



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 Nordic region or the EU and make calls to subscribers in the Nordic region or the EU, 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 Nordic region and the EU, 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 Nordic region or EU and making a call to a subscriber in regions outside the Nordic region and EU
- Duration of Calls to Roamer when End-users are staying in the Nordic region or EU 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 Nordic region and the EU will be calculated according to the following principle: **Operator will be charged per. started minute throughout the duration of the call.**

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 ->	The Nordic region and EU (European Union)	Rest of Europe and Thailand,	USA , Canada and Ships with MCP-coverage	Rest of the World, Group 1 and Group 2	Receive calls in the region
Staying region	[DKK]	[DKK]	[DKK]	[DKK]	[DKK]
The Nordic region and EU (European Union)	0,3732	7,00	7,00	7,00	0,30
Rest of Europe and Thailand	5,00	7,00	9,50	9,50	2,50
USA , Canada and Ships with MCP-coverage	7,00	12,50	7,00	12,50	5,25
Rest of the World, Group 1	9,50	12,50	12,50	12,50	7,50
Rest of the World, Group 2	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), 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]
The Nordic region and EU (European Union)	0,3732	0,1493	0,3732
Rest of Europe and Thailand	30,00	2,50	30,00
USA, Canada	20,00	2,50	20,00
Rest of the World, Group 1	45,00	2,50	45,00
Rest of the World, Group 2 and Ships with MCP-coverage	45,00	2,50	45,00

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

3. Mandatory surcharges for roaming service.

All outgoing voice calls will be added DKK 0,50 per. minute for Telenor mandatory services, such as "SMS bon voyage", TAP handling, IVR etc., See table 3.

All SMS traffic will be added DKK 0,20 per. SMS for Telenor mandatory services, See table 3.

All packet switched roaming traffic and MMS will be added DKK 0,80 per. MB for Telenor mandatory services, such as "Data Roaming barring", "SMS bon voyage", "Routing", "Peering" etc. See table 3.

Mandatory surcharges for roaming service				
Area	Voice Service Price / minute [DKK]	SMS Price / Unit [DKK]	Packet Switched Data Price / MB [DKK]	MMS Price / MB [DKK]
The Nordic	0,50	0,20	0,80	0,80
EU (European Union)	0,50	0,20	0,80	0,80
Rest of Europe and Thailand	0,50	0,20	0,80	0,80
USA, Canada	0,50	0,20	0,80	0,80
Rest of the World, Group 1	0,50	0,20	0,80	0,80
Rest of the World, Group 2	0,50	0,20	0,80	0,80

Table 3: Mandatory surcharges for roaming service:

4. Price zones for determination of roaming charges.

Table 4.1 to table 4.6 below indicates to which pricing zone the individual countries are linked.

Nordic region		
Finland	Norway	Sweden
Iceland		

Table 4.1: Nordic region

EU (European Union)		
Austria	Greece	Montenegro
Belgium	Holland	Poland
Bulgarian	Hungary	Portugal (Azores, Madeira)
Croatia	Ireland	Rumanian
Cyprus	Italy	Serbia
Czech Republic	Latvia	Slovakia
Estonia	Liechtenstein	Slovenia
France (Monaco, France Guyana, Guadeloupe and Martinique)	Lithuania	Spain (Canarias)
Germany	Luxembourg	United Kingdom
Gibraltar	Malta	

Table 4.2: EU (European Union)

Rest of Europe and Thailand		
Albania	Greenland	Moldavia
Andorra	Guernsey	Switzerland
Belarus	Isle of Man	Thailand
Bosnia & Herzegovina	Jersey	Turkey
Faroe Islands	Kosovo	Ukraine
Georgia	Macedonia	

Table 4.3: Rest of Europe and Thailand

USA and Canada		
Canada	USA	
Virgin Islands, USA	Puerto Rico	

Table 4.4: *USA and Canada*

Rest of the World, Group 1		
Algeria	Hong Kong	Pakistan
Australia	India	Philippines
Bahrain	Jamaica Anguilla, Aruba, Barbados, Cayman Islands, Dominica, Grenada, Haiti, 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	Nepal	Vietnam

Table 4.5: *Rest of the World, Group 1*

Rest of the World, Group 2 *)		
Afghanistan	Fiji	Niger
Angola	Equatorial Guinea	Nigeria
Antigua and Barbuda	Flight	Oman
Argentina	United Arab Emirates	Palestine
Armenia	Gambia	Panama
Azerbaijan	Guatemala	Papua New Guinea
Bahamas	Guyana	Paraguay
Belize	Haiti	Peru
Benin	Indonesia	Qatar
Bermuda	Iraq	Russia
Bolivia	Iran	Saudi Arabia
Brasilia	Israel	Senegal
British Virgin Islands	Jordan	Sierra Leone
Brunei	Kazakhstan	Ships without MCP coverage
Burkina Faso	Kenya	Sri Lanka
Burundi	Kuwait	Sudan
Cambodia	Kyrgyzstan	Syria
Cameroun	Laos People's Dem. Republic	Swaziland
Cape Verde	Lesotho	Tajikistan
Central Africa	Lebanon	Tanzania
Chad	Liberia	Timor east
Chile	Macao	Togo
Colombia	Madagascar	Trinidad and Tobago
Congo	Maldives	Tunisia
Congo, Democratic Republic	Mali	Turkmenistan
Costa Rica	Mauritius	Uruguay
Cuba	Mexico	Uzbekistan
Dominican Republic	Mongolia	Venezuela
Ecuador	Morocco	Yemen

Egypt	Namibia	Zambia
Ivory Coast	New Zealand	Zimbabwe
El Salvador	Nicaragua	

Table 4.6: *Rest of the World, Group 2*

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