
As you travel across the EU, you can use your phone to call, text and use data just like you do at home. The minutes of calls, SMS and data that you use abroad in the EU are charged the same as at home.

‘Roam like at home’ is automatically activated whenever you travel and use your phone abroad in any of the 27 EU countries, as well as Iceland, Liechtenstein and Norway. Since the United Kingdom has left the EU, the ‘Roam like at Home’ regime does not apply when you travel to the UK, however, some operators have chosen to keep the benefits of ‘Roam like at home’. You should check with your operator before travelling to the UK.

An improved roaming experience

From 01 July 2022 – ‘Roam like at home’ is extended and the improved with additional benefits for a better roaming experience when travelling abroad in the EU: with even better connectivity, more information and a smoother travel experience.

Same quality at home & abroad

‘Roam like at home’ means that you should be able to use mobile service in the same way as at home. This includes the quality, like speed or access to 5G if you normally have 5G at home. In some cases it is not possible to offer the same quality because the network might not be as good as the one you normally use at home, your operator should do its best to offer the same quality as at home when this is technically possible. Your operator should inform you on how the roaming service can differ from the service you use at home. This information should be available in your contract and made publicly available, e.g. on your operator’s website.


Reaching emergency services abroad

Quickly reaching emergency services is crucial to saving lives. By June 2023, you should automatically receive a message when you travel abroad to remind you about 112 and inform you about the available alternative means of reaching emergency services, such as through real time text or apps. If you are not able to use a voice call to ‘112’ you may use these alternative means of access to emergency services.

Connecting to non-terrestrial networks

Today we like to stay connected anytime and anywhere. When you travel by boat on open water or during a flight, your mobile phone may connect to a non-terrestrial network, e.g. a satellite network.
provided on board the aircraft or boat. These services are not covered by ‘Roam like at home’ and usually have high surcharges.

If your mobile phone connects to a non-terrestrial network, you should receive an automatic message to alert you, so you can avoid unexpected charges. In case you continue using your phone, or apps using mobile data continue running on your phone, and you reach €50 of additional charges, or another predefined limit, the mobile services will stop automatically. Operators may offer additional services, such as the possibility to opt out from roaming on planes and boats.

**More information, better choices**

Whenever you cross the border, your operator will send you an automatic message with your basic information about roaming, including any fair use data limits that the operator may apply, as well as information about certain services that are not free of charge, like calling customer services, or airline and insurance helplines. These value added services are usually subject to higher charges when phoning from abroad.

You should be able to make an informed decision about calling value-added services that may cost extra. Operators have to inform customers about the type of phone numbers that may be subject to additional charges when phoning them from abroad. You should find information on value-added service phone numbers in your contract. You can also find similar information in the SMS you receive when crossing the border to another EU country.

**Preventing additional charges**

In case you have unlimited or very low-cost data services, and your operator has applied a fair use limit, e.g. a data volume or financial limit, your operator should notify you before you reach the limit. The operator should also inform you when you have consumed €50 and then again when you have consumed €100 in a monthly billing period. The notification shall indicate the procedure you should follow if you wish to continue using roaming services. Customers may opt out and back in to this so-called cut-off limit mechanism by notifying their operators.

**Fair use**

When it comes to data, if you have unlimited GB or you pay less for a GB of data then the maximum wholesale cap (e.g. 2€/GB + VAT from 2022 progressively lowered down to reach €1 in 2027), your operator may apply a (fair use) limit on data. If this is the case, the operator will have to inform you in advance about such a limit and must alert you in case you reach 80% of your said limit. That safeguard limit will be high enough to cover most, if not all, of your roaming needs. This ‘fair use’ data limit is in place so operators can continue providing roaming services without the need to increase domestic prices. If you reach the limit, you can still continue using data while roaming for a very small fee, which cannot be more than 2€/GB + VAT from 2022 and will progressively decrease to €1 in 2027.

