



File ref.: 20-7623

**Instructions for the questionnaire  
The Swedish Telecommunications Market first half  
year 2020**

**Read through the instructions before filling in the information.**

**The questionnaire is available as a web survey. The answers should be submitted no later than September 3, 2020.**

## Questionnaire

### Basis for SMP assessments, The Swedish Telecommunications Market first half year 2020.

**Objectives**

The purpose of this survey is to collect data for PTS's report 'The Swedish Telecommunications Market', which aims to raise the level of knowledge about the electronic communications market in Sweden, and to produce official statistics for the sector. Additional purposes are to gather information that will form the basis for market analyses that PTS is obliged to conduct and for any decisions concerning significant market power (SMP) and for any decisions by PTS regarding universal service obligation.

**Use and publication of information submitted**

PTS will use the information, firstly in the 'Swedish Telecommunications Market first half year 2020' report (published in the last quarter 2020 and made available on PTS's website, [www.pts.se](http://www.pts.se) and on PTS's statistics portal, [statistik.pts.se](http://statistik.pts.se)), secondly for the market analyses and decisions implemented on an ongoing basis in accordance with Chapter 8, Sections 5 and 6 of The Electronic Communications Act 2003:389 (LEK).

The information that PTS will use for the 'Swedish Telecommunications Market' includes nearly all responses to questions in the questionnaire.

PTS intends to publish information for individual operators as part of the 'Swedish Telecommunications Market' and on PTS's statistics portal, [statistik.pts.se](http://statistik.pts.se). This applies to as good as all information related to retail markets. The answers to these questions, as well as other information, may also be published in conjunction with PTS's market assessments and decisions concerning significant market power (SMP). Also, the information from the survey will be reported to the EU, mainly on a sectoral level.

**Information obligation**

For all questions in the questionnaire, there is an obligation to provide information to PTS in accordance with Chapter 8, Section 1 of LEK, as well as the Radio Equipment Act (2016:392) and the Act (2016:534) on measures for deployment of broadband networks.

**Secrecy protection**

PTS is empowered, according to Chapter 30, Section 23 of the Public Access to Information and Secrecy Act (Swedish Code of Statutes 2009:400), Section 9 of the Public Access to Information and Secrecy Ordinance (Swedish Code of Statutes 2009:641) and Item 99 of the Appendix, to decide that information received that is assessed by PTS to be commercially sensitive shall not be disclosed to a party who requests such information. The information requested for this questionnaire is normally presumed to be public and not subject to secrecy/classified as 'secret'.

If the party submitting information considers that certain information is covered by secrecy protection and should not be published or disclosed, the reasons for this should be stated to PTS in conjunction with the submission of the information. However, it is PTS that in each individual case determines whether or not the information is such that it is subject to secrecy. PTS's decision not to disclose information can be appealed in the Administrative Court of Appeal (Swedish: Kammarrätten).

**GDPR**

PTS processes the following personal data about you: contact information for your workplace, name, e-mail address, mobile telephone number. The purpose of personal data processing is to collect the information that PTS needs in order to fulfill the government mandate to follow the development in the area of electronic communications (the statistics are presented in the report Swedish Telecommunications Market).

Read more: <http://www.statistik.pts.se/en/the-swedish-telecommunications-market/gdpr/>

**Definition and advice on the completion of the questionnaire**

Where information is requested separately for the categories 'Private' and 'Business', you should base your answer on who pays for the service, not the user of the service. The criterion for the paying party to be designated as a 'Business' (including organisations) is that it has a company/organisation identity (ID/registration number) number. All others should be designated as private customers.

If a service is offered, but an answer cannot be submitted, an explanation must be provided as to why an answer cannot be given. Revenues for both 'Private' and 'Business' should be reported excluding value added tax (VAT). Sales via distributors should not be included in those cases where retail data is requested.

**PTS MUST HAVE RECEIVED YOUR QUESTIONNAIRE NO LATER THAN SEPTEMBER 3, 2020**

**Contact**

If you have further questions, please contact: Karin Fransén (PTS), +46 8 678 55 00, or [e-komstat@pts.se](mailto:e-komstat@pts.se)

# Questionnaire for

**Basis for SMP assessments  
The Swedish Telecommunications Market first half year 2020  
EU Commission and BEREC**

## Question 0

*If you wish to change the pre-printed information concerning company/organisation name or registration number, you can select this below and enter new information on the next page.*

Company/organisation name:

Company/organisation registration number:

*Question 0.0 Contact information for this questionnaire, Swedish Telecommunications Market*

Contact person:

Telephone:

E-mail:

**Which companies are included in the information that you report regarding the full-year?  
Please enter names and registration numbers.**

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**Which operations have you acquired since 30 June 2019? Indicate whether these are included in this reporting or not.**

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**Which operations have you sold since 30 June, 2019?**

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**Within which area did you have operations in Sweden during 30 June 2020?**

**Yes/No**

- Fixed call services (also IP telephony):*
- Mobile call and data services and mobile broadband:*
- Internet subscriptions:*
- Television services:*
- Bundled subscriptions:*


## FIXED CALL SERVICES

If you have reported a number of subscriptions on one type of subscription on question 1, you also need to report the number of calls on question 2 and the number of traffic minutes on question 3 for the same type of subscription.

