

Brussels, 26 May 2015 (OR. en)

9165/15

**Interinstitutional File:** 2013/0309 (COD)

> **TELECOM 127** COMPET 247 MI 341 **CONSOM 90 CODEC 767**

#### NOTE

From: Presidency On: 26 May 2015 To: Delegations

Subject: Proposal for a Regulation of the European Parliament and of the Council

laying down measures concerning the European single market for electronic communications and to achieve a Connected Continent, and amending Directives 2002/20/EC, 2002/21/EC and 2002/22/EC and

Regulations (EC) No 1211/2009 and (EU) No 531/2012

- Examination of the Presidency's compromise proposal

In view of the preparations for the third informal trilogue to be held on 2 June, for discussion at the meeting of Working Party on Telecommunications and Information Society of 26 May the Delegations will find in Annex a new compromise proposal by the Latvian Presidency.

Amendments to the text are based on the results of the first and the second informal trilogue and the related technical meetings, and take into account Delegations' views on the Presidency's compromise text from 27 April (8337/15) and non-papers of 8 May, 17 May and 20 May.

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At the Working Party meeting of 26 May, the Delegations are invited to express their detailed positions on all of the proposed amendments (compared to the current mandate approved by Coreper on 17 April (7741/1/15 REV 1) additions are marked with bold and deletions are marked with strikethrough).

With regard to the European Parliament's IMCO Committee's draft proposals on end-user rights, distributed by the Presidency on 22 May, please note that Article 4 of the draft text in the Annex takes into account some of these draft proposals. The Delegations are also invited to indicate whether any of the other draft proposals put forward by the European Parliament's IMCO Committee should be considered.

Once examined in the Working Party meeting of 26 May, draft compromise text will be submitted to Coreper I for discussion on 29 May.

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### Proposal for a

### REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL

laying down measures concerning open internet and amending Regulation (EU) No 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union

(Text with EEA relevance)

#### THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION.

Having regard to the Treaty on the Functioning of the European Union, and in particular Article 114 thereof,

Having regard to the proposal from the European Commission,

After transmission of the draft legislative act to the national Parliaments,

Having regard to the opinion of the European Economic and Social Committee<sup>1</sup>,

Having regard to the opinion of the Committee of the Regions<sup>2</sup>,

Acting in accordance with the ordinary legislative procedure,

Whereas:

(1) This Regulation aims at harmonising rules on safeguarding access to open internet by ensuring end-users' right to access and distribute information and lawful content, run applications and use services of their choice, as well as by establishing common rules on traffic management which not only protect end-users but simultaneously guarantee the continued functioning of the Internet ecosystem as an engine of innovation. Reforms in the field of roaming should give end-users the confidence to stay connected when they travel in the Union, and should become over time a driver of convergent pricing and other conditions in the Union.

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- (2) The measures provided in this Regulation respect the principle of technological neutrality, that is to say they neither impose nor discriminate in favour of the use of a particular type of technology.
- (3) The internet has developed over the past decades as an open platform for innovation with low access barriers for end-users, content and application providers and internet service providers. The existing regulatory framework aims at promoting the ability of end-users to access and distribute information or run applications and services of their choice. However, a significant number of end-users are affected by traffic management practices which block or slow down specific applications. These tendencies require common rules at the Union level to maintain ensure the open internet and to avoid fragmentation of the single market resulting from individual Member States' measures.
- (10 4) In the open internet end-users should have the right to access and distribute information and content, and to use and provide applications and services without discrimination, via their internet access service. The exercise of this right is subject to Union law and national law, compliant with Union law, regarding the lawfulness of content, services or applications. However, this Regulation does not seek to regulate the lawfulness of the information, content, application or services, nor the procedures, requirements and safeguards related thereto. These matters remain thus subject to Union legislation or national legislation in compliance with Union law, including measures giving effect to such Union or national legislation (for example, court orders, administrative decisions or other measures implementing, applying or ensuring compliance with such legislation). If those measures prohibit end-users to access unlawful content (such as, for example, child pornography), end-users should abide by those obligations by virtue of and in accordance with that Union or national law.

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- (4-5) End-users should be free to choose between various types of terminal equipment (defined in Directive 2008/63/EC on competition in the markets in telecommunications terminal equipment) to access the internet. Providers of internet access service should not impose restrictions on the use of terminal equipment connecting to the network, in addition to those imposed by terminal equipment's manufacturers or distributors in compliance with Union law.
- (5 6) Internet access service is any service that provides connectivity to the internet, irrespective of the network technology and terminal equipment used by end-user. **Providers of internet access services should therefore not restrict connectivity to any end-points of the internet.** However, for reasons outside the control of internet access service providers, some end points of the internet may not always be accessible, for instance due to measures taken by public authorities. Therefore, a provider is deemed to comply with its obligation related to the offering an internet access service within the meaning of this Regulation when that service provides connectivity to substantially virtually all end points of the internet.
- (6 7) In order to exercise their right set out in Article 3(1), end-users should be free to agree with providers of internet access services on tariffs with specific data volumes and speeds or on other technical or commercial characteristics of the internet access service. Such agreements, as well as commercial practices conducted by providers of internet access service, should not limit the exercise of the right set out in Article 3(1) and thus circumvent provisions of this Regulation on safeguarding internet access. National regulatory authorities should be empowered to intervene against cCommercial practices which by reason of should not, given their scale, lead to situations where end-users' choice is significantly reduced in practice. National regulatory authorities should be required, as part of their monitoring and enforcement function, to guarantee Since the right to open internet is based on end-user's choice to access preferred content and information and intervene when commercial, such-practices would therefore result in undermining the essence of this right.

