

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-EU)

2.1 Structure of default regulated tariffs according to Article 6a
Please, respond Yes/No in the corresponding cells.

	Available Yes/No	If yes, what kind of implementation	Comment
2.1.1. Do you apply an open-bundle data limit?			
a) You apply a data limit to every tariff plan classified as "open data bundle"			
Do you apply a roaming data limit for prepaid tariffs?			
a) You apply a data limit to every prepaid tariff plan providing data roaming services			
2.1.2. Have you implemented the residence/stable link criterion?			
a) You apply the residence/stable link criterion to every tariff plan			
2.1.3. Have you implemented the control mechanism for permanent roaming, anomalous or abusive uses?			
a) You apply the control mechanism to every tariff plan			
b) If yes, is it for four months (Answer 'No' if longer, please specify in the comment box)			
c) If yes, what is the observation resolution (daily, weekly, monthly ...)?			
d) If yes, what are the services observed: voice only, sms only, data only, all services			
2.1.4. Have you implemented other objective indicators?			
a) If yes, please specify in the comment box (long inactivity and/or subscription and sequential use of multiple SIM cards)			
2.1.5. Do you link the provision of retail roaming services in the EU/EEA to particular conditions to be fulfilled by the customer (e.g. only after a period of several months for new customers, appropriate credit score/payment record, bank deposit, etc.)			
a) If yes, please specify the conditions in the comment box			
2.1.6. Do you offer 3G roaming services in the EU/EEA where 4G would be available?			
a) If yes, are you planning to move soon (i.e. within the next year) to 4G roaming services wherever 4G is available in the EU/EEA?			
2.1.5. Do you include non-EEA destinations in some of your offers?			
a) If yes, list non-EEA destinations included in RLAH tariffs			
b) Please specify in the comment box the approximate share of your customer base covered by RLAH offers including non-EEA countries			

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

Please see BEREC Guidelines 87-93 for further information

	Available Yes/No	Comment
2.2.1. Do you offer any alternative tariffs in line with Article 6e (3)?		
2.2.2. In which segment(s) are alternative tariffs offered? (Mostly consumer, mostly business, similarly both segments)		
2.2.3. Does your company offer daily packages?		
2.2.4. Does your company offer weekly packages?		
2.2.5. Does your company offer monthly packages?		
2.2.6. Does your company offer other tariffs? Please give a short description		
2.2.9. 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?		
2.2.10. If yes, please list those destinations		
2.2.11. Other types of alternative tariffs, please give a short description		

2.3 Tariffs without roaming

	Available Yes/No	Comment
2.3.1. Do you offer pre-paid tariffs without roaming?		
2.3.2. Do you offer post-paid tariffs without roaming?		
2.3.3. 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		

	Available Yes/No	If yes, since when	Comment
2.3.3. Were there any tariff plans from which roaming was withdrawn after July 1st 2017?			
2.3.4. If yes, please describe the reason for withdrawing roaming services from a tariff.			

2.4 Derogation: In case you have been authorised by the NRA to derogate from RLAH

	Yes/No	Comment
2.4.1. Do you make use of the derogation you have been granted?		
2.4.2. If yes, do you apply the roaming surcharge to all tariff plans?		
2.4.3. If only to some tariff plans, please specify the criteria for selecting the tariffs where the roaming surcharge is applicable		
2.4.4. In the tariff plans where the roaming surcharge is applicable, do you apply the surcharge to all roaming services (voice, sms, data)?		
2.4.5. In the tariff plans and for the roaming services where the roaming surcharge is applicable, do you apply the surcharge to all the roaming consumption?		
2.4.6. Please provide an approximate share of the total retail roaming consumption of your customers in the EU/EEA that is subject to the surcharge due to the derogation		

3. Information provided by operators (intra-EU roaming tariffs)

3.1 Welcome SMS regarding RLAH

	Yes/No, N/A
3.1.1. Do you inform your customers in the welcome SMS that the domestic tariff is applied while roaming?	
3.1.2. Do you provide information on the fair use policy in your welcome SMS?	

3.2 Alternative tariffs

Alternative tariffs and regulated tariffs	Yes/No, N/A
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, N/A
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 of the regulated tariff?	
If other period indicated, use comment box	

Alternative tariffs	Yes/No, N/A
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 here:	

3.3 Switching between tariffs

	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, N/A
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)	

3.4 Information for end-users about charges and consumption for intra-EU roaming

	Historical information (bill)		Real-time information	
	Charges	Volumes	Charges	Volumes
3.4.1. Do you provide separate itemized information on international roaming				
3.4.2. In case you are providing information for charges and/or volume consumption, please, identify how this information is provided to end-users				
	Historical Yes/No, N/A	Real-time Yes/No, N/A		
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)				

3.5 Information about charges and consumption within a FUP

In case that roaming volumes are calculated according the open data bundle rule ...	Yes/No, N/A	Comment
3.5.1. Do you provide general information on how the data roaming limit is determined?		
3.5.2. Do you provide information about the actual roaming limit?		
3.5.3. 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)		
3.5.4. Do you inform end-users actively when they reach the roaming limits included of the open-data bundle ?		
3.5.5. 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 that the control mechanism is applied ...		Yes/No	Comment
3.5.4.	Do you provide information within the observation period?		
3.5.5.	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		Comment
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 2.1.2 is yes)		Yes/No	Comment
a)	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		
c)	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)		
d)	a declaration or other proof from an employer or educational establishment		
e)	evidence of a posting in a Member State where the roaming contract has been requested		
f)	proof of registration with the local council or any other public authority		
g)	registration in a population registry indicating that the customer is permanently residing in that Member State		
h)	additional evidence (in the case of cross-border workers) of employment by a company in a different country of residence		
i)	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		
j)	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.		
k)	other evidence accepted to justify a stable link and/or normal residence; list them below		

4. Information and tools to compare tariffs for international roaming

4.1 Tables comparing all international roaming tariffs

	Yes/No, N/A	
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)		
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

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

4.3 Information for end-users on estimating data traffic consumption

	Yes/No	
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?		
4.3.2.		
If yes, please, provide the link		

5. Any other input that can be considered useful by the provider

