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)

		Yes/No, N/A
2.1.1.	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 this year (by the end of 2019)) to 4G roaming services wherever 4G is available in the EU/EEA?	
2.1.2.	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		
2.2.7.	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?		
2.2.8.	If yes, please list those destinations		
2.2.9.	Other types of alternative tariffs, please give a short description		

2.3 Tariffs without roaming

		Available Yes/No	Comment	Percentage of customers without roaming
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	Percentage of customers without roaming
2.3.4.	Were there any tariff plans from which roaming was withdrawn after July 1st 2018?			
2.3.5.	If yes, please describe the reason for withdrawing roaming services from a tariff.			

3. Information provided by operators

3.1 Welcome SMS

		Yes/No, N/A
3.1.1.	Do you inform your customers in the welcome SMS that the domestic tariff is applied while roaming in EEA?	
3.1.2.	Do you provide information on the fair use policy in your welcome SMS within EEA?	
3.1.3.	What basic pricing information do you include in welcome SMS outside EEA?	

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? (N/A if you don't offer alternative tariffs)	
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 about the regulated tariff?	
	If other period indicated, use comment box below	

	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 percenage)	
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

		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 about charges and consumption within FUP

In case roaming volumes are calculated according to the open data bundle rule ...	Yes/No, N/A	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 ...	Yes/No	Comment	
3.4.6. Do you provide information 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	Comment
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)			

3.4.8. What kind of evidence is requested to assess stable link and/or normal residence?	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		

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

	Yes/No	If Yes Per country or per visited network per country or in general	If Yes URL website
4.4.1. Do you provide separate itemized information on the quality of service during intra-EU roaming			

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