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(8) End-users should have rights to access their preferred content and information, to use and provide preferred services and applications, as well as terminal equipment. Reasonable traffic management contributes to an efficient use of network resources and thus also protects to an optimisation of the freedom of internet access service providers to conduct a business. Innovation by overall transmission quality responding to the technical requirements of the content, services and applications providers should be fostered. In order to be considered transmitted. Moreover, reasonable, traffic management measures applied by providers of internet access services should be transparent, proportionate, non-discriminatory and should not constitute anti-competitive behaviour. The requirement for traffic management measures to be non-discriminatory does not preclude providers of internet access services to implement, in order to optimise the overall transmission quality, traffic management measures which take into account objectively which differentiate between different types of traffic, i.e. categories of content, services or applications. Any such differentiation should be permitted only on the basis of objective technical quality of service requirements of certain traffie (for example, in terms of latency, or high jitter, packet loss, and bandwidth). Blocking, of the different types of traffic, but not on the basis of commercial considerations. Such differentiating traffic management measures should be proportionate in relation to the purpose of overall quality optimisation and should treat equivalent traffic equally. Any traffic management practice which goes beyond such reasonable measures, including reasonable differentiation, by blocking, slowing down, altering, degrading or discriminating against between specific content, applications or services should be prohibited, subject to justified and defined exceptions laid down in this Regulation. Content, services and applications should be protected because of the negative impact of blocking or other restrictive measures on end-user choice and innovation. Rules against altering content, services or applications refer to a modification of the content of the communication, but do not ban non-discriminatory data compression techniques which reduce the size of a data file without any modification of the content. Such compression enables a more efficient use of scarce resources and serves the end-users' interest in reducing data volumes, increasing speed and enhancing the experience of using the content, services or applications in question.

(9) Providers of internet access service may be subject to legal obligations requiring, for example, blocking of specific content, applications or services. Those legal obligations should be laid down in Union or national legislation (for example, Union or national legislation related to the lawfulness of information, content, applications or services, or legislation related to public safety), in compliance with Union law, or they should be established in measures implementing or applying such legislation, such as national measures of general application, courts orders, decisions of public authorities vested with relevant powers, or other measures ensuring compliance with such legislation (for example, obligations to comply with court orders or orders by public authorities requiring to block unlawful content). The requirement to comply with Union law relates, among others, to the compliance with the requirements of the Charter of Fundamental rights of the European Union in relation to limitations of fundamental rights and freedoms. Reasonable traffic management should also allow actions to protect the integrity of the network, for instance in preventing cyber-attacks through the spread of malicious software or end-users' identity theft through spyware. In the operation of their networks, providers of internet access services should be allowed to implement reasonable traffic management measures to avoid congestion of the network. Exceptionally, more restrictive traffic management measures affecting certain categories of content, applications or services may be necessary for the purpose of preventing network congestion, i.e. situations where congestion is pending. about to materialise, and in the mitigation of Moreover, minimising the effects of actual network congestion, should be considered reasonable provided that network such congestion occurs only temporarily or in exceptional circumstances. The principle of proportionality requires that traffic management measures based on this exception treat equivalent types of traffic equally. Temporary congestion refers to specific, non-recurring situations during short periods of time. Exceptional circumstances are infrequent This includes situations, especially in mobile access networks, where despite operators' efforts to ensure the most efficient use of the resources available and thus prevent congestion, demand occasionally exceeds the available capacity of the network, for example in large sport events, public demonstrations concerts or **festivals** and other situations where a **much** larger number than usual of users is trying to make use of the network at the same time.

(<del>9a</del> 10) For the purposes of this Regulation, prior explicit consent should mean any freely given specific, distinct and informed indication of end-user's wishes by which the end-user signifies his unambiguous agreement to allow the provider of internet access services to prevent the transmission of unsolicited communication or to implement parental control measures. In addition, it is also important to recall that according to Article 20 of the Universal Service Directive<sup>3</sup>, contracts for services providing connection to a public communications network and/or publicly available electronic communications services should inform consumers and other end-users so requesting about, inter alia, any conditions which limit access to and/or use of services and applications. Finally, and f For the purposes of giving effect to the provision requiring a prior explicit consent of the end-user for the implementation of parental control measures by the provider of the internet access services, this Regulation should be applied in accordance with national rules. Therefore, this Regulation does not affect national rules which define, for example, parental rights and obligations. In this respect, and by way of an example, the aim of parental control measures could be to prevent the access of minors to content, applications and services, such as those involving pornography or gratuitous violence, which might seriously impair minors' physical, mental or moral development. Parental control measures should be applied in a manner that ensures that the end-user decides which categories of content should be filtered, blocked or controlled. They should also include a clear alert to the end-user that such measures have been used to filter, block or control content or categories of content when the end-user attempts to access such content. The measures should also include a clear and transparent mechanism by which the end-user who has consented to the use of these measures may withdraw this consent at any time.

(<del>7-</del>11) There is demand on the part of content, applications and services providers, as well as on the part of end-users, for the provision of electronic communication services other than internet access services, based on specific quality of service levels. Agreements in this respect could also play an important role in the provision of services with a public interest as well as in the development of new services such as machine-to-machine communications. At the same time, such agreements should allow providers of electronic communications to the public to better balance traffic and prevent network congestion. End-users including providers of content, applications and services, should therefore remain free to conclude agreements with providers of electronic communications to the public and providers of content applications and services, which require specific levels of quality of service. Such services should not be offered as a replacement for internet access services, and their provision should not impair in a material manner the availability and quality of internet access services for other end-users. National regulatory authorities should ensure that providers of electronic communications to the public comply with this requirement, as set out in Article 4. In this respect, national regulatory authorities should assess whether the negative impact on the availability and quality of internet access services is material by analysing, inter alia, quality parameters such as timing and reliability parameters (latency, jitter, packet loss), levels and effects of congestion in the network, actual versus advertised speeds, performance of internet access services compared with services other than internet access services, and quality as perceived by end-users.

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- $(\frac{11}{12})$ National regulatory authorities play an essential role in ensuring that end-users are effectively able to exercise the right to avail of open internet access. To this end, national regulatory authorities should have monitoring and reporting obligations, and should ensure compliance of providers of electronic communications to the public with the obligation to ensure sufficient network capacity for the provision of non-discriminatory internet access services of high quality which should not be impaired by provision of services with a specific level of quality. Providers of internet access services should ensure maximum transparency in the provision of internet access services according to the additional transparency measures laid down in Article 4. Therefore, national regulatory authorities should enforce compliance with Article 3 and the respective parts of Article 4. They should **also** have powers to impose minimum quality of service requirements on all or individual providers of electronic communications to the public if this is necessary to prevent degradation of the quality of service of internet access services for other end-users. In doing so, national regulatory authorities should take utmost account of relevant guidance from BEREC.
- (12 13) The mobile communications market remains fragmented in the Union, with no mobile network covering all Member States. As a consequence, in order to provide mobile communications services to their domestic customers travelling within the Union, roaming providers have to purchase wholesale roaming services from operators in a visited Member State.

