

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 Euro zone, please apply the following exchange rates:
 July - December 2010: exchange rate in the OJEU published on 1 June 2010 (<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2010:142:0025:0025:EN:PDF>)

Section 1 - Subscriber information: please provide the following information as of 31 December 2010

1.1 International roaming subscribers (000s subscribers)	Residential and Business, excluding special corporate ³		Special corporate ³
	Pre-Paid ¹	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 mobile subscribers (roaming + non-roaming)	0,000	0,000	

Section 2 - Retail roaming (outbound) volume and revenue information - please provide the following information separately for the periods: 1 July - 30 September 2010 and 1 October - 31 December 2010

a) Retail Roaming Volumes - please provide to 3 decimal places		Prepaid ¹⁵		Postpaid ¹⁵		Special Corporate ³	
		calls made	calls received	calls made	calls received	calls made	calls received
2.1 Retail Roaming Voice Minutes (millions of minutes) - (Eurotariff Only) 1 July - 30 September 2010							
2.1.1	EU/EEA Roaming minutes (actual minutes) ⁵						
2.1.2	EU/EEA Roaming minutes (billed minutes) ⁷						
2.1.3 Retail Roaming Voice Minutes (millions of minutes) - (Eurotariff Only) 1 October - 31 December 2010							
2.1.3	EU/EEA Roaming minutes (actual minutes)						
2.1.4	EU/EEA Roaming minutes (billed minutes)						
2.1.5 Retail Roaming Voice Minutes (millions of minutes) - (Non Eurotariff) 1 July - 30 September 2010							
2.1.5	EU/EEA Roaming minutes (actual minutes)						
2.1.6	EU/EEA Roaming minutes (billed minutes)						
2.1.7	Rest of World Roaming minutes (actual minutes)						
2.1.8	Rest of World Roaming minutes (billed minutes)						
2.1.9 Retail Roaming Voice Minutes (millions of minutes) - (Non Eurotariff) 1 October - 31 December 2010							
2.1.9	EU/EEA Roaming minutes (actual minutes)						
2.1.10	EU/EEA Roaming minutes (billed minutes)						
2.1.11	Rest of World Roaming minutes (actual minutes)						
2.1.12	Rest of World Roaming minutes (billed minutes)						
2.2 Retail Roaming SMS Volumes⁹ (millions of messages) 1 July - 30 September 2010							
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					
2.2.4 Retail Roaming SMS Volumes⁹ (millions of messages) 1 October - 31 December 2010							
2.2.4	EU/EEA Roaming SMS messages						
2.2.5	Rest of World Roaming SMS messages						
2.2.6	Total Retail Roaming SMS Messages	0,000					
2.3 Retail Data Volumes (000s MB) 1 July - 30 September 2010							
2.3.1	EU/EEA Roaming data volumes						
2.3.2	Rest of World Roaming data volumes						
2.3.3	Total Retail Roaming data volumes	0,000	0,000	0,000	0,000		
2.3.4 Retail Data Volumes (000s MB) 1 October - 31 December 2010							
2.3.4	EU/EEA Roaming data volumes						
2.3.5	Rest of World Roaming data volumes						
2.3.6	Total Retail Roaming data volumes	0,000	0,000	0,000	0,000		
b) Retail Roaming Revenues - please provide gross revenue excluding VAT, please provide to 3 decimal places¹⁶							
2.4 Retail Roaming Voice Revenues (000s EUR) - Eurotariff Only 1 July - 30 September 2010							
2.4.1	EU/EEA Roaming voice revenues						
2.4.2 Retail Roaming Voice Revenues (000s EUR) - Eurotariff only 1 October - 31 December 2010							
2.4.2	EU/EEA Roaming voice revenues						
2.4.3 Retail Roaming Voice Revenues (000s EUR) - Non-Eurotariff 1 July - 30 September 2010							
2.4.3	EU/EEA Roaming voice revenues						
2.4.4	Rest of World Roaming voice revenues						
2.4.5	Total Retail Roaming Voice Revenues	0,000	0,000	0,000	0,000	0,000	0,000
2.4.6 Retail Roaming Voice Revenues (000s EUR) - Non-Eurotariff 1 October - 31 December 2010							
2.4.6	EU/EEA Roaming voice revenues						
2.4.7	Rest of World Roaming voice revenues						
2.4.8	Total Retail Roaming Voice Revenues	0,000	0,000	0,000	0,000	0,000	0,000
2.5 Retail Roaming SMS Revenues¹⁰ (000s EUR) 1 July - 30 September 2010							
2.5.1	EU/EEA Roaming SMS revenues						
2.5.2	Rest of World SMS revenues						

