

Appendix 3e. Roaming charges

This appendix describes the charges imposed on the MVNO SIP operator when End-users are roaming on foreign networks, i.e.:

- Settlement of voice calls initiated by End-users against all other networks incl. Danish networks when roaming on foreign networks.
- Settlement of voice calls received by End-users when roaming on foreign networks.
- Settlement of End-users usage of packet-switched data usage when End-users are roaming on foreign networks.
- Settlement of End-users usage of SMS when roaming on foreign networks.
- Settlement of End-users usage of MMS when roaming on foreign networks.

All networks and countries is allocated to a price zone and this is described in the section 3 of this Appendix

All prices are excluding VAT.

1. Charges for Roaming: Voice calls,

Telenor will charge Operators for voice calls as indicated in **Table 1** below. All prices listed in **Table 1** are per minute. Duration of individual roaming calls will be calculated according to the following principles:

- If End-users are staying in the regions EU & EEA, Western Europe* or North Atlantic and make calls to subscribers in the regions EU & EEA, Western Europe* or North Atlantic, the call duration will be calculated according to the following principle: **Operator will be charged for at least 30 seconds, and then per second for the remaining part of the call.**
- When End-users are staying in all other regions except the regions EU & EEA, Western Europe* or North Atlantic, call duration will be calculated according to the following principle: **Operator will be charged per. started minute throughout the duration of the call.** The same principle applies if End-users are staying in the regions EU & EEA, Western Europe* or North Atlantic and making a call to a subscriber in regions outside the regions EU & EEA, Western Europe* or North Atlantic
- Duration of Calls to Roamer when End-users are staying in the regions EU & EEA, Western Europe* or North Atlantic will be calculated according to the following principle: **Operator will be charged per second throughout the duration of the call.**
- Duration of Calls to Roamer when End-users are staying in all other regions except the regions EU & EEA, Western Europe* or North Atlantic will be calculated according to the following principle: **Operator will be charged per started minute throughout the duration of the call.**

*(Except EU & EEA)

Overview of how countries are linked to the respective regions can be found in the **Tables 3.1 to 3.6.**

Charges for Roaming: Voice calls							
Voice calls to ->	EU & EEA	Western Europe (except EU & EEA)	North Atlantic	Eastern Europe	North America, Thailand & Turkey	Rest of the World, Group 1 and 2	Receive calls in the region
Staying region	[DKK]	[DKK]	[DKK]	[DKK]	[DKK]	[DKK]	[DKK]
EU & EEA	0,23798	0,23798	0,23798	7,00	7,00	7,00	0,08032
Western Europe (except EU & EEA)	0,23798	0,23798	0,23798	7,00	7,00	7,00	0,08032
North Atlantic	0,23798	0,23798	0,23798	7,00	7,00	7,00	0,08032
Eastern Europe	5,00	5,00	5,00	7,00	9,50	9,50	2,50
North America, Thailand & Turkey	0,25	0,25	0,25	12,50	0,25	12,50	0,25
Rest of the World, Group 1	9,50	9,50	9,50	12,50	12,50	12,50	7,50
Rest of the World, Group 2	14,00	14,00	14,00	14,00	14,00	14,00	10,00

Table 1: Charges for roaming calls

2. Charges for Roaming: Packet Switched Data service (GPRS/3G/4G), SMS & MMS

Telenor will charge Operators for packet switched data services as indicated in **Table 2** below. Fees for packet switched roaming traffic are per MB upstream and downstream data traffic. Fees for SMS are per unit. Fees for MMS are per MB upstream and downstream data traffic. Charging is based on 1 KB increments.

Charges for roaming: Packet Switched Data, SMS and MMS			
Area	Packet Switched Data Price / MB [DKK]	SMS Price / Unit [DKK]	MMS Price / MB [DKK]
EU & EEA	0,03353	0,07437	0,03353
Western Europe (except EU & EEA)	0,03353	0,07437	0,03353
North Atlantic	0,25	0,07437	0,25
Eastern Europe	30,00	2,50	30,00
North America, Thailand & Turkey	0,25	0,25	0,25
Rest of the World, Group 1	45,00	2,50	45,00
Rest of the World, Group 2	45,00	2,50	45,00

Table 2: Charges for Roaming Packet Switched Data, SMS and MMS

3. Price zones for determination of roaming charges.

Table 3.1 to table 3.7 below indicates to which pricing zone the individual countries are linked.

