

Final data specification

Operator Details:

Provider Address:

Telephone:

Fax:

Website:

Contact Person:

Email address:

Date information provided

Other Comments

Please include any additional comments/issues requiring clarification here

*Note: For countries outside of the Eurozone, please apply the following exchange rates:
April - June 2009: voice - exchange rate in the OJEU published on 30 July 2008 (<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:193:0002:0002:EN:PDF>)
SMS and data - exchange rate in the OJEU published on 6 May 2009 (<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2009:104:0001:0001:EN:PDF>)

July - September and October - December 2009: voice - exchange rate in the OJEU published on 3 June 2009 (<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2009:123:0012:0012:EN:PDF>)
SMS and data - exchange rate in the OJEU published on 6 May 2009 (link as before)

Section 1 - Subscriber information: please provide the following information as of 31 December 2009

1,1	International roaming subscribers (000s subscribers)		
		Pre-Paid ¹	Residential and Business
			Post-Paid ²
1.1.1	Number of enabled roaming subscribers ⁴		
1.1.2	Number of enabled roaming subscribers on a Eurotariff		
1.1.3	Number of enabled roaming subscribers on a tariff other than a Eurotariff		
1.1.4	Total number of subscribers	0,000	0,000

Section 2 - Retail roaming (outbound) volume and revenue information - please provide the following information separately for the periods: 1 April - 30 June 2009, 1 July - 30 September 2009 and 1 October - 31 December 2009

a)	Retail Roaming Volumes - please provide to 3 decimal places				
2,1	Retail Roaming Voice Minutes (millions of minutes) - (Eurotariff Only)5	1 April - 30 June 2009	calls made	calls received	calls made calls received
2.1.1	EU/EEA Roaming minutes (actual minutes) ⁵				
2.1.2	EU/EEA Roaming minutes (billed minutes) ⁷				
	Retail Roaming Voice Minutes (millions of minutes) - (Eurotariff Only)5	1 July - 30 September 2009	calls made	calls received	calls made calls received
2.1.3	EU/EEA Roaming minutes (actual minutes)				
2.1.4	EU/EEA Roaming minutes (billed minutes)				
	Retail Roaming Voice Minutes (millions of minutes) - (Eurotariff Only)5	1 October - 31 December 2009	calls made	calls received	calls made calls received
2.1.5	EU/EEA Roaming minutes (actual minutes)				
2.1.6	EU/EEA Roaming minutes (billed minutes)				
	Retail Roaming Voice Minutes (millions of minutes) - (Non Eurotariff)8	1 April - 30 June 2009	calls made	calls received	calls made calls received
2.1.7	EU/EEA Roaming minutes (actual minutes)				
2.1.8	EU/EEA Roaming minutes (billed minutes)				
2.1.9	Rest of World Roaming minutes (actual minutes)				
2.1.10	Rest of World Roaming minutes (billed minutes)				
	Retail Roaming Voice Minutes (millions of minutes) - (Non Eurotariff)8	1 July - 30 September 2009	calls made	calls received	calls made calls received
2.1.11	EU/EEA Roaming minutes (actual minutes)				
2.1.12	EU/EEA Roaming minutes (billed minutes)				
2.1.13	Rest of World Roaming minutes (actual minutes)				
2.1.14	Rest of World Roaming minutes (billed minutes)				
	Retail Roaming Voice Minutes (millions of minutes) - (Non Eurotariff)8	1 October - 31 December 2009	calls made	calls received	calls made calls received
2.1.11	EU/EEA Roaming minutes (actual minutes)				
2.1.12	EU/EEA Roaming minutes (billed minutes)				
2.1.13	Rest of World Roaming minutes (actual minutes)				
2.1.14	Rest of World Roaming minutes (billed minutes)				
2,2	Retail Roaming SMS Volumes9 (millions of messages)	1 April - 30 June 2009	Non-EuroSMS	Euro-SMS ¹⁸	See footnote 9
2.2.1	EU/EEA Roaming SMS messages				
2.2.2	Rest of World Roaming SMS messages				
2.2.3	Total Retail Roaming SMS Messages		0,000		
	Retail Roaming SMS Volumes9 (millions of messages)	1 July - 30 September 2009	Non-EuroSMS	Euro-SMS ¹⁸	See footnote 9
2.2.5	EU/EEA Roaming SMS messages				
2.2.6	Rest of World Roaming SMS messages				
2.2.7	Total Retail Roaming SMS Messages		0,000		
	Retail Roaming SMS Volumes9 (millions of messages)	1 October - 31 December 2009	Non-EuroSMS	Euro-SMS ¹⁹	See footnote 9
2.2.9	EU/EEA Roaming SMS messages				
2.2.10	Rest of World Roaming SMS messages				
2.2.11	Total Retail Roaming SMS Messages		0,000		
2,3	Other Data Volumes (000s MB) 1	April - 30 June 2009	non-group volumes ¹²	Group volumes ¹¹	
2.3.1	EU/EEA Roaming volumes				
2.3.2	Rest of World Roaming volumes				
2.3.3	Total Retail Roaming Other Data		0,000	0,000	
	Other Data Volumes (000s MB) 1	July - 30 September 2009	non-group volumes ¹²	Group volumes ¹¹	
2.3.4	EU/EEA Roaming volumes				
2.3.5	Rest of World Roaming volumes				
2.3.6	Total Retail Roaming Other Data		0,000	0,000	
	Other Data Volumes (000s MB) 1	October - 31 December 2009	Non-group volumes ¹²	Group volumes ¹¹	
2.3.7	EU/EEA Roaming volumes				
2.3.8	Rest of World Roaming volumes				
2.3.9	Total Retail Roaming Other Data		0,000	0,000	
b)	Retail Roaming Revenues - please provide gross revenue excluding VAT, please provide to 3 decimal places				
2,4	Retail Roaming Voice Revenues (000s EUR) - Eurotariff Only 1	April - 30 June 2009	calls made	calls received	calls made calls received
2.4.1	EU/EEA Roaming voice revenues				