Calculated averages and totals			
Retail prepaid + postpaid volumes			
EU/EEA voice volumes			
July - September 2010			
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 2010			
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			
July - September 2010			
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 2010			
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			
July - September 2010			
Total EU/EEA Roaming SMS volumes	0,000		
Total RoW SMS volumes	0,000		
October - December 2010			
Total EU/EEA Roaming SMS volumes	0,000		
Total RoW SMS volumes	0,000		
Data volumes			
July - September 2010			
Total EU/EEA Roaming data volumes	0,000	Total EU/EEA Roaming data volumes	0,000
Total RoW data volumes	0,000	Total RoW data volumes	0,000
October - December 2010			
Total EU/EEA Roaming data volumes	0,000	Total EU/EEA Roaming data volumes	0,000
Total RoW data volumes	0,000	Total RoW data volumes	0,000
Retail prepaid + postpaid revenues and averages (excluding special corporate)			
EU/EEA voice revenues and averages			
July - September 2010			
Total EU/EEA revenue - calls made	0,000	Total EU/EEA revenue - calls received	0,000
October - December 2010			
Total EU/EEA revenue - calls made	0,000	Total EU/EEA revenue - calls received	0,000
July - September 2010			
EU/EEA average calls made - actual	#DIV/0!	EU/EEA average calls received - actual	#DIV/0!
EU/EEA average calls made - billed	#DIV/0!	EU/EEA average calls received - billed	#DIV/0!
October - December 2010			
EU/EEA average calls made - actual	#DIV/0!	EU/EEA average calls received - actual	#DIV/0!
EU/EEA average calls made - billed	#DIV/0!	EU/EEA average calls received - billed	#DIV/0!
RoW voice revenues and averages			
July - September 2010			
Total RoW revenue - calls made	0,000	Total RoW revenue - calls received	0,000

2.5.3	Total Retail Roaming SMS Revenues	0,000			
Retail Roaming SMS Revenues (000s EUR) 1 October - 31 December 2010					
2.5.4	EU/EEA Roaming SMS revenues	Non-EuroSMS	Euro-SMS ¹⁸	See footnote 10	
2.5.5	Rest of World SMS revenues				
2.5.6	Total Retail Roaming SMS Revenues	0,000			
2.6 Retail Roaming Data Revenues (000s EUR) 1 July - 30 September 2010					
2.6.1	EU/EEA Roaming data revenues	Prepaid Non-group revenue Group revenue		Postpaid Non-group revenue Group revenue	
2.6.2	Rest of World Roaming data revenues				
2.6.3	Total Retail Roaming data Revenues	0,000 0,000		0,000 0,000	
Retail Roaming Data Revenues (000s EUR) 1 October - 31 December 2010					
2.6.4	EU/EEA Roaming data revenues	Prepaid Non-group revenue Group revenue		Postpaid Non-group revenue Group revenue	
2.6.5	Rest of World Roaming data revenues				
2.6.6	Total Retail Roaming data Revenues	0,000 0,000		0,000 0,000	

Section 3 - Wholesale roaming (inbound) - please provide the following information separately for the periods: 1 July - 30 September 2010 and 1 October - 31 December 2010
Please provide Volume and Revenue information to 3 decimal places

