



European  
Commission

# Roaming charges for travellers in the European Union



## HISTORIC



## SINCE 30 APRIL 2016

Your consumption while abroad is:

- deducted from domestic volume
- + small capped roaming charges are added to your bill:

Maximum € 0.05 (+VAT) for voice call per minute

Maximum € 0.02 (+VAT) per SMS sent

Maximum € 0.05 (+VAT) per MB of data

## 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 or with which they have «stable links» (e.g. they study or work there).

«Roam like at Home» is not meant to be used for permanent roaming. 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.

If the user remains permanently abroad and continues using their SIM card from home country, operators could apply small surcharges. The Commission proposed\*:

Maximum €0.04 per min  
 Maximum €0.01 per SMS  
 Maximum €0.0085 per MB of data

*\*Prices at wholesale level are currently being negotiated by the European Parliament and the Council*

These rates would also apply to what operators charge each other for use of their networks by roaming customers, and should allow all visited operators to cover their network costs (wholesale roaming charges), while enabling home operators to offer roaming at domestic prices to their customers.

Limits on roaming data use with low-price domestic contracts could apply in exceptional cases to avoid domestic price rises. It will, however, ensure that most customer needs are covered.

