

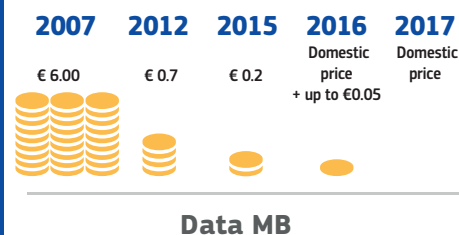
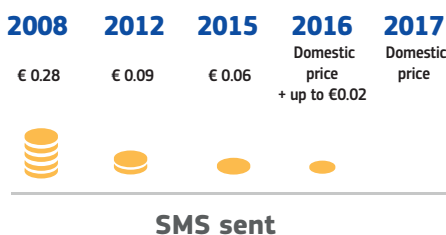
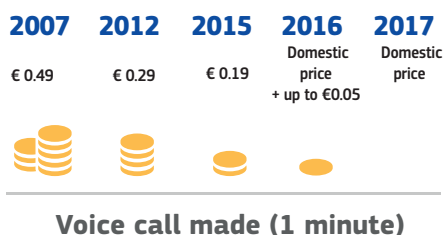


European Commission

End of roaming charges for all travellers in the EU



HISTORIC



AS OF 15 JUNE 2017

No extra charges for calling, texting or surfing abroad anymore

The EU has ended roaming charges for all people who travel periodically in the EU, while ensuring that operators have the tools to deal with abuses of the rules.

As of 15 June 2017, your roaming consumption will be deducted from your domestic volume. *Roam like at home* is aimed at all people who travel in the EU, outside the country where they live, work or study.

Safeguards

Roam like at home is not meant to be used for permanent roaming. Consumer-friendly safeguards are in place to avoid abuses. Operators can detect possible abuses based on the balance of roaming and domestic use over a 4-month period: if a customer spends the majority of 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 a user remains permanently outside the country where the SIM card was issued, the operator could apply small surcharges, no higher than the maximum amount operators can charge each other for the use of their networks by roaming customers:

- Maximum €0.032 per minute of voice call
- Maximum €0.01 per SMS
- Maximum €7.7 per GB of data*

* From 1 January 2018: €6.00 per GB, which will decrease annually to €2.50/GB by 2022. Wholesale prices will be reviewed in 2019.

For very generous, low-price domestic offers, limits on roaming data at domestic prices could apply in exceptional cases to avoid domestic price increases. Where applied, these limits will ensure that most travelers' needs are covered.