Calculated averages and totals

Retail prepaid + postpaid volumes			
EU/EEA voice volumes			
April - June 2009		April - June 2009	
Total EU/EEA mins made - Actual	0,000	Total EU/EEA mins received - Actual	0,000
Total EU/EEA mins made - Billed	0,000	Total EU/EEA mins received - Billed	0,000
Billed/Actual mins - calls made EU/EEA	#DIV/0!	Billed/Actual mins – calls rec EU/EEA	#DIV/0!
July - September 2009		July - September 2009	
Total EU/EEA mins made - Actual	0,000	Total EU/EEA mins received - Actual	0,000
Total EU/EEA mins made - Billed	0,000	Total EU/EEA mins received - Billed	0,000
Billed/Actual mins - calls made EU/EEA	#DIV/0!	Billed/Actual mins – calls rec EU/EEA	#DIV/0!
October - December 2009		October - December 2009	
Total EU/EEA mins made - Actual	0,000	Total EU/EEA mins received - Actual	0,000
Total EU/EEA mins made - Billed	0,000	Total EU/EEA mins received - Billed	0,000
Billed/Actual mins - calls made EU/EEA	#DIV/0!	Billed/Actual mins – calls rec EU/EEA	#DIV/0!
RoW voice volumes			
April - June 2009		April - June 2009	
Total RoW mins made - Actual	0,000	Total RoW mins received - Actual	0,000
Total RoW mins made - Billed	0,000	Total RoW mins received - Billed	0,000
Billed/Actual mins - calls made RoW	#DIV/0!	Billed/Actual mins – calls rec RoW	#DIV/0!
July - September 2009		July - September 2009	
Total RoW mins made - Actual	0,000	Total RoW mins received - Actual	0,000
Total RoW mins made - Billed	0,000	Total RoW mins received - Billed	0,000
Billed/Actual mins - calls made RoW	#DIV/0!	Billed/Actual mins – calls rec RoW	#DIV/0!
October - December 2009		October - December 2009	
Total RoW mins made - Actual	0,000	Total RoW mins received - Actual	0,000
Total RoW mins made - Billed	0,000	Total RoW mins received - Billed	0,000
Billed/Actual mins - calls made RoW	#DIV/0!	Billed/Actual mins – calls rec RoW	#DIV/0!
SMS volumes		Data volumes	
April - June 2009		April - June 2009	
Total EU/EEA Roaming SMS volumes	0,000	Total EU/EEA Roaming data volumes	0,000
Total RoW SMS volumes	0,000	Total RoW data volumes	0,000
July - September 2009		July - September 2009	
Total EU/EEA Roaming SMS volumes	0,000	Total EU/EEA Roaming data volumes	0,000
Total RoW SMS volumes	0,000	Total RoW data volumes	0,000
October - December 2009		October - December 2009	
Total EU/EEA Roaming SMS volumes	0,000	Total EU/EEA Roaming data volumes	0,000
Total RoW SMS volumes	0,000	Total RoW data volumes	0,000
Retail prepaid + postpaid revenues and averages (excluding special corporate)			
EU/EEA voice revenues and averages			
April - June 2009		April - June 2009	
Total EU/EEA revenue - calls made	0,000	Total EU/EEA revenue - calls received	0,000
July - September 2009		July - September 2009	
Total EU/EEA revenue - calls made	0,000	Total EU/EEA revenue - calls received	0,000
October - December 2009		October - December 2009	
Total EU/EEA revenue - calls made	0,000	Total EU/EEA revenue - calls received	0,000
April - June 2009		EU/EEA average calls received - actual	#DIV/0!
EU/EEA average calls made - actual	#DIV/0!	EU/EEA average calls received - billed	#DIV/0!
EU/EEA average calls made - billed	#DIV/0!		
July - September 2009		EU/EEA average calls received - actual	#DIV/0!
EU/EEA average calls made - actual	#DIV/0!	EU/EEA average calls received - billed	#DIV/0!
EU/EEA average calls made - billed	#DIV/0!		

