaming services wherever 4G is available in the EU/EEA? If no (ie you are not planning), please explain the main reason for excluding 4G roaming	
2.1.2	Do you offer 5G roaming services?	
2.1.3	If no, please explain why.	

**2.2 Fair Use Policy**

2.2.1	Does your company offer tariff plans applying a FUP according to the Commission Implementing Regulation (CIR)?	
2.2.2	Does your company apply stable link criterion according Art. 4 (1) CIR ?	
2.2.2.1	If yes, for which kind of tariff plans?	
2.2.2.2	Has your company levied surcharges due to Art. 4 (1) CIR?	
a)	for voice	
b)	for SMS	
c)	for data	
2.2.3	Does your company apply open data bundle FUP according Article 4 (2) CIR?	
2.3.2.1	Is the data roaming limit calculated according to the calculation laid down in the CIR	
2.3.2.2	If the limit is different to the calculation according to Art. 4 (2) CIR please specify:	
2.3.2.3	Has your company levied surcharges for data roaming services due to Art. 4 (2) CIR?	
2.2.4	Does your company apply a data roaming limit for pre-paid offers according to Art. 4 (3) CIR?	
2.2.4.1	Has your company levied surcharges for data roaming services due to Art. 4 (3) CIR?	
2.2.5	Does your company apply a control mechanism / objective indicators according Article 4 (4) CIR (ie prevailing domestic consumption or prevailing domestic presence) ?	
2.2.5.1	For which kind of tariff plans?	
2.2.5.2	How long is the observation window?	
2.2.5.3	Which roaming services does your company observe?	
a)	voice	
b)	SMS	
c)	data	
2.2.5.4	Has your company levied surcharges for roaming services due to Art. 4 (4) CIR?	
a)	for voice	
b)	for SMS	
c)	for data	
2.2.6	Does your company apply other objective indicators (eg. long inactivity and/or subscription and sequential use of multiple SIM cards)?	
2.2.6.1	If yes, please specify	
2.2.6.2	Has your company levied surcharges for roaming services based on other objective indicators?	

**2.3 Derogation**

2.3.1	Has your company applied for a derogation?	
2.3.2	If yes, does your company make use of the derogation you have been granted?	
2.3.3	If yes, does your company apply derogation surcharges to	
2.3.4	Which roaming services are subject to a surcharge based on derogation?	
a)	voice	
b)	SMS	
c)	data	

**2.4 Non-EEA destinations**

2.4.1	Do you include non-EEA destinations in the RLAH FUP in some of your offers?	
2.4.2	If yes, list non-EEA destinations included in the RLAH FUP	
2.4.3	c) Please specify in the comment box the approximate share of your customer base covered by RLAH offers including non-EEA countries	
2.4.4	Do you offer a facility for customers to block roaming services in third countries?	
2.4.5	Do you provide information to customers on how to avoid inadvertent roaming in border regions What measures do you have in place to protect customers from paying roaming charges for inadvertently accessed	
2.4.6	roaming services while situated in a Member State?	
2.4.7	Do you offer a facility for customers to block roaming on non-terrestrial networks?	

**2.5 Structure of alternative roaming tariffs according to Article 6e (3)**

Please see BEREC Guidelines 87-93 for further information

	Available Yes/No	Comment
2.5.1	Do you offer any alternative tariffs in line with Article 6e (3)?	
2.5.2	In which segment(s) are alternative tariffs offered? (mostly consumer, mostly business, similarly both segments)	
2.5.3	Does your company offer daily packages under the structure of alternative tariffs?	
2.5.4	Does your company offer weekly packages under the structure of alternative tariffs?	
2.5.5	Does your company offer monthly packages under the structure of alternative tariffs?	
2.5.6	Does your company offer other tariffs under the structure of alternative tariffs? Please give a short description	
2.5.7	In alternative offers, do you include non-EEA destinations at a reduced rate (or with no surcharge) while a roaming surcharge is applied in the EU/EEA?	
2.5.8	If yes, please list those destinations	
2.5.9	If you offer other types of alternative tariffs, please give a short description	

