

c) data	
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2.4 Non-EEA destinations

2.4.1.	Do you include non-EEA destinations in some of your offers?	
2.4.2.	a) If yes, list non-EEA destinations included in RLAH tariffs	
2.4.3.	b) Please specify in the comment box the approximate share of your customer base covered by RLAH offers including non-EEA countries	

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

Please see BEREC Guidelines 87-93 for further information

		Available Yes/No	Comment
2.5.1.	Do you offer any alternative tariffs in line with Article 6e (3)?		
2.5.2.	In which segment(s) are alternative tariffs offered? (Mostly consumer, mostly business, similarly both segments)		
2.5.3.	Does your company offer daily packages?		
2.5.4.	Does your company offer weekly packages?		
2.5.5.	Does your company offer monthly packages?		
2.5.6.	Does your company offer other tariffs? Please give a short description		
2.5.7.	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?		
2.5.8.	If yes, please list those destinations		
2.5.9.	Other types of alternative tariffs, please give a short description		

2.6 Tariffs without roaming

		Available Yes/No	Comment	Percentage of customers without roaming
2.6.1.	Do you offer pre-paid tariffs without roaming?			
2.6.2.	Do you offer post-paid tariffs without roaming?			
2.6.3.	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
2.6.4.	Were there any tariff plans from which roaming was withdrawn after September 1st 2019?			
2.6.5.	If yes, please describe the reason for withdrawing roaming services from a tariff.			

3. Information provided by operators

3.0. When do you notify the application of a fair use policy to your NRA?

3.1 Welcome SMS

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. Do you provide information on how to reach local emergency by dialing 112 free of charge?	
3.1.4. What basic pricing information do you include in welcome SMS outside EEA?	

3.2 Alternative tariffs

Alternative tariffs and regulated tariffs (only reply yes/no to these questions if your answer to 2.5.1 is yes)		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
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 (only reply yes/no to these questions if your answer to 2.5.1 is yes)		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 below:		

3.3 Switching between tariffs (only reply yes/no to these questions if your answer to 2.5.1 is yes)

		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)			

What kind of evidence is requested to assess stable link and/or normal residence?		Yes/No	Comment
3.4.8.	(Should only be answered if the answer to question 2.1.2 is yes)		
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	
4.4.1. Do you provide separate itemized information on the quality of service during intra-EU roaming		
If yes, is the information per country or per visited network per country or in general		
If the information is per network what kind of information is provided:		
a) Names of available visited networks		
b) Available access technologies (i.e. 2G, 3G, 4G or 5G) per visited network		
c) Max availavle download speed per visited network		
d) Per visited network: is the network where customers get steerd to or not		
If yes, please provide the URL where this information is available		

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