



European Commission

Roaming charges for travellers in the European Union



HISTORIC

| 2007 | 2012 | 2015 | 2017 |
|--------|--------|--------|----------------|
| € 0.49 | € 0.29 | € 0.19 | Domestic price |



Voice call made (1 minute)

| 2008 | 2012 | 2015 | 2017 |
|--------|--------|--------|----------------|
| € 0.28 | € 0.09 | € 0.06 | Domestic price |



SMS sent

| 2007 | 2012 | 2015 | 2017 |
|--------|--------|--------|----------------|
| € 6.00 | € 0.25 | € 0.05 | Domestic price |



Data MB

AS OF 15 JUNE 2017

No extra charges for calling, texting, surfing for all travellers

The EU ends roaming surcharges for all people who travel periodically in the EU, while ensuring that operators have the tools to guard against abuse of the rules. Your roaming consumption is deducted from your domestic volume, i.e. you “Roam like at Home”.

“Roam like at home” is aimed at people who travel in the EU, from the country where they live work or study.

Operators are not obliged to offer roaming with all tariffs, but if they do, they must apply “Roam like at Home” by default to all customers.

“Roam like at Home” is not meant to be used for permanent roaming (including permanent use of a SIM card from another country). The Commission has set consumer-friendly safeguards against abuses to this principle. Operators can detect possible abuses based on the balance of roaming and domestic activity over a 4-month period: if a customer spends a majority of their time abroad and consumes more abroad than at home over the 4 months, the operator can ask the customer to clarify the situation within 14 days. This additional

check will only affect customers who travel intensively, not more than 1% of customers. It will not affect those who log on regularly on their home network, such as frontier workers.

If the user remains permanently outside the country of the operator which issued the SIM card, that operator could apply small surcharges:

Maximum €0.032 per min
 Maximum €0.01 per SMS
 Maximum €0.0077 per MB of data*

**From 1 January 2018: €0.006 per MB, and annual decrease down to €0.0025/MB in 2022 (the prices will be reviewed in 2019)*

These surcharges reflect the maximum that operators can charge each other for the use of their networks by roaming customers..

In exceptional cases, to avoid price rises for domestic contracts that offer a lot of data, an operator may apply a small surcharge on roaming data use for consumption above a threshold defined on the basis of the monthly tariff. The operator must clearly inform customers of this threshold which will ensure that most customers’ needs while travelling are covered.

