

GLOSSARY

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

active subscriber (mobile networks questionnaire)	a subscriber of post-paid mobile telephony who has a valid contract, or a pre-paid subscriber who has made or received a call, sent an SMS or MMS or used data services at least once in the last 3 months. M2M-subscriptions and data only SIM cards should be excluded in all the sections of the questionnaire. SIM cards which are used at fixed location should be excluded of data reporting if the devices are expected to use only fixed wireless broadband access.
Subscriber (fixed networks questionnaire)	any natural person or legal entity who or which is party to a contract with the provider of number-based interpersonal communications service for the supply of such services from a fixed location.
consumer	The term 'consumer' is defined for the data collection purposes in Article 2 of Directive (EU) 2018/1972 and means natural persons who use or request electronic communication services for purposes outside his/her trade, business, craft or profession.
business	The indicator "business" covers natural persons/legal entities who use or request electronic communication services for purposes of trade, business, craft or profession.
intra-EEA communications	means any number-based interpersonal communications service originating in the EEA Member State and terminating at any fixed or mobile number of the national numbering plan of another EEA Member State. The indicator covers both consumers and business subscribers (if business indicator is applicable) and any type of tariff (consumption based,bundle etc.) if applicable.
regulated intra-EEA communications	means any number-based interpersonal communications service provided to consumers originating in the EEA Member State and terminating at any fixed or mobile number of the national numbering plan of another EEA Member State, and which is charged wholly or partly based on actual consumption. Indicator covers all intra-EEA metered tariffs offered to consumers. ¹ For the purposes of this data collection, when referring to intra-EU communications it also includes communications to and from Iceland, Liechtenstein and Norway)
price regulated intra-EEA communications	means any number-based interpersonal communications service provided to consumers originating in the EEA Member State and terminating at any fixed or mobile number of the national numbering plan of another EEA Member State, and which is charged wholly or partly based on actual consumption in accordance with Article 5a(1) of the TSM Regulation. For the purposes of the current data collection, metered tariffs offered to consumers should be reported under this indicator. ¹ For the purposes of this data collection, when referring to intra-EU communications it also includes communications to and from Iceland, Liechtenstein and Norway)
Alternative tariff	Alternative tariffs cover regulated intra-EEA communications and non-EEA communications. Alternative tariffs refer to the tariffs described in Article 5a(2) of the TSM regulation. Under this indicator only intra-EEA communications tariff component should be reported.
Rest of the World	means any number-based interpersonal communications service originating in the EEA Member State and terminating at any fixed or mobile number of the national numbering plan outside of EEA area Indicator covers consumers and business subscribers (if business indicator is applicable) and any type of tariff (consumption based,bundle,RoW component of alternative tariffs etc.) if applicable.

Reporting breakdown		
No	Field name	Field Description
1	Subscriber information	
1,1	Total number of active subscribers	comprises consumers and business
1.1.1	Of which number of subscribers that used price regulated intra-EEA communications at least once during period 1st October - 31st March 2019 (subset of 1.1.)	comprises consumers only
1.1.2	Of which number of subscribers that used alternative tariffs at least once during period 1st October - 31st March 2019 (subset of 1.1.)	comprises consumers only
2	Retail volumes	
2,1	Voice services (actual minutes)	
2.1.1	Total retail outgoing intra-EEA voice minutes from price regulated intra-EEA communications	comprises consumers only
2.1.2	Total retail outgoing regulated intra-EEA voice minutes from alternative tariffs	comprises consumers only
2.1.3	Total retail outgoing intra-EEA voice minutes originated by consumers	comprises consumers only
2.1.4	Total retail outgoing intra-EEA voice minutes from Intra-EEA communications	comprises consumers and business
2.1.5	Total retail outgoing minutes to the Rest of the World	comprises consumers and business
2.1.6	Total retail outgoing minutes	comprises consumers and business comprises all types of calls (domestic, roaming, international)
2,2	SMS services	
2.2.1	Total retail outgoing SMS messages from price regulated intra-EEA communications	comprises consumers only
2.2.2	Total retail outgoing regulated intra-EEA SMS messages from alternative tariffs	comprises consumers only
2.2.3	Total retail outgoing intra-EEA SMS messages originated by consumers	comprises consumers only
2.2.4	Total retail outgoing Intra-EEA SMS messages from Intra-EEA communications	comprises consumers and business
2.2.5	SMS messages sent to the Rest of the World	comprises consumers and business
2.2.6	Total retail outgoing SMS messages	comprises consumers and business comprises all types of SMS (domestic, roaming, international)
3	Retail revenues (in Euro, excl. VAT)	
3,1	Voice services	
3.1.1	Retail outgoing voice revenues from price regulated intra-EEA communications	comprises consumers only
3.1.2	Retail outgoing voice revenues from regulated intra-EEA calls of alternative tariffs	comprises consumers only comprises revenues only from intra-EEA area
3,2	SMS services	
3.2.1	Retail outgoing intra-EEA SMS revenues from price regulated intra-EEA communications	comprises consumers only
3.2.2	Retail outgoing voice revenues from regulated intra-EEA SMS of alternative tariffs	comprises consumers only comprises revenues only from intra-EEA area