2.4.2		Retail Roaming Voice Revenues (000s EUR) - Eurotariff only 1 July - 30 September 2009		Prepaid ¹⁵		Postpaid ¹⁵		October - December 2009				
		EU/EEA Roaming voice revenues		calls made		calls received		EU/EEA average calls made - actual		#DIV/0!	EU/EEA average calls received - actual	
								EU/EEA average calls made - billed		#DIV/0!	EU/EEA average calls received - billed	
2.4.3		Retail Roaming Voice Revenues (000s EUR) - Eurotariff only 1 October - 31 December 2009		Prepaid ¹⁵		Postpaid ¹⁵		RoW voice revenues and averages				
		EU/EEA Roaming voice revenues		calls made		calls received		Total RoW revenue - calls made		0,000	Total RoW revenue - calls received	0,000
2.4.4		Retail Roaming Voice Revenues (000s EUR) - Non-Eurotariff 1 April - 30 June 2009		Prepaid ¹⁵		Postpaid ¹⁵		Special Corporate ³		April - June 2009		
		EU/EEA Roaming voice revenues		calls made		calls received		calls made		calls received		April - June 2009
		Rest of World Roaming voice revenues										April - June 2009
2.4.5		Total Retail Roaming Voice Revenues		0,000		0,000		0,000		0,000		July - September 2009
2.4.6												July - September 2009
2.4.7		Retail Roaming Voice Revenues (000s EUR) - Non-Eurotariff 1 July - 30 September 2009		Prepaid ¹⁵		Postpaid ¹⁵		Special Corporate ³		October - December 2009		
		EU/EEA Roaming voice revenues		calls made		calls received		calls made		calls received		October - December 2009
		Rest of World Roaming voice revenues										October - December 2009
2.4.8		Total Retail Roaming Voice Revenues		0,000		0,000		0,000		0,000		RoW average calls made - actual
2.4.9												RoW average calls made - billed
2.4.10		Retail Roaming Voice Revenues (000s EUR) - Non-Eurotariff 1 October - 31 December 2009		Prepaid ¹⁵		Postpaid ¹⁵		Special Corporate ³		RoW average calls received - actual		
		EU/EEA Roaming voice revenues		calls made		calls received		calls made		calls received		RoW average calls received - actual
		Rest of World Roaming voice revenues										RoW average calls received - billed
2.4.11		Total Retail Roaming Voice Revenues		0,000		0,000		0,000		0,000		RoW average calls made - billed
2.4.12												RoW average calls made - billed
2.5		Retail Roaming SMS Revenues ¹⁰ (000s EUR) 1 April - 30 June 2009		Non-EuroSMS		Euro-SMS ¹⁸		See footnote 10				
		EU/EEA Roaming SMS revenues										
		Rest of World SMS revenues										
2.5.1		Total Retail Roaming SMS Revenues		0,000								
2.5.2		Retail Roaming SMS Revenues (000s EUR) 1 July - 30 September 2009		Non-EuroSMS		Euro-SMS ¹⁸		See footnote 10				
		EU/EEA Roaming SMS revenues										
		Rest of World SMS revenues										
2.5.3		Total Retail Roaming SMS Revenues		0,000								
2.5.4		Retail Roaming SMS Revenues (000s EUR) 1 October - 31 December 2009		Non-EuroSMS		Euro-SMS ¹⁸		See footnote 10				
		EU/EEA Roaming SMS revenues										
		Rest of World SMS revenues										
2.5.5		Total Retail Roaming SMS Revenues		0,000								
2.5.6												
2.5.7												
2.5.8		Retail Roaming SMS Revenues (000s EUR) 1 April - 30 June 2009		Non-group revenue		Group revenue						
		EU/EEA Other Data Roaming revenues										
		Rest of World Data Roaming revenues										
2.6.1		Total Retail data Roaming Revenues		0,000		0,000						
2.6.2		Other Data Revenues (000s EUR) 1 July - 30 September 2009		Non-group revenue		Group revenue						
		EU/EEA Other Data Roaming revenues										
		Rest of World Data Roaming revenues										
