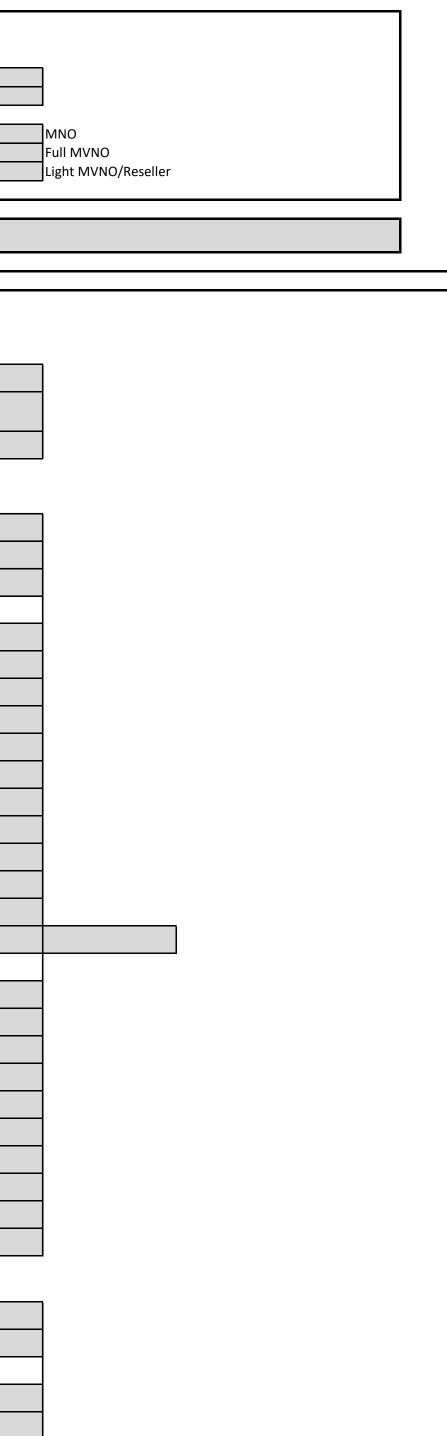
1. Identification

Name of the provider Country

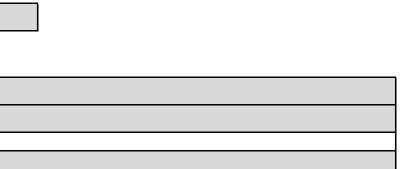
Type of provider (mark with a cross in the corresponding cell)

All questions should be answered based on the current situation.

An questions should be answered based on the current situation.	
2. Structure of tariffs for international roaming (intra-EU)	
2.1. Quality of retail service	
2.1.1. Do you offer 3G roaming services in the EU/EEA where 4G would be available?	
If yes, are you planning to move soon (i.e. within this year (by the end of 2020) to 4G roaming services wherever 4G is available in the EU/EEA?	
2.1.2. Do you offer 5G roaming services?	
2.2 Fair Use Policy	
2.2.1. Does your company offer tariff plans applying a FUP according to the CIR?	
2.2.2. Does your company apply stable link criterion according Art. 4 (1) CIR ?	
2.2.2.2. Has your company levied surcharges due to Art. 4 (1) CIR?	
a) for voice	
b) for SMS	
c) for data	
2.2.3. Does your company apply open data bundle FUP according Article 4 (2) CIR?	
2.3.2.1. Is the data roaming limit calculated according to the calculation laid down in the CIR	
2.3.2.2. If the limit is different to the calculation according to Art. 4 (2) CIR please specify:	
2.3.2.3. Has your company levied surcharges for data roaming services due to Art. 4 (2) CIR?	
2.2.4. Does your company apply a data roaming limit for pre pay offers according to Art. 4 (3) CIR?	
.2.4.1. Has your company levied surcharges for data roaming services due to Art. 4 (3) CIR?	
2.2.5, Does your company apply a control mechanism / objective indicators according Article 4 (4) CIR?	
2.2.5.1, For which kind of tariff plans?	
.2.5.2. How long is the observation window?	
.2.5.3. Which roaming services does your company observe?	
a) Voice	
b) SMS	
c) data	
2.5.4. Has your company levied surcharges for roaming services due to Art. 4 (4) CIR?	
a) for voice	
b) for SMS	
c) for data	
2.2.6. Does your company apply other objective indicatrors (eg. Long inactivity and/or subscription and sequent	ial use of multiple SIM cards)?
.2.6.1. If yes, please specify	
.2.6.2. Has your company levied surcharges for roaming services due to other objective indicators?	
2.3 Derogation	
2.3.1. Does your company make use of the derogation you have been granted?	
2.3.2. If yes, does your company apply derogation surcharges to	
2.3.3. Which roaming services are subject to a surcharge based on derogation?	
a) voice	
b) sms	