**Question 1: Number of active subscriptions for fixed telephony (PSTN, ISDN, IP-based and internetbased telephony [1]). Only subscriptions which have generated traffic the last three months. SIP-trunks not included. 30 June 2020 :**

	Private	Business	Total
Subscriptions with both telephony and traffic[2]:			
of which via WLR[3]:			
of which via PSTN access[4]:			
of which via ISDN access[5]:			
of which via xDSL access:			
of which via cable television access:			
of which via LAN network access[6]:			
of which via other ip-based access [9]:			
Active pre-selection subscription (not customers via WLR[7] ([3]):			
<b>Total number of subscriptions:</b>			
of which with LLU[8]:			

**Comments:**

**Question 2: Number of outgoing traffic minutes (in thousands) from end users for fixed telephony (PSTN, ISDN, IP-based and Internet-based telephony) as of 30 June 2020:**

	Private	Business	Total
Calls from national fixed networks to national fixed networks[12]:			
Calls from fixed networks to mobile networks:			
Calls from national fixed networks to international fixed and mobile networks:			
Other telephony services:[13]:			
<b>Total number of outgoing traffic minutes for fixed telephony:</b>			
of which traffic minutes from IP-based telephony:			

**Question 3: Number of outgoing calls (in thousands) from end users for fixed telephony (PSTN, ISDN, IP-based and Internet-based telephony) as of 30 June 2020:**

	Private	Business	Total
Calls from national fixed networks to national fixed networks[12]:			
Calls from fixed networks to mobile networks:			
Calls from national fixed networks to international fixed and mobile networks:			
Other telephony services[13]:			
<b>Total number of outgoing calls for fixed telephony:</b>			
of which calls from IP-based telephony:			

## MOBILE CALL AND DATA SERVICES AND MOBILE BROADBAND

If you have reported a number of subscriptions for a type of subscription on question 4, you also need to answer question 5 on revenues, question 6 on calls, and question 7 on traffic minutes for the same type of subscriptions. In question 4-9, M2M-subscriptions should not be included.

**Question 4: Number of subscriptions[1] for mobile telephony and mobile data (excludes customers of service providers that are not owned by an operator; i.e. indirect customers[2]), distributed by form of subscription and rate, 30 June 2020:**

	Private	Business	Total
Number of mobile telephony subscriptions [1] for voice only [3]:			
of which active pre-paid cards (3-month rule)[4]:			
of which contract subscriptions:			
Number of mobile telephony subscriptions [1] for voice and mobile data[5]:			
of which active pre-paid cards (3-month rule)[4]:			
of which contract subscriptions:			
Number of mobile subscriptions[1] for mobile data only [7]:			
of which active pre-paid cards (3-month rule)[4]:			
of which contract subscriptions:			
<b>Total number of subscriptions [1] for mobile telephony and data at the end of the period:</b>			
Number of subscriptions that have used services in GSM networks (2G) (3-month rule):			
Number of subscriptions that have used services in UMTS networks (3G) (3-month rule)[8]:			
Number of mobile subscriptions which have used services in LTE networks (4G) [9]:			
Number of mobile subscriptions which have used services in NR (New Radio) (5G) networks[10]:			

**Question 5: Total revenues (SEK 000s) from end users for mobile call and data services[13] [31]. This question is related to the subscriptions in question 4. During 30 June 2020:**

Charges	Private	Business	Total
<b>Fixed charges</b>			
Subscription charges[14]:			
<b>Variable charges</b>			
<b>Total revenues for mobile call and data services from end users:</b>			
of which revenues from contract subscriptions:			
of which revenues from pre-paid cards[4]:			
of which are revenues from subscriptions for mobile data services only, no voice (both fixed and variable charges) [32]:			

**MOBILE CALL AND DATA SERVICES AND MOBILE BROADBAND**

**Question 6: Number of outgoing voice traffic minutes (in thousands) from end users for mobile telephony (excluding data traffic and international roaming) during 30 June 2020 [20]:**

	Private	Business	Total
Outgoing voice traffic from mobile telephones to national mobile networks: <i>of which within own network[21]:</i>			
Outgoing voice traffic from mobile telephones to national fixed networks:			
Outgoing voice traffic from mobile telephones to international fixed and mobile networks:			
Outgoing voice traffic from mobile telephones to other call services:			
<b>Total number of voice traffic minutes for mobile telephony:</b>			
<i>of which voice traffic minutes from GSM networks:</i>			
<i>of which voice traffic minutes from UMTS networks (3G):</i>			
<i>of which voice traffic minutes from LTE networks (4G):</i>			
<i>of which voice traffic minutes from NR networks (5G) :</i>			
<i>of which voice traffic minutes in unknown networks:</i>			

**MOBILE CALL AND DATA SERVICES AND MOBILE BROADBAND**

**Question 7: Number of outgoing mobile calls[22] (in thousands) from end users (excluding international roaming) during 30 June 2020:**

	Private	Business	Total
Outgoing calls from mobile telephones to national mobile networks:			
<i>of which within own network[21]:</i>			
Outgoing calls from mobile telephones to national fixed networks:			
Outgoing voice traffic from mobile telephones to international fixed and mobile networks:			
Outgoing calls from mobile telephones to other call services:			
<b>Total number of calls for mobile telephony:</b>			
<i>of which calls from GSM networks:</i>			
<i>of which calls from UMTS (3G) networks:</i>			
<i>of which calls from LTE networks (4G):</i>			
<i>of which calls from NR networks (5G):</i>			
<i>of which number of calls in unknown networks::</i>			

**Question 8: Outgoing and incoming traffic from end users[5][24] for mobile data services. Report Mobile data (Gbyte) in binary format [23]. As of 30 June 2020:**

Outgoing (upstream) mobile data traffic (Gbyte):			
Incoming (downstream) mobile data traffic (Gbyte):			
Mobile data traffic (Gbyte) unknown if upstream or downstream:			
<b>Total quantity of mobile data traffic (Gbyte):</b>			
<i>of which traffic in LTE network (4G):</i>			
<i>of which traffic in NR networks (5G):</i>			

<i>of which from subscriptions on mobile broadband - only data[7]:</i>			
<i>of which from subscriptions for both voice and mobile data:</i>			