- (1314)Regulation No 531/2012 establishes the policy objective that the difference between roaming and domestic tariffs should approach zero. However, the ultimate aim of eliminating the difference between domestic charges and roaming charges cannot be attained in a sustainable manner with the observed level of wholesale charges. Therefore, a transitional period is needed, allowing roaming providers to adapt to wholesale market conditions while providing their customers with a possibility to satisfy their communications needs. During the period concerned, roaming providers should offer roaming services at levels not exceeding those applicable for domestic services, with a possibility to add a surcharge. The relevant domestic retail price should be equal to the retail per unit domestic charge. However, in situations where there are no specific domestic retail prices that could be used as a basis for a regulated roaming service (for example, in case of domestic unlimited tariff plans, bundles or domestic tariffs which do not include data), the domestic retail price should be deemed to be the same charging mechanism as if the customer would be consuming the domestic tariff in his Member State. this Regulation sets out that retail roaming surcharges should be abolished from 15 June 2017, provided that the issues currently observed in the wholesale roaming markets have been addressed. In this respect, the Commission should conduct a review of the wholesale roaming market, and come forward with a legislative proposal based on the outcome of this review.
- (14) Moreover, with a view to ensuring basic mobile phone usage for consumers when periodically travelling, the Regulation should determine the minimum level of a basic roaming allowance. This transitory basic roaming allowance should be simple and transparent, and set at a level which ensures that consumers' basic communication needs are facilitated while travelling within the EU, until the necessary review of underlying wholesale roaming market conditions has been undertaken. The basic roaming allowance should mirror the variety of services included in the tariff plan of the customer, and should take account of the average travelling and domestic consumption patterns of all Europeans, it being understood that such an average pattern will not reflect the practices of all individual consumers.

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- (15) At the same time, roaming providers may apply a "fair use policy" to the consumption of regulated retail roaming services provided at the applicable domestic retail price. This fair use policy should be applied only to the extent necessary to ensure that the roaming provider is able to recover all costs of providing these services. At the same time, subject to the cost recovery criterion, the fair use policy applied should ensure that the customers can confidently replicate at least the average domestic consumption pattern in the Union while periodically travelling. In addition, the abolition of retail roaming surcharges should not lead to a situation which is less beneficial for the consumers than the transitional regime. Finally, the fair use policy may also be applied to prevent abusive and anomalous usage of regulated retail roaming services, in particular the phenomenon of "permanent roaming".
- (16) In order to ensure a smooth transition from Regulation (EU) No 531/2012 to the abolition of roaming charges, this Regulation should introduce a transitional period, in which the roaming providers should offer a certain amount of regulated retail roaming services at levels not exceeding those applicable for domestic services, with a possibility.

  Once these volumes are consumed, roaming providers should be able to add a surcharge to domestic retail prices for regulated retail roaming services. The volume of roaming services offered at domestic retail prices should be set at a level which ensures that consumers' basic communication needs are met while travelling within the EU, until the necessary review of the wholesale roaming markets has been undertaken. These volumes should also mirror the variety of services included in the tariff plan of the customer.
- (17) The relevant domestic retail price should be equal to the retail per-unit domestic charge. However, in situations where there are no specific domestic retail prices that could be used as a basis for a regulated **retail** roaming service (for example, in case of domestic unlimited tariff plans, bundles or domestic tariffs which do not include data), the domestic retail price should be deemed to be the same charging mechanism as if the customer would be consuming the domestic tariff in his Member State.

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- (15 18) With a view to improving competition in the retail roaming market, Regulation (EU) No 531/2012 requires domestic providers to enable their customers to access regulated voice, SMS and roaming services, provided as a bundle by any alternative roaming provider. Given that the retail roaming regime set out in Articles 6a and, 6b and 6c of this Regulation is expected will ultimately lead to substantially decrease the abolition of retail roaming charges set out in Articles 8, 10 and 13 of Regulation (EU) No 531/2012, it would no longer be proportionate to oblige operators to implement this type of separate sale of regulated roaming services. Providers which have already enabled their customers to access regulated voice, SMS and roaming services, provided as a bundle by any alternative roaming provider, may continue to do so. On the other hand, while the transitional roaming volumes or those available under the wider fair use policy and the mechanism which limits the surcharge over the domestic retail price provide data roaming customers with certain safeguards against excessive roaming charges, it may not allow all roaming customers to confidently replicate the domestic consumption patterns for data roaming services. Given the increasing demand and importance of data roaming services, roaming customers should be provided with alternative ways of accessing data roaming services when travelling. Therefore, the obligation on domestic and roaming providers not to prevent customers from accessing regulated data roaming services provided directly on a visited network by an alternative roaming provider as provided for in Regulation (EU) No 531/2012 should be maintained.
- (46 19)In accordance with the calling party pays principle mobile customers do not pay for receiving domestic mobile calls, instead the cost of terminating a call in the network of the called party is covered in the retail charge of the calling party. The convergence of mobile termination rates across the Member States should allow for the implementation of the same principle for regulated retail roaming calls. However, since this is not yet the case, in situations set out in this Regulation allows where roaming providers, after the respective basic are allowed to apply a surcharge for regulated retail roaming allowance is exceeded, to charge a retail roaming fee services, the surcharge applied for incoming roaming calls, provided it does should not exceed the average maximum wholesale mobile termination rate set across the Union. This is considered to be a transitory regime until the Commission addresses this outstanding issue. In addition, in order to prevent anomalous or abusive usage of regulated roaming calls received, roaming providers may apply appropriate usage policies. These usage policies may be applied during the transitional period and accordingly they may include limitations on the volumes of roaming calls received in case those volumes significantly exceed the average volumes of domestic calls received.

(47 20)Regulation (EU) No 531/2012 should therefore be amended accordingly.

