

International roaming

The International roaming is a service, providing an opportunity for the customer of a mobile operator to make and receive voice calls, to send and receive short and multimedia messages, to use Internet and carry out video conversations on a territory outside Bulgaria, which is being serviced by a foreign mobile operator.

International Roaming Regulation

On 27 June 2007 the European Parliament and the Council of the EU adopted **Regulation (EC) No 717/2007 (the Regulation)** on roaming on public mobile telephone networks within the European Community, which aims at ensuring that users when travelling within the Community do not pay excessive prices when making or receiving calls in the Community.

The Regulation specifies the following:

- ❖ Maximum levels (ceiling) of the wholesale prices – the prices, which the Bulgarian mobile operators pay to foreign mobile operators;
- ❖ Maximum levels (ceiling) of the retail prices – the prices, which the Bulgarian mobile operators charge the made or received by you calls, when you are abroad. The Regulation admits exceptions only regarding the special roaming tariffs;
- ❖ Schedule for gradual decrease of the set maximum values of the wholesale and retail prices in the period 30 August 2007 – 30 August 2009;
- ❖ The information, which the mobile operators are obliged to present to the customers.

Maximum levels of the retail prices

Art. 4, item 2 of the Regulation points out the price limits for making and receiving calls in roaming, as well as the interval for reduction of the limited values.

Price limits according to Art. 4, item 2 of the Regulation		From 30.08.2007 till 29.08.2008	From 30.08.2008 till 29.08.2009	From 30.08.2009
Prices in EUR excl. VAT/per minute	outgoing call	0.49	0.46	0.43
	incoming call	0.24	0.22	0.19
Prices, calculated in BGN, incl. VAT/per minute	Outgoing call	1.15	1.08	1.01
	Incoming call	0.56	0.52	0.45

The Regulation obliges the mobile undertakings to provide and actively offer to all roaming clients, in a clear and transparent manner, **Eurotariff**, which is not connected with specific subscription or other fixed or periodic charges, and can be combined with each retail tariff. The retail prices under the Eurotariff should be pointed in EUR without VAT and/or in BGN, including VAT. **The prices**, defined by the mobile operators might vary for each roaming call, but **they should not exceed the specified in the Regulation ones**, with the exception of the special tariffs.

Undertakings (operators) in Bulgaria, providing the international roaming service
<i>„Mobiltel” EAD (M-tel)</i>
<i>„Cosmo Bulgaria Mobile” EAD (Globul)</i>
<i>„BTC Mobile” Ltd. (Vivatel)</i>

Eurotariffs, offered by the mobile operators in Bulgaria

On 23 July 2007, the undertakings, providing mobile services, presented to the Communications Regulation Commission and parallel to this published the offered by them **Eurotariffs**, as follows:

Eurotariff	Undertakings		
	M-tel	Globul	Vivatel
Price for outgoing call/min (BGN, incl. VAT)	1,15	1,08	1,15
Price for incoming call/min (BGN, incl. VAT)	0,56	0,516	0,56
Charging method	Per minute	At an interval of one minute, each started interval will be charged for its full duration	At an interval of 60 seconds

Special Roaming tariffs

Special tariffs as per the Regulation are the tariffs, for the starting of which the subscribers should express their explicit consent and which differ from the standard tariff, in which they might have been in case they have not chosen the special tariff. Unexhaustively, examples for tariffs with characteristics, according to which some tariff should be considered as special, are:

- Unlimited in time tariffs, in which some or all calls are with reduction in comparison with the standard roaming tariff;
- Tariffs, which offer repeated package of minutes and at which the value of some or all calls is lower than the value under the standard roaming tariff;
- Tariffs of two parts with price for initial connection and price for transmission at which the value of some or all calls is lower than the value under the standard roaming tariff;

Out of all mobile Bulgarian operators, only M-tel offers the following special tariffs:

- ❖ **M-Tel Traveller**
- ❖ **Vodafone Eurocall**
- ❖ **Vodafone World** (since 30.09.2007 it cannot be activated by new subscribers)

According to the Communications Regulation Commission, part of the prices for International roaming for the member states, pointed in these plans are higher than the defined in the Regulation maximum prices.

❖ **M-Tel Traveller**

Zones and networks	Outgoing call (to Bulgaria / the country of stay / Europe)	Outgoing call (to all other countries)	Incoming call	Outgoing SMS
Zone 1 – Preferred networks	0.99	5.99	0.55	0.49
Zone 2 – Preferred networks	1.99	5.99	1.09	0.59
Zone 3 – Preferred networks	2.59	5.99	1.19	0.59
Zone 4 – Preferred networks	5.99	5.99	1.99	0.79
Zone 1 – Other networks	1.99	6.99	0.85	0.69
Zone 2 – Other networks	2.99	6.99	1.39	0.79
Zone 3 – Other networks	3.59	6.99	1.49	0.79
Zone 4 – Other networks	6.99	6.99	2.49	0.99

**All prices are in BGN and include VAT*

The calls are charged at an interval of 1 minute (for incoming and outgoing calls).

