

ERG

Kista 17 June 2009

Response from Tele2 Group on ERGs draft Guidelines regarding International Roaming Regulation

1. Introduction

Tele2 is Europe's leading alternative telecom operator offering a wide range of products to consumers across Europe. Tele2's most important products are mobile telephony and broadband but the company also provides fixed telephony in a number of countries. Tele2 welcomes the opportunity to provide its comments on ERGs draft Guidelines regarding International Roaming Regulation.

2. Exchange rate

As the correct exchange rate is crucial for setting the right price caps in the different member states not using Euro, Tele2 would welcome a more precise definition of the exchange rates that should be used.

For the voice price caps that will apply from 1 July 2009 the ERG states that the one that is published in the Official Journal of the European Union (OJEU) on 1 June should be used. Since there is no exchange rate published on 1 June 2009, Tele2 assumes that it is the one published the first possible date after 1 June that shall be used. This means that it is the exchange rate that is dated 2 June by the European Central Bank and then published on 3 June in the OJEU that shall be used.

Also, the exchange rate that applies for SMS and data is the one that is published in the OJEU on 6 May. To avoid any misunderstandings it could also be stated by the ERG that this is the exchange rate that is dated 5 May by the European Central Bank and published in the OJEU on 6 May.

3. Basic personalized pricing information – Data roaming

Tele2 understand that it is useful for customers to receive information about data roaming prices when they are entering another member state. Tele2 has, however, difficulties to see the need for customers to get another message, with the same information, after the customer has started to data roam. In most cases the customer will not leave his data roaming activity to check his SMS, which is the only method Tele2 will be able to use for giving information about data roaming prices. This requirement has therefore, in practice, no meaningful purpose for most customers. To receive

another SMS with the same information the customer received when entering the member state, after he has finished the first data roaming activity, will probably just be annoying for most customers. As we understand it, our concern is here in line with the concern of ERG in section 12 of the draft guidelines. Tele2 therefore encourages ERG to moderate the guidelines, so it is clear that it is in line with the regulation to send basic personalized information about data roaming prices once, and that this information also can be sent when the customers enters a member state.

Tele2 is aware that the regulation has the unfortunate wording “and”, but since a strict interpretation in this case is not very meaningful, Tele2 encourages ERG to modify this in the final guidelines.

For ERG to understand the technical challenges regarding the requirement to send information after the data roaming session has started, Tele2 will give the following description of our situation at present:

Start page information when roaming (for laptops/dongles):

The GGSN we have in our network and use for mobile broadband does not have any function for packet inspection. This function would be needed in order to decide when we should redirect the customer to an information page. The GGSN is purchased with the intention of handle large amount of data, and packet inspection for all this data is not a possibility. The data traffic on a node like this is huge, given all national usage of mobile broadband. Hence, we cannot today implement a function that provides a start page for customers who are roaming.

The start page information is most likely not possible to solve in the short term given our network setup within Tele2.

Sending SMS when starting data roaming session:

Our roaming information platform currently in operation is acting on Location update information on our international roaming signaling links. This platform has thus no information on when data roaming is used. This communication is completely separated from our roaming information system. In order to implement such functionality we need to implement new hardware (probes) that detect this communication in all roaming situations. In addition, we would also need software development on our roaming information platform to be able to act on such information. Hence, we need both hardware and software installations/development at our end as well as other suppliers.

Sending SMS when starting data roaming could be solved, but still needs both development and hardware installations in several countries.

Tele2 is obviously working on a solution regarding data roaming information. No solution will be ready by 1 July 2009. Should ERG keep its wording in section 13 in the draft guideline, we urge ERG at least to give operators 3 months after 1 July 2009, to solve this, due to the technical complexity involved.

Best regards

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