- (18-21) This Regulation should constitute a specific measure within the meaning of Article 1(5) of Directive 2002/21/EC<sup>4</sup>. Therefore, where providers of Union-wide roaming services make changes to their retail roaming tariffs and to accompanying roaming usage policies in order to comply with the requirements of this Regulation, such changes should not trigger for mobile customers any right under national laws transposing the current regulatory framework for electronic communications to withdraw from their contracts.
- (18a 22) In order to strengthen the rights of end-users, including the rights of roaming customers, laid down in this Regulation, this Regulation should lay down in relation to internet access services and regulated retail roaming services specific information requirements for contracts and specific transparency requirements. It should also establish a complaint mechanism in relation to end-users' right to access open internet. Finally, since this Regulation constitutes a specific measure in relation to the Framework Directive and the Specific Directives<sup>5</sup>, the information and transparency requirements in relation to internet access service and regulated retail roaming services complement those Directives. Those Directives should be without prejudice to this Regulation.

Directive 2002/21/EC of the European Parliament and of the Council of 7 March 2002 on a common regulatory framework for electronic communications networks and services (Framework Directive) (OJ L 108, 24.4.2002, p. 33).

Directive 2002/20/EC of the European Parliament and of the Council of 7 March 2002 on the authorisation of electronic communications networks and services (Authorisation Directive), Directive 2002/19/EC of the European Parliament and of the Council of 7 March 2002 on access to, and interconnection of, electronic communications networks and associated facilities (Access Directive), Directive 2002/22/EC of the European Parliament and of the Council of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive), and Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications).

- (23) In order to ensure uniform conditions for the implementation of the provisions of this Regulation, implementing powers should be conferred on the Commission in respect of setting out the weighted average of maximum mobile termination rates, and detailed rules on the application of the fair use policy. Those powers should be exercised in accordance with Regulation (EU) 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States and the Commission's exercise of implementing powers<sup>6</sup>.
- (19 24) This Regulation complies with the fundamental rights and observes the principles recognised in particular by the Charter of Fundamental Rights of the European Union, notably the protection of personal data, the freedom of expression and information, the freedom to conduct a business, non-discrimination and consumer protection.
- (20 25) Since the objective of this Regulation, namely to establish common rules necessary for safeguarding ensuring open internet and decreasing abolishing retail roaming charges, cannot be sufficiently achieved by the Member States and can therefore, by reason of its scale and effects, be better achieved at Union level, the Union may adopt measures in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve that objective.

HAVE ADOPTED THIS REGULATION:

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OJ L 55, 28.2.2011, p.13.

## Article 1 – Objective and scope

- 1. This Regulation establishes common rules on to ensure open internet access, safeguarding related end-user's rights and ensuring non-discriminatory equal treatment of traffic in the provision of internet access services.
- 2. This Regulation sets up a new retail pricing mechanism which decreases retail charges for **Union-wide** regulated roaming services with a view in order to phasing out abolish retail roaming surcharges without distorting home and visited markets.

### Article 2 – Definitions

For the purposes of this Regulation, the definitions set out in Directive 2002/21/EC shall apply.

The following definitions shall also apply:

- (2 1) "provider of electronic communications to the public" means an undertaking providing public electronic communications networks or publicly available electronic communications services;
- (**12**) "internet access service" means a publicly available electronic communications service that provides access to the internet, and thereby connectivity to substantially virtually all end points of the internet, irrespective of the network technology and terminal equipment used.

### *Article 3 – Safeguarding of open internet access*

1. End-users shall have the right to access and distribute information and content, use and provide applications and services and use terminal equipment of their choice, irrespective of the end-user's or provider's location or the location, origin or destination of the service, information or content, via their internet access service in accordance with this Article.

This paragraph is without prejudice to Union law or national law, in compliance with Union law, related to the lawfulness of the information, content, application or services.

- 2. Providers of internet access services and end-users may agree on **the** commercial <del>and</del> technical conditions <del>and characteristics of</del> **for** internet access services<del>, such as</del> **related to** price, <del>volume and</del> data **volumes or** speed. Such agreements, and any commercial practices conducted by providers of internet access services, shall not limit the exercise of the right of end-users set out in paragraph 1.
- 3. Providers of electronic communications to the public, including providers of internet access services, shall be free to enter into agreements with end users, including providers of content, applications and services to deliver a service other than internet access services, which requires a specific level of quality. Providers of electronic communications to the public, including providers of internet access services, shall ensure that sufficient network capacity is available so that the availability and quality of internet access services for other end-users are not impaired in a material manner.
- 4-3. Subject to this paragraph, providers of internet access services shall equally treat equivalent types of all traffic equally when providing internet access services.

Providers of internet access services may implement **reasonable** traffic management measures. Such In order to be deemed reasonable, such measures shall be transparent, non-discriminatory, proportionate and, shall not constitute anti-competitive behaviour. When implementing these measures, providers and shall be based on objectively different technical quality of service requirements of specific categories or classes of traffic. Such measures shall not be maintained longer than necessary.

Providers of internet access services shall not engage in traffic management measures going beyond the reasonable measures set out in subparagraph 2, and shall not block, slow down, alter, degrade or discriminate against between specific content, applications or services, except as necessary, and only for as long as necessary, to:

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- a) comply with legal obligations to which the internet access service provider is subject, that are laid down in Union legislation or national legislation, in compliance with Union law, or in measures giving effect to such Union or national legislation, including orders by courts or public authorities vested with relevant powers;
- b) preserve the integrity and security of the network, services provided via this network, and the end-users' terminal equipment;
- prevent impending network congestion and mitigate the effects of exceptional or temporary network congestion, provided that equivalent types of traffic are treated equally;
- d) prevent transmission of unsolicited communication within the meaning of Article 13 of Directive 2002/58/EC<sup>7</sup> or implement parental control measures, subject to a prior explicit consent of the end-user. The end-user shall be given the possibility to withdraw this consent at any time.

The legal obligations referred to in point (a) shall be laid down in Union legislation or national legislation, in compliance with Union law, or in measures giving effect to such Union or national legislation, including orders by courts or public authorities vested with relevant powers.