**Question 9: Number of text messages (in thousands) and MMS (in thousands) sent during 30 June 2020[25]:**

	Private	Business	Total
Number of text messages sent from mobile telephones [26]:			
<i>of which within own network[21]:</i>			
Number of SMS sent from computer system or application[35]:			
Number of MMS sent from mobile telephones:			



**MOBILE CALL AND DATA SERVICES AND MOBILE BROADBAND**

**M2M = machine-to-machine**

**Question 10: Revenues, traffic and number of M2M SIM cards [11] (excludes customers of service providers that are not owned by an operator; i.e. indirect customers.) during 30 June 2020:**

	<b>Total</b>
Number of SIM cards for M2M [11],[12] :	
of which used in Sweden:	
Revenues from SIM cards for M2M [19] (SEK 000s):	
of which used in Sweden:	
Number of SMS from M2M SIM cards (thousands)	
Total quantity of mobile data traffic from SIM cards for M2M (Gbyte):	
Comments:	

**Leased networks for MVNO/Reseller business. Question 11 for operators that are leasing network capacity for MVNO or Reseller business.**

**Question 11: Which service providers[27] (Reseller and MVNO) leased network capacity for mobile call, and data services to end users during 30 June 2020?**

<b>One company per row</b>
1
2
3
4
5
6
7
8
9
10

## INTERNET SUBSCRIPTIONS

**Question 12: Number of active subscriptions [1] for Internet service (access) distributed by form of access downstream. Operators who only offer broadband access without internet connection should not include these customers. 30 June 2020:**

	Private	Business	Total
<b>PSTN (Modem up to 56 kbps):</b>			
<b>Satellite:</b>			
<i>of which above 144 Kbps and below 2 Mbps:</i>			
<i>of which 2 Mbps and above (and below 10 Mbps):</i>			
<i>of which 10 Mbps and above (and below 30 Mbps):</i>			
<i>of which 30 Mbps and above (and below 100 Mbps):</i>			
<i>of which 100 Mbps and above:</i>			
<b>xDSL:</b>			
<i>of which above 144 Kbps and below 2 Mbps:</i>			
<i>of which 2 Mbps and above (and below 10 Mbps):</i>			
<i>of which 10 Mbps and above (and below 30 Mbps):</i>			
<i>of which 30 Mbps and above (and below 100 Mbps):</i>			
<i>of which VDSL 30 Mbps and above (and below 60 Mbps):</i>			
<i>of which VDSL 60 Mbps and above (and below 100 Mbps):</i>			
<i>of which 100 Mbps and above:</i>			
<i>of which xDSL end users connected via LLU (full access/line)[2]:</i>			
<i>of which xDSL end users connected via LLU (shared access/line [2]:</i>			
<i>of which xDSL end users connected via other wholesale products [3]:</i>			
<b>Cable television:</b>			
<i>of which above 144 Kbps and below 2 Mbps:</i>			
<i>of which 2 Mbps and above (and below 10 Mbps):</i>			
<i>of which 10 Mbps and above (and below 30 Mbps):</i>			
<i>of which 30 Mbps and above (and below 100 Mbps):</i>			
<i>of which 100 Mbps and above (and below 250 Mbps):</i>			
<i>of which 250 Mbps and above (and below 500 Mbps):</i>			
<i>of which 500 Mbps and above (and below 1000 Mbps):</i>			
<i>of which 1000 Mbps and above:</i>			
<b>Fixed radio access[4]:</b>			
<i>of which above 144 Kbps and below 2 Mbps:</i>			
<i>of which 2 Mbps and above (and below 10 Mbps):</i>			
<i>of which 10 Mbps and above (and below 30 Mbps):</i>			
<i>of which 30 Mbps and above (and below 100 Mbps):</i>			
<i>of which 100 Mbps and above:</i>			
<b>Fibre and Fibre-LAN[5]:</b>			
<i>of which above 144 Kbps and below 2 Mbps:</i>			
<i>of which 2 Mbps and above (and below 10 Mbps):</i>			
<i>of which 10 Mbps and above (and below 30 Mbps):</i>			
<i>of which 30 Mbps and above (and below 100 Mbps):</i>			
<i>of which 100 Mbps and above (and below 250 Mbps):</i>			
<i>of which 250 Mbps and above (and below 500 Mbps):</i>			
<i>of which 500 Mbps and above (and below 100 Mbps):</i>			
<i>of which 1000 Mbps and above:</i>			
<b>Other fixed Internet access (state what under 'Comments'):</b>			
<i>of which above 144 Kbps and below 2 Mbps:</i>			
<i>of which 2 Mbps and above (and below 10 Mbps):</i>			
<i>of which 10 Mbps and above (and below 30 Mbps):</i>			
<i>of which 30 Mbps and above (and below 100 Mbps):</i>			
<i>of which 100 Mbps and above:</i>			
<b>Total number of active subscriptions downstream:</b>			
<b>Comment to the answer:</b>			

## INTERNET SUBSCRIPTIONS

**Question 13: Number of active subscriptions [1] for Internet service (access) distributed by form of access upstreams. Operators who only offer broadband access without internet connection should not include these customers. 30 June 2020:**