**2.6 Tariffs without roaming (excluding fixed wireless access tariffs)**

	Available Yes/No	Comment	Percentage of customers without roaming
2.6.1	Do you offer pre-paid tariffs without roaming? (Fixed wireless access should not be included)		
2.6.2	Do you offer post-paid tariffs without roaming? (Fixed wireless access should not be included)		
2.6.3	If yes, please describe below what are these offers (e.g. bundles, data-only, low/medium/high-end tariff plans, etc.) and why roaming is not provided		

**3. Information provided by operators**

3.0. When do you notify the application of a fair use policy to your NRA?

**3.1 Welcome SMS**

3.1.1	Do you inform your customers in the welcome SMS that the domestic tariff is applied while roaming in the EEA?	
3.1.2	Do you provide information on the fair use policy in your welcome SMS within the EEA?	
3.1.3	Do you provide information on the level of surcharges applied in case of exceeding FUP limit in your welcome SMS within EEA?	
3.1.4	Do you provide information on how to reach local emergency services by dialing 112 free of charge?	
3.1.5	Do you include pricing information on roaming on non-terrestrial networks?	
3.1.6	Do you include a link to your website or an app from which the customer could get further information?	
3.1.7	If yes, is this link included also in welcome SMS outside the EEA?	
	What basic pricing information do you include in welcome SMS outside the EEA?	

**3.2 Alternative tariffs**

Alternative tariffs and regulated tariffs (only reply to these questions if your answer to 2.5.1 is yes)		Yes/No
3.2.1	Do you inform end-users that have opted for alternative tariffs about the regulated tariff?	
3.2.2	If yes, how do you inform them:	Yes/No
a)	Website	
b)	Contract	
c)	On the mobile terminal via SMS	
d)	On the mobile terminal via an application	
e)	Call center	
f)	Personal page e.g. MyPage	
g)	Point of sales	
h)	Bill	
i)	Other (comment box below)	
		Please indicate period
3.2.3	If yes, how often do you remind end-users with alternative tariffs about the regulated tariff?	
	If other period indicated, please specify below.	

Alternative tariffs (only reply to these questions if your answer to 2.5.1 is yes)		Yes/No
3.2.4	Are there any activation charges applied when switching between alternative tariffs?	
3.2.5	Also for alternative tariffs limited in time, do you inform end-users about the tariffs/charges they have to pay for roaming services when their alternative tariff period ends?	
3.2.6	Do you inform end-users actively when they	
a)	reach the limits included in the bundle?	
b)	reach a certain percentage of the limits in the bundle (please specify the percentage)	
3.2.7	Regarding alternative roaming bundles, do you inform end-users using an alternative tariff (via SMS, website, etc.) about the charges applied for out-of-bundle consumption?	
3.2.8	Please list any other means below:	

**3.3 Switching between tariffs (only reply to these questions if your answer to 2.5.1 is yes)**

Switching between tariffs (only reply to these questions if your answer to 2.5.1 is yes)		Yes/No
3.3.1	Is the customer allowed to switch back to RLAH in case they have an alternative tariff according to Article 6e (3)?	
3.3.2	Where do you provide information concerning switching between tariffs?	Yes/No
a)	Website	
b)	Contract	
c)	On the mobile terminal via SMS	
d)	On the mobile terminal via an application	
e)	Call center	
f)	Personal page e.g. MyPage	
g)	Point of sales	
h)	Bill	
i)	Other (please specify below)	

**3.4 Information about charges and consumption within FUP**

In case roaming volumes are calculated according to the open data bundle rule ... (Should only be answered if the answer to question 2.2.3 is yes)		Yes/No	Comment
3.4.1	Do you provide generic information on how the data roaming limit is determined?		
3.4.2	Do you provide information about the actual roaming limit?		
3.4.3	If yes, how do you provide information on actual available roaming volumes to the end-user?		
a)	On the mobile terminal via SMS		
b)	On the mobile terminal via an application		
c)	Personal page e.g. MyPage		
d)	Call center		
e)	By any other means (please specify below)		
3.4.4	Do you actively inform end-users when they reach the roaming limits included of the open-data bundle?		
3.4.5	If yes, how do you provide information on actual available roaming volumes to the end-user?		
a)	On the mobile terminal via SMS		
b)	On the mobile terminal via an application		
c)	Personal page e.g. MyPage		
d)	Call center		
e)	By any other means (please specify below)		