**5 4. Any T** traffic management measures may only entail processing of personal data that is necessary and proportionate to achieve the objectives of paragraph **3** <del>4 (a - d)</del>. Such processing shall be carried out in accordance with Directive 95/46. Traffic management measures shall also comply with Directive 2002/58.

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Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications) (OJ L 201, 31.07.2002, p. 37).

5. Providers of electronic communications to the public, including providers of internet access services, and providers of content, applications and services shall be free to offer services which are distinct from internet access services and which are optimised for specific content, applications or services, or a combination thereof, in order to meet their requirements for a specific level of quality.

Providers of electronic communications to the public, including providers of internet access services, shall offer such services only if the network capacity is sufficient to provide them in addition to internet access services, they are not usable as substitute for internet access services, and are not to the material detriment of the availability or quality of internet access services for other end-users.

6. Paragraph 1 is without prejudice to Union law or national law, in compliance with Union law, related to the lawfulness of the information, content, application or services.

Article 4 – Safeguards for quality of service and the availability of Supervision, enforcement and transparency measures for ensuring open internet access services

1. National regulatory authorities shall closely monitor and ensure compliance with Article 3 and with paragraphs 3 and 5 of this Article, and shall promote the continued availability of open internet access services at levels of quality that reflect advances in technology. For those purposes national regulatory authorities may impose technical characteristics and minimum quality of service requirements in accordance with the second subparagraph of Article 22(3) of the Universal Service Directive. National regulatory authorities shall publish reports on an annual basis regarding their monitoring and findings, and provide those reports to the Commission and BEREC.

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- 2. Providers of electronic communication services to the public, including providers of internet access services, shall make available, at the request of the national regulatory authority, information relevant to the obligations set out in Article 3 and paragraphs 3 and 5 of this **Article, in particular information** about how their network traffic and capacity are managed, as well as justifications for any traffic management measures applied. Article 5 of the Framework Directive shall apply, mutatis mutandis, in respect of the provision of information under this Article. Those providers shall provide such information promptly on request and in accordance with the time limits and the level of detail required by the national regulatory authority.
- 2a-3. Providers of internet access services shall ensure that a contract which includes an internet access service shall specify **at least** the following information:
  - (a) information on how traffic management measures applied by that provider could impact on internet access service quality, end-users' privacy and the protection of personal data:
  - a clear and comprehensible explanation as to how any volume limitation, speed and (b) other quality of service parameters may in practice have an impact on internet access services, in particular the use of content, applications and services.;
  - a clear and comprehensible explanation as to how any services which are distinct (c) from internet access services, within the meaning of Article 3(5), to which the enduser subscribes might in practice have an impact on the same end-user's internet access services;

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(d) a clear and comprehensible explanation about the minimum, average and maximum download and upload speed of internet access services, and how derogations from the advertised download and upload speed can impact end-users' rights referred to in Article 3(1).

Providers of internet access services shall publish the information referred to in the first subparagraph.

Providers of internet access services shall make available, upon the request of an enduser, additional information on any procedures put in place by the provider to measure and shape traffic, including an indication of the underlying communication inspection methods used for reasonable traffic management measures.

- 4. National regulatory authorities shall ensure that end-users have access to independent evaluation tools to enable them to compare the advertised download and upload speed to the actually provided speeds.
- 5. End-users shall have the right to submit complaints relating to rights and obligations under Article 3 and paragraphs 3 and 6 of this Article to the national regulatory authorities.
- 2b 6. Without prejudice to paragraph 5, P providers of internet access services shall put in place transparent, simple and efficient procedures to address complaints of end-users relating to rights and obligations under Article 3 and paragraph 3 of this Article.
- 3 7. No later than nine months after this Regulation enters into force, in order to contribute to the consistent application of this Regulation, BEREC shall, after consulting stakeholders and in close cooperation with the Commission, lay down guidelines for the implementation of the obligations of national competent regulatory authorities and providers of internet access services under Article 3 and this Article, including with respect to the application of traffic management measures set out in Article 3(4) and for monitoring of compliance.

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8. For the purposes of this Article, "national regulatory authorities" shall mean the body or bodies within the meaning of point (g) of Article 2 of Directive 2002/21/EC and any other body or bodies charged by a Member State with the tasks assigned in this Article.

## Article 5 – Penalties

Member States shall lay down the rules on penalties applicable to infringements of the provisions in Articles 3 and 4 and shall take all measures necessary to ensure that they are implemented. The penalties provided for must be effective, proportionate and dissuasive. Member States shall notify those provisions to the Commission by 30 April 2016 at the latest and shall notify it without delay of any subsequent amendment affecting them.

Article 6 – Amendments to Regulation (EU) No 531/2012

Regulation (EU) No 531/2012 is amended as follows:

- (1) In Article 1, paragraph 7 is deleted.
- (21) In Article 2, paragraph 2 is amended as follows:
  - a. points (i), (l) and (n) are deleted;
  - b. the following points are added:
    - "domestic retail price" means roaming provider's retail per unit (r) domestic charge applicable to calls made and SMS sent (both originated and terminated on different public communications networks within the same Member State), and to data consumed by a customer. In case there is no specific domestic retail price per unit, the domestic retail price shall be deemed to be the same charging mechanism as if the customer would be consuming the domestic tariff in his Member State;

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- (s) "basic roaming allowance" means a certain number of minutes of regulated roaming voice calls made and received, a certain number of regulated roaming SMS sent and a certain amount of megabytes of regulated data roaming services, which the roaming provider must offer to its roaming customers for a certain number of not necessarily consecutive days per calendar year at a price which shall not exceed the respective domestic retail price;
- (**\(\xi\)\)** "separate sale of regulated retail data roaming services" means the provision of regulated data roaming services provided to roaming customers directly on a visited network by an alternative roaming provider.

## (3 2) Article 4 is amended as follows:

- (a) the title of Article 4 is replaced by the following:

  Separate sale of regulated retail *data* roaming services.
- (b) paragraph 1, the first subparagraph is deleted;
- (c) paragraphs 4 and 5 are deleted.