The exchange rates that need to be applied is the average of the rates published in OJEU on 15 January 2020, 17 February 2020 (no publication on 15-16 of February) and 16 March 2020 (no publication on 15 of March)

Applicable Euro exchange rates:

15/jan/20

<https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1584434731713&uri=CELEX:C2020/013/05>

17/fev/20

<https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1584434655121&uri=CELEX:C2020/053/02>

16/mar/20

<https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1584433961010&uri=CELEX:C2020/086/04>

1 Euro=

Currency	Exchange rate	15/jan/20	17/fev/20	16/mar/20	Average
USD	US dollar	1,1115	1,0842	1,1104	1,1020
JPY	Japanese yen	122,3200	119,1100	119,1100	120,1800
DKK	Danish krone	7,4731	7,4713	7,4732	7,4725
GBP	Pound sterling	0,8562	0,8321	0,8907	0,8597
SEK	Swedish krona	10,5248	10,5085	10,8453	10,6262
CHF	Swiss franc	1,0767	1,0641	1,0608	1,0672
ISK	Iceland króna	137,2000	137,5000	150,0000	141,5667
NOK	Norwegian krone	9,8920	10,0258	11,0966	10,3381
BGN	Bulgarian lev	1,9558	1,9558	1,9558	1,9558
CZK	Czech koruna	25,1550	24,8280	26,0420	25,3417
HUF	Hungarian forint	332,7700	335,6700	338,8800	335,7733
PLN	Polish zloty	4,2219	4,2490	4,3570	4,2760
RON	Romanian leu	4,7795	4,7684	4,8213	4,7897
TRY	Turkish lira	6,5448	6,5735	6,9850	6,7011
AUD	Australian dollar	1,6110	1,6151	1,7684	1,6648
CAD	Canadian dollar	1,4528	1,4363	1,5389	1,4760
HKD	Hong Kong dollar	8,6447	8,4214	8,6255	8,5639
NZD	New Zealand dollar	1,6803	1,6864	1,8120	1,7262
SGD	Singapore dollar	1,4981	1,5090	1,5684	1,5252
KRW	South Korean won	1285,7400	1283,7500	1341,3800	1303,6233
ZAR	South African rand	16,0274	16,1139	17,9235	16,6883
CNY	Chinese yuan renminbi	7,6536	7,5757	7,7587	7,6627
HRK	Croatian kuna	7,4450	7,4490	7,5630	7,4857
IDR	Indonesian rupiah	15219,5500	14870,8800	16400,6100	15497,0133
MYR	Malaysian ringgit	4,5288	4,4886	4,7508	4,5894
PHP	Philippine peso	56,2420	54,8060	56,4530	55,8337
RUB	Russian rouble	68,2418	68,9116	80,7385	72,6306
THB	Thai baht	33,6240	33,8480	35,2440	34,2387
BRL	Brazilian real	4,6056	4,6927	5,2042	4,8342
MXN	Mexican peso	20,9406	20,1606	23,7835	21,6282
INR	Indian rupee	78,7285	77,4660	81,8765	79,3570

Intra-EEA communication - mobile networks

Operator's details:

Provider:	
Address:	
Country:	
Operator type:	

Telephone:

Fax:	
Website:	
Contact person:	
Email address:	
Date information provided:	

Other comments:

Mobile services - subscriber information (exclude M2M and data only SIM cards)