c) data	
2.4 Non-EEA destinations	
4.1. Do you include non-EEA destinations in some of your offers?	
4.2. a) If yes, list non-EEA destinations included in RLAH tariffs	
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
5.1. Do you offer any alternative tariffs in line with Article 6e (3)?	
In which segment(s) are alternative tariffs offered? (Mostly consumer, mostly business, similarly both	
5.2. segments)	
5.3. Does your company offer daily packages?	
5.4. Does your company offer weekly packages?	
5.5. Does your company offer monthly packages?	
5.6. Does your company offer other tariffs? Please give a short description	
In alternative offers, do you include non-EEA destinations at a reduced rate (or with no surcharge) while a 5.7. roaming surcharge is applied in the EU/EEA?	
5.7. If yes, please list those destinations	
5.9. Other types of alternative tariffs, please give a short description	
2.6 Tariffs without roaming	
	Available Yes/No
6.1. Do you offer pre-paid tariffs without roaming?	
6.2. Do you offer post-paid tariffs without roaming?	
If yes, please describe below what are these offers (e.g. bundles, data-only, low/medium/high-end tariff	
6.3. plans, etc.) and why roaming is not provided	
	Available Yes/No
6.4. Were there any tariff plans from which roaming was withdrawn after September 1st 2019?6.5. If yes, please describe the reason for withdrawing roaming services from a tariff.	



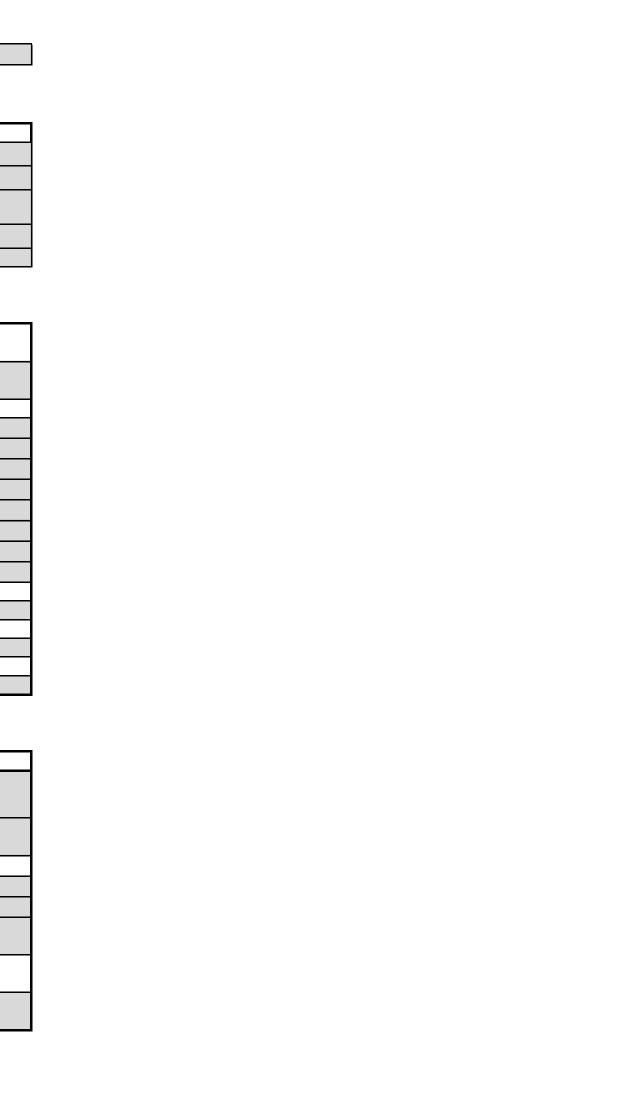
Comment

Comment	Percentage of customers without roaming

If yes, since when	Percentage of customers without roaming

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	
L.1. Do you inform your customers in the welcome SMS that the domestic tariff is applied while roaming in EEA?	
L.2. Do you provide information on the fair use policy in your welcome SMS within EEA?	
L.3. Do you provide information on how to reach local emergency by dialing 112 free of charge?	
L.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
Do you inform end-users that have opted for alternative tariffs about the regulated tariff? (N/A if you don't	
2.1. offer alternative tariffs)	
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
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
	163/100, 10/A
2.4. Are there any activation charges applied when switching between alternative tariffs?	
Also for alternative tariffs limited in time, do you inform end-users about the tariffs/charges they have to	
2.5. pay for roaming services when their alternative tariff period ends?	
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)	
Regarding alternative roaming bundles, do you inform end-users using an alternative tariff (via SMS,	

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
Is the customer allowed to switch back to RLAH in case they have an alternative tariff according to Article 6e	
(3)?	
Where do you provide information concerning switching between tariffs ?	Yes/No, N/A
Website	
Contract	
On the mobile terminal via SMS	
On the mobile terminal via an application	
Call center	
Personal page e.g. MyPage	
Point of sales	
Bill	
Other (comment box below)	