## (4-3) Article 5 is amended as follows:

- (a) the title of Article 5 is replaced by the following:Implementation of separate sale of regulated retail *data* roaming services.
- (b) paragraph 1 is replaced by the following:

Domestic providers shall implement the *obligation related to* separate sale of regulated retail *data* roaming services provided for in Article 4 so that roaming customers can use separate regulated *data* roaming services. Domestic providers shall meet all reasonable requests for access to facilities and related support services relevant for the separate sale of regulated retail *data* roaming services. Access to those facilities and support services that are necessary for the separate sale of regulated *data* roaming services, including user authentication services, shall be free of charge and shall not entail any direct charges to roaming customers.

paragraph 2 is replaced by the following: (c)

> In order to ensure consistent and simultaneous implementation across the Union of the separate sale of regulated retail data roaming services, the Commission shall, by means of implementing acts and after having consulted BEREC, adopt detailed rules on a technical solution for the implementation of the separate sale of regulated retail data roaming services. Those implementing acts shall be adopted in accordance with the examination procedure referred to in Article 6(2).

in paragraph 3, the introduction is amended as follows:

The technical solution to implement the separate sale of regulated retail data roaming services shall meet the following criteria:

- (5 4) Articles 8, 10 and 13 are deleted. and replaced as follows:
- (5) Articles 6a and 6b are inserted:

#### Article 6a

# Abolition of retail roaming surcharges

1. With effect from 15 June 2017, provided that the legislative act referred to in Article 19(2) is applicable on this date, R roaming providers shall include in all tariff plans containing regulated roaming services a basic roaming allowance referred to in Article 6b(1). For consumption within the basic allowance, roaming providers may not levy any surcharge in comparison to the domestic retail price for mobile communications services on roaming customers in any Member State for any regulated roaming call made or received, for any regulated roaming SMS/MMS message sent and for any regulated data roaming services used, nor any general charge to enable the terminal equipment or service to be used abroad, subject to Article 6b.

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#### Article 6b

### Fair usage

1. Roaming providers may apply a "fair use policy" to the consumption of regulated retail roaming services provided at the applicable domestic retail price level.

The application of the fair use policy shall meet the following criteria:

- (a) apply only to the extent necessary to ensure that a roaming provider is able to recover all costs of providing regulated retail roaming services, including costs of acquisition of wholesale services and joint and common costs;
- (b) ensure, subject to subparagraph (a), that roaming providers' customers are in a position to confidently replicate at least the average domestic consumption pattern in the Union while periodically travelling within the Union;
- (c) by derogation from point (a), ensure as a minimum the provision of the volume of regulated retail roaming services provided at the applicable domestic retail price level as set out in Article 6d.

A fair use policy may also be applied to prevent abusive and anomalous usage of regulated retail roaming services, in particular use of such services by roaming customers in a Member State other than that of his domestic provider for purposes other than periodic travel.

2. In order to ensure consistent application of the fair use policy by roaming providers, subject to the criteria referred to in the second subparagraph of paragraph 1, taking into account the objective referred to in the third subparagraph of paragraph 1 and subject to the second subparagraph of this paragraph, the Commission shall, by means of implementing acts and after having consulted BEREC, adopt, by 15 March 2017, detailed rules on the application of fair use policy.

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The Commission shall take into account the following:

- *(i)* the evolution of pricing and consumption patterns in the Member States;
- the degree of convergence of domestic price levels across the Union; (ii)
- (iii) any observable effect of roaming at domestic retail prices on the evolution of such rates;
- (iv) the evolution of effective wholesale roaming rates for unbalanced traffic between roaming providers; and
- (v)any observable risks of distortion of competition and investment incentives in home and visited markets.

Those implementing acts shall be adopted in accordance with the examination procedure referred to in Article 6(2) and shall apply from 15 June 2017. The Commission shall periodically review those implementing acts in the light of market developments in accordance with the same procedure.

- *3*. Article 6c shall apply to regulated retail roaming services exceeding any fair use policy.
- **Article 6c is inserted: (6)**

### Article 6c

## Provision of regulated retail roaming services

- 21. Without prejudice to the third second subparagraph, if where a roaming provider applies a surcharge for the consumption of regulated roaming services in excess of the basic roaming allowance fair use policy, it shall meet the following requirements:
  - (a) the any surcharge applied for regulated roaming calls made, regulated roaming SMS messages sent and regulated data roaming services shall not exceed the maximum wholesale charges provided for in Articles 7(2), 9(1) and 12(1), respectively;

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- (b) the sum of the domestic retail price and any surcharge applied for regulated roaming calls made, regulated roaming SMS messages sent or regulated data roaming services shall not exceed EUR 0,19 per minute, EUR 0,06 per SMS message and EUR 0,20 per megabyte used, respectively;
- (bc the any surcharge applied for regulated roaming calls received shall not exceed the weighted average of maximum mobile termination rates across the Union set out in accordance with paragraph  $\frac{3}{2}$ .

Roaming providers may implement usage policies necessary to prevent anomalous or abusive usage of calls received.

Roaming providers shall not apply any surcharge to a regulated roaming SMS message received or to a roaming voicemail message received. This shall be without prejudice to other applicable charges such as those for listening to such messages.

Roaming providers shall charge roaming calls made and received on a per second basis. Roaming providers may apply an initial minimum charging period not exceeding 30 seconds to calls made. Roaming providers shall charge its customers for the provision of regulated data roaming services on a per-kilobyte basis, except for Multimedia Messaging Service (MMS) messages which may be charged on a per-unit basis.

This paragraph shall not preclude offers which provide roaming customers, for a per diem or any other fixed periodic charge, a certain volume allowance consistent with ordinary domestic usage and typical travel periods provided that the amount of the consumption of the full amount of the volume included in the offer leads to a unit price per regulated roaming calls made, calls received, SMS messages sent and data roaming services which does not exceed the respective domestic retail price and the maximum surcharge as set out in the first subparagraph.

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- 3 2. By 1 January 2016 31 December 2015, BEREC the Commission shall after having consulted BEREC and subject to the second subparagraph of this paragraph, adopt implementing acts setting out the weighted average of maximum mobile termination rates referred to in point (b) of paragraph 1 2 on the basis of.
  - The weighted average of maximum mobile termination rates shall be based on the following criteria:
- (i) the maximum level of mobile termination rates imposed in the market for wholesale voice call termination on individual mobile networks by the national regulatory authorities in accordance with Articles 7 and 16 of the Framework Directive and Article 13 of Directive 2002/19/EC, and
- (ii) the total number of subscribers in Member States.

