

BEREC
pm@berec.europa.eu

Reference: public consultation on the draft BEREC Guidelines in relation to the regulated retail roaming services under Article 4 and 5 of the Roaming Regulation

DNALTD COMMENTS ON THE DRAFT GUIDELINES

BEREC has invited public to submit written comments on the draft BEREC Guidelines in relation to the regulated retail roaming services under Article 4 and 5 of the Roaming Regulation. The DNALtd welcomes the opportunity to give its contributions and submits the following response:

About DNA:

DNALtd is a telecommunications group offering high-quality voice call, data, mobility and digital television services using the latest technology. In Finland, its customers include private users, corporations and other organizations. DNA's turnover in 2011 was EUR 728 million.

Q1: Do you consider that a period of 4 months is sufficient for MNOs as well as for ARPs to prepare the functionalities for decoupling in order to allow ARPs to provide retail roaming services on 1st of July 2014? If your answer is no, please specify what period should be sufficient and provide justification why the period should belong.

As an answer to both Q1 and Q2 DNA sees the timeline will be very difficult to reach and DNA is worried especially that there is not required standardization to support the functionalities reliably.

Q3: Do you have any concerning the authorization regime for the ARP?

DNA sees for the ARP relation that subscribers' national law is applicable.

Q4: Is there any additional issue that should be considered in the BEREC guidelines for interception and data retention, fraud management and M2M services?

The ARP must be solely responsible for any fraud scenarios related to the services the ARP offers to and charges from the subscriber. DNA does not see either would be shared responsibilities.



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Q5: Do you consider that the fallback from ARP providing local data roaming services to the previous roaming provider needs more clarification? Is there any additional issue that BEREC should take into account in the guidelines regarding the switching process from local data roaming services to traditional roaming and the rights of the customers when using local data roaming services?

DNA wants to comment that in any case where any of the individuals subscriber may be suffering and may the fallback procedures are not clearly written end up without service in the worst scenario.

Q13: Do you consider that it is necessary to use a realtime interface between ARPs providing local data roaming services and donor roaming providers for switching off steering and selected barring?

DNA feels only realtime interfaces can be accepted, otherwise there is a significant threat at the responsibilities between ARP and donor operator are unclear and the worst scenario where the user may not have any service available may become a reality.

Q19: Do you agree with BEREC's approach on wholesale bundled offers?

DNA does not understand why any wholesale bundled offer is addressed in the guidelines. All the regulated services that the regulation identifies naturally should be supported individually.

Q20: Do you agree with the obligation for domestic providers and host operators stated in the guidelines? If not, please explain.

Any unclear guidelines or not precise rules concern ing the responsibilities will again result in a threat that the solution may not be doable in desired time frame.

Q22: Do you agree with BEREC's approach regarding the customer profile? If not, please provide a justification based on the regulation. If you have any proposal or comments on issues to consider in the guidelines about interfaces between ARPs and domestic providers for prepaid or postpaid services, please include them in your response.

There may be unreasonable implementation costs for such hybrid solutions.

Q24: Do you agree with BEREC's approach for termination of incoming calls and outgoing SMS? (If not, please explain and justify)

DNA sees the incoming call service as a natural addition to the regulated roaming offer. Using reasonable prices based on termination fees of international calls incoming calls can be offered to ARP with commercial terms.



Q25: Do you agree with BEREC's approach on roaming services outside the EEA and on special rate services? (If not, please explain and justify)

Special rate services particularly as well as inter national callsto other than EEA destinations is a significant fraud threat. Videocalls for example either belong to the regulations so it is difficult to see any other scenario where the tariff highly varies from the standard tariffs would ever be included in the ARP offering.

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Respectfully yours,

DNALTD

Kimmo Martikka
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