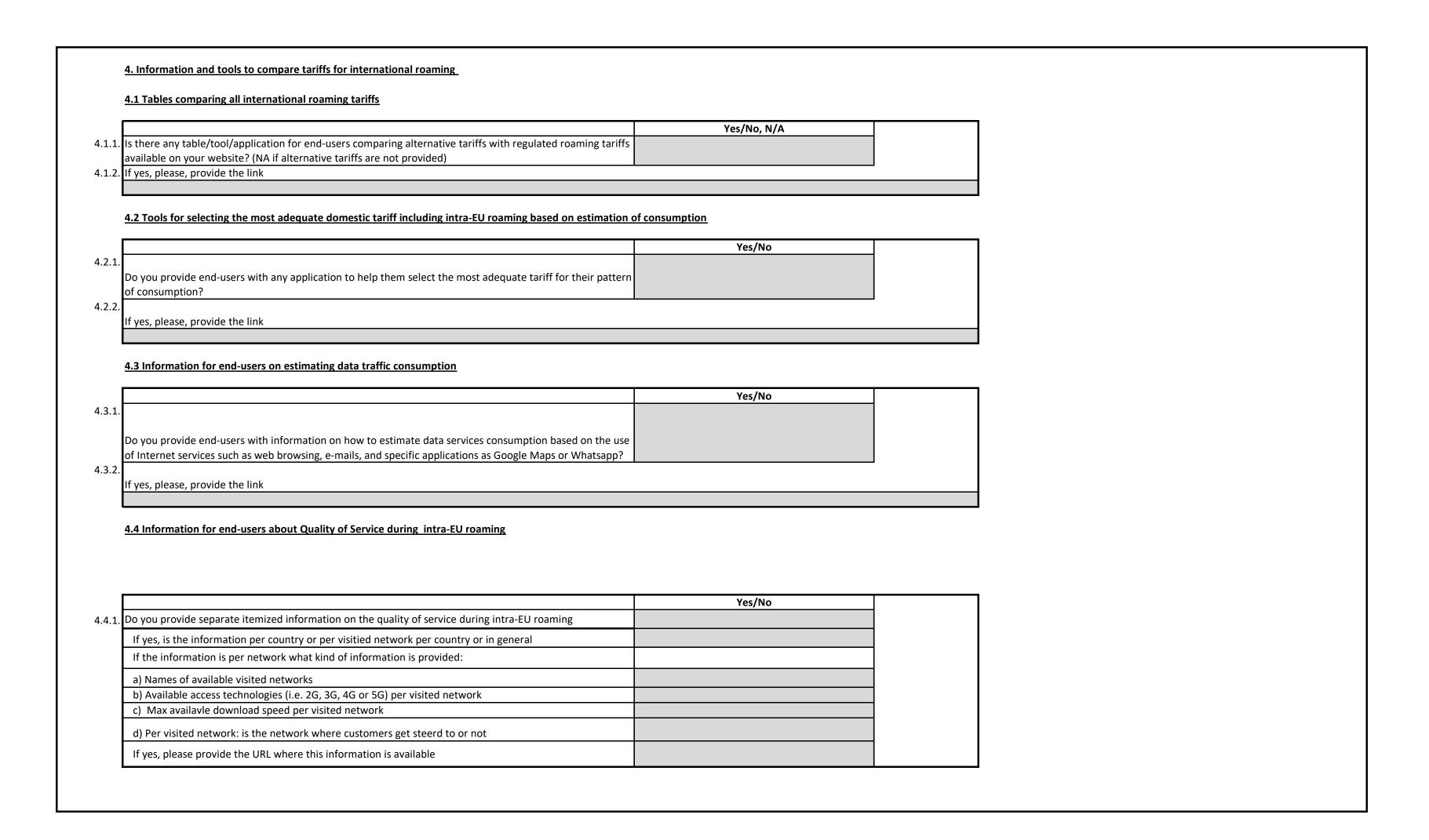
3.4 Information about charges and consumption within FUP

In case roaming volumes are calculated according to the open data bundle rule	Yes/No, N/A	Comment
1. Do you provide generic information on how the data roaming limit is determined?		
2. Do you provide information about the actual roaming limit?		
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)		
4. Do you actively inform end-users when they reach the roaming limits included of the open-data bundle ?		
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 c	ase the control mechanism is applied	Yes/No
Do	you provide information within the observation period?	
Do	you provide information on	
	domestic usage	
	domestic presence	
)	roaming usage	
	roaming presence	
Но	v do you provide such information?	Domestic services
	On the mobile terminal via SMS	
)	On the mobile terminal via an application	
	Personal page e.g. MyPage	
	Call center	
	By any other means (please specify below)	

.8.	(Should only be answered if the answer to question 2.1.2 is yes)	Yes/No
a)	a declaration by the customer	
Ī	a presentation of any valid document which proves that the person falls into one of the categories of	
b)	stable links	
Ī	details of the customer's address and/or details showing the provision of any other services to them at the	
c)	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	
	registration in a population registry indicating that the customer is permanently residing in that Member	
g)	State	
	additional evidence (in the case of cross-border workers) of employment by a company in a different	
h)	country of residence	
	any other reasonable evidence not listed in Recital 10 that could be used to prove stable link or	
i)	permanent residence, such as a valid property rental agreement	
	in the case of business customers, relevant evidence might include documentary proof of the	
j)	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	

Comment	
Roaming services	Comment
Comment	
Comment	



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

