

Roaming: connected anywhere in the EU at no extra charge

Europeans can call, message and use mobile data anywhere in the EU without extra costs thanks to the 'Roam like at home' policy.

Roaming: extending the benefits of Roam like at home

When you travel in the EU, phone calls, SMS and going online with your mobile phone are all covered by your mobile subscription. The minutes of calls, SMS and megabytes of data that a person uses abroad in the EU are charged the same as at home. Since 2017, there is no more fear of returning home to find shocking mobile phone bills!

How Roaming works

The minutes, SMS and gigabytes of data that you consume abroad in the EU are charged or deducted from your mobile subscription plan exactly as if you were at home. For calls and SMS, if a person has an unlimited amount in their plan, they will get unlimited calls and SMS when roaming in the EU.

For data, if a person has unlimited mobile data or very cheap mobile data at home, their operator may apply a limit on data use, known as the safeguard or 'fair use' limit, while roaming. If this is the case, the operator will inform the customer in advance about such a limit and alert them when they reach this limit.

The EU rules ensure that the roaming data limit should cover most normal data uses. If a person reaches the limit, they can continue to use data while roaming for a very small fee: reduced to 3€/GB (+ VAT) in 2021 and to be further reduced to 2.5€/GB + VAT in 2022.

As long as a person travels periodically and spends more time in his home country than abroad over any 4-month period, they can fully benefit from Roam Like at Home. If a person gets charged extra, they should first contest those charges with their operator, who should have a complaints procedure in place. If the operator persists, the person should refer to the national telecoms regulator, who will settle the case.

If a person stays in another country within the EU longer than in their home country over a few months, the operator may contact them and ask them to pay more.

A very small and decreasing number of operators in the EU have been allowed by the national telecoms regulator to continue applying a small roaming surcharge, in order to avoid negative effects on very low domestic prices. Such surcharges are significantly lower than the ones applied before 15 June 2017.

Latest

Commission proposes new Regulation to ensure EU travellers continue to benefit from free roaming

To ensure that citizens can continue to enjoy roaming without additional charges when travelling in the EU, the Commission has proposed a new Roaming Regulation. At a time when non-essential travel is discouraged, this is an important action in preparing a brighter future. The new regulation will prolong the current rules that are due to expire in 2022, for another 10 years. Roaming market review: use of mobile phones abroad has surged since end of EU roaming charges

The Commission has published today the first full review of the roaming market, showing that travellers across the EU have benefitted a lot from the end of roaming charges in June 2017. The use of mobile data while travelling in the EU has increased tenfold compared to the year before roam-like-at-home, with a peak of 12 times higher use of mobile data abroad during the holiday period.

Abolition of roaming charges: Europeans make the most of their mobile communications while travelling

The first year and a half since the abolition of roaming charges has seen an immediate and significant increase in mobile calls and data usage by European citizens travelling in the EU, says a report published today by the Commission. European Commission launches Digital Agenda for the Western Balkans

At the Digital Assembly in Sofia, Bulgaria, the European Commission has launched the Digital Agenda for the Western Balkans. This aims to support the transition of the region into a digital economy and bring the benefits of the digital transformation, such as faster economic growth, more jobs, and better services.

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Big Picture

Connectivity

Today connectivity determines our lives. The Commission is working closely with EU countries, administrations and businesses to bring reliable Internet and innovative connections to everyone across the EU.

Dig deeper

The history of Roaming

The European Commission has been working since 2007 to end roaming charges in the EU. The Eurotariff capped prices for the whole EU as a first step. The tariffs were then gradually reduced and roaming charges were completely eliminated. As of 15 June 2017, people don't pay extra...

Roaming: Questions & Answers

Find answers to your questions about using your mobile phone to call, message and use mobile data when you travel to any EU country - at no extra charge!

See Also

Body of European Regulators for Electronic Communications

The Body of European Regulators for Electronic Communications (BEREC) improves consistency of EU telecoms rules.

ICT and standardisation

ICT specifications ensure that products can connect and interoperate with each other, boosting innovation, and keeping ICT markets open and competitive.

Electronic communications laws

The EU's electronic communications policy improves competition, drives innovation, and boosts consumer rights within the European single market.

The Connectivity Toolbox

Advanced networks are one of the most fundamental blocks of the EU's digital transformation and an essential pillar of the recovery. The timely deployment of fibre and 5G networks will offer significant economic opportunities for the years to come, as a crucial asset for European...

WiFi4EU

The WiFi4EU initiative promotes free access to Wi-Fi connectivity for citizens in public spaces including parks, squares, public buildings, libraries, health centres and museums in municipalities throughout Europe.

EU radio spectrum policy for wireless connections across borders

Enabling seamless wireless connections across borders so we can share media, stay informed and

enjoy the latest innovative technologies wherever we are takes coordination and cooperation on radio spectrum. This dynamic and rapidly evolving sector needs a flexible, market...

5G

5G is the critical new generation network technology that will enable innovation and support the digital transformation.

112: EU Emergency number

Need help? 112 is your life-saving number! 112 is the European emergency phone number, available everywhere in the EU, free of charge.

Intra-EU calls: lower and limited charges for calling other EU countries

Europeans pay lower and limited charges for, Intra-EU calls, or calling other EU countries.

Connected and automated mobility

Connected and Automated Mobility provides a unique opportunity to make our transport systems safer, cleaner, more efficient and more user-friendly.

Satellite broadband

Satellite broadband is available to provide fast internet connectivity throughout every EU country.

Support for Broadband rollout

Increasing broadband network coverage is key for reaching the EU's Gigabit Society objectives. EU businesses, project managers, as well as local and regional authorities can find information on broadband best practices, financing tools, technological and business solutions, as...

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