3.1 Wholesale Roaming Voice Minutes and Revenues (excl. VAT, incl. discounts)¹³ - 1 July - 30 September 2010		Group volumes		Non-group volumes (millions)		Non-group revenues (000s EUR)	
3.1.1	EU/EEA Member States	Billed minutes (millions)		Actual Minutes Billed minutes			
		Total traffic (Rest of World) ¹⁴ Billed minutes (millions)		Total traffic (Rest of World) Total revenues (000s EUR)			
3.1.2	Rest of World						
3.1.3 Wholesale Roaming Voice Minutes and Revenues (excl. VAT, incl. discounts) - 1 October - 31 December 2010		Group volumes		Non-group volumes (millions)		Non-group revenues (000s EUR)	
3.1.3	EU/EEA Member States	Billed minutes (millions)		Actual minutes Billed minutes			
		Total traffic (Rest of World) Billed minutes (millions)		Total traffic (Rest of World) Total revenues (000s EUR)			
3.1.4	Rest of World						
3.2 Wholesale SMS - 1 July - 30 September 2010		Group volumes (millions)		Non-group volumes (millions)		Non-group revenues (000s EUR)	
3.2.1	EU/EEA Member States						
		Total traffic (Rest of World) Total volumes (millions)		Total traffic (Rest of World) Total revenues (000s EUR)			
3.2.2	Rest of World						
3.2.3 Wholesale SMS - 1 October - 31 December 2010		Group volumes (millions)		Non-group volumes (millions)		Non-group revenues (000s EUR)	
3.2.3	EU/EEA Member States						
		Total traffic (Rest of World) Total volumes (millions)		Total traffic (Rest of World) Total revenues (000s EUR)			
3.2.4	Rest of World						
3.3 Other Data Services - 1 July - 30 September 2010		Group volumes (000s MB)		Non-group volumes (000s MB)		Revenues (000s EUR)	
3.3.1	EU/EEA Member States					Non-group Group	
		Total traffic (Rest of World) Total volumes (000s MB)		Total traffic (Rest of World) Total revenues (000s EUR)			
3.3.2	Rest of World						
3.3.3 Other Data Services - 1 October - 31 December 2010		Group volumes (000s MB)		Non-group volumes (000s MB)		Revenues (000s EUR)	
3.3.3	EU/EEA Member States					Non-group Group	
		Total traffic (Rest of World) Total volumes (000s MB)		Total traffic (Rest of World) Total revenues (000s EUR)			
3.3.4	Rest of World						

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		
Liechtenstein		
Iceland		
Norway		
Switzerland		
Other		

October - December 2010		October - December 2010	
Total RoW revenue - calls made	0,000	Total RoW revenue - calls received	0,000
July - September 2010			
RoW average calls made - actual	#DIV/0!	RoW average calls received - actual	#DIV/0!
RoW average calls made - billed	#DIV/0!	RoW average calls received - billed	#DIV/0!
October - December 2010			
RoW average calls made - actual	#DIV/0!	RoW average calls received - actual	#DIV/0!
RoW average calls made - billed	#DIV/0!	RoW average calls received - billed	#DIV/0!
SMS revenues and averages			
July - September 2010			
Total EU/EEA SMS revenue	0,000	July - September 2010 Price per SMS - EU/EEA	#DIV/0!
Total RoW SMS revenue	0,000	Price per SMS - RoW	#DIV/0!
October - December 2010			
Total EU/EEA SMS revenue	0,000	Price per SMS - EU/EEA	#DIV/0!
Total RoW SMS revenue	0,000	Price per SMS - RoW	#DIV/0!
Data revenues and averages			
Prepaid		Postpaid	
July - September 2010			
Price per MB data - EU/EEA - Group + Non-Group	#DIV/0!	Price per MB data - EU/EEA - Group + Non-gr	#DIV/0!
October - December 2010			
Price per MB data - EU/EEA - Group + Non-Group	#DIV/0!	Price per MB data - EU/EEA - Group + Non-gr	#DIV/0!
July - September 2010			
Price per MB data - RoW - Group + Non-Group	#DIV/0!	Price per MB data - RoW - Group + Non-Group	#DIV/0!
October - December 2010			
Price per MB data - RoW - Group + Non-Group	#DIV/0!	Price per MB data - RoW - Group + Non-Group	#DIV/0!
Wholesale averages			
Wholesale voice averages			
July - September 2010			
Non-group price per minute EU/EEA - actual	#DIV/0!	Non-group revenue per minute EU/EEA - billed	#DIV/0!
% of Group traffic/total traffic - billed minutes	#DIV/0!	Non-group billed/actual mins EU	#DIV/0!
Price per billed min - RoW	#DIV/0!		
October - December 2010			
Non-group price per minute EU/EEA - actual	#DIV/0!	Non-group revenue per minute EU/EEA - billed	#DIV/0!
% of Group traffic/total traffic - billed minutes	#DIV/0!	Non-group billed/actual mins EU	#DIV/0!
Price per billed min - RoW	#DIV/0!		
Wholesale SMS averages			
July - September 2010			
Non-group price per SMS EU/EEA	#DIV/0!		
Price per SMS - RoW	#DIV/0!		
October - December 2010			
Non-group price per SMS EU/EEA	#DIV/0!		
Price per SMS - RoW	#DIV/0!		
Wholesale data averages			
July - September 2010			
Non-group price per MB - EU/EEA	#DIV/0!	Price per MB - RoW	#DIV/0!
Group price per MB - EU/EEA	#DIV/0!		
Group+Non-group price per MB -EU/EEA	#DIV/0!		
October - December 2010			
Non-group price per MB - EU/EEA	#DIV/0!	Price per MB - RoW	#DIV/0!
Group price per MB - EU/EEA	#DIV/0!		
Group+Non-group price per MB -EU/EEA	#DIV/0!		
Eurotariff & Euro-SMS averages			
Eurotariff		Non Eurotariff (excluding Special corporate) for EU/EEA calls	
July - September 2010			
Average price calls made - billed	#DIV/0!	Average price calls made - billed	#DIV/0!
Average price calls made - actual	#DIV/0!	Average price calls made - actual	#DIV/0!
Average price calls received - billed	#DIV/0!	Average price calls received - billed	#DIV/0!
Average price calls received - actual	#DIV/0!	Average price calls received - actual	#DIV/0!
Prepaid average price calls made - billed	#DIV/0!	Prepaid average price calls made - billed	#DIV/0!
Prepaid average price calls received - billed	#DIV/0!	Prepaid average price calls received - billed	#DIV/0!
Post-paid average price calls made - billed	#DIV/0!	Post-paid average price calls made - billed	#DIV/0!
Post-paid average price calls received - billed	#DIV/0!	Post-paid average price calls received - billed	#DIV/0!
October - December 2010			
Average price calls made - billed	#DIV/0!	Average price calls made - billed	#DIV/0!
Average price calls made - actual	#DIV/0!	Average price calls made - actual	#DIV/0!
Average price calls received - billed	#DIV/0!	Average price calls received - billed	#DIV/0!
Average price calls received - actual	#DIV/0!	Average price calls received - actual	#DIV/0!
Prepaid average price calls made - billed	#DIV/0!	Prepaid average price calls made - billed	#DIV/0!
Prepaid average price calls received - billed	#DIV/0!	Prepaid average price calls received - billed	#DIV/0!
Post-paid average price calls made - billed	#DIV/0!	Post-paid average price calls made - billed	#DIV/0!
Post-paid average price calls received - billed	#DIV/0!	Post-paid average price calls received - billed	#DIV/0!
Euro-SMS		Non-Euro-SMS	
July - September 2010			
Price per SMS	#DIV/0!	Price per SMS	#DIV/0!
October - December 2010			
Price per SMS	#DIV/0!	Price per SMS	#DIV/0!