	Privat	Företag	Totalt
<b>Cable television upstreams</b>			
of which over 144 kbit/s and under 2 Mbit/s:			
of which 2 Mbit/s and over and under 10 Mbit/s:			
of which 10 Mbit/s and over and under 30 Mbit/s:			
of which 30 Mbit/s and over and under 100 Mbit/s:			
of which 100 Mbit/s and over and under 250 Mbit/s:			
of which 250 Mbit/s and over and under 500 Mbit/s:			
of which 500 Mbps and above (and below 1000 Mbps):			
of which 1000 Mbps and above:			
<b>Fiber and fiber-LAN [5] upstreams:</b>			
of which over 144 kbit/s and under 2 Mbit/s:			
of which 2 Mbit/s and over and under 10 Mbit/s:			
of which 10 Mbit/s and over and under 30 Mbit/s:			
of which 30 Mbit/s and over and under 100 Mbit/s:			
of which 100 Mbit/s and over and under 250 Mbit/s:			
of which 250 Mbit/s and over and under 500 Mbit/s:			
of which 500 Mbit/s and over and under 1000 Mbit/s:			
of which 1000 Mbit/s and over:			
<b>xDSL, PSTN, satellite, fixed radio and other fixed internet access (upstreams):</b>			
of which over 144 kbit/s and under 2 Mbit/s:			
of which 2 Mbit/s and over and under 10 Mbit/s:			
of which 10 Mbit/s and over and under 30 Mbit/s:			
of which 30 Mbit/s and over and under 100 Mbit/s:			
of which 100 Mbit/s and over			
<b>Total active subscriptions upstream:</b>			
<b>Comment to the answer:</b>			

## INTERNET SUBSCRIPTIONS

**Fråga 14: Question 14: Number of active subscriptions [1] for Internet service (access) divided by a specific incoming (downstream) speed and a specific outgoing (upstream) speed. As of 30 June 2020:**

Question 14 refers to the same fibre and fibre LAN subscriptions as in question 12 and 13 but question 14 is divided by a **specific** incoming (downstream) speed and a **specific** outgoing (upstream) speed. The purpose of question 14 is primarily to understand the structure and conditions of the current broadband market better and which broadband subscriptions are bought. This is of importance for the analysis of market 3a and 3b. Question 14 might replace question 12 and 13 in future questionnaires. If you have questions regarding question 14, please contact [Jesus.CumplidoBarreiro@pts.se](mailto:Jesus.CumplidoBarreiro@pts.se)

	Private	Business	Total
<b>Total number of fibre and fibre LAN fibre and fibre-LAN subscriptions according to question 12:</b>			
<b>Downstreams /Upstreams speed (Mbit/s):</b>			
10/10 Mbit/s			
50/10 Mbit/s			
50/50 Mbit/s			
100/10 Mbit/s			
100/50 Mbit/s			
100/100 Mbit/s			
150/10 Mbit/s			
150/100 Mbit/s			
150/150 Mbit/s			
250/10 Mbit/s			
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500/100 Mbit/s			
500/250 Mbit/s			
500/500 Mbit/s			
600/100 Mbit/s			
600/600 Mbit/s			
1000/100 Mbit/s			
1000/1000 Mbit/s			
1200/100 Mbit/s			
10000/10000 Mbit/s			
Other speeds			
<b>Total number of fibre and fibre LAN fibre and fibre-LAN subscriptions</b>			
<b>Comments:</b>			

## INTERNET SUBSCRIPTIONS

*Question 15: Number of active internet subscriptions which are group connections. Group connections refer to internet subscriptions that have been signed between the operator and, for example, landlords or housing cooperatives, rather than directly with the end users. State the number of active subscriptions, not the number of landlords etc. As of 30 June, 2020.*

	Subscriptions
xDSL - subscriptions which are group connections	
Cable television - subscriptions which are group connections:	
Fibre and Fibre-LAN - subscriptions which are group connections	
<b>Total number of internet subscriptions which are group connections:</b>	
<b>Comment to the answer:</b>	

## TELEVISION SERVICES

Question 16 is intended for stakeholders having contracts with households or landlords for subscriptions concerning a basic package of television channels. This question is about traditional pay TV subscriptions. This does not include subscription video on demand, such as Netflix.

**Question 16: Number of active [1] subscription contracts on basic packages [2] concluded with households/end users or landlords 30 June 2020:**

	Total
<b>Analogue television in cable network [2][3]:</b>	
<i>of which through contracts with landlord [2] [5]:</i>	
<i>of which contracts directly with households without subscription contracts with landlords [2]:</i>	
<b>Digital basic packages in the cable network [2][4]:</b>	
<i>of which through contracts with landlord [2] [5]:</i>	
<i>of which contracts directly with households without subscription contracts with landlords [2]:</i>	
<b>Digital television in cable network</b> where you have <b>analogue</b> contracts directly (i.e a direct invoice -relation) with households which, in turn, have contracts of basic packages via landlords:	
<b>Digital television in cable network</b> where you have <b>digital</b> contracts directly (i.e a direct invoice -relation) with households which, in turn, have contracts of basic packages via landlords:	
<b>IPTV in fibre or fibre LAN [6]:</b>	
<i>of which through contracts with landlord [5]:</i>	
<i>of which contracts directly with households without subscription contracts with landlords:</i>	
<b>Digital television in IP-TV network</b> where you have <b>digital</b> contracts directly (i.e a direct invoice -relation) with households which, in turn, have contracts of basic packages via landlords.	
<b>Iptv via xDSL:</b>	
<b>IPTV via other infrastructure (please specify under 'Comments'):</b>	
<b>Television via terrestrial network:</b>	
<b>Television via satellite:</b>	
<b>Total number of subscriptions:</b>	
<b>Total number of subscriptions excluding those cable TV subscriptions that also have contracts with landlords [9]:</b>	
<b>Comment to the answer:</b>	

## TELEVISION SERVICES

Question 17 is intended for programming agencies that sell television channels to (for example) network or landlords and cable television operators (SMATV). Sappa and Canal Digital run this type of operation.

***Question 17: Number of households reached through agencies for programme companies. 'Agencies' refers to programming agencies that sell television channels to, for example, network and property owners and cable television operators SMATV). Sappa and Canal Digital run this type of operation. As of 30 June 2020:***

<b>Total number of households:</b>	
Agency operations	
<i>of which in cable television network:</i>	
<i>of which in fibre and fibre LAN:</i>	
<b>Comment to the answer:</b>	

## BUNDLED OFFERS

Do not include OTT services like Spotify.