2.6.3		Total Retail data Roaming Revenues		0,000		0,000						
2.6.4		Other Data Revenues (000s EUR) 1 October - 31 December 2009		Non-group		Group revenue						
		EU/EEA Other Data Roaming revenues										
		Rest of World Data Roaming revenues										
2.6.5		Total Retail data Roaming Revenues		0,000		0,000						
2.6.6												
2.6.7												
2.6.8												
2.6.9												
Section 3 - Wholesale roaming (inbound) - please provide the following information separately for the periods: 1 April - 30 June 2009, 1 July - 30 September 2009 and 1 October - 31 December 2009												
Please provide Volume and Revenue information to 3 decimal places.												
3.1		Wholesale Roaming Voice Minutes and Revenues (excl. VAT, incl. discounts) ¹³ - 1 April - 30 June 2009		Group volumes		Non-group volumes (millions)		Non-group revenues (000s EUR)				
		EU/EEA Member States		Billed minutes (millions)		Actual Minutes		Billed minutes				
3.1.1		Rest of World		Total traffic (Rest of World) ¹⁴		Total traffic (Rest of World)						
				Billed minutes (millions)		Total revenues (000s EUR)						
3.1.2		Wholesale Roaming Voice Minutes and Revenues (excl. VAT, incl. discounts) - 1 July - 30 September 2009		Group volumes		Non-group volumes (millions)		Non-group revenues (000s EUR)				
		EU/EEA Member States		Billed minutes (millions)		Actual minutes		Billed minutes				
3.1.3		Rest of World		Total traffic (Rest of World)		Total traffic (Rest of World)						
				Billed minutes (millions)		Total revenues (000s EUR)						
3.1.4		Wholesale Roaming Voice Minutes and Revenues (excl. VAT, incl. discounts) - 1 October - 31 December 2009		Group volumes		Non-group volumes (millions)		Non-group revenues (000s EUR)				
		EU/EEA Member States		Billed minutes (millions)		Actual minutes		Billed minutes				
3.1.5		Rest of World		Total traffic (Rest of World)		Total traffic (Rest of World)						
				Billed minutes (millions)		Total revenues (000s EUR)						
3.1.6		Wholesale SMS - 1 April - 30 June 2009		Group volumes (millions)		Non-group volumes (millions)		Non-group revenues (000s EUR)				
		EU/EEA Member States										
3.2		Rest of World		Total traffic (Rest of World)		Total traffic (Rest of World)						
				Total volumes (millions)		Total revenues (000s EUR)						
3.2.1		Wholesale SMS - 1 July - 30 September 2009		Group volumes (millions)		Non-group volumes (millions)		Non-group revenues (000s EUR)				
		EU/EEA Member States										
3.2.2		Rest of World		Total traffic (Rest of World)		Total traffic (Rest of World)						
				Total volumes (millions)		Total revenues (000s EUR)						
3.2.3		Wholesale SMS - 1 October - 31 December 2009		Group volumes (millions)		Non-group volumes (millions)		Non-group revenues (000s EUR)				
		EU/EEA Member States										
3.2.4		Rest of World		Total traffic (Rest of World)		Total traffic (Rest of World)						
				Total volumes (millions)		Total revenues (000s EUR)						
3.2.5		Wholesale SMS - 1 April - 30 June 2009		Group volumes (millions)		Non-group volumes (millions)		Non-group revenues (000s EUR)				
		EU/EEA Member States										
3.2.6		Rest of World		Total traffic (Rest of World)		Total traffic (Rest of World)						
				Total volumes (millions)		Total revenues (000s EUR)						
3.3		Other Data Services - 1 April - 30 June 2009		Group volumes (000s MB)		Non-group volumes (000s MB)		Revenues (000s EUR)				
		EU/EEA Member States						Non-group		Group		
Eurotariff & Euro-SMS averages												