Section 4 - Traffic steering (within EU/EEA) and inadvertent roaming - Please provide the information below as for the period 1 July 2010 - 31 December 2010**For operators: 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:

For Operators: Inadvertent roaming

4.2 Have there been any problems of inadvertent roaming involving either subscribers inadvertently roaming onto a network from a neighbouring Member State or involving subscribers from a neighbouring Member State inadvertently roaming onto a network in your country? Please answer for voice, SMS and data services

4.3 Please provide a brief summary of any consumer complaints received during this period, relating to inadvertent roaming.

4.4 If inadvertent roaming is a problem, what action has your company taken to address this?

For operators: Quality of roaming services²⁰

4.5 Are you aware of any instances where the quality of service provided to your wholesale roaming traffic was different to the QoS provided to domestic users on the same foreign network? Do you offer your roaming partners the same QoS as offered to your national subscribers? Please answer for voice, SMS and data services

For the NRA:

4.6 Are you aware of any problems of inadvertent roaming involving either subscribers inadvertently roaming onto a network from a neighbouring Member State or involving subscribers from a neighbouring Member State inadvertently roaming onto a network in your country? Please answer for voice, SMS and data services

4.7 Please provide a brief summary of any consumer complaints received during this period by your NRA, or the relevant consumer body, relating to inadvertent roaming

4.8 If inadvertent roaming is a problem, please describe any action taken by your NRA or another body

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)
Please note that Regulation (EC) No 544/2009 stipulates that every home provider shall charge its roaming customers for the provision of any regulated roaming call to which a Eurotariff applies, whether made or received, on a per second basis. However, the home provider may apply an initial minimum charging period not exceeding 30 seconds to calls made which are subject to a Eurotariff
- 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 provided for in Article 4b of the Regulation and that is not part of an alternative tariff package
- 19 - Traffic within the specification model shall not include value added services. This is valid for retail and wholesale voice, SMS and other data (MMS, internet, etc) roaming communications
- 20 - 'Quality of roaming services': e.g. connection time, unsuccessful calls, call dropping, sound quality, caller ID, undelivered/ late SMS, data connection and speed, ability to access voicemail and the customer services of the home operator (where roaming agreements exist between the networks involved)