**Question 18: Number of end users with two or more services where the price the end user pay is permanently lower than the price they would pay for the equivalent services if they bought separately. Please note F6 definition, see information below. 30 June 2020:**

The term "equivalent services" refers to the actual services delivered to the end user. In other words, it takes into consideration also those cases where the end user gets extra benefits, either in form of a upgraded service or extra services without an extra cost (thus, paying a lower price).

Take in consideration both the subscriptions including several services are sold as a whole package under a single price, as well as when products sold separately if it entitles a better price when comparing with the price of the equivalent services independently.

The term "permanent" means that provisional offers are not included, just those that has no time limit or that apply until the end of the contractual period.

Examples - include products such as: Telia Life and Telia joint mobil and broadband. Telenor Kombo, Tele2 broadband and fixed line.

Examples - do not include products such as: Family subscriptions for mobile lines, twin SIM cards, mobile phone device included with the mobile line subscription.

Type of bundled subscription	Private	Business	Total
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**Double-play:**

Fixed telephony and fixed broadband:			
Fixed telephony and television:			
Fixed telephony and mobile telephony/mobile broadband:			
Mobile telephony/mobile broadband and fixed broadband:			
Mobile telephony and mobile broadband[1]:			
Mobile telephony/mobile broadband and television:			
Television and fixed broadband:			
Other combinations; state what under comments:			

**Total number of double play end users:**

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**Triple play, three services:**

Fixed telephony and fixed broadband and television:			
Fixed telephony and fixed broadband and mobile telephony/mobile broadband:			
Fixed telephony and mobile telephony/mobile broadband and television:			
Mobile telephony/mobile broadband and fixed broadband and television:			
Other combinations; state what under comments:			

**Total number of triple-play subscriptions:**

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**Quadruple play, four services**

Fixed telephony and fixed broadband and television and mobile telephony/mobile broadband:			
Other combinations; state what under comments:			

**Total number of quadruple play subscriptions:**

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**Total number of double, triple and quadruple play subscriptions:**

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**Comment to the answer:**

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# Foot notes

## COMMERCIAL OPERATIONS

- 1** Report income that the undertaking has received in Sweden. This means income received from within Sweden. It also includes income from abroad (outside Sweden) but received in Sweden.  
Please note that only telecommunications should be reported here.  
The total operating income may be obtained from Account Class 3 in the basic accounting plan. Please note that if the undertaking has reported grants among the operating costs, these should be added here. Do not include financial and extraordinary income or VAT.
- 2** Grants received from the EU, government, municipality and county council together with other contributors are included as grants received. This relates also to grants that the undertaking has received as support for the actual operation and which is reported as income. Note that grants that have been reported among the costs (as cost reduction) shall be included here (for example recruitment incentive).
- 3** Include total investment in property (land or buildings) and equipment (switchgear, hardware, software, office equipment, and motor vehicles).
- 4** 'Abroad' here relates to foreign counterparty (operators or other customers and suppliers). Include also inbound/outbound roaming for foreign part.
- 5** **Operating expenses** relates to the costs that have been incurred in the undertaking's normal operations. Operating expenses are stated after deduction for discounts received. It is the total operating expenses before depreciation that shall be stated. Note that grants that have been reported among the costs (as cost reduction) shall not be included. It is the gross value of the operating expenses that we are interested in. Purchase of goods for resale should be purchase of goods that are not further refined within the undertaking, i.e. the purchase of goods for direct onward sales.  
If you follow the classification by type of **cost format**, the sum here relates to: costs for raw materials/ necessities, costs for goods for resale, other external costs, personnel costs, costs affecting comparability, other costs.  
If you follow the classification by **function format**, the sum here relates to: cost of goods/services sold, sales costs, administration costs, Research and Development costs, costs affecting comparability and other operating costs.
- 6** For active equipment, routers and switches are included

## FIXED CALL SERVICES

- 1 Relates here to the form of IP-based telephony where the telephone call made by a subscriber to IP-based telephony should be able to reach and be reached by telephones connected to the PSTN and ISDN networks. PBXs that are connected via IP protocol should also be included. Exclude Internet telephony with which it is not possible to call ordinary telephone numbers and that is not connected to the traditional telephone network.
- 2 Relates to subscriptions that includes both telephony access and traffic (that is pre-selected subscriptions excluded)
- 3 Wholesale line rental. Relates to resale under agreements concluded with Telia Company, both prior to and after 18 May 2005.
- 4 A PSTN subscription is equivalent to a main line to an own end user, where subscriptions for analogue telephony are supplied. The operator with subscription customers usually owns the main line, leases the main line from a network operator (for example by full or shared access) or purchases wholesale line rental for telephony subscriptions. An indirectly connected customer (i.e. a customer connected via WLR, a pre-selection customer or a prefix customer) should not be included here.
- 5 An ISDN subscription is equivalent to a main line to an own end user, comprising either basic rate or primary rate ISDN. The operator with subscription customers usually owns the main line, leases the main line from a network operator or purchases wholesale line rental for telephony subscriptions. An indirectly connected customer (i.e. a customer connected via WLR, a pre-selection customer or a prefix customer) should not be included here.
- 6 A 'LAN network' means a fixed connection (local area network, property network) usually based on Ethernet technology. The LAN is linked to a public fibre network; for example, an area network.
- 7 Relates to active pre-selection customers where the customer is indirectly connected. 'Active' means that the customer has made at least one call during the last quarter in the period. Please note that if a customer has different pre-selections for national and international calls, this only corresponds to one customer. Corresponds to the English term 'Carrier PreSelect' (CPS). Relates to pre-selection for both PSTN and ISDN.
- 8 Local Loop Unbundling, dvs. tillträde för andra operatörer till konventionella abonnentledningar via det reglerade tillträdet i form av LLUB (fullt eller delat tillträde).
- 9 Refers to IP-based telephony subscriptions where the form of access is unknown.
- 10 Refers to a subscription for fixed telephony where the customer is not charged by the minute for calls made to fixed and mobile networks in Sweden. Thus it does not matter, from a cost point of view, whether the customer makes a call to a geographical telephone number or to a mobile number.
- 11 Excluding subscription charges from xDSL, fixed charges for value-added services and supplementary services.
- 12 Does not include calls to dial-up Internet access, calls to mobile networks, free-phone, calls with shared cost, pay telecom services and mass call services or directory enquiry services.
- 13 Relates to calls from/using pre-paid telephone cards from payphones (both national and international calls); calls with shared cost (077-); directory enquiry services (118 XYZ); pay telecom service and mass call service (0900-, 0939-, 0944- and 099-). Also relates additional services, free-phone services and value added services. Examples of additional services are wake-up calls, voice mail-box, invoice specifications, call minder, incoming phone number presentation, blocking of certain incoming numbers, forwarding to another phone number, direct call to a pre-set number when receiver is lifted, repetition of the last used number, speed numbers.
- 14 Only such calls to dial-up Internet access that are invoiced to the operator's own end users are reported, i.e. the calls that are registered as calls to dial-up Internet access on the customer's invoice. Only relates to dial-up Internet access; i.e. via PSTN and ISDN.