EU & EEA		
Austria	Germany	Netherlands
Belgium	Greece	Norway
Bulgarian	Hungary	Poland
Croatia	Iceland	Portugal (Azores, Madeira)
Cyprus Greece part	Ireland	Rumanian
Czech Republic	Italy (San Marino, Vatican City)	Slovakia
Estonia	Latvia	Slovenia
Finland (Aland Islands)	Liechtenstein	Spain (Balearics, Canarias, Ceuta, Melilla)
France (Decirade, French Guiana, Guadeloupe, La Reunion, Les Saintes, Marie-Galante, Martinique, Mayotte, Saint Martin (FR))	Lithuania	Sweden
	Luxembourg	UK (England, Scotland, Wales, Northern Ireland, Gibraltar)
	Malta	

Table 3.1: EU & EEA

Western Europe (except EU & EEA)		
Andorra	Kosovo	Serbia
Albania	Macedonia	Switzerland
Bosnia & Herzegovina	Monaco	UK Crown dependencies (Isle of Man, Bailiwick of Jersey, Bailiwick of Guernsey)
Faroe Islands	Montenegro	

Table 3.2: Western Europe (except EU & EEA)

North Atlantic		
Greenland		

Table 3.3: North Atlantic

Eastern Europe		
Belarus	Moldavia	
Georgia	Ukraine	

Table 3.4: Eastern Europe

North America, Thailand & Turkey		
Bermuda	Saint Pierre and Miquelon	USA
Canada	Thailand	USA (Puerto Rico)
Cyprus Turkish part	Turkey	USA (Virgin Islands)

Table 3.5: North America, Thailand and Turkey

Rest of the World, Group 1		
Algeria	Hong Kong	Pakistan
Australia	India	Philippines
Bahrain	Jamaica, Anguilla, Aruba, Barbados, Bermuda, Cayman Islands, Dominica, Grenada, Haiti, Montserrat, Samoa, St. Kitts & Nevis, St. Lucia, St Vincent & Grenadine	Singapore
Bangladesh	Japan	South Africa
Botswana	Malawi	South Korea
China	Malaysia	Taiwan
Ethiopia	Mozambique	Uganda
Ghana	Myanmar	Vietnam
	Nepal	

Table 3.6: *Rest of the World, Group 1*

Rest of the World, Group 2 *)		
Afghanistan	Gambia	Panama
Angola	Guatemala	Papua New Guinea
Antigua and Barbuda	Guinea	Paraguay
Argentina	Guyana	Peru
Armenia	Honduras	Qatar
Azerbaijan	Indonesia	Russia
Bahamas	Iran	Rwanda
Belize	Iraq	Saint Barthelemy
Benin	Israel	Saudi Arabia
Bhutan	Ivory Coast	Senegal
Bolivia	Jordan	Seychelles
Bonaire & Curacao	Kazakhstan	Ships with MCP coverage
Brasilia	Kenya	Ships without MCP coverage
British Virgin Islands	Kuwait	Sierra Leone
Brunei	Kyrgyzstan	Sri Lanka
Burkina Faso	Laos People's Dem. Republic	Sudan
Burundi	Lebanon	Surinam
Cambodia	Lesotho	Swaziland
Cameroun	Liberia	Syria
Cape Verde	Libya	Tajikistan
Central Africa	Macao	Tanzania
Chad	Madagascar	Timor east
Chile	Maldives	Togo
Colombia	Mali	Tonga
Congo	Mauritania	Trinidad and Tobago
Congo, Democratic Republic	Mauritius	Tunisia
Costa Rica	Mexico	Turkmenistan
Cuba	Mongolia	Turks & Caicos
Dominican Republic	Montserrat	United Arab Emirates
Ecuador	Morocco	Uruguay
Egypt	Namibia	Uzbekistan
El Salvador	New Zealand	Vanuatu
Equatorial Guinea	Nicaragua	Venezuela
Falkland Islands	Niger	Yemen
Fiji	Nigeria	Zambia
Flight	Oman	Zimbabwe
French Polynesia	Palestine	

Table 3.7: Rest of the World, Group 2

*) Countries and destinations not specified are settled as belonging to "Rest of the world, Group 2"