In case the control mechanism is applied ... (Should only be answered if the answer to question 2.2.5 is yes)		Yes/No	Comment
3.4.6	Do you provide information to end users within the observation period?		
3.4.7	Do you provide information on		
a)	domestic usage		
b)	domestic presence		
c)	roaming usage		
d)	roaming presence		
How do you provide such information?		Domestic services	Roaming services
a)	On the mobile terminal via SMS		
b)	On the mobile terminal via an application		
c)	Personal page e.g. MyPage		
d)	Call center		
e)	By any other means (please specify below)		

What kind of evidence is requested to assess stable link and/or normal residence? (Should only be answered if the answer to question 2.2.2 is yes)		Yes/No	Comment
3.4.8	a declaration by the customer		
b)	a presentation of any valid document which proves that the person falls into one of the categories of stable links details of the customer's address and/or details showing the provision of any other services to them at the given address (e.g. a utility bill)		
c)	a declaration or other proof from an employer or educational establishment		
d)	evidence of a posting in a Member State where the roaming contract has been requested		
e)	proof of registration with the local council or any other public authority		
f)	registration in a population registry indicating that the customer is permanently residing in that Member State		
g)	additional evidence (in the case of cross-border workers) of employment by a company in a different country of residence		
h)	any other reasonable evidence not listed in Recital 10 that could be used to prove stable link or permanent residence, such as a valid property rental agreement		
i)	in the case of business customers, relevant evidence might include documentary proof of the establishment or activities of the business in the Member State concerned.		
j)	other evidence accepted to justify a stable link and/or normal residence; please list them below		

**4. Information and tools to compare tariffs for international roaming**

**4.1 Tables comparing all international roaming tariffs**

4.1.1	Is there any table/tool/application for end-users comparing alternative tariffs with regulated roaming tariffs available on your website? (NA if alternative tariffs are not provided)	Yes/No, N/A	
4.1.2	If yes, please, provide the link		

**4.2 Tools for selecting the most adequate domestic tariff including intra-EU roaming based on estimation of consumption**

4.2.1	Do you provide end-users with any application to help them select the most adequate tariff for their pattern of consumption?	Yes/No	
4.2.2	If yes, please, provide the link		

**4.3 Information for end-users on estimating data traffic consumption**

4.3.1	Do you provide end-users with information on how to estimate data services consumption based on the use of Internet services such as web browsing, e-mails, and specific applications as Google Maps or Whatsapp?	Yes/No	
4.3.2	If yes, please, provide the link		
4.3.3	Which/what type of financial (or so called cut-off) limits do you offer roaming customers, according to Article 15(3)? Please specify the financial limits and or other types of limits, e.g. volume based		
4.3.4	How many customers use such a facility?		
4.3.4	Which financial limit is the most common?		
4.3.5	Does the financial limit also cover charges for roaming on non-terrestrial networks?		

**4.4 Information for end-users about Quality of Service during intra-EU roaming**

4.4.1	Do you provide separate itemized information on the quality of service during intra-EU roaming	Yes/No	
	If yes, is the information per country or per visited network per country or in general		
	If the information is per network what kind of information is provided:		
	a) Names of available visited networks		
	b) Available access technologies (i.e. 2G, 3G, 4G or 5G) per visited network		
	c) Max available download speed per visited network		
	d) Per visited network: is the network where customers get steered to or not		
	If replying yes in question 4.4.1, please provide the URL where this information is available		

**4.5 Information for end-users about Value Added Services (VAS)**

4.5.1	Do you provide information on prices for calling value added services while roaming	Yes/No	
	If yes, how specific is the information?		
	If yes, by what means		

**5. Any other input that can be considered useful by the provider (e.g. impact of Covid-19 on your tariff portfolio)**