## INTERCONNECTION IN FIXED NETWORKS

- 1** Including fixed charges. Relates to gross revenues, i.e. before any set-off.
- 2** Call origination covers the transfer of calls from the end user's network termination point, including routing and connection, up to the point as close to the end user as possible where a relay service or other infrastructure can relay the traffic. Call origination only covers the transfer up to the point where it is possible to transfer (the traffic) to another operator, regardless of whether the transfer occurs there or higher up in the network and regardless of whether there is other infrastructure actually rolled out at that point or not. Call termination is defined in the corresponding point as call origination.
- 3** Does not relate to end user traffic.
- 4** Interconnection that is exchanged with other operators via connections with packet-switched technology (usually IP technology) and that does not occur via circuit-switched interconnection connections.
- 5** Please note that traffic that terminates in your mobile network should also be stated here. If you only have one fixed network, or alternatively a mobile network, you should disregard the other type of network.
- 6** Direct connection' relates to such traffic as originates in own network and terminates in another operator's network or own network without being routed through a transit operator.
- 7** Transit' relates to such traffic as originates in own network and is transited in another operator's network in order to then terminate in a third operator's network or own network.
- 8** Please note that traffic that terminates in your mobile network should also be stated here. If you only have one fixed network, or alternatively a mobile network, you should disregard the other type of network.

## MOBILE SERVICES

- 1 "Subscription" refers to both contract subscriptions and pre-paid cards; pre-paid cards are reported under 'Private' and according to the 3-month rule (see 'pre-paid card' for definition). M2M, or Machine to Machine, should not be included, but should be reported separately in question.
- 2 Customers of service providers that are at least 50 per cent owned by the network operator itself are considered to be directly connected customers.
- 3 Also include those with subscriptions for a voice service that also have subscriptions for data but have not used the data access at least once during the last quarter of the period for which subscription charges have not been paid during the last quarter of the period.
- 4 Pre-paid cards must have been topped up or have generated (outgoing or incoming) traffic (minutes or data) or revenues during the last quarter of the period; all pre-paid cards are reported under 'Private'.
- 5 Only include subscriptions for a voice service that also allows the transmission of packet data and where the data access has been used at least once during the last quarter of the period or where a separate charge for mobile packet data has been paid during the last quarter of the period.
- 6 Refers to bundling products where the subscriber has purchased at least 1 GByte of data traffic. In practice, this means smartphones used for both calls and mobile broadband.
- 7 Include subscriptions which are used for mobile data and has been used at least once the last three months or the subscription fee has been paid during the last three months in the period. The subscription must not have generated any voice minutes.
- 8 Active GSM, UMTS and LTE subscriptions must have generated traffic (minutes or data) in the GSM, UMTS or LTE networks during the last quarter of the period.
- 9 LTE (Long Term Evolution). Also called 4G, fourth generation mobile networks.
- 10 Refers to mobile subscriptions with a fixed network number connected to SIM card as an add-on service.
- 11 M2M = machine-to-machine. SIM cards for M2M relates to services for communication between machines or other equipment (cars, trains, electric meters, consumer electronics etc.) and which are not a part of a private or company subscription. Subscriptions on mobile broadband (like tablets) should not be included here.
- 12 Customers of service providers that are at least 50 per cent owned by the network operator itself are considered to be directly connected customers.
- 13 Including active pre-paid cards, SMS, MMS, mobile data traffic and mobile value-added services. Excluding interconnection, international roaming abroad, machine-to-machine (reported separately) and group internal revenues. Supplementary charges or other instalment payments for discounted mobile telephones should also be excluded. Revenues from pre-paid cards are reported under 'Private'.