		Total traffic (Rest of World) Total volumes (000s MB)	Total traffic (Rest of World) Total revenues (000s EUR)			Eurotariff		Non Eurotariff (excluding Special corporate) for EU/EEA calls	
3.3.2	Rest of World					April - June 2009		April - June 2009	
						Average price calls made - billed		Average price calls made - billed	
						Average price calls made - actual		Average price calls made - actual	
						Average price calls received - billed		Average price calls received - billed	
						Average price calls received - actual		Average price calls received - actual	
						Prepaid average price calls made - billed		Prepaid average price calls made - billed	
						Prepaid average price calls received - billed		Prepaid average price calls received - billed	
						Post-paid average price calls made - billed		Post-paid average price calls made - billed	
						Post-paid average price calls received - billed		Post-paid average price calls received - billed	
3.3.3	Other Data Services - 1 July - 30 September 2009 EU/EEA Member States	Group volumes (000s MB)	Non-group volumes (000s MB)	Revenues (000s EUR)					
				Non-group		Group			
3.3.4	Rest of World	Total traffic (Rest of World) Total volumes (000s MB)	Total traffic (Rest of World) Total revenues (000s EUR)						
3.3.3	Other Data Services - 1 October - 31 December 2009 EU/EEA Member States	Group volumes (000s MB)	Non-group volumes (000s MB)	Revenues (000s EUR)					
				Non-group		Group			
3.3.4	Rest of World	Total traffic (Rest of World) Total volumes (000s MB)	Total traffic (Rest of World) Total revenues (000s EUR)						

