

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) 2018/1772 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	<p>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.</p> <p>¹For the purposes of this data collection, when referring to intra-EU communications it also includes communications to and from Iceland, Liechtenstein and Norway)</p>
Alternative tariff	<p>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.</p> <p>Under this indicator only intra-EEA communications tariff component should be reported.</p> <p>For the purposes of the current data collection, no data is expected to be reported under the alternative tariffs indicator.</p>
Rest of the World	<p>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</p> <p>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.</p>

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 tarffis	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 tarffis	comprises consumers only comprises revenues only from intra-EEA area

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 31 March 2019	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 1 st October - 31 st 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 1 st October - 31 st March 2019 (subset of 1.1.)	0	comprises consumers only
2	Retail volumes	1 October 2018 - 31 March 2019	
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	0	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 October 2018 - 31 March 2019	
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	0	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)	1 October 2018 - 31 March 2019	
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 tariffis	0	comprises consumers only
3.2	SMS services	1 October 2018 - 31 March 2019	
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 tariffis	0	comprises consumers only

Intra-EEA communication - fixed networks

Operator's details:

Provider:	
Address:	
Country:	

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

Other comments:	
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Fixed services - subscriber information

		As of 31 March 2019	
1	Subscriber information		Comments
1,1	Total number of 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 1 st October - 31 st 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 1 st October - 31 st March 2019 (subset of 1.1.)	0	comprises consumers only
2	Retail volumes		
		1 October 2018 - 31 March 2019	
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	0	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 businesscomprises all types of calls (domestic, roaming, international)
3	Retail revenues (in Euro, excl. VAT)		
		1 October 2018 - 31 March 2019	
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 tariffis	0	comprises consumers only