

Article 11 Annex: Questionnaire to Service Providers¹ Case n° 37.639 – Sector inquiry / Roaming

Please note that, in the interest of facilitating the processing and analysis of the relevant data, you are kindly requested to provide:

- all relevant financial information in Ecus/Euros.
- the completed tables, where requested, in Excel spreadsheets
- the electronic version of your reply by e-mail and/or on diskette.

If you require further information on the contents of this questionnaire, please contact one of the case-handlers responsible for this inquiry:

Mr Wolf SAUTER tel: +32.2.2991184; fax: 2950624; e-mail: wolf.sauter@cec.eu.int

Mr Christian HOCEPIED tel: +32.2.2960427; fax: 2950624; e-mail: hocepied@cec.eu.int

For any questions regarding the timing of your response, and the presentation of data, please refer to:
Mrs Martine LANGEROCK tel: +32.2.2958316 ; fax: 2950624; e-mail: martine.langerock@cec.eu.int

0. Contact details for clarification

Please indicate the name, title, telephone and fax numbers as well as the e-mail address of the person responsible for drafting your reply, and for answering possible requests for clarification.

[please insert answer here]

1. Questions concerning general company information

- 1.1. Please provide a brief description/overview of your company and its business activities (including the geographic area of your operations), as well as a copy of your most recent annual report.

[please insert answer here]

- 1.2. Does your company form part of a corporate group? If so, please provide the name and address of your parent company. Whether or not your company forms part of a corporate group, please set out briefly the ownership structure of your company.

[please insert answer here]

- 1.3. Please submit the total turnover figures of your company in ECU for 1997 and 1998,² in EUR for 1999.

[please insert answer here]

¹ “Service providers” is used here to describe organisations, either tied to or independent from mobile telecommunications network operators, that market and/or provide mobile telecommunications services, or services with a mobile telecommunications component, to third parties, whether these services are provided over their own mobile telecommunications network or otherwise.

² The official exchange rates both for the ECU (past 5 years) and the Euro can be found on: <http://europa.eu.int/comm/dg02/xecua.htm>.

1.4. Please submit the total turnover figures of your company related to the provision of digital mobile services only (GSM900/DCS1800)³ in ECU for 1997 and 1998, in EUR for 1999.

[please insert answer here]

2. Business structure

2.1. Please provide a list and a concise description of the mobile services that you offer.

[please insert answer here]

2.2. Do you own the network/facilities, or part of the network/facilities, on which you offer these mobile services? Please provide details.

[please insert answer here]

2.3. Please describe those facilities related to your provision of mobile services that you do own yourself.

[please insert answer here]

2.4. What are the main investments that you (have had to) make in order to provide mobile services to your customers?

[please insert answer here]

3. Services procured

3.1. Please provide a list of all network operators with whom you have entered into agreements concerning the provision of network services (e.g. provision of wholesale airtime).

[please insert answer here]

3.2. Please provide a list and a concise description of the services procured under these agreements with network operators.

[please insert answer here]

3.3. Please describe the terms and conditions under which you procure these services.

[please insert answer here]

3.4. Please provide details on any applicable quality of service guarantees that apply to the services you procure.

[please insert answer here]

3.5. Has a network operator ever refused to offer you services that you had requested? If applicable, please specify, including which services were concerned.

³ Activities other than GSM900/DCS1800 related activities – such as analogue mobile services, paging business (if any) should not be included in these figures.

[please insert answer here]

- 3.6. Are the services you procure from network operators (concerning wholesale airtime in particular) bundled? If so, please describe in what way.

[please insert answer here]

- 3.7. Can you obtain access to unbundled network elements/services on request and/or subject to certain conditions? If so, do you presently enjoy such access, and under which conditions? Please specify.

[please insert answer here]

- 3.8. Have you ever switched from one network operator/supplier of wholesale airtime to another, or have you considered switching to an alternative provider? If so, please specify what were, or are, the reasons for this (e.g. price, quality of service, availability of extra services).