- 14 Fixed charges includes extra data that can be purchased as add-on services for a mobile subscription (with or without voice calls), when the included amount of data is finished. Exclude additional fees or other instalment payments for discounted mobile telephones (so called 'handset revenues'). Revenues from pre-paid cards are reported under 'Private'.
- 15 Only Voice traffic. Revenues from SMS, MMS, machine-to-machine (reported separately), mobile data traffic and mobile broadband should not be included.
- 16 Excluding revenues from value-added in premium SMS.
- 17 Including revenues from mobile broadband.
- 18 Excluding active pre-paid cards, SMS, MMS, mobile value-added services, interconnection, international roaming abroad, machine-to-machine (reported separately) and group internal revenues. Supplementary charges or other instalment payments for discounted mobile telephones should also be excluded. Do not include revenues from mobile "apps" (applications). Revenues from pre-paid cards are reported under 'Private'.
- 19 Revenues from both subscriptions and traffic.
- 20 State outgoing voice traffic minutes, regardless of whether they are debited or not. Voice traffic minutes from pre-paid cards are reported under 'Private'.
- 21 For service providers/third party operators where network capacity is purchased from a mobile network operator, 'voice traffic'/sms relates to voice traffic that terminates in the same network to which the service provider is connected.
- 22 Calls from pre-paid cards are reported under 'Private'.
- 23 1GByte=1 073 741 824 =(2<sup>30</sup> = 1024<sup>3</sup>) bytes
- 24 Traffic from and to pre-paid cards is reported as 'Private'.
- 25 SMS and MMS sent from pre-paid cards are reported under 'Private'.
- 26 This refers to text messages sent from mobile terminals. Also includes text messages sent without being debited per item (those included in subscriptions of the type '3 000 free text messages'). Person-to-person.
- 27 Exclude those service providers that are owned 50 per cent or more by the network operator itself. Include other service providers and MVNOs.
- 28 Including all one-off charges plus fixed and variable charges.
- 29 Refers only to the revenues and traffic minutes for termination of calls payable to the service provider.
- 30 Refers to both national and international incoming traffic.
- 31 Includes revenue from extra data that can be purchased as an add-on service (so called 'data topups') for a mobile subscription with voice calls, when the amount of data is finished.
- 32 Includes revenue from extra data that can be purchased as an add-on service (so called 'data topups') for a mobile subscription without voice calls, when the amount of data is finished.
- 33 If a number of subscriptions share the amount of data (sometimes referred to as 'family subscriptions') report the total amount of data for the main subscription, and 'less than 1 GB data' for the other subscriptions. Also report subscriptions with variable amount of data as 'less than 1 GB data'. Do not include data topups. Family subscriptions with unlimited amount of data: Report all subscriptions in the family subscription under 'unlimited'
- 34 eSIM is an abbreviation of embedded sim and works basically like the physical SIM card you insert into the mobile telephone. The difference is that the information about a subscription is no longer linked to a physical SIM card, but can be sent wireless directly to, for example, the mobile phone, the watch or the tablet. eSIM can be programmed remotely.
- 35 This refers to text messages sent from computer systems eg. such as reminder of time booking, mass mailing as advertising or confirmation of ticket purchase. Machine-to-person.

## INTERCONNECTION IN MOBILE NETWORKS

- 1 Relates to gross revenues; i.e. before any set-off.
- 2 Including revenues for termination of calls to the subscribers of any service provider to the extent that these revenues are not payable to the service provider.
- 3 Including traffic minutes for termination of calls to the subscribers of any service provider to the extent that this traffic is not payable to the service provider.
- 4 Please note that traffic that terminates in your mobile network should also be stated here. If you only have one fixed network, or alternatively a mobile network, you should disregard the other type of network.
- 5 Direct connection' relates to such traffic as originates in own network and terminates in another operator's network or own network without being routed through a transit operator.
- 6 Transit' relates to such traffic as originates in own network and is transited in another operator's network in order to then terminate in a third operator's network or own network.

### **Datakom wholesale**

- 6 Wholesale high-quality access includes digital leased lines with both dedicated and non-dedicated capacity, with or without quality of service (QoS). A wholesale high-quality access is a connection provided between a fixed network accesspoint at the business customers site and a delivery point where the wholesale customer/operator can take over the transmission and pass it further in its own network. High-quality access are digital leased lines typically with specific requirements regarding quality, availability and/or servicelevels. High-quality access is often used by business customers to connect their multiple sites and for more high-quality internet, telephony and virtual private network connections very often delivered to this customer segment.
- 7 Revenue from sales of high-quality access to wholesale customers produced either with own passive infrastructure or with leased passive infrastructure. Revenue from sales of high-quality access to retail customers should not be included. Neither should revenue from sales of high-quality access to the own retail business be included.
- 8 Refers to providing high-quality access with non-dedicated capacity, with or without quality of service (QoS)
- 9 Refers to revenues from selling high-quality access to the own business. If group internal sales are not separately reported, the value of revenue should be estimated.
- 10 Revenue from sales of high-quality access to external operators.

### **Data com end user**

- 1 Refers to the retail market, i.e. sales made to end users. Wholesale sales, i.e. sales made to operators(refers to both operators within a group and external operators) for onward sale - even after further refinement - must not be included. However, services sold to an own operation for own use (i.e. where one's own operation is the end user) must be included in the retail market.
- 2 Refers to TDM, PDH and SDH-based leased lines as a separate service.
- 3 Refers to point-to-point, Ethernet-based, non-overbooked leased lines, based on SHDSL or fibre access as a separate service.
- 4 IP-VPN relates to the following standards: IPsec VPN, IP MPLS VPN and IP SSL VPN. Access to IP-VPN services can either take place via leased lines or dial-up connections. Costs for dial-up access (ISDN/PSTN) shall be deducted from the revenues.

### **DARK FIBRE AND WAVE LENGTH CONNECTIONS**

- 1 Refers to the retail market, i.e. sales made to end users. Wholesale sales, i.e. sales made to operators(refers to both operators within a group and external operators) for onward sale - even after further refinement - must not be included. However, services sold to an own operation for own use (i.e. where one's own operation is the end user) must be included in the retail market.
- 2 Only refers to group internal revenues within Sweden.
- 3 Wavelength' refers to the fact that the optical light in a fibre is divided into wavelengths so that each wavelength functions as a channel.
- 4 Dark fibre' refers to an optical fibre connection, point-to-point, where the fibre is not lit up, i.e. physical fibre cables without electronic equipment. This refers to the point-to-point connection.