Those implementing acts shall be adopted in accordance with the examination procedure referred to in Article 6(2), and shall be reviewed every year in accordance with the same procedure.

At the request from BEREC, national regulatory authorities shall communicate to BEREC the information referred to in (ii) BEREC shall review the average of maximum mobile termination rates set out in accordance with this Article every year from the date of application of this Regulation.

Decisions taken by the Board of Regulators of BEREC for the purposes of this paragraph may be subject of proceedings before the Court of Justice of the European Union.

4-3. Roaming providers may offer and roaming customers may deliberately choose a roaming tariff other than the one set out in paragraphs 1 and 2-Articles 6a and 6b, and paragraph 1 of this Article, by virtue of which roaming customers benefit from a different tariff for regulated roaming service than they would have been accorded in the absence of such a choice. The roaming provider shall remind those roaming customers of the nature of the roaming advantages which would thereby be lost.

Without prejudice to the previous subparagraph, roaming providers shall apply the tariff set out in paragraphs 1 and 2 Articles 6a and 6b, and paragraph 1 of this Article to all existing and new roaming customers automatically.

When roaming customers deliberately choose to switch from or back to the tariff set out in paragraphs 1 and 2 Articles 6a and 6b, and paragraph 1 of this Article, any switch shall be made within one working day of receipt of the request and shall be free of charge. Roaming providers may delay a switch until the previous roaming tariff has been effective for a minimum specified period not exceeding two months.

- 5 4. Roaming providers shall ensure that a contract which includes any type of regulated retail roaming service shall specify the main characteristics of that regulated retail roaming service provided, including in particular:
- (a) the specific tariff plan or tariff plans and, for each such tariff plan, the types of services offered, including the volumes of communications;
- (b) any restrictions, including the basic roaming allowance, imposed on the consumption of regulated retail roaming services provided at the applicable retail domestic price level, in particular quantified information on how any fair use policy is applied by reference to the main pricing, volume or other parameters of the provided regulated retail roaming service in question. The information on the basic roaming allowance shall include the volume of the allowance and the availability in the number of days, and the charges which apply in excess of the basic roaming allowance within the EU (in the currency of the home bill provided by the customer's domestic provider).

Roaming providers shall publish the information referred to in first subparagraph.

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### (7) Article 6d is inserted:

#### Article 6d

## Transitional retail roaming charges

1. From 30 April 2016 until 14 June 2017, roaming providers shall offer at least 50 minutes of regulated roaming voice calls made, 50 minutes of regulated roaming voice calls received, 50 regulated roaming SMS messages sent and 150 megabytes of regulated data roaming services per calendar year at the applicable domestic retail price.

Roaming providers may implement usage policies in relation to the following:

- (a) concerning active domestic use of subscriptions in order to prevent anomalous or abusive usage of these offers; and
- (b to prevent anomalous or abusive usage of calls received.
- 2. Article 6c shall apply mutatis mutandis to regulated retail roaming services exceeding the volumes set out in paragraph 1.

#### Article 6b

## Basic roaming allowance

- 1. The basic roaming allowance shall be available at minimum for 7 days per calendar year and shall allow a minimum daily consumption of 5 minutes of regulated roaming voice calls made, 5 minutes of regulated roaming voice calls received, 5 regulated roaming SMS messages sent and 10 megabytes of regulated data roaming services.
- 2. Roaming providers shall publish and include in their contracts detailed quantified information on how the basic roaming allowance is applied, by reference to its main pricing or volume parameters.

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- (68) In Article 14, paragraphs 1 and 3 are replaced as follows:
- 1. To alert roaming customers to the fact that they *may* be subject to roaming charges when making or receiving a call or when sending an SMS message, each roaming provider shall, except when the customer has notified the roaming provider that he does not require this service, provide the customer, automatically by means of a Message Service, without undue delay and free of charge, when he enters a Member State other than that of his domestic provider, with basic personalised pricing information on the roaming charges (including VAT) that apply to the making and receiving of calls and to the sending of SMS messages by that customer in the visited Member State.

That basic personalised information shall include *information on the basic roaming* allowance-fair use policy, in particular on the volume available, (volume and availability in number of days) and on the charges which apply in excess of the basic roaming allowance fair use policy within the EU (in the currency of the home bill provided by the customer's domestic provider) to which the customer may be subject under his tariff scheme for:

- (a) making regulated roaming calls within the visited Member State and back to the Member State of his domestic provider, as well as for regulated roaming calls received; and
- (b) sending regulated roaming SMS messages while in the visited Member State.

[Subparagraphs 3-5 unchanged]

The first, second, fourth and fifth subparagraphs, with exception of the reference to the basic roaming allowance fair use policy therein, shall also apply to voice and SMS roaming services used by roaming customers travelling outside the Union and provided by a roaming provider.

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3. Roaming providers shall provide all users customers with full information on applicable roaming charges, when subscriptions are taken out. They shall also provide their roaming customers with updates on applicable roaming charges without undue delay each time there is a change in these charges.

They shall send a reminder at reasonable intervals thereafter to all customers who have opted for another tariff.

(79) In Article 15, paragraphs 2 and 6 are replaced as follows:

2. An automatic message from the roaming provider shall inform the roaming customer that the latter is using regulated data roaming services and provide basic personalised information on the basic roaming allowance fair use policy, in particular on the volume available, (volume and availability in number of days) and on the charges which apply in excess of the basic roaming allowance fair use policy (in the currency of the home bill provided by the customer's domestic provider), expressed in price per megabyte, applicable to the provision of regulated data roaming services to that roaming customer in the Member State concerned, except where the customer has notified the roaming provider that he does not require that information.

The basic personalised information shall be delivered to the roaming customer's mobile device, for example by an SMS message, an e-mail or a pop-up window on the mobile device, every time the roaming customer enters a Member State other than that of his domestic provider and initiates for the first time a data roaming service in that particular Member State. It shall be provided free of charge at the moment the roaming customer initiates a regulated data roaming service, by an appropriate means adapted to facilitate its receipt and easy comprehension.

