



End of roaming charges for all travellers in the European Union: How does it work?

The EU will put an end to roaming charges for all EU travellers as of **15 June 2017**. Dismantling additional charges for travellers who call, send messages or surf the internet on their mobile devices while abroad, has been one of the biggest success stories of the EU.

As mobile contracts and data bundles offered in the European Union differ significantly between Member States, the European Commission has established safeguards in order to make **roaming at domestic prices** work for everyone, and to avoid harmful side effects on domestic markets.

WHAT IS ROAM LIKE AT HOME?

- ▶ **Roam like at home** is aimed at all people who travel in the EU for work or leisure from their 'home'. 'Home' means their **country of residence**, or a **country to which a person has 'stable links'**. It covers customers who spend substantial and recurring amounts of time in a country where they study, work, or have retired.
- ▶ When offering roaming, **telecom operators** operating in a given EU country **must include roam like at home by default in contracts they offer to people who live in that EU country**. Travellers can then call, text and surf on their mobile devices when abroad in the EU for no extra charge on top of the price they pay at home.
- ▶ **Roam like at home is not meant to be used for permanent roaming** (including permanent use of a SIM card from another country). The operator can question the residence / stable links of customers who, over any 4-month period, both spend more time abroad than at home, and make most of their calls and texts or use most of their data outside the operator's country.

WHAT ABOUT MOBILE DATA CONSUMPTION?

Some operators offer unlimited or very high data allowances for low unit prices. As those deals are available in some Member States but not in others, they are **open to higher risks of abuse**. To protect markets from distortions and consumers from adverse effects of an increase in domestic prices, the Commission has proposed specific solutions for such data packages.

For data, the eligible amount would be determined by operators in terms of the wholesale roaming data price cap. This is the maximum price operators can charge each other for the data their consumers use abroad. The exact amount of this cap is €7.7 per GB. As of 1 January 2018 it will be €6 per GB and will continue to decrease every year until 2022.