[please insert answer here]

- 3.9. Is there anything that prevents you from switching to another network operator, or that makes it economically unattractive to do so? If so, please specify why (e.g. the precise technological and/or contractual difficulties involved, prices available). If not, please explain why not.

[please insert answer here]

4. Prices and discounts relating to services procured

- 4.1. Please provide details on the price levels of the services that you procure from network operators, separately for each operator (if applicable).

[please insert answer here]

- 4.2. Do you benefit from any discounts in regard to service procured from network operators, either based on the volume procured, or otherwise? Please specify.

[please insert answer here]

- 4.3. As a “reseller”, do you benefit from special rates for services procured from network operators? If so, please specify.

[please insert answer here]

5. Services offered

- 5.1. Please provide details for 1997, 1998 and 1999, for the digital mobile services you offer to your customers/subscribers, (in EUR/ECU as applicable) of the:
- customer subscriber numbers
 - traffic volumes
 - revenues
 - profitability (average return on capital employed).

[please insert answer here]

5.2. Please indicate in detail which digital mobile services you offer to your customers/subscribers, and on what basis (subscriptions, pre-paid cards, other).

[please insert answer here]

5.3. Please provide details of the terms and conditions of the various digital mobile services that you offer your customers/subscribers.

[please insert answer here]

5.4. Please indicate separately which national or international roaming services you offer your customers/subscribers (if any), including any additional or optional services provided in conjunction with your standard roaming service, if applicable.⁴

[please insert answer here]

5.5. If you offer your subscribers national or international roaming services based on agreements with network operators, please provide details of the relevant provisions of these agreements.

[please insert answer here]

5.5. If you offer your customers/subscribers national or international roaming services based on agreements with network operators, please describe how these services are implemented (use diagrams if useful).

[please insert answer here]

6. Prices and marketing of services offered

6.1. In regard to the various mobile services that you offer your customers/subscribers, please describe your general pricing and marketing (including brand) strategy.

[please insert answer here]

6.2. Concerning pricing, please include details of current prices for the various mobile services you provide, by type of subscription/pre-paid card if appropriate, as well as of any pricing packages.

[please insert answer here]

6.3. Concerning marketing, please include details concerning your distribution network (number of retail outlets, business chains providing outlets, etc.).

[please insert answer here]

⁴ As general background, the following definition of roaming provided in the Mobile Green Paper may be useful: "Facility, supported by commercial arrangements between operators and/or service providers, which enables a subscriber to use his/her radio telephone equipment on any other network which has entered into a roaming agreement in the same or another country for both outgoing and incoming calls." Green paper on a common approach in the field of mobile and personal communications in the EU, COM(94)145 final, p 225.

6.4. To what extent can you brand your customer service interface (e.g. including identification of your brand name on consumer handset display, instead of that of the network operator)?

[please insert answer here]

6.5. Do you market or sell the mobile services you presently offer to consumers/subscribers in other EU Member States/in third countries? If not, would you be able to do this if and when you desired to do so? Please identify any relevant technical, commercial and/or legal constraints.

[please insert answer here]

7. Cost data

7.1. Please provide an overview of the main elements of your cost structure for the mobile service you provide to your customers/subscribers. These costs should be attributable to the provision of the relevant services and not to other services. If possible, these costs should be broken down into the following components:

- depreciation
- interest
- maintenance and engineering
- technical general and administrative expenses
- sales and marketing
- customer services
- billing
- interconnection/wholesale airtime costs
- general and administrative expenses.

[please insert answer here]

7.2. Are there any mobile services that you at present consider it is not economically attractive for you to provide, either because of the high capital expenditure costs required, or because of the costs of purchasing the relevant services from mobile network operators? If so, please specify.

[please insert answer here]

8. Any other information

8.1. Please feel free to make any other additional comment that you may wish to make in relation to the area covered by the present sector inquiry. (The provisions of Article 11 of Regulation 17 would not normally cover such additional comments.)

[please insert answer here]

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