[Subparagraph 3 unchanged]

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[Subparagraphs 2 and 3 unchanged]

### (8 10) Article 16 is amended as follows:

a) in the first paragraph, the following subparagraph is added:

National regulatory authorities shall monitor in particular whether roaming providers availing of Article 6a(4) 6c(3) engage in business practices which amount to circumvention of Articles 6a, 6b and 6c(1).

b) paragraph 2 is replaced by the following:

National regulatory authorities shall make up-to-date information on the application of this Regulation, in particular Articles 6a, 6b, 6c, 7, 9, and 12 publicly available in a manner that enables interested parties to have easy access to it.

## (9 11) Article 19 is replaced by the following:

1. Upon entry into force of this Regulation, the Commission shall initiate a review of the wholesale roaming market with a view to assessing measures necessary, if any to ensure phasing out enable abolition of retail roaming surcharges by 15 June 2017. The Commission shall review, inter alia, the degree of competition in national wholesale markets, and in particular assess the level of wholesale costs incurred and wholesale charges applied, and the competitive situation of operators with limited geographic scope, including the effects of commercial agreements on competition as well as the ability of operators to take advantage of economies of scale. The Commission shall also assess the competition developments in the retail roaming markets. In particular, the review shall take into account the extent to which roaming providers have supplemented the basic roaming allowance, also in light of the BEREC assessment referred to paragraph 5, and the development of the level of the roaming surcharges. and any observable risks of distortion of competition and investment incentives in home and visited markets.

- 2. The Commission shall, by 31 December 2017 15 June 2016 submit a after a public consultation, report to the European Parliament and the Council on the findings of the review referred to in paragraph 1.
- 3. If the That report referred to in paragraph 2 shows that there is no level playing field between roaming providers and consequently that there is a need shall be accompanied by an appropriate legislative proposal to amend the wholesale roaming charges for regulated roaming services set out in this Regulation or to provide for another solution to address the issues identified at wholesale level with a view to phase out retail roaming surcharges, the Commission shall, after consulting BEREC, make appropriate legislative proposals to the European Parliament and the Council to address this situation abolishing retail roaming surcharges by 15 June 2017.
- 4-3. In addition, the Commission shall submit a report to the European Parliament and the Council every two years after the report referred to in paragraph 2. Each report shall include a summary of the monitoring of the provision of roaming services in the Union and an assessment of the progress towards achieving the objectives of this Regulation., inter alia, an assessment of:
- (a) the availability and quality of services, including those which are an alternative to regulated retail voice, SMS and data roaming services, in particular in the light of technological developments;
- (b) the degree of competition in both the retail and wholesale roaming markets, in particular the competitive situation of small, independent or newly started operators, including the competition effects of commercial agreements and the degree of interconnection between operators;
- (c) the extent to which the implementation of the structural measures provided for in Articles 3 and 4 has produced results in developing competition in the internal market for regulated roaming services.

4. In order to assess the competitive developments in the Union-wide roaming markets, BEREC shall regularly collect data from national regulatory authorities on the development of retail and wholesale charges for regulated voice, SMS and data roaming services. Those data shall be notified to the Commission at least twice a year. The Commission shall make them public.

On the basis of collected data, BEREC shall also report regularly on the evolution of pricing and consumption patterns in the Member States both for domestic and roaming services and the evolution of actual wholesale roaming rates for unbalanced traffic between roaming providers. BEREC shall annually publish information on market developments and provide their assessment on how these developments might affect the volume and availability of the basic roaming allowance.

BEREC shall also annually collect information from national regulatory authorities on transparency and comparability of different tariffs offered by operators to their customers. The Commission shall make those data and findings public.

### Article 7 – Review clause

The Commission shall review Articles 3, 4 and 5 of this Regulation and report to the European Parliament and the Council. The first report shall be submitted no later than 30 June 2018. Subsequent reports shall be submitted every four years thereafter. The Commission shall, if necessary, submit appropriate proposals with a view to amending this Regulation.

## *Article* 8 – *Entry into force*

1. This Regulation shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union.

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- 2. It shall apply from 30 April 2016, except for the following:
- (a) point (c) of Article 6(4) which shall apply from the date of entry into force of this Regulation.
- (b) Article 6(5), (6) and (7) shall apply to contracts, which include regulated roaming services and which were concluded before the date of entry into force of this Regulation, from 31 October 2016.
- (a) Article 6(5), which shall apply from 15 June 2017 provided that the legislative act referred to in Article 6(11) is applicable on this date.
  - In case that legislative act is not applicable on 15 June 2017, Article 6(7) shall apply instead of Article 6(5) until that legislative act is applicable.
  - In case that legislative act is applicable after 15 June 2017, Article 6(5) shall apply from the date of application of that legislative act;
- (b) conferral of implementing powers on the Commission foreseen in Article 6(3), (5) and (6), which shall apply from the date of entry into force of this Regulation;
- (c) task of BEREC foreseen in Article 4(6), which shall apply from the entry into force of this Regulation;
- (d) Article 6(11) which shall apply from the entry into force of this Regulation.
- 3. The provisions of Regulation 1203/2012 related to the technical modality for the implementation of accessing local data roaming services on a visited network shall continue to apply for the purposes of separate sale of retail regulated data roaming services until the adoption of the implementing act referred to in point (c) of Article 6(4) of this Regulation.
- 3. In Article 6(6), (8) and (9), during the period from 30 April 2016 until the date determined pursuant to paragraph 2(a) of this Article, the reference to fair use policy shall be understood as a reference to the volumes offered at the applicable domestic retail price referred to in Article 6(7) of this Regulation.

4. The provisions of Commission Implementing Regulation (EU) No 1203/2012 of 14

December 2012 on the separate sale of regulated retail roaming services within the

Union<sup>8</sup> related to the technical modality for the implementation of accessing local data
roaming services on a visited network shall continue to apply for the purposes of
separate sale of retail regulated data roaming services until the adoption of the
implementing act referred to in point (c) of Article 6(3) of this Regulation.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at Brussels,

For the European Parliament
The President

For the Council
The President

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<sup>&</sup>lt;sup>8</sup> OJ L 347/1, 15.12.2012.