## PREMISES CONNECTIONS AND VIRTUAL ACCESS CONNECTIONS

- 1** Own infrastructure' refers to infrastructure that you own and also connections owned by an undertaking but sold by another within the same group.
- 2** Refers to property connections sold or leased to another operator, i.e. as a wholesale product.
- 3** Relates to access lines sold or leased to another operator, i.e. as a wholesale product.
- 4** Relates to access lines over which you sell a service to the end user (private or business customers) and where the access line is included as part of this service (e.g. broadband).
- 5** Layer 2 products refer to digital accesses delivered to wholesale customers who mediate traffic based on layer 2 protocol (OSI model), e.g. Ethernet with MAC addressing.
- 6** Layer 3 products refer to digital accesses delivered to wholesale customers who mediate traffic based on layer 3 protocol (OSI model), e.g. IP with IP addressing.
- 7** Resale products refer to digital accesses that can be sold to end customers and where the buying operator only needs to be active in delivering the service, e.g. by generating user accounts and authenticating customers at log-in.
- 8** For example fees for connecting a fibre line to the end user's home.
- 9** For example a network fee that the consumer must pay in order to use an internet subscription provided by another operator. If you sell internet subscriptions where such a charge is included in the subscription fee, the revenues should not be reported here but reported in question 35.



## Internet services

- 1** Active subscription' refers to a subscription that has used the access at least once during the last quarter in the period (only applies to customers who do not pay subscription charges). If the customer pays a subscription charge, the customer is deemed to be active if payment is made during the second quarter of 2011. If a tenant-owners' association or the equivalent is an end user, the number of underlying active Internet accesses shall be stated under 'Private' instead of the number of subscriptions. PLEASE NOTE: Here, this only relates to end users of ISPs. Operators that only provide broadband access without an Internet service should not include these customers.
- 2** Local Loop Unbundling; i.e. access for other operators to conventional subscriber lines via the regulated access in the form of LLU (full or shared access).
- 3** For example, pure resale products or products that are more raw, such as 'bitstream products'.
- 4** Mobile subscriptions used for mobile data or M2M should not be reported here.
- 5** Internet access is reached via a property network, i.e. a LAN (Local Area Network), usually based on Ethernet technology. The property network is linked to a public fibre network, for example, an area network. The property network, which may comprise optical fibre cable or copper-based cable, links the individual dwellings/operations with the property node, which in its turn is connected to the area networks.
- 6** Includes e-mail only if this is a part of the fixed charge. Does not refer to revenues from data communications services.
- 7** This refers to both bundled subscriptions that are marketed as an offering with pricelist for the bundled services, and services not marketed together as a special offering, i.e. where an end user buys two or three services separately, perhaps at two different occasions. PLEASE NOTE: This does not referer to subscriptions bundled with OTT-services such as Spotify.
- 8** That is, local physical access for other operators to dark fibre in fibre access networks, where the leasing operator is reponisble for/owns the transmission equipment.
- 9** For example, transmission products from communication operators or pure resale products.

## TV-services

- 1 The TV subscription can be a contract with households or landlords or also t.ex. bostadsrättsföreningar. The subscription is active if a fee has been paid during the last 3 months in the period.
- 2 If the household has one analogue subscription indirect via the landlord and one digital direct between operator and household, the analogue subscription indirect via the landlord is reported as "analogue cable TV subscription via the landlord" and the digital cable TV subscription direct between operator and household is reported as "Digital cable TV subscription where the operator has contract directly (i.e a direct invoice -relation) with the household, which, in turn, has an analogue cable tv subscription via a land lord". In the case a household has dual cable TV subscriptions on basic package, one analogue and one digital, both indirect via a landlord, only the digital cable TV subscription is reported, to avoid double counting. This business model was used by Tele2 until 2013 and by Telenor from first half year 2014 (after the acquisition of Tele2s cable TV business). Subscriptions via minor cable TV nets and landlords are included in "SMATV" to avoid double counting.
- 3 The subscription is to be viewed as analogue if the signal distributed to the individual household is analogue.
- 4 The subscription is to be viewed as digital if the signal distributed to the individual household is digital.
- 5 Property owner' refers to a contract with a property owner that owns an apartment building or similar associations (eg. housing cooperatives). This means that the property owner is not the same as the household living there.
- 6 A 'LAN network' means a fixed connection (local area network, property network), usually based on Ethernet technology. The LAN is linked to a public fibre network, for example, an area network. Fibrer and fibre-LAN means FTTH (fibre to the home) and FTTB (fibre to the basement)
- 7 The sum "Total number of subscriptions excluding those cable TV subscriptions that also have contracts with property owners" consists of "Total number of subscriptions" minus "Digital subscriptions (in cable TV networks and/or IPTV via fibre) where there is a direct contract (i.e. a billing relationship) with a household which, in turn, also has an analogue subscription via the property owner". This sum is an estimate of the number of households.
- 8 Revenues from provision of TV services, either via a contract directly with the household/end customer or via a landlord or similar.
- 9 Basic packages include all revenues which are attributable to a subscription on a basic package: current subscription expenditure, starting fees, rental or sale of digital TV-boxes and program cards.
- 10 Add-on subscription: A subscription on add-on services such as a package of special digital channels. Include all revenues which are attributable to the add-on subscription: current subscription expenditure, starting fees, rental or sale of digital TV-boxes and program cards (do not include revenues from basic packages). Do not include revenues from transaktionsbased VOD (video on demand) and pay-per-view.

## Bundeling

- 1 This does not include twin cards.