3,4 3.4.1 In the space below, please identify which operators you have considered as group operators and non-group operators for the purposes of providing the information in this section

EU countries	Group operator	Non-group Operator
Austria		
Belgium		
Bulgaria		
Cyprus		
Czech Republic		
Germany		
Denmark		
Estonia		
Spain		
Finland		
France		
Greece		
Hungary		
Ireland		
Italy		
Lithuania		
Luxembourg		
Latvia		
Malta		
Netherlands		
Poland		
Portugal		
Romania		
Sweden		
Slovenia		
Slovakia		
United Kingdom		
Others		
Liechtenstein		
Iceland		
Norway		
Switzerland		

Section 4 - Traffic steering (within EU/EEA) and inadvertent roaming - Please provide the information below as for the period 1 April 2009 to 31 December 2009 (if applicable)

Traffic Steering	
4.1	Are there any circumstances under which traffic steering can lead to customers paying higher rates for roaming? If 'yes' please provide details: <div></div>
Inadvertent roaming	
4.2	Have there been any problems of inadvertent roaming involving either your subscribers inadvertently roaming onto a network from a neighbouring Member State or involving subscribers from a neighbouring Member State inadvertently roaming onto your network? <div></div>
4.3	Please provide a brief summary of any consumer complaints received during this period relating to inadvertent roaming <div></div>
4.4	If inadvertent roaming is a problem what action has your company taken to address this? <div></div>

- End Notes
- 1- 'Pre-paid' refers to subscribers who do not have a contract and who pay for services via 'top-up' facilities

2- 'Post-paid' refers to subscribers that have a contract and who are billed by their operator on a regular basis

3- 'Special Corporate' means an undertaking that has negotiated a bespoke tariff for roaming that is not available to individual customers (this is distinct from post-pay or pre-pay consumer tariffs)

4- 'Enabled roaming subscriber' means a customer that is able to make and / or receive a call while abroad with no need for any action prior to travelling abroad

5- 'Eurotariff' means volume or revenue data in relation to the Eurotariff only

6- 'Actual minutes' means the number of minutes used for the duration of a call

7- 'Billed minutes' means the number of minutes billed for a particular call (i.e. rounded-up minutes)

8- 'Non-Eurotariff' means volume or revenue data in relation to all roaming tariffs except that reported under the Eurotariff

9- Assumption that subscribers only pay to send SMS while roaming. Please indicate in 2.2.4 and 2.2.8 if subscribers are charged to receive intra-EU/EEA SMS also. Please also provide volume details (for receiving SMS) where this is the case

10- Assumption that subscribers only pay to send SMS while roaming. Please indicate in 2.5.4 and 2.5.8 if subscribers are charged to receive intra-EU/EEA SMS also. Please also provide revenue details (for receiving SMS) where this is the case

11- 'Group' volumes means volumes of traffic between entities within the same group where such entities are fully-owned or majority-owned by the group

12- 'Non-group' volumes means all volumes of traffic that do not fall under the group definition above

13- Please indicate separately where discounts have been estimated

14- Split of Group/Non-group for Rest of World not required

15 - Prepaid and Postpaid excluding special corporate (as defined in end note 3)

16 - With regards to what constitutes EU/EEA Roaming and what constitutes Rest of World Roaming please consult the following two rules:

(I) Calls **made** by a roaming customer are EU/EEA calls if and only if they **originate and terminate in EU/EEA**

(II) Calls **received** by a roaming customer are EU/EEA calls if they **terminate in EU/EEA, wherever they originate**

17 - For special tariffs that include a fixed tariff for a single conversation, regardless of duration or limited to a maximum duration, please enter the **actual minutes** for these types of tariffs in the box for billed minutes

18 - 'Euro-SMS' means any individually sold regulated sms message that does not exceed the maximum charge provided for in Article 4b of the Regulation