Each started interval is charged for its full duration.

The charging of the incoming calls and the sent SMS is defined by the zone, in which the subscriber is located.

The tariffs apply both for calls in peak and off-peak time zone for calls to fixed and mobile networks.

- **Zone 1:** Austria, Cyprus, Finland, Greece, Malta, Portugal, Slovak Republic, Slovenia, Sweden
- **Zone 2:** Belgium, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Hungary, Ireland, Iceland, Italy, Latvia, Lithuania, Liechtenstein, Luxemburg, Netherlands, Norway, Poland, Romania, Spain, Turkey, UK
- **Zone 3:** Albania, Algeria, Bahrain, Bosnia and Herzegovina, Croatia, Faroe Islands, Greenland, Jersey Island, Guernsey Island, Man Island, Lebanon, Macedonia, Moldova, Montenegro, Oman, Pakistan, Serbia, Singapore, Switzerland, Syria, Taiwan, Tunisia, Ukraine, Vietnam
- **Zone 4:** All other states

Information for the geographic distribution of the zones, preferred networks and remaining networks, you can find at the following Internet address:

http://mtel.net/roaming/mtel_traveller/zones.php?sid=1e94c3a9c173d075e76a08edb216348c&

❖ **Vodafone Eurocall**

Eurocall Zone	Outgoing call	Incoming call	Sent SMS
Golden network	2.15	0.95	0.55
Silver network	2.99	1.19	0.69

**All prices are in BGN and include VAT*

The calls are charged at an interval of 1 minute.

Each started interval is charged for its full duration.

There is no initial charge.

The tariffs apply both for calls in peak and off-peak time zone for calls to fixed and mobile networks.

The video conversations are charged according to Vodafone WORLD multiplied by 2.

Over the EUROCALL tariffs no additional discounts are applied!

EUROCALL zone covers 27 European countries – Austria, Albania, Belgium, UK (including the Islands Man, Jersey, Guernsey and Gibraltar), Germany, Greece, Denmark, Ireland, Spain, Italy, Cyprus, Liechtenstein,

Luxemburg, Norway, Poland, Portugal, Romania, Slovenia, Turkey, Hungary, Finland, France, Netherlands, Croatia, Czech Republic, Switzerland, Sweden

Information for the geographical distribution of the zones and the two types of networks, you can find at the following Internet address:

http://mtel.net/roaming/vodafone_eurocall/zone.php?sid=1e94c3a9c173d075e76a08edb216348c&

More information for **Vodafone World**, one can find at the following Internet address:

http://www.mtel.bg/main_pages/si.php/873/VF_World_not-active-tariff_en_v1.pdf

Selection of roaming tariff

After the Regulation enforcement, the Bulgarian mobile operators are obliged to provide an opportunity to all end users to take advantage of the prices, stated by them in the relevant Eurotariff. Each roaming client can request to switch to or to reject the Eurotariff. The switching should be done within one working day after receiving the request and should be free of charge, and it cannot be bound with conditions and limitations regarding other elements of the subscription. The mobile operator can postpone the switch till the expiry of a definite minimal term, no longer than 3 months, considering the enforcement of the previous roaming tariff. Since in Bulgaria only M-tel offers special tariffs, details for switch to or from the Eurotariff, you can find at http://www.mtel.bg/roaming/roaming_basics.php.

Information for the retail prices

Each mobile operator **is obliged by message** to provide the customers, **automatically, without unjustified delay and free of charge** at the entry of the customer in a member-state, different from the one, where his local network is, **basic personalized information** for the retail roaming prices (including VAT), which is applicable when making or receiving calls from this client in the visited by him member-state.

The basic personalized price information includes:

- ❖ Maximum prices, which might be charged to the client in accordance with his tariff plan for making calls on the territory of the visited country and towards the member state, where his local network is, as well as for receiving calls;
- ❖ Free of charge number for receiving more detailed information regarding the roaming prices, which are applicable for voice calls, SMS, MMS and other service for data transmission, through mobile voice call or through SMS. The number is defined by the relevant mobile operator.

Personalized price information		
Undertakings	Access to information for the customer	
	Sending an SMS message	Free of charge telephone number
„Mobiltel” EAD	Yes	+359 88 137
„Cosmo Bulgaria Mobile” EAD	Yes	+35989123
„BTC Mobile” Ltd.	-	+359 87 120 +359 878009 120

When concluding subscription contracts, the mobile operators are obliged to present full information for the applicable roaming prices and especially for the Eurotariff to their customers. The mobile operators are obliged to undertake measures for notifying all their roaming clients for the availability of the Eurotariff.