	As of 30 September 2020	As of 31 March 2021	Comments
1 Subscriber information			
1.1 Total number of active subscribers			comprises consumers and business
1.1.1 Of which number of subscribers that used price regulated intra-EEA communications at least once during period mentioned in cell D29 (subset of 1.1.1)			comprises consumers only
1.1.2 Of which number of subscribers that used alternative tariffs at least once during period mentioned in cell D29 (subset of 1.1.1)			comprises consumers only
2 Retail volumes			
2.1 Voice services (actual minutes)	1 April 2020 - 30 September 2020	1 October 2020 - 31 March 2021	
2.1.1 Total retail outgoing intra-EEA voice minutes from price regulated intra-EEA communications			comprises consumers only
2.1.2 Total retail outgoing regulated intra-EEA voice minutes from alternative tariffs			comprises consumers only
2.1.3 Total retail outgoing intra-EEA voice minutes originated by consumers			comprises consumers only
2.1.4 Total retail outgoing intra-EEA voice minutes from Intra-EEA communications			comprises consumers and business
2.1.5 Total retail outgoing minutes to the Rest of the World			comprises consumers and business
2.1.6 Total retail outgoing minutes			comprises consumers and business and comprises all types of calls (domestic, roaming international)
2.2 SMS services	1 April 2020 - 30 September 2020	1 October 2020 - 31 March 2021	
2.2.1 Total retail outgoing SMS messages from price regulated intra-EEA communications			comprises consumers only
2.2.2 Total retail outgoing regulated intra-EEA SMS messages from alternative tariffs			comprises consumers only
2.2.3 Total retail outgoing intra-EEA SMS messages originated by consumers			comprises consumers only
2.2.4 Total retail outgoing intra-EEA SMS messages from Intra-EEA communications			comprises consumers and business
2.2.5 SMS messages sent to the Rest of the World			comprises consumers and business
2.2.6 Total retail outgoing SMS messages			comprises consumers and business and comprises all types of SMS (domestic, roaming international)
3 Retail revenues (in Euro, excl. VAT)			
3.1 Voice services	1 April 2020 - 30 September 2020	1 October 2020 - 31 March 2021	
3.1.1 Retail outgoing voice revenues from price regulated intra-EEA communications			comprises consumers only
3.1.2 Retail outgoing voice revenues from regulated intra-EEA calls of alternative tariffs			comprises consumers only
3.2 SMS services	1 April 2020 - 30 September 2020	1 October 2020 - 31 March 2021	
3.2.1 Retail outgoing intra-EEA SMS revenues from price regulated intra-EEA communications			comprises consumers only
3.2.2 Retail outgoing voice revenues from regulated intra-EEA SMS of alternative tariffs			comprises consumers only
Proportion for benchmark calculation-calls	#DIV/0!		
Proportion for benchmark calculation-SMS	#DIV/0!		

Intra-EEA communication - fixed networks

Operator's details:

Provider:

Address:

Country:

Telephone:

Fax:

Website:

Contact person:

Email address:

Date information provided:

Other comments:

Fixed services - subscriber information

		As of 30 September 2020	As of 31 March 2021	Comments
1	Subscriber information			
1,1	Total number of subscribers	<input type="text"/>	<input type="text"/>	comprises consumers and business
1.1.1	Of which number of subscribers that used price regulated intra-EEA communications at least once during period mentioned in cell D29 (subset of 1.1.)	<input type="text"/>	<input type="text"/>	comprises consumers only
1.1.2	Of which number of subscribers that used alternative tariffs at least once during period mentioned in cell D29 (subset of 1.1.)	<input type="text"/>	<input type="text"/>	comprises consumers only
2	Retail volumes			
		1 April 2020 - 30 September 2020	1 October 2020 - 31 March 2021	
2,1	Voice services (actual minutes)			
2.1.1	Total retail outgoing intra-EEA voice minutes from price regulated intra-EEA communications	<input type="text"/>	<input type="text"/>	comprises consumers only
2.1.2	Total retail outgoing regulated intra-EEA voice minutes from alternative tariffs	<input type="text"/>	<input type="text"/>	comprises consumers only
2.1.3	Total retail outgoing intra-EEA voice minutes originated by consumers	<input type="text"/>	<input type="text"/>	comprises consumers only
2.1.4	Total retail outgoing intra-EEA voice minutes from Intra-EEA communications	<input type="text"/>	<input type="text"/>	comprises consumers and business
2.1.5	Total retail outgoing minutes to the Rest of the World	<input type="text"/>	<input type="text"/>	comprises consumers and business
2.1.6	Total retail outgoing minutes	<input type="text"/>	<input type="text"/>	comprises consumers and businesscomprises all types of calls (domestic, roaming, international)
3	Retail revenues (in Euro, excl. VAT)			
		1 April 2020 - 30 September 2020	1 October 2020 - 31 March 2021	
3,1	Voice services			
3.1.1	Retail outgoing voice revenues from price regulated intra-EEA communications	<input type="text"/>	<input type="text"/>	comprises consumers only
3.1.2	Retail outgoing voice revenues from regulated intra-EEA calls of alternative tariffs	<input type="text"/>	<input type="text"/>	comprises consumers only
	Proportion for benchmark calculation	#DIV/0!		