The actual limit depends on the monthly amount you pay for your mobile contract, based on a regulated formula. If you want to check the operator’s calculation, here is how: the roaming data volume must be at least twice the volume obtained by dividing the price of your mobile bundle (excluding VAT) by the regulated maximum wholesale cap.

\[ \text{data limit (in GB) when roaming} = 2 \times \left( \frac{\text{price of mobile bundle excluding VAT}}{\text{regulated maximum wholesale cap per GB}} \right) \]
In 2022, this cap is €2/GB. For your information, €2/GB is the maximum price that your operator must pay the foreign operator for 1 GB of data when you are abroad in the EU from July 2022.

If you do get charged extra, you should first contest those charges with your operator, who should have a complaints procedure in place. If the operator persists, you can refer to the responsible national telecoms agency (https://digital-strategy.ec.europa.eu/en/policies/telecommunications-national-regulatory-authorities) for support.

'Roam like at home' is intended for periodic travelling. It means that you cannot use roaming services permanently. If you stay and use roaming services in another country within the EU longer than in your home country over a period of 4 months, the operator may contact you and may apply a surcharge.

**Reports on Roaming**


Roaming - Eurobarometer Reports (https://europa.eu/eurobarometer/surveys/browse/all/series/300802)

Benchmark Data Reports on Roaming - BEREC (https://berec.europa.eu/eng/document_register/search/?reference_number=&title=international%20roaming%20benchmark&contents=&category_id=&date_from=&date_to=&search=1)


Subscribe to the latest news on this topic and more (https://ec.europa.eu/newsroom/dae/user-subscriptions/2544/create)

Frequently asked questions on roaming
Regulation (EU) 2022/612 on roaming
Follow the latest progress and learn more about getting involved.
Follow the Commission's work on connectivity @connectivityEU (https://twitter.com/connectivityEU)

Latest news & publications

PRESS RELEASE | 27 September 2023

The first report on the State of the Digital Decade, published earlier this week, provides a comprehensive look at progress towards achieving the digital transformation to empower a more digitally sovereign, resilient, and competitive EU.

PRESS RELEASE | 01 September 2023
EU-Moldova “Roam like at Home” closer to reality

The Commission adopted today a proposal to incorporate roaming into the EU-Moldova Association Agreement. Once all necessary steps have been completed, Moldovan visitors to the EU will be able to use their mobile phones under the same price conditions as if they were in Moldova, while travellers from the EU will benefit from the same rights when visiting Moldova.

PRESS RELEASE | 10 July 2023
‘Roaming’ for Ukraine: operators extend agreement to provide affordable calls to and from Ukraine for another year

On 9 July, the Commission welcomed the twelve-month prolongation of the operators' agreement allowing displaced refugees from Ukraine to stay connected across borders.

PRESS RELEASE | 03 July 2023
More than 81% of EU residents travelling across the EU and EEA benefit from calling, texting and using mobile data without extra charges

The Commission’s Eurobarometer survey on Roaming shows that over 81% of EU residents who have travelled in the last two years, are aware of and benefit from calling, texting and using mobile data, without incurring extra charges when travelling in the EU, Iceland, Liechtenstein and Norway

Browse Roaming
The EU’s goal is for Europe to be the most connected continent by 2030.

**Related Content**

**Big Picture**


**Dig deeper**

As of 15 June 2017, people don’t pay extra for roaming while travelling to other EU countries. This includes calls, texts and mobile data.

See Also


EU rules enshrine the principle of open Internet access: internet traffic shall be treated without discrimination, blocking, throttling or prioritisation.


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


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


The connectivity toolbox offers guidance for the deployment of fibre and 5G networks. These networks will offer significant economic opportunities.


Wireless communications, via public or private networks, use radio spectrum, i.e. a range of radio waves, to carry information. Such communication can be between people, people and machines or systems (“things” more general) or between things. In this context, radio spectrum is...


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


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.


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


The European Commission is supporting EU businesses, project managers and authorities in increasing network coverage to reach the EU's Gigabit Society goals.

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**Source URL:** https://digital-strategy.ec.europa.eu/policies/roaming