

1.- Identification

Name of the provider
Country

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

	MNO
	Full MVNO
	Light MVNO/Reseller

2.- Structure of alternative tariffs for international roaming (intra-EU)

2.1.- Structure of alternative tariffs

Alternative tariffs means roaming tariffs that are offered by operators in addition to the default Eurotariffs.

Please, respond yes/no in the corresponding cells.

If there are several tariffs qualifying for any row, you can mark as yes several columns for that row if different tariffs have different time limits or conditions

	Existing tariff? (yes/no)	Time limit to use the bundle restricted to one day ?	Time limit to use the bundle restricted to more than one day and up to a week? (Yes/No)	Time limit to use the bundle restricted to more than one week and up to a month? (Yes/No)	Is this tariff restricted to a limited number countries (if yes, specify "EEA", "Non EEA countries" or "others" ?	Is this tariff restricted to the use of the group footprint ? (Yes/No)	Is the tariff restricted to the use of certain networks of any other operator? (Yes/No)
Linear tariff Voice per minute							
Linear tariff SMS per unit							
Linear tariff Data Services per Mb							
Bundle of a number of voice minutes							
Bundle of a number of SMS							
Bundle of data services (a quantity of Mb)							
Bundled voice + SMS							
Bundled voice + Data Services							
Bundled SMS + Data Services							
Bundled Voice + SMS+ Data Services							
Application of domestic rates							
Connection fee + Domestic Rates							
Connection fee + other Rates							
Roaming services included in domestic bundle							

In case that other tariffs exists, please, describe in the box below

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3.2 Alternative tariffs

	Yes	No
Are there any activation charges applied when switching between any of the tariffs?		
Do you inform customers actively about the start and end of the tariff period for tariffs limited in time?		
Also for tariffs limited in time, do you inform customers, about the tariffs/charges they have to pay for roaming services, when their alternative tariff period ends?		
Regarding bundles, do you inform customers using an alternative tariff (via SMS, website, etc.) about the charges applied for out of bundle consumption?		
Do you inform customers actively when they reach the limits included in the bundle ?		

Please, describe how do you inform customers about the issues addressed in the previous questions

3.3 Switching between tariffs

Where do you provide information concerning switching between tariffs ?

	Yes	No
Website		
Mobile terminal (e.g. via a short message)		
Call Centre		
Point of Sales		
Any other mean (please specify)		

If "Any other mean" has been marked as "Yes", please describe

3.4. Information for customers about charges and consumption for intra-EU roaming

	Monthly information (bill)		Real Time Information	
	Charges	Volumes	Charges	Volumes
Does the bill include separate itemized information on International Roaming intra-EEA outgoing voice calls?				
Does the bill include separate itemized information on International Roaming intra-EEA incoming calls?				
Does the bill include separate itemized information on International Roaming intra-EEA SMS sending?				
Does the bill include separate itemized information on International Roaming intra-EEA data services?				

In case you are providing itemized information for charges and/or volumes consumption, please, identify how this information is provided to customers

	historical		real time	
	Yes	No	Yes	No
Bill				
Website				
Interaction via the mobile terminal (e.g. via a short message)				
Call Centre				
Specific App available for installation in the terminal				
Any other mean (please specify)				

If "Any other mean" has been marked as "Yes", please describe

4.- Information and tools to compare tariffs for intra-EEA International Roaming

4.1.- Tables comparing all international roaming intra-EU tariffs

	Yes	No
Is there available any table for customers comparing conditions and prices for all tariffs available for intra-EU international roaming in your website?		

If yes, please, supply the link

4.2.- Tools for selecting the most adequate international roaming tariff based on estimation of consumptions

	Yes	No
Do you provide customers with any application to help in the selection of the most adequate tariff for his/her pattern of consumption?		

If yes, please, supply the link

4.3- Information for customers on estimating data traffic consumption

	Yes	No
Do you provide customers with information on how to estimate data services consumption based on the estimated use of Internet Services as web browsing, e-mails, and specific applications as Google Maps or Whatsapp?		

If yes, please, supply the link

Where the information about the billshock